twilio

2020 IMPACT REPORT

Building communications to change lives

Meet the impact heroes creating
a better world with Twilio

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twilio

Section 01

Intro

- **Letter from our CEO**
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A letter from our CEO

2020 challenged us - as humans, as businesses, as leaders, as members of communities- more than any other year in my memory. People around the world felt the impact of the public health crises and the economic downturn caused by COVID-19. A record number of natural disasters shined a spotlight on the global climate crisis. Here in the U.S., we faced an unprecedented reckoning with systemic racism and a historic election. Despite all of these challenges, 2020 also showed how connected our world is and how giving back is critical to each of us surviving and succeeding.

I have always believed that businesses have a responsibility to give back to our communities and be good neighbors. Investing in social impact becomes even more critical when times are tough, and 2020 certainly put businesses to the test. This is why, when I reflect on 2020, one of the things I'm most proud of is how Twilio's social impact division, Twilio.org, our impact customers, and our employees rose to the challenge. Our Twilio.org customers built communications to distribute emergency food supplies, notify people exposed to COVID-19, and connect doctors with patients over video. Because we had invested heavily in building social impact programs since our founding, Twilio was ready to help the nonprofits, healthcare institutions, schools, and local governments transform physical services to digital and meet increased demand.

Even though everyone was impacted by the pandemic in their personal lives and work lives, our employees prioritized the health and wellbeing of others. Through our employee impact program, WePledge 1%, Twilions gave 1 percent of their time, income, or equity to causes they care about. In 2020, we open-sourced the WePledge 1% program and recruited Okta, Atlassian, and Zoom to join us in partnership with Pledge 1%.

I'm also proud that we took a stand as an anti-racist company and built clear goals and processes to hold ourselves accountable for making progress in 2020. We increased the representation of women, Black, and LatinX employees. We invested in building tech careers and engaging voters in historically marginalized communities.

We believe the world should be a better place because our company is in it, and this report gives you the data and the stories to show how we focused our assets to do good. Thank you to every one of our employees, customers, and partners who "drew the owl" this year to help each other. This is who we are. We care, and then we build.

JEFF LAWSON (HE/HIM)
—
CEO & CO-FOUNDER, TWILIO

Measuring our progress

Every connection makes an impact

2020 was a record year for Twilio's social impact. We supported nonprofits to scale programs with Twilio products, activated our employees to create change, funded innovative nonprofits and social enterprises, and improved the representation of women, Black, and LatinX employees. Here are our key results.

REPRESENTATION

38.7%
of employees
identified as
female globally
(+6 pts)

5.5%
of U.S. employees
identified as Black
in the U.S.
(+2 pts)

6.5%
of U.S. employees
identified as LatinX
in the U.S.
(+1 pt)

PRODUCT

266M
people
helped by social
impact organizations
using Twilio

6,073
social impact
organizations
using Twilio products
to do good

PEOPLE

7,871
volunteer hours
logged by Twilio
employees through
WePledge 1%

$1.1M
donated to
charitable causes
by Twilio
employees

CAPITAL

$32M
in grants,
product credits,
and discounts
provided to impact
organizations

$57M
in all-time
grants, product
credits, and
discounts
provided to impact
organizations

twilio

Section 02

Impact Areas

01 Responding to crisis
02 Inspiring action
03 Building better lives

How Twilio makes a difference

With so many ways to make an impact in our world, we've focused on three areas where we've seen our unique assets and customer engagement platform make the biggest difference:

01 Responding to crisis
02 Inspiring action
03 Building better lives

These impact areas represent the change we hope to see in the world through the nonprofit customers and grantees we serve. We've designed our programs for product support and discounts (Impact Access Program), grants and investments (Impact Fund), and our employee impact program (WePledge 1%) to drive positive social change in these areas.

Responding to crisis focuses on helping people in acute crises, or those facing an immediate threat to their wellbeing, get the help they need when they need it. Our nonprofit partners often provide these services through crisis helplines and hotlines.

Inspiring action engages people to take action to change the world for good. Whether organizing communities, advocating for causes, or contacting public officials, this impact area mobilizes people to create positive social change.

Building better lives is how we support people to improve their long-term outcomes and well-being. We do this by empowering nonprofits to help those at risk connect with resources to build better lives through education, financial resources, healthcare, and more.

Our approach to social change

We invest

Product:
Impact Access Program

Twilio tech, discounts, credits, technical support and partnerships

People:
WePledge 1%

Employee giving and volunteer programs

Capital:
Impact Fund

Grants and investments

to empower

Our social impact partners

Nonprofit organizations and social enterprises committed to creating positive social change

to help

Respond to crisis

People in acute crisis get the help they need right when they need it

Inspire action

People take action to change the world for good

Build better lives

People at risk connect with resources to build better lives

Impact Area 01

Responding to crisis

Our Goal:

Connect people in acute crisis with the help they need, when they need it

Spikes in calls in for crisis services

Crisis response organizations saw extraordinary demand in 2020. Stay-at-home orders and financial distress exacerbated existing challenges for many people. RAINN, a national sexual assault hotline, reported a record 60,000 survivors of sexual assault and violence accessed their crisis line in May and June of 2020, including a record percentage of minors. The Partnership to End Addiction reported a nearly 50 percent increase in connections to help families overcome addiction in the early days of the pandemic. 2020 was also a record year for natural disasters, from fires in Australia and the western United States to a record-breaking hurricane season.

A history of committed partnership

At Twilio.org, we focus on supporting people through acute crises such as natural disasters, sexual abuse, substance use, refugee displacement, mental health emergencies, and more. In 2019, we established our Crisis Response and Prevention Initiative (CRPI) and Crisis Response Technology Network (CRTN) to provide technology and share best practices across the industry. The group of leading organizations in their respective issue areas collaborates on how to innovate to help more people in crisis and leads Twilio in determining how best to support the sector. With the CRTN's feedback, we've built product templates and code samples to help organizations quickly stand up crisis hotlines based on their unique needs.

Building hotlines of hope

Our impact partners, both customers and grantees, demonstrated extraordinary innovation in building easy-to-use, confidential, scalable helplines to support people facing personal crises in 2020. Twilio worked with 528 customer organizations during the year focused on crisis response work, including Trans Lifeline, Norweigan Refugee Council, and Save the Children. In addition to donations for COVID-19 rapid response and disaster relief, we granted $2.9 million through our Impact Fund to 20 organizations operating crisis lines to help people access legal support, culturally appropriate medical care, domestic abuse support, suicide prevention, and resettlement aid.

528
crisis organizations
using Twilio products

$4M
distributed
through the Impact Fund

International Rescue Committee

⊕ **Customer spotlight**

Information as empowerment

One in every 100 people in the world is a refugee, according to the United Nations. The International Rescue Committee (IRC) knows access to information can mean the difference between freedom and persecution for refugees navigating their journey to safety. The IRC team launched Signpost, a mobile website for life-saving information on legal aid, housing, food, and healthcare, at the height of the refugee crisis in Europe.

Following the success of Signpost, IRC wanted to expand the program to address needs of displaced people in Guatemala, Honduras, and El Salvador. IRC learned that people in the region preferred to engage over WhatsApp to get trusted information, instead of a website. That's why IRC chose Twilio's cloud contact center, Twilio Flex, to build their helpline. Using Twilio Flex, IRC was able to engage refugees over WhatsApp, build chatbots, and integrate their internal case management system.

The International Rescue Committee's Signpost project provides people displaced by violence with access to life-saving resources

Now, when a refugee or displaced person reaches out to the Signpost Twilio-powered WhatsApp number, they get an immediate response. The return message provides topics the refugee could learn more about, from COVID-19 health information, to legal support, women's health, food security, housing, and more. When they ask about a particular topic, the bot responds with more resources. If a refugee has a unique question or wants to talk to a person, the chatbot seamlessly connects them to a trained moderator.

Twilio's automated messaging systems enable Signpost moderators to keep up with demand for information, which increased multiple times at the start of the pandemic. In the first quarter after launching in El Salvador, Honduras, and Guatemala, IRC's Twilio-powered helpline supported 3,412 people and powered 25,181 messages. Moving forward, IRC plans to expand its WhatsApp refugee helpline to other regions, including the U.S. and parts of Europe.

