



Statement on Human Rights

(Updated April 2020)

Twilio believes that businesses have an obligation to respect human rights and to acknowledge and mitigate the risks that business operations could pose to such rights. As the leading cloud communications platform, Twilio also recognizes that its products could have a significant impact on human rights. As such, we have identified and mitigated wherever possible prominent risks to human rights that could impact our employees and our customers, such as the privacy of information shared with us by our customers and our employees (including in connection with government requests for information), our labor practices, our practices related to anti-discrimination in employment practices, along with our policies on diversity among our workforce. We take these issues very seriously, and through our [Twilio Magic](#), which are the principles we use to build an impactful, high growth business while staying true to ourselves, we aim to help ensure that our impact is a positive one and strive to protect, promote and extend human rights across the world. Our main human rights focus areas are discussed in more detail below and include: data privacy and protection, maintaining ethical practices across our global workforce and supply chain, and fostering a diverse and supportive work environment. Through focused policy implementation and decision making and investments in other non-profit organizations, we are actively engaged in effecting positive change in the global community.

Our Data Privacy and Transparency Commitments

Twilio respects privacy rights as you can see from our [privacy statement](#). We are committed to protecting the privacy and security of data in our developer ecosystem, and of our customers and users. We have implemented policies and procedures that facilitate compliance with applicable privacy laws, including the California Consumer Privacy Act (“CCPA”) and the General Data Protection Regulation (“GDPR”). We also work to use privacy by design in our review and building processes. For example, in 2016, even before GDPR became effective, Twilio started the process of putting in place our own [Binding Corporate Rules \(BCRs\)](#) — considered one of the highest global standards for data protection that a company can have. Our BCRs codify Twilio’s guiding principles and approach to compliance with data protection laws when processing personal information.

In addition to our working to maintain data privacy, we have proactively taken steps to provide increased visibility to the Twilio community around government requests received for customer information by municipal, state, provincial and federal governments globally. We do this by publishing semi-annual transparency reports. [Twilio’s Transparency Reports](#) document the total volume of government requests for information received by Twilio, how Twilio responded to the requests, and how often Twilio notified users of the requests.

These efforts have resulted in us being ranked [5th in our industry by JUST Capital](#) for protection of customer privacy through secure information storage and transparent privacy policies.

Our Labor Standards

Twilio acknowledges the existence of forced labor, child labor, human-trafficking and slavery around the world, and believes every business has a duty to help eliminate such global atrocities. Though we consider these risks in our business low, we have enacted policies and procedures to prevent any Twilio involvement in such human rights abuses. Our [Code of Conduct](#) requires that our directors, officers and employees must not (nor instruct others to) engage in any unlawful, or unethical, activity in conducting our company's business or in performing their day-to-day company duties. This includes acting in compliance with the [UK Modern Slavery Act](#). We also expect our [vendors to comply](#) with applicable laws, including the UK Modern Slavery Act.

The [ten core values](#) in the Twilio Magic further guide us on this by setting how we act as a business, and what we expect of all of our employees, whether they are dealing with other members of the business, customers or vendors. For example, our values require us to always act in an honest, direct and transparent way ("No Shenanigans") and to unleash the power of human potential both inside and outside of the company ("Empower Others"), and we hope to demonstrate these values in all aspects of our business. By being honest and transparent about our supply chain and empowering our employees with mechanisms to enforce our values (e.g., Twilio's online ethics and whistleblower reporting option or hotline number), Twilio's employees are well-positioned to help fight human rights abuses such as forced labor, child labor, human-trafficking and slavery. We have strived to act in accordance with these values and will continue to do so.

Furthermore, since 2013, Twilio has teamed up with Polaris, Thorn, and Salesforce.com to [build new avenues of rescue](#) for victims of human-trafficking, using Twilio technology and expertise. We are staunchly committed to upholding the highest ethical standards, ensuring transparency in how we conduct our business, and preventing any instances of forced labor, child labor, slavery or human-trafficking in our supply chain and beyond.

