

**RULES OF PROCEDURE**  
**2020 ANNUAL MEETING OF STOCKHOLDERS**  
**OF**  
**SALESFORCE**  
**JUNE 11, 2020**

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We welcome you to the 2020 Annual Meeting of Stockholders of salesforce.com, inc. (the “Company”). In fairness to all stockholders joining the meeting and in the interest of holding a fair, informative, orderly and productive meeting, the following procedures will apply:

1. The business of the meeting will follow the order shown on the Agenda, which is posted on the meeting website.
2. If you wish to vote during the meeting or change your previously submitted vote, please follow the instructions on the meeting website before the polls close. Polls will be open from the beginning of the meeting until the announcement that the polls are closed, and we encourage you to vote as early as possible. If you have voted in advance of the meeting, your previous vote will be recorded and you do not need to vote during the meeting. Only holders of record of common stock on April 16, 2020 are entitled to vote and ask questions at the meeting.
3. We ask that stockholder proposal proponents limit their presentation to approximately three minutes.
4. If you wish to ask a question, you may do so by following the instructions on the meeting website. When submitting questions, please provide your first and last name and try to be concise. In the interest of hearing from a variety of stockholders, we ask that stockholders submit no more than two questions.
5. During the initial business portion of the meeting, only questions relating to the items of business being conducted will be considered. A general question and answer session is scheduled to follow the business portion of the meeting. During the general question and answer session, we will address questions that relate to the Company’s business and are of general interest to stockholders. We may group or summarize similar or otherwise related questions and provide a consolidated response to substantially similar questions.
6. Questions that do not satisfy these rules of procedure will not be addressed, including questions or discussions that are:
  - a. not pertinent to meeting matters or the business of the Company;
  - b. related to personal grievances;
  - c. derogatory references to individuals or that are otherwise in bad taste;
  - d. repetitious of statements made by another stockholder;
  - e. not a matter of interest to stockholders generally;
  - f. related to material non-public information of the Company;
  - g. in furtherance of the stockholder’s personal or business interests; or

- h. related to pending or threatened litigation.
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- 7. The Chair of the meeting shall have the authority necessary to preside over the meeting and may make any and all determinations with respect to the conduct of the meeting and procedures to be followed during and after the meeting.
  - 8. In the event technical or other issues delay or disrupt the Company's ability to start the meeting for longer than 60 minutes, and accordingly the meeting has not started by 3:00 p.m. Pacific Time, the Chair or secretary of the meeting will convene the meeting at 3:00 p.m. Pacific Time at 415 Mission Street, San Francisco, California 94105 for the purpose of adjourning the meeting to reconvene at a date, time and physical or virtual location announced by the meeting chair. In this situation, we will post information regarding the announcement on our investor relations website at [investor.salesforce.com](http://investor.salesforce.com). These rules will apply at any reconvened meeting.
  - 9. We will post a recording of the meeting on our investor relations website at [investor.salesforce.com](http://investor.salesforce.com), which will be available for replay following the meeting for 60 days. All other recording of the meeting is prohibited.

Thank you for your cooperation.