> "
> **Thanks to Twilio, we can now have a real-time dialogue with a woman who's fleeing from armed actors in El Salvador with her kid. She wants to know where's safe, who can she trust, if there's a safe house—and we're able to respond to her."**

DAVID MILIBAND
(HE/HIM)
—
PRESIDENT & CEO, IRC

The Trevor Project

⌕ Customer spotlight

Supporting LGBTQ youth in crisis

The Trevor Project built a new SMS platform to more quickly triage messages and deliver mental health support

In the U.S., suicide is the second leading cause of death among young people ages 10 to 24, and lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) youth are four times more likely to attempt suicide than their peers.

The Trevor Project knows that supportive adults can be life-savers for LGBTQ young people experiencing mental health issues and suicidal thoughts. For more than 20 years, the organization has provided free and confidential crisis intervention and suicide prevention services to LGBTQ youth via phone, text, and chat.

Twilio technology has played a crucial role in the organization's ability to scale their programs and serve more youth. The organization moved TrevorText—The Trevor Project's SMS program—onto Twilio Programmable SMS, which eliminated a 10-second delay for each message sent via their old platform. This has resulted in saving 10 minutes per conversation on average, allowing Trevor to serve more young people and provide critical help to each individual as quickly as possible. The switch to Twilio SMS, along with other actions taken by Trevor, contributed to a 22 percent increase in crisis contacts served in the first six months of the platform re-launch.

The new SMS platform enables The Trevor Project to conduct a pre-counseling risk assessment to prioritize higher-risk contacts in the queue. The Twilio-powered platform further enables counselors to transfer conversations, which ensures a sustainable model for all staff and volunteer crisis counselors.

"

Partners like Twilio have enabled The Trevor Project's counselors to send and receive messages from LGBTQ youth in crisis at a faster rate, improving our ability to serve higher volumes more effectively. When it comes to suicide prevention, every second counts, so this technology helps us save young lives."
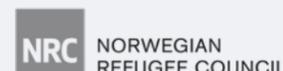
JOHN CALLERY
(HE/HIM)
—
VP OF TECHNOLOGY,
THE TREVOR PROJECT

Social Impact Heroes:
Twilio customers and grantees leading in crisis response

Save the Children.

RAINN

NRC NORWEGIAN REFUGEE COUNCIL

Partnership to End Addiction

TRANS LIFELINE

Impact spotlight

Responding to COVID-19

Q **Impact spotlight**

Helping people through the pandemic

A rush of overlapping crises
COVID-19 threw many people into hardship with spikes in food insecurity, financial distress, and health emergencies. Twilio was built to respond to an unprecedented emergency like this. We activated our team and technology to help organizations on the front lines provide distanced-friendly health, education, and financial support through digital communications.

Recognizing community heroes
From healthcare organizations implementing telehealth appointments, to food banks transforming physical wait lines into scheduled texts, there are countless Community Heroes that innovated to serve more people during this time of crisis using Twilio technology. Here are just a few of the many organizations we honored:

- Luma Health launched their video telehealth solution in two weeks and helped more than 19,000 health care providers adapt to remote care.

- The City of Pittsburgh's IT department moved its 311 contact center operations remote in just one week to continue to allow residents to report non-emergency problems or get information, like where to get a COVID-19 test.

- ATLFAMILYMEAL distributed more than 75,000 meals to Atlanta-area hospitality workers by coordinating food drop offs with SMS notifications.
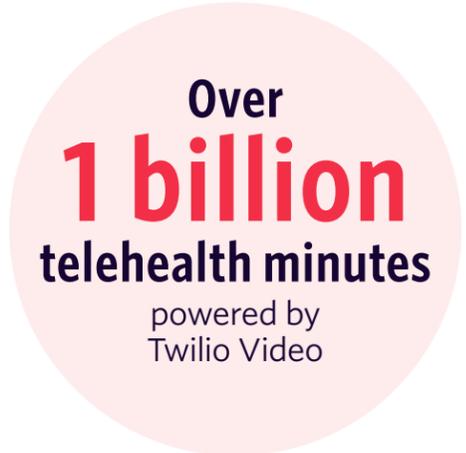
Helping our neighbors
To support our global community and the neighborhoods near our largest offices, we

donated $1 million to COVID-19 relief efforts by the UN Foundation, the Silicon Valley Community Foundation, and the Colorado Mile High United Way. Our employees donated more than $88,000 to relief causes together with our company match.

Providing product support and best practices, we published our COVID-19 Communications Field Guide to help organizations transform physical communications to digital in just a few days. We shared communication templates and developer tutorials for mass notifications, telemedicine, distance learning, contactless delivery, and more.

To help slow the spread of the virus, our team collaborated closely with public health departments to launch contact centers for contact tracing and vaccination distribution.

Over
1 billion
telehealth minutes
powered by
Twilio Video

Supported
28
contact tracing
initiatives
covering nearly ½ of
U.S. population

$1M
donated
to global relief efforts
via the Impact Fund

$88,215
donated
to relief efforts by Twilio
employees, including
Twilio's match

Customer spotlight

United Way

 Customer spotlight

An easy-to-remember resource for essential needs

United Way Worldwide ramps up 211 capabilities and technology amid COVID-19 outbreak

In a typical year, 211 receives 35,000 calls a day, connecting people to essential social services such as housing, financial assistance, food access, childcare, transportation, and more. But in the immediate aftermath of COVID-19, the network (made up of more than 200 agencies and their roughly 2,000 social service specialists) was receiving **75,000 calls every day, an increase in call volume of more than 100 percent.**

The 211 team at United Way Worldwide wanted to better connect the decentralized 211 systems to make it easier to load balance call volumes, engage volunteers, and more efficiently share information.

They quickly developed a streamlined routing system with a front-end interactive voice response (IVR). People could call in to a single 1-800 number or their local 211, which would automatically transfer some calls to the new

platform, where the AI-assisted IVR bot built on Twilio Autopilot and Twilio Flex could answer commonly asked questions about COVID-19. If the caller still wanted to speak to a specialist, they would be routed to a live agent or back to a local 211 with available specialists to answer.

The system was first tested in Ohio to provide call coverage to every county. With the entire state now covered by a connected 211 system, 211 agencies are now in talks with state government to activate and receive funding to build capacity even further, which wouldn't have been possible before the new technology.

For the United Way team, this is all part of their desire to find any possible way to help, whether in their already-heroic regular course of business or during extraordinary times such as these.

"

Our goal isn't to reduce the call volume—it's to increase our ability to answer the call volume. We want to be able to talk to everyone who wants to talk to us, and we need centralized, efficient, and seamless technology to do that."

RACHEL KRAUSMAN
—
SR, DIRECTOR OF 211,
UNITED WAY WORLDWIDE

United Way

The CDC names contact tracing as a vital part of a multi-pronged approach to responding to COVID-19, essential for lowering mortality and slowing the spread of the virus.

In 2020, Twilio worked with 28 cities, states, and universities to launch contact tracing initiatives, including New York City, the City of Philadelphia, and Illinois. These projects have the potential to address the contact tracing needs of roughly 156 million people, or nearly half the United States population.

Twilio Flex is a natural fit for the contact tracing workflow. Contact tracers can trigger an SMS alert from Twilio Flex with survey questions or link to a secure web portal, where patients can self-report contacts on their own. They can trigger an SMS alert, email, or voice recording to share educational materials to lower-risk contacts. And they can follow up with patients and contacts via Twilio's channel APIs for SMS, email, and voice recordings to monitor the spread of the virus, recovery rate, and how many contacts have gotten sick.

Twilio is committed to supporting public health departments in their continued contact tracing and vaccine distribution efforts.