We Support the Right to Freely Associate

Twilio respects our employees' right to choose to form or not to form or to join or not to join a trade union, engage in peaceful assembly, or to have recognized employee representation in accordance with local law. Twilio will not harass, discriminate against, or otherwise penalize employees, employee representatives, or trade union members because of their interest and/or membership, or affiliation with, a trade union.

Our Anti-discrimination and Anti-harassment Commitments

Twilio is committed to creating a supportive, respectful work environment, that is free of harassment, intimidation, retaliation, bias, and unlawful discrimination. Our Code of Business Conduct and Ethics strictly prohibits discrimination or harassment of any kind on the basis of race, color, religion, veteran status, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation or any other characteristics protected by law.

Furthermore, in order to promote a high standard of ethical and professional conduct within Twilio, we have engaged with an impartial third-party to administer an ethics reporting hotline, where, as permitted by law, employees, contractors, customers and vendors may address any issues on a confidential and anonymous basis. This ensures that an employee can choose the method with which they are most comfortable to discuss any issues or complaints, whether it is through their manager, our human resources partners, or the reporting hotline.

Diversity

Twilio believes in building equity, equality and belonging into the overall strategy of the company. We are committed to identifying talent by going where others don't, and ensuring an unbiased approach during recruitment. We also strive to create a collaborative, inclusive and respectful environment by encouraging positive connections through work and volunteer engagement opportunities. Additionally, our employee resource groups, such as Black Twilions, Latinx @ Twilio, S.E.A.T., Spectrum, Women @ Twilio, Wonder, Twilipinos, and Twarriors offer our employees support, mentoring and networking opportunities and help to foster a friendly and diverse workplace. Check out our current goals, statistics and how we are holding ourselves accountable [here](#).

Social Impact Initiatives

Since launching Twilio.org, we've learned that social responsibility is as critical to our success as a company as any other initiative and we remain committed to community involvement and philanthropy today more than ever. The mission of Twilio.org, our social impact arm, is to fuel communications that give hope, power, and freedom with a 10-year goal to help one billion people every year. We've seen social impact organizations use communications to solve some of the world's biggest social and environmental problems. That's why Twilio.org deploys our technology and our team, and grants funding to fuel potentially life-changing communications. For instance, Twilio.org has helped nonprofit organizations create a 24/7 SMS hotline to fight human trafficking, use programmable SMS to proactively reach out in offer of support to potential victims of human trafficking posted in online ads, and develop artificial intelligence-powered SMS bots to disrupt sex trafficking by preventing buyers from connecting with victims. Additionally, Twilio's crisis response and prevention initiative enables and improves communication efforts by non-profits which in turn supports people experiencing crises.

In 2015, we reserved 1% of our Class A common stock to fund social impact at Twilio. In March 2019, we increased the Twilio.org share reserve by 203,658 shares to account for a similar program previously operated by SendGrid, Inc. (which we acquired in February 2019). Since 2015, Twilio.org has made millions of dollars in donations consistent with its philanthropic goals.

During 2019, Twilio.org implemented the WePledge program to engage employees in doing good. Through the WePledge program, Twilions pledge 1% of their time or financial resources toward causes they care about. In turn, we provide \$500 in matching donations annually, on-going community service opportunities, and 20 hours of paid volunteer time-off. We also make it easy for employees to donate a portion of their vested company equity in lieu of a cash donation. Since the program's launch in September 2019, hundreds of Twilions have already taken the pledge to commit 1%, resulting in the donation of hundreds of thousands of dollars and nearly 5,000 volunteer hours that support more than 450 charitable organizations. We're just getting started.

Governance

We review this Statement on Human Rights periodically to reflect new developments and best practices among our peers. This Statement is approved by our senior management and reviewed by our Nominating and Corporate Governance Committee, which is responsible for overseeing and periodically reviewing Twilio's environmental, social and governance activities and programs.