Impact Spotlight

Slowing the spread of the virus

Twilio powers contact tracing communications for nearly half of U.S. population
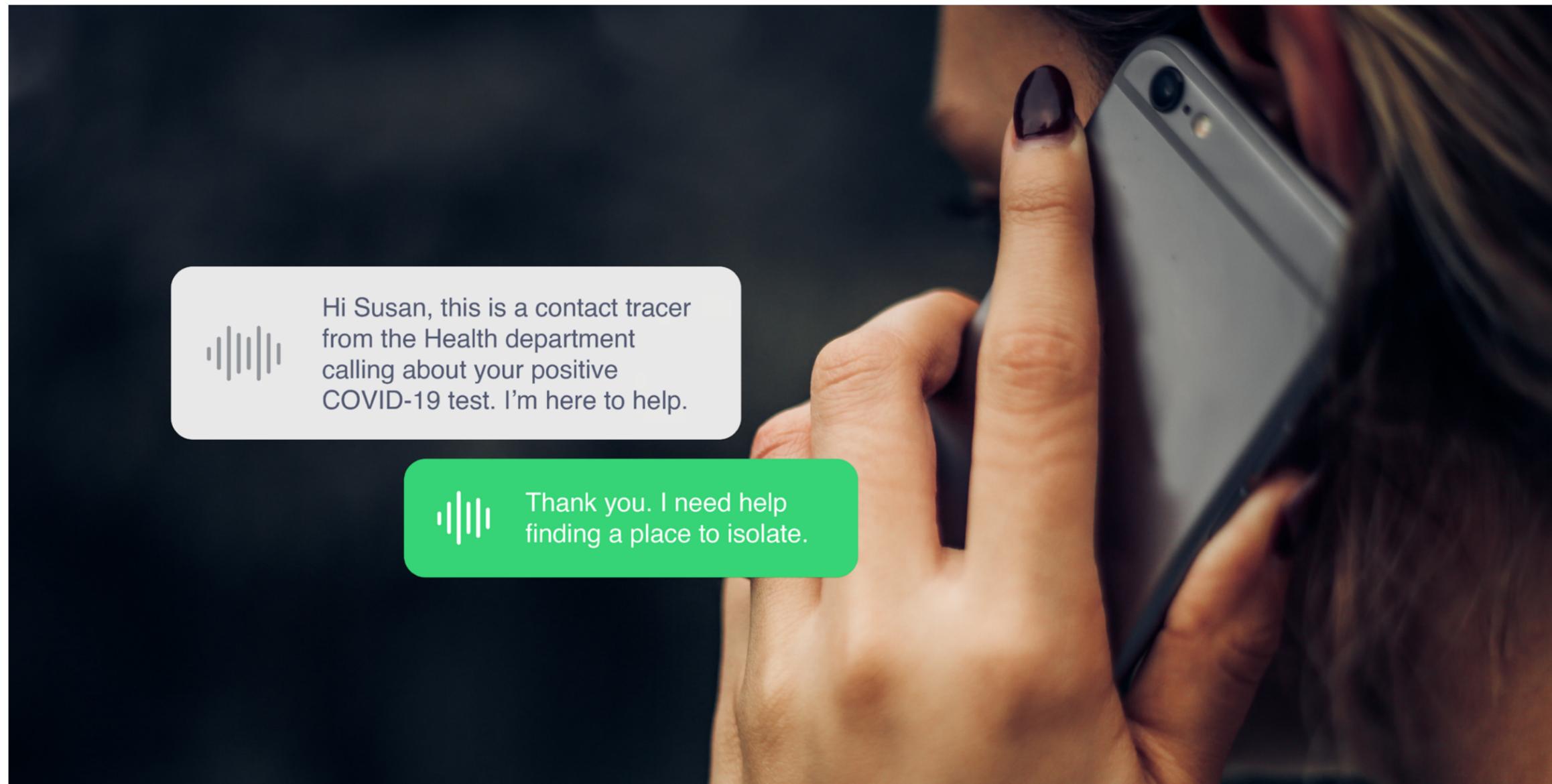
Impact Area 02

Inspiring action

Our Goal:

Empower people to take action to change the world for good

735

impact organizations

using Twilio technology to empower people to take action

$1.5M

distributed to

20 organizations through the Impact Fund

Organizing movements for change

2020 was a catalytic year for political and social movements. In the U.S., the Black Lives Matter movement gained historic momentum, and the country held an election that resulted in record voter turnout. Around the world, growing calls for democracy, racial justice, and action against climate change reverberated in the streets and the halls of governments, and increasingly, technology companies are being held accountable for the role we have to play in ensuring a fair and sustainable future for all.

Community organizing is about inspiring people to take action. With the pandemic removing most in-person opportunities for organizing,

communications technology has been vital in connecting people and inspiring action. Our impact partners use Twilio to organize people at scale and empower people to advocate for causes that matter to them. In 2020, Twilio.org worked with 735 civic engagement and action organizations

Getting out the vote in marginalized communities

To support a free and fair election in the U.S., we granted a total of $500,000 to 5 organizations working to get out the vote, educate voters, and prevent and address voter suppression in historically marginalized communities—including Black Voters Matter Fund, Democracy Works, Protect Democracy, MomsRising and Woke Vote.

As a result, our grantees engaged 10.5 million underrepresented voters, sent 65 million texts and 37 million emails providing election information, and protected voter registration data for more than 120 million voters. Many organizations driving voter turnout and education also used Twilio's platform to transition in-person organizing to digital channels, helping to inspire record participation. To engage U.S. employees in the democratic process, Twilio ran an internal campaign and co-published the Get Out the Vote Playbook—a Pledge 1% peer-to-peer action guide—with PagerDuty.

🔍 **Grantee spotlight**

WOKE VOTE

⌕ Grantee spotlight

Engaging voters in Black communities

Woke Vote leverages technology and relationship-building to change the face of U.S. politics

[Woke Vote](#)**'s work engaging voters in the 2020 election started long before candidates hit the campaign trail.** Founded in 2017, Woke Vote seeks to mobilize voters of color in the political process via a multifaceted approach that includes social impact demonstrations, get out the vote efforts, and outreach via historically Black colleges and universities, faith-based organizations, and social media.

For Woke Vote, elections are part of a broader strategy for building a more inclusive political process, and the organization works to form long-term relationships with communities that have faced historic underinvestment and disenfranchisement as a result of segregation and racial inequality in the U.S. They do this across the entire cycle, including engagement in local and statewide elections and the policy-making process, not just during presidential election years.

The organization's "long game" approach was key to their continued effectiveness after COVID-19 hit. The overwhelming majority of their

engagement work has been led by individuals from the communities they are working in, which allowed Woke Vote to continue meaningful engagement with voters even after the pandemic forced them to limit in-person engagement.

In 2020, Woke Vote received a grant from Twilio.org's Impact Fund. They used the grant to increase organizers across the 16 cities they were working in and support broad programming efforts like voter education and digital strategy. Through Woke Vote's Commit to Vote program, volunteers sent out 500,000 texts and made 1.3+ million phone calls in less than 5 months, and the organization was able to engage more than 1.2 million voters across their programs.

Moving forward, Woke Vote will continue to mix tech-based outreach and education with relationship-building, organizer training, and on-the-ground voter mobilization, in an effort to advance an agenda of justice and fairness to the center of the American political process.

> "
>
> **The work of empowering communities doesn't start or end with elections but elections do illuminate the power of communities and their ability to impact change. We are proud to engage, mobilize, lead with and impact communities of color through political and social engagement. We will continue to build power that allows communities to ultimately change their material conditions and save themselves."**

DEJUANA THOMPSON (SHE/HER),
—
FOUNDER, WOKE VOTE

Grantee spotlight

MomsRising

⊕ **Grantee spotlight**

Focusing on low frequency voters

At the outset of the 2020 election, MomsRising set a goal of sending 3 million get out the vote texts to low frequency mom voters. Thanks to support from more than 72,000 volunteers and funding from donors like Twilio.org, they sent 23+ million texts instead.

Founded in 2006, MomsRising is a transformative, on-the-ground and online multicultural nonprofit, focused on increasing family economic security, ending discrimination against women and mothers, and building a nation where businesses and families can thrive. Their 2020 get out the vote efforts aimed to increase voter participation among women and mothers, and their strategy included novel approaches targeted specifically towards moms (such as providing activities that parents can do with children while waiting in line

MomsRising leveraged digital and traditional engagement strategies to mobilize voters

to vote), as well as more tried and true approaches like texting, phone calls, and postcards. They also ran digital ads in multiple languages.

MomsRising sees technology as key to their efforts moving forward. Texting, organization leaders say, is an accessible and effective way to engage volunteers, and in the future, MomsRising hopes to work with partners like Twilio to explore ways for text programs to effectively scale. The organization is also engaging moms outside of election cycles, and they've already made more than 800,000 constituent contacts around COVID-19 relief alone, leveraging technology to amplify the political power of one of the largest and most influential voting blocs in the U.S.—moms.

" **MomsRising depends on cutting edge technology to do just about all our work. The connectivity it enables is our superpower. Without texting and other technologies, we wouldn't be able to educate people and mobilize grassroots action to advance solutions to the most critical issues facing women, mothers, and families.**

KRISTIN ROW-FINKBEINER
—
EXECUTIVE DIRECTOR
& CEO, MOMSRISING

Social Impact Heroes:
Twilio customers and grantees leading social change by inspiring people to take action

Democracy Works   GLOBAL CITIZEN.   BLACK VOTERS MATTER   DO SOMETHING.ORG   DONORS CHOOSE

Twilions taking action

🔍 Impact spotlight

Building a global movement of employee giving

Our WePledge 1% program activates employees and individuals to contribute 1% to do good

Engaging employees in social change
Inspired by the Pledge 1% movement, Twilio founded the WePledge 1% program in 2019 to empower our employees, Twilions to take action for good. Through the program, Twilions commit to giving one percent of their time, income, or equity to do good. We support them by providing volunteer time off, accessible volunteer opportunities, matching gifts, and the opportunity to donate company equity. It's a model proven to drive impact at scale. In the first year of the program, 1,387 Twilions took the Pledge, donated a combined $1.1 million dollars, and contributed 7,871 hours of service to social good.

Open-sourcing the program
At SIGNAL 2020, Twilio's annual developer and customer conference, we announced we were open-sourcing WePledge 1% to individuals around the world and other companies. Our inaugural partners, Atlassian, Okta, and Zoom, signed on to enable their more than 13,000 total employees to take action for social good, and Pledge 1% brought WePledge 1% to its global community of impact-led companies. We also opened WePledge 1% to every individual who wants to pledge to do good, even if they don't work at one of these companies. To amplify the community's impact, Twilio donated $1 million toward organizations selected by WePledge 1% members.

52%
of Twilions participated
in WePledge 1% programs

1,387
individuals
including 37% of employess, took the 1% pledge

7,871
volunteer hours logged

$1.1M
donated by Twilions
and matched by Twilio

1,117
social impact organizations
receiving WePledge 1% support

3
organizations
bringing WePledge 1% to their companies

🔍 **Employee spotlight**

Here's how Twilions are taking action

Advocating for racial equity and justice

UX researcher Danielle Green shares her read-aloud book for Juneteenth.

The Black Twilions ERG partnered with Twilio.org to lead a racial equity and justice fundraising campaign. They paired this with a Juneteenth volunteer opportunity where Twilions read stories written by or featuring underrepresented characters. The stories were shared with school districts near our offices. 700 Twilions participated in the campaign, raising more than $258,000 for the NAACP Legal Defense Fund and the Center for Policing Equity, and Twilions submitted 89 virtual read alouds for the Juneteenth volunteer opportunity.

Responding to local community needs during COVID-19

Analytics manager Aaron Lim picks up to-go orders for delivery to family and friends.

In the early days of the COVID-19 pandemic, Aaron Lim, marketing analytics manager, supported his favorite San Francisco Chinatown restaurants and personally delivered take-out orders to friends and family—more than 70 orders in one weekend—for free! He realized this was picking up more "steam than a hot pork bun," so he started a fundraiser via a Facebook campaign that raised more than $26,000 for the Chinatown Community Development Center. Aaron encouraged Twilions to match their donations using WePledge 1% benefits and raised an additional $6,500 for the organization.

Giving back as a volunteer crisis counselor
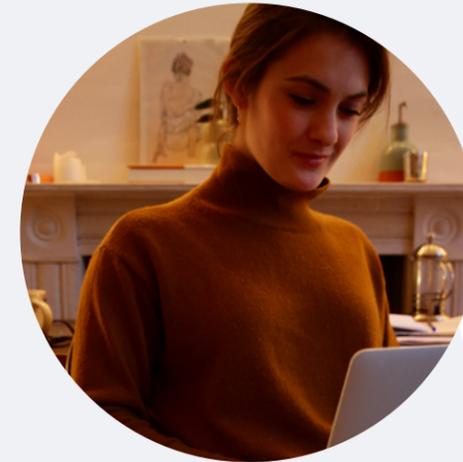
Senior account executive Christina Kopka volunteers as a crisis counselor for Crisis Text Line.

Christina Kopka, strategic account executive, volunteers as a crisis counselor with Crisis Text Line, an organization that offers free and confidential mental health support via SMS. Christina believes that everyone deserves space to be soft and human, and Crisis Text Line provides that space when it's needed most. Volunteering as a crisis counselor has helped her grow in compassion and empathy for others. In 2020, Christina logged 60+ volunteer hours!

Impact Area 03

Building better lives

Our Goal:

Connect people at risk with the resources they need to build better lives

5,198 organizations using Twilio products

$400K granted to **4 organizations** through our Impact Fund

Increasing access to opportunity
Systemic inequities continue to perpetuate cycles of poverty. Even before the global economic crisis that accompanied the pandemic, many people were already struggling to find sustainable employment, supply regular meals to their families, and access benefits. We believe economic opportunity is essential to building a just and equitable society.

Why we focus on quality of life
In the U.S., 20 percent of school aged children live in poverty and 21 percent of the total population access government assistance benefits each month. Globally,

71 million people are expected to be pushed into extreme poverty in 2020. Many of Twilio.org's impact partners are finding innovative ways to help connect people to critical resources through digital engagement— for example social service organizations are helping individuals apply for benefits using chatbots, improving attendance rates for court and case appointments with SMS reminders, and connecting youth with mentors over video. These use cases demonstrate how connecting individuals to vital services can be faster, more effective, and more equitable with increasing digitization. In 2020, we supported 5,198 customers using Twilio technology.

Aligning our resources with our values
In 2020, we granted a total of $400,000 through our Impact Fund to organizations working to help underrepresented people, including Black and LatinX people and veterans become developers—YearUp, Black Girls Code, NPower and Smash. All proceeds from the Ask Your Developer book, authored by Twilio co-founder and CEO Jeff Lawson, are also being donated to these organizations.

These grants brought our total Impact Fund donations and investments for 2020 to $6 million and our all-time giving from the Impact Fund to $16 million.

Customer spotlight
Kinvolved

🔍 Customer spotlight

Reducing student absenteeism

Kinvolved helps schools engage families and improve student attendance

Every year, [7 million children in the U.S. miss a month or more of school]. As early as the sixth grade, student attendance is the leading indicator of high school graduation. Only 20 percent of students who are chronically absent in ninth grade will graduate from high school.

For the team at [Kinvolved], the mission is seemingly simple: increase student achievement by minimizing absenteeism. Kinvolved is a mission-driven organization that helps school systems improve family engagement and attendance in service of elevating student outcomes and keeping students on track to graduate.

With equity and engagement at the center of Kinvolved's approach, the team created the attendance platform KiNVO, which includes

a communications platform composed of Twilio's Programmable Messaging, Voice, Notify, Lookup, and Phone Numbers APIs. KiNVO instantly translates two-way messages in 80+ languages, so teachers and parents can have conversations even if the language used in class isn't the parent's home language. And, KiNVO doesn't require access to the internet, making the platform more accessible to many families.

In the wake of COVID-19, school closures and the sudden transition to remote learning made attendance an even more significant challenge. While many schools across the country suddenly realized they were missing contact information and unable to reach their students and families, KiNVO schools were prepared. During the onset of the pandemic, Kinvolved saw a more than 200

percent increase in usage of its KiNVO platform, including attendance notifications, emergency alerts, and two-way messaging with caregivers.

As distance learning continues to be the new normal, the flexibility and scalability of KiNVO's SMS-based communications generated a 63 percent increase in the number of new students it serves, as new district partners have signed on.

Using a holistic approach that combines technology, tools, and human intervention, Kinvolved seeks to change the deeply ingrained behaviors and external factors affecting student attendance and chronic absence.

"

We've found that SMS is one of the most reliable ways to engage families, because even if they don't have Internet connection or a smartphone, most adults in the United States, at this point, have some type of cellular device that can receive text messages."

PATRICK MCLAUGHLIN
—
DIRECTOR OF MARKETING, KINVOLVED

KiNVOLVED

Customer spotlight

Benefits Data Trust

🔍 **Customer spotlight**

Transforming access to social benefits

Benefits Data Trust runs scalable, data-driven initiatives to connect people in need to benefit programs

Millions of people in the U.S., who struggle to pay for food, housing, and healthcare, are eligible for public benefits but aren't currently enrolled in public programs. Benefits Data Trust (BDT) leverages data, targeted outreach, policy change, and new technologies to inform individuals about their eligibility and connect them to benefits.

Since 2005, BDT has submitted more than 1 million applications and secured $7.5+ billion in benefits and services for eligible people. As 2020 began, BDT was already embarking on an ambitious plan to scale its services and expand communications channels through Twilio products

like SMS and Autopilot. Texting, once seen as supplemental to BDT's mail programs, is now a prominent strategy, critical for increasing client follow-through rates and generating cost savings for the organization. In late 2019, BDT even launched a pilot chatbot program in partnership with the College Board to help students complete the Free Application for Federal Student Aid (FAFSA).

When COVID-19 hit, the U.S. economy lost 22 million jobs between March and April of 2020—more than the Great Depression and the Great Recession combined. In the Philadelphia area alone, BDT's contact center answered 800

percent more calls in one week. The BDT team knew they'd have to act quickly to accelerate their scale-up plans. In just a few weeks, BDT increased their staff by almost 25 percent and invested in more Twilio-powered hotline phone numbers for their partners to share with clients.

There are still billions of dollars on the table in unclaimed government benefits. Moving forward, BDT will continue to leverage communications technology to drive innovation, and ensure that millions of Americans are able to survive and thrive during these challenging times.

"

Twilio's cloud communications platform for texting has been instrumental to BDT's progress in helping to reach more people in need more efficiently, and in a more personalized way. Twilio has been a great partner in working with us to provide technical solutions to social issues and accelerating delivery of those solutions to key markets."

TROOPER SANDERS (HE/HIM)
—
CHIEF EXECUTIVE OFFICER (CEO), BENEFITS DATA TRUST

Social Impact Heroes:
Twilio customers and grantees leading in helping people build better lives

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Section 03

Diversity, equity, & inclusion

Investing in equity & anti-racism

Holding ourselves accountable

In 2020, Twilio made a commitment to becoming an anti-racist organization, leveraging our product, people, and resources to create a more just and equitable world.

We are dedicated to thinking carefully about how we show up in the world and fight against inequities in our systems, processes, and products while holding ourselves accountable. We will do this by building a foundation of processes, policies, data, reporting, and insights to align and drive our strategy.

We are invested in building a more diverse, equitable, and inclusive global workplace. At Twilio we define these terms as:

- **Diversity:** Building our compositional representation by attracting diverse talent

- **Equity:** Ensuring we have equitable mechanisms in place to invest in, evaluate, and reward talent

- **Inclusion**: Creating safe spaces for all Twilions

"
I joined Twilio in September because I was struck by their genuine commitment to become an anti-racist company. This commitment was made at the executive level, before I joined as the chief diversity officer. Twilio didn't wait until I was hired to do this work; they owned their commitment and established accountabilities to stay on track."

LYBRA CLEMONS (SHE/HER),
—
CHIEF DIVERSITY OFFICER, TWILIO

38.7%
of employees
identified as female
(+6 pts)

5.5%
of U.S. employees
identified as Black
(+2 pts)

6.5%
of U.S. employees
identified as LatinX
(+1 pt)

70%
of employees
participated in
"Be Inclusive"
curriculum

DEI spotlight

Living our commitments

🔍 DEI spotlight

Living our commitments

We created our first set of company-wide racial justice and equity business priorities and measures (BPMs) in the summer of 2020. A new chief diversity officer assumed the role and established a Diversity, Equity and Inclusion (DEI) team, whose work builds off of a history of action within the company.

Talent acquisition

We believe Twilio needs a diversity of voices, leaders, and builders to be a best-in-class organization. To recruit a diverse workforce, we enacted the following programs in 2020:

- **The Inclusion Rule**, an internal recruitment policy to ensure a diverse slate of candidates.

- **Twilio Unplugged,** an interview preparation series aimed to provide candidates with the right tools, skills, and resources to pass our interviews.

- **Bar Raiser Program,** which works to mitigate bias from our hiring process by including a neutral interviewer.

- **Hatch**, Twilio's six month software engineering apprenticeship program for individuals from non-traditional and underrepresented backgrounds.

Talent development

Twilio aims to offer equitable opportunities for all employees to develop, succeed and lead by implementing equitable talent development mechanisms. In 2020, this included:

- Expanding our **BetterUp Coaching** offerings to all Black and LatinX Twilions, with a focus on career planning and development.

- **RiseUp,** a cohort-based, targeted leadership development program for new Black and LatinX Twilions.

- Launching our **Be Inclusive** curriculum to build a common language around inclusion and potential biases for all Twilions.

- Continued focus and investigation into **pay parity** to confirm employees with the same job and location are paid fairly relative to one another, regardless of their gender or ethnicity.

Employee Resource Groups

Twilio's Employee Resource Groups (ERGs) are voluntary, employee-led, and Twilio-sponsored groups created to support and celebrate the shared identities and life experiences of communities within Twilio.

ERGs also help us find, keep, and grow diverse talent. They are open to and welcoming of every Twilio employee, including identifying members of the various communities as well as allies.

Twilio ERGs active in 2020 included: Black Twilions, Latinx @ Twilio, Remoties, Asians @ Twilio, Spectrum, The Family Nest, Twarriors, Twilipinos, Women @ Twilio, and Wonder.

🔍 **DEI spotlight**

How we're doing

In 2020, Twilio's workforce representation was 38.7 percent female, up 6 points from 2019. In the United States, Twilio's workforce representation was 26.4 percent Asian, 5.5 Black (a 2 point increase from 2019), and 6.5 LatinX (a 1 point increase).

Though we are performing strongly compared to our industry in terms of these metrics, we will continue to use ourselves as a benchmark and monitor our own progress annually.
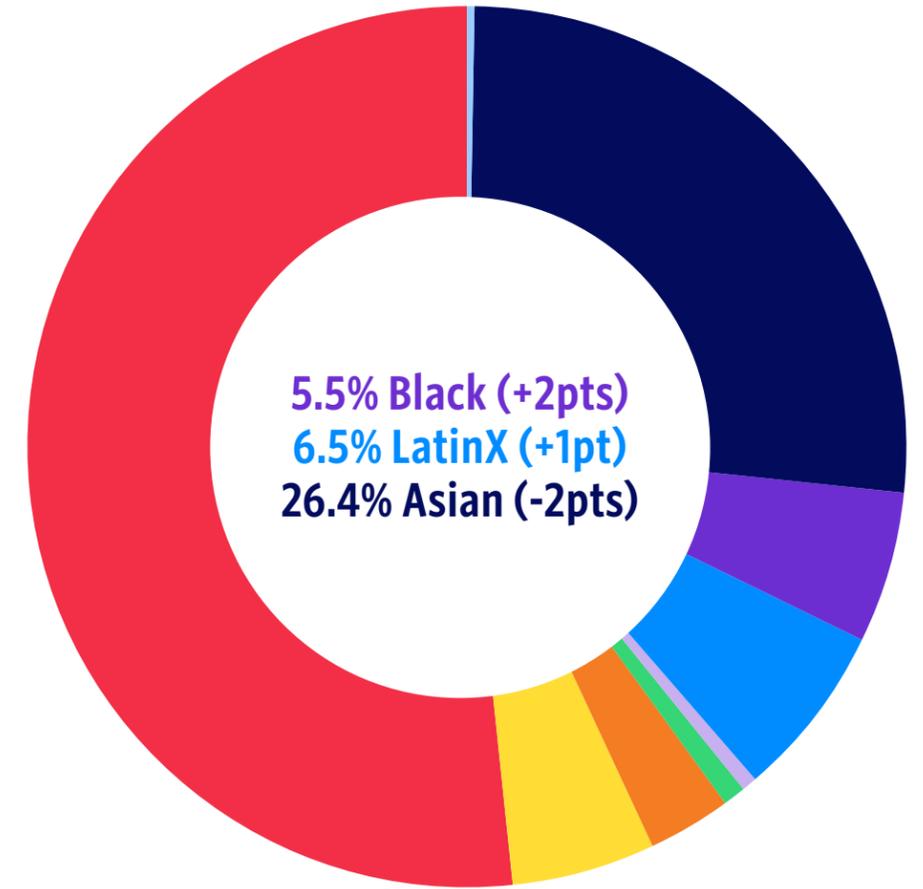
Global workforce representation[1]

- 38.7% Female
- 60.5% Male
- 0.5% Undeclared
- 0.2% Other

38.7% Female (+6pts)
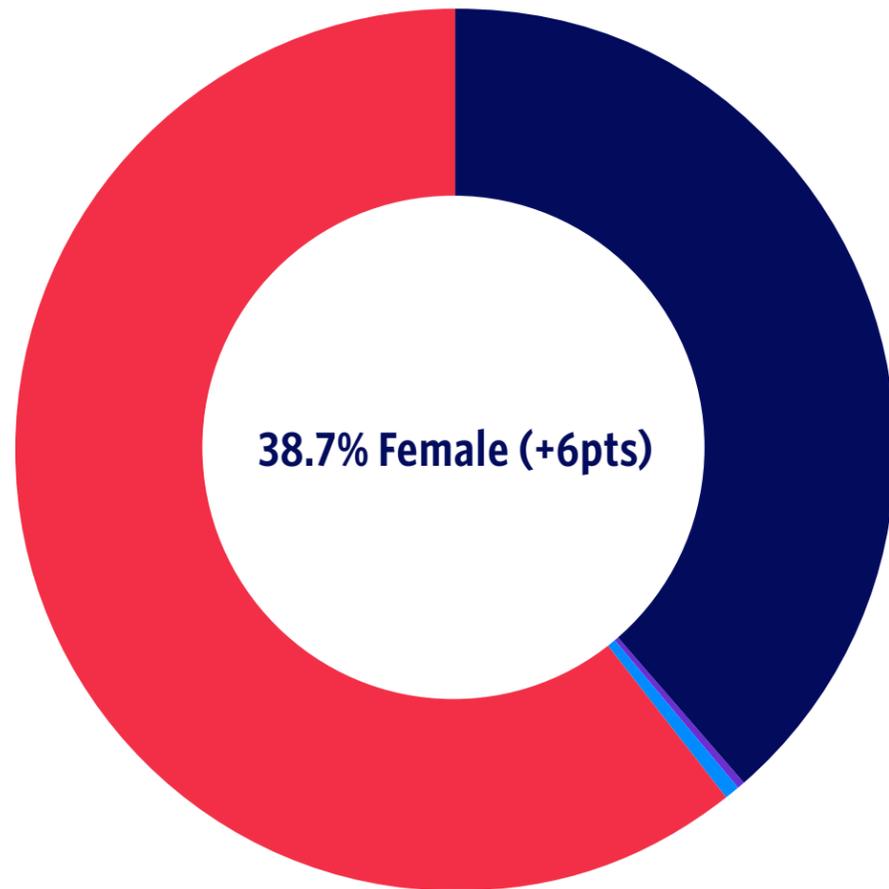
United States workforce representation

- 0.3% American Indian or Alaska Native
- 26.4% Asian
- 5.5% Black
- 6.5% LatinX
- 0.7% Native Hawaiian or Other Pacific Islander
- 0.8% Other
- 3.0% Two or More Races
- 5.3% Undeclared
- 51.4% White

5.5% Black (+2pts)
6.5% LatinX (+1pt)
26.4% Asian (-2pts)

[1] This report uses the terms "female" and "male" to accurately reflect how Twilions self-identified in response to the existing data fields in our HR system. Though statistically accurate, we recognize that these terms are not inclusive of all individuals who identify as women or men, or who were assigned female or male at birth but do not identify as women or men. Moving forward, we are working on ways for our data and reporting to most accurately reflect our workforce.

⚲ DEI spotlight

Where we're headed

Developing targeted goals
As a small but growing company, Twilio is in a unique position to embed diversity and inclusion from the ground up.

We started by redefining how we track demographic representation across our workforce. In the past, we have tracked and set goals based on the combined representation of underrepresented populations. However, moving forward, we will track and measure progress against goals for representation by specific demographic groups.

At a global level, this includes women, people with disabilities and LGBTQ+ individuals; and in the U.S., this includes Asian, Black and LatinX representation, as well as veterans. We are using these specified demographics to better understand where we are today in order to create actionable next steps going forward. For example, in 2021, one of our company-wide BPMs is to increase the representation of U.S. Black employees at the director level.

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Section 04

Environmental, social, & governance programs

Furthering environmental, social, and governance (ESG) practices at Twilio

ESG oversight

Twilio is committed to sound governance and oversight of our impact on our community and environment. For this reason, our Board's Nominating and Corporate Governance Committee has direct oversight in its charter of our environmental, social, and governance (ESG) activities and related strategies. We have also established an ESG Committee that is made up of a cross-functional leadership team for a holistic view of ESG topics across Twilio. This ESG Committee has oversight of ESG policies and controls at Twilio. For more information on our ESG documents and disclosures, visit our investor website.

Corporate governance

Effective corporate governance practices are important for business execution, and are ultimately a benefit for our shareholders. Twilio's board is made up of directors with a mix of skill sets, experiences, and backgrounds, all of whom bring unique perspectives to Twilio's management and oversight. Senior executives provide regular updates to the board, and the board regularly engages with executives and the broader company, including attending certain business reviews and company-wide meetings.

Our commitment to corporate governance is articulated in our annual Proxy Statement disclosure, which provides detailed information on our board structure and composition, stockholder rights and engagement, executive compensation, and other key governance topics.

Human rights

Twilio is committed to furthering human rights and to identifying and mitigating risks that business operations could pose to such rights. Twilio's Human Right's Statement outlines our human rights approach with regards to privacy, labor practices, anti-discrimination, and diversity in the workplace.

Data and privacy

Customer trust is key to our success and that of our shareholders. That is why we take a "no shenanigans" approach to data protection. This includes making sure that everyone has information on how we process data, which can be found in our Privacy Statement, and disclosing how we handle government requests in our semi-annual Transparency Report. Twilio also has a host of third-party assurance around our implementation of security best practices, which can be found along with additional security information on our website.

Business ethics

We describe our business ethics and responsibilities in our Code of Conduct and provide required training to all our employees and management on ethical business conduct, anti-corruption, and anti-harassment.

Updated our
carbon footprint measure
to set a baseline for improvement over time

Named
2020
Best Workplaces for Parents
by Great Places to Work

⊙ ESG spotlight

Environmental sustainability

Twilio believes in conserving natural resources and minimizing our impact on the environment. The Nominating and Corporate Governance Committee of Twilio's board oversees management's implementation of our environmental disclosure.

Breakdown of carbon footprint

- 🔴 60.2% Flights
- 🔵 28.4% Site Electricity
- 🔵 9.2% Data Centres
- 🟣 2.3% Other

Total Carbon Footprint

17,427.95 tCO$_2$e

CO$_2$e Assessed Organisation
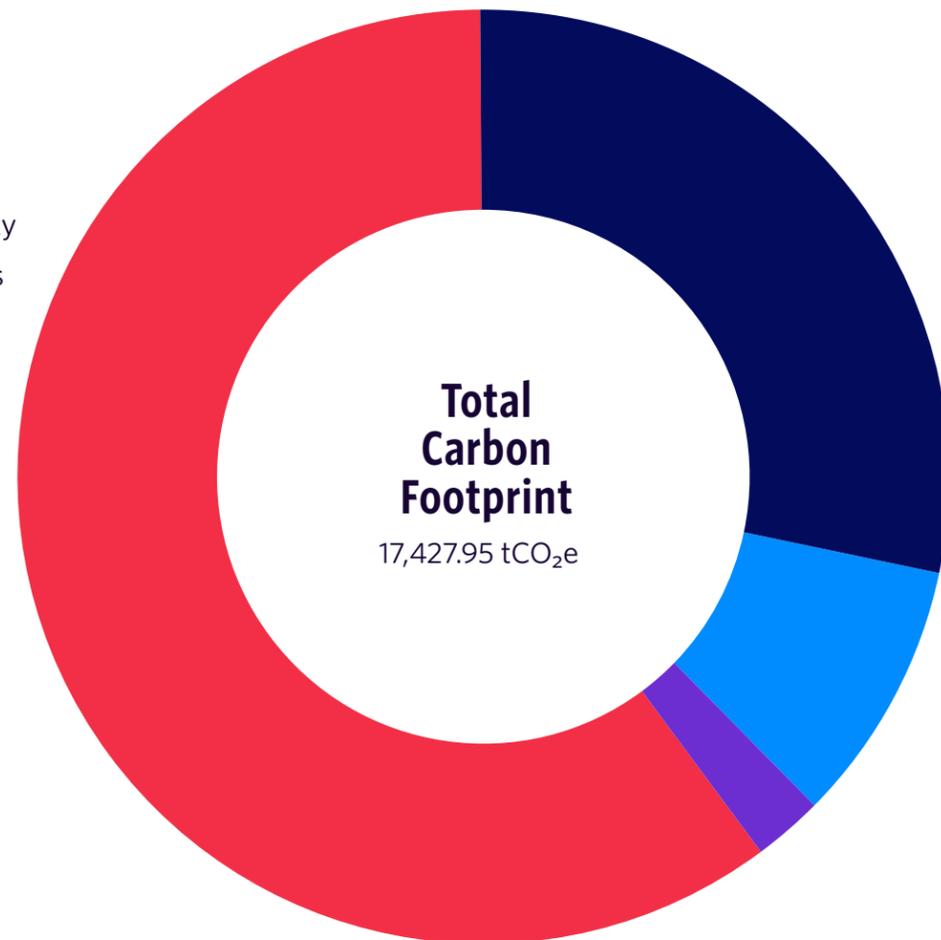
Measuring our carbon emissions

Our goal at Twilio is to limit our impact on climate change and to carry out our business activities in a sustainable manner. As a business that is conducted largely online, our carbon footprint may be smaller than manufacturing or businesses, but we still strive to limit our impact on climate change.

In 2019, our carbon footprint, the amount of greenhouse gases produced by our business activities, was 17,427.95 tCO$_2$e, measured in units of carbon dioxide equivalents (CO2e).[1] Twilio's greenhouse gas emissions result primarily from airline travel, followed by site electric usage. The appendix of this report provides further details of the results for Twilio's carbon footprint calculation, including emissions by scope and source activity.

In accordance with our commitment to sustainable business practices and our climate change program, we will be using 2019 data as our baseline for measurement moving forward.

Reviewing our water management

Twilio occupies numerous commercial spaces where our employees work. The majority of these spaces are leased or sub-leased portions of larger facilities where we have lesser control of overall use of energy and resources, including water. Nonetheless, we aim to minimize the amount of water we use in our operations. We conducted a review of our water usage for calendar year 2019 and determined that, in the locations managed solely by us, we consumed approximately 600,000 gallons of water.

[1] This measurement covers the following areas from the World Resources Institute Greenhouse Gas Protocol: Scope 1 (Direct Emissions: including company car travel and refrigerants), Scope 2 (Energy Indirect, including consumption of electricity on-site and in our data centers), and Scope 3 (Other Indirect, including employee commuting), as well as the production of GHGs.

ESG spotlight

Growing and developing Twilio talent

Orientation and functional onboarding

Twilio has hired more than 2,000 people in the last two years. Accordingly, we've focused our talent development investments on getting our new hires onboarded faster, and in the age of COVID-19, entirely remotely. New hires attend a one-week interactive orientation that includes two days of "Welcome to Twilio" content. They also participate in a coding bootcamp to learn how to launch a Twilio app. This program has become a rite of passage for new employees and helps them "wear the customer's shoes," one of our core company values. Those who successfully create their own app are able to sport the red Twilio track jacket proudly. Twilions finish their onboarding week with functional bootcamps tailored to their specific roles and responsibilities.

Manager development

We offer a foundational set of manager enablement solutions to build leadership excellence. These programs focus our managers on a defined set of expectations, which we measure them against in their bi-annual Manager Effectiveness Survey. We further support managers with an ecosystem of training and workshops, such as our Manager Quickstart, Managing to Unlock Performance, and Manager Foundations. Additionally, every manager is provided a professional coach through BetterUp.

Performance management, promotions, and talent reviews

In 2019, we introduced a new performance system, whereby managers first work with their teams to set clear priorities through our Big Picture, Priorities, and Measures (BPM) goal-setting framework, then have regular and meaningful feedback conversations with their team members throughout the year. Employees conduct bi-annual performance reviews that include written stakeholder feedback, robust calibration, and a detailed assessment of each Twilion's work. Our executive team also reviews our senior leadership talent pools annually, at a minimum, and we further invest in high performing and high potential Twilions through compensation and targeted leadership development.

Engagement and employee experience

We typically run our Employee Experience survey twice per year, with a focus on four key areas: employee engagement, manager effectiveness, belonging and inclusion, and overall employee experience.
Every Twilion is able to review survey results for the company and their department. Senior leaders also receive the qualitative comments and analysis from our HR team that informs annual planning, and managers are required to create an

action plan with their team based on their results. We also engage in informal mechanisms of feedback, including leadership round-tables to better understand the experience of select communities. All Twilions can raise questions directly to our executive team in company-wide calls.

Employee safety

Twilio is also committed to a safe and healthy work environment for all our employees, and has an Injury and Illness Prevention Program that focuses on Twilio's commitment to emergency preparedness and health and safety.

Responding to COVID-19

To support employee wellbeing, Twilio established a number of new programs in response to the pandemic and the transition to full-time work from home. We established No Meeting Fridays, created flexible work schedules, gave employees a home office stipend, a caregiver stipend, free Care.com membership, and paid time off through our COVID-19 Support Leave to care for a family member. Great Place to Work recognized Twilio as one of the 2020 Best Workplaces for Parents as a result of these new efforts and our existing benefits for parents.

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Section 05

Our top 5 learnings from 2020

Twilio is committed to sharing lessons we've learned in 2020 to support our peers in corporate social impact. We welcome feedback and conversation from fellow Twilions, social impact organizations, and our tech peers on these takeaways.

01

⌕ Top learnings from 2020

Nonprofits are on the cutting edge of technology and innovation.

The wide breadth of nonprofits building with APIs and innovating constantly with new technology smashes any stereotype that nonprofits are behind the times. When COVID-19 hit, many nonprofits had to transform their traditional in-person programming while managing more demand than ever. Social impact organizations led the charge in adopting new communications technology to help more people requiring support remotely.

02 Integrating Twilio.org into our core business enables Twilio to maximize social impact.

We deliberately bucked the trend of operating a nonprofit arm separately from the core business, instead establishing Twilio.org as a business unit within Twilio. This allows Twilio.org to tap into corporate teams in employee engagement, marketing, sales, partnerships, and product—rather than exist as an outsider—and infuse a social impact and community engagement perspective across Twilio's global workforce.

We're united in wanting to make an impact, which allows us to generate more capital and resources to invest back into social good. Applying a social enterprise model ethically, however, is not without its challenges. Success relies on experts coaching other teams on how to partner with nonprofits and a pricing model that enables impact organizations to invest at an accessible price point.

03 Trust-based funding gives nonprofits the best opportunity to adapt and innovate.

Historically, we've supported short-term project-specific grants through our Impact Fund. When COVID-19 hit, we knew we had to adjust our model. We reached out to our grantees to identify what they needed to achieve their goals and to ask if their funded project was still a top priority. With flexibility to use our funding as needed, grantees felt liberated to address the changing challenges they saw in their communities.

We learned that, as funders, we need to back organizations whose long-term objectives and methodologies align with our funding priorities and theory of change. Multi-year, general support funding is critical for social impact organizations to create long-term systems change, and we'll be adapting our strategy to incorporate this approach in 2021.

04 Holding executives accountable for DEI goals is necessary for turning values into action.

Before we hired our first chief diversity officer in September 2020, Twilio committed to being an anti-racist company and to holding ourselves accountable with a racial justice and equity metric. As part of the Twilio-wide goal-setting framework, we created a clear set of programs and required progress reports. Our plan started from the inside out, reviewing our hiring, talent and people processes to ensure we are living our values. Executive leaders are responsible for making progress on these plans and managers are expected to review DEI at quarterly business reviews. This level of accountability has ensured we make progress on our goals.

05 Tech must invest in our communities not just because our stakeholders increasingly demand it, but because it's the right thing to do.

Many technology companies have earned a bad mark for not investing in protecting communities they serve and impact from misinformation, gentrification, and harmful uses of their products. Employee, customer, and investor stakeholders have expressed their anger and frustration. Not only should tech companies actively be working to mitigate harm caused by their products, but tech companies should invest in social impact and local neighborhoods from an early stage because it's the right thing to do. Twilio took the 1% pledge before we went public, and we have heavily invested in our impact efforts. When many tech companies are leaving the San Francisco Bay Area, our CEO has pledged to stay and invest. We believe our company should make the world better from being here, and we expect stakeholders will push more companies to increase community investment in the coming years.

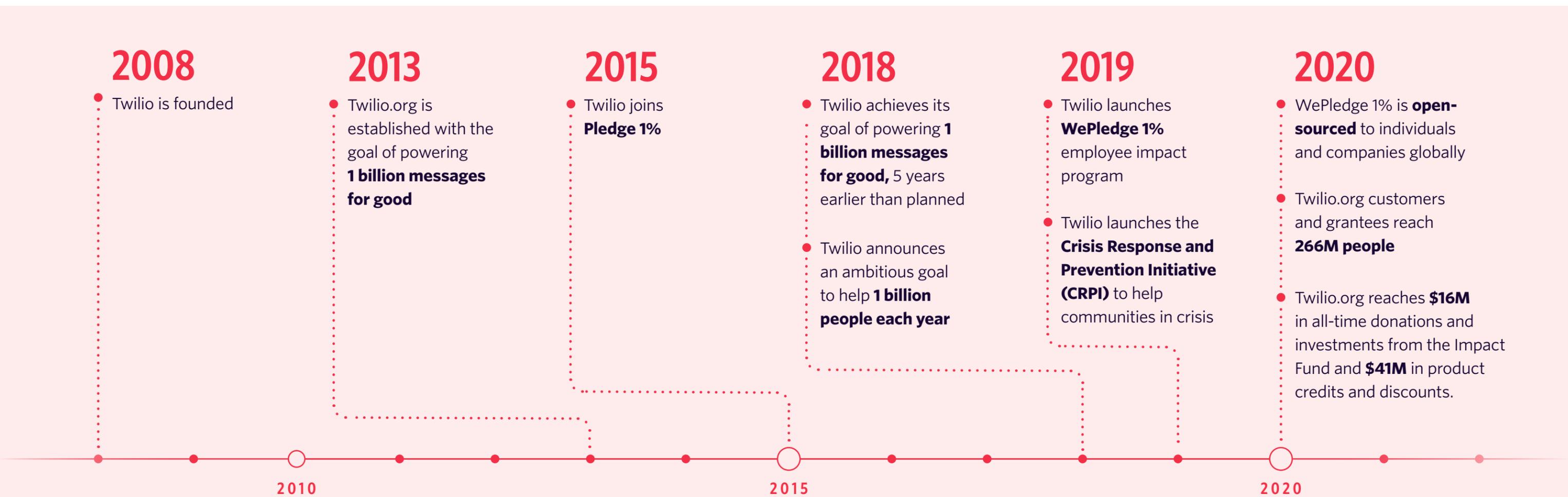twilio

Section 06

About Twilio

About Twilio

Millions of developers around the world have used Twilio to unlock the magic of communications to improve any human experience. Twilio has democratized communications channels like voice, text, chat, video, and email by virtualizing the world's communications infrastructure through APIs that are simple enough for any developer to use, yet robust enough to power the world's most demanding applications. By making communications a part of every software developer's toolkit, Twilio is enabling innovators across every industry—from emerging leaders to the world's largest organizations—to reinvent how companies engage with their customers.

About Twilio.org

Twilio.org is the social impact arm of Twilio. Moved by our customers, we've seen how nonprofits and social enterprises use communications to tackle some of the world's biggest problems. From the American Red Cross to the Norwegian Refugee Council, Twilio.org empowers more than 6,000 organizations to respond to crises, provide life-changing resources, and inspire action with Twilio technology, helping 266 million people a year. Since our founding, Twilio.org has provided $57 million in grants, donations, product credits, and discounts to social impact organizations. Through our signature employee impact program, WePledge 1%, we have mobilized over 52 percent of our employees to make a personal impact by participating in giving and volunteering programs.

2008
Twilio is founded

2013
Twilio.org is established with the goal of powering **1 billion messages for good**

2015
Twilio joins **Pledge 1%**

2018
Twilio achieves its goal of powering **1 billion messages for good,** 5 years earlier than planned

Twilio announces an ambitious goal to help **1 billion people each year**

2019
Twilio launches **WePledge 1%** employee impact program

Twilio launches the **Crisis Response and Prevention Initiative (CRPI)** to help communities in crisis

2020
WePledge 1% is **open-sourced** to individuals and companies globally

Twilio.org customers and grantees reach **266M people**

Twilio.org reaches **$16M** in all-time donations and investments from the Impact Fund and **$41M** in product credits and discounts.

2010

2015

2020

Methodology

The 2020 Twilio.org Impact Report documents the progress Twilio.org, our customers and partners have made with regards to intended impact, as well as activities carried out in our ESG and DEI programs. We utilize a variety of data collection and analysis methods to track this progress, which are described in further detail in this section.

Dates covered
Except where noted, all facts and figures cover the 2020 calendar year (January - December).

Number of social impact organizations
We define the social impact organizations we work with as those currently signed up for Twilio.org's Impact Access program. To estimate the number of organizations that correspond to each impact area, we took a statistically significant sample of Impact Access members, reviewed their websites to better understand their work, and then assigned each to one or more impact areas. We then used this sample to estimate the number of organizations that are doing work towards each of our intended impacts, among Twilio.org's entire population of customers. Note that a random sample of organizations was taken in October 2020, and included 1,749 organizations out of 6,061 total Impact Access members. The confidence interval for this sample was 95 percent and the margin of error +/- two percent.

It is important to note that organizations may be doing work across impact areas, and thus, may be counted in multiple sections. This means that the number of organizations in each impact area does not add up to the total number of organizations

Twilio is working with, since organizations may be working across impact areas. This does not mean, however, that we have double-counted the number of people served annually.

Number of people helped
In the case of Twilio.org customers, we define a "person helped" as an individual who has sent or received a message or phone call through one of our Twilio.org customers. This information is tracked (anonymously) via Twilio's backend system.

For Impact Fund grantees and investees who are not Twilio customers, we collect this information via grant applications and reports. Note that Twilio.org does not ask grantees to segregate the contribution of our grant when estimating the number of people helped, due to the burden that this request would place on the organizations. Thus, this data represents the contribution of Twilio.org to helping the grantees' intended beneficiaries, along with the organization's other funding sources.

Product credits and discounts provided
This metric includes $500 USD in product credits for each social impact organization that joins Twilio.org's Impact Access Program, additional credit

pools for special programs like COVID-19 response, and product discounts that start at 25 percent.

Impact Fund grants and investments
The number of organizations receiving grants and investments, as well as the amount of those grants and investments are reported from Twilio.org's internal records. This includes grants and investments made in 2019, for which implementation began or continued in 2020.

Employee volunteering and giving
Twilio tracks employee impact—dollars donated and volunteer hours served— via our internal Benevity platform.

Carbon emissions
Our carbon footprint was measured by Carbon Footprint Ltd, which is ISO14001:2015 certified for environmental management. The data reflect our 2019 carbon footprint (not 2020).

Diversity, equity, and inclusion data
All employee demographic data is self-reported by Twilions and pulled from Twilio's Workday database as of December 31, 2020. This data does not include Segment.

This report contains forward-looking statements

This impact report contains forward-looking statements within the meaning of the federal securities laws, which statements involve substantial risks and uncertainties. Forward-looking statements generally relate to future events or our future financial or operating performance or social impact and governance goals and expectations. In some cases, you can identify forward-looking statements because they contain words such as "may," "can," "will," "would," "should," "expects," "plans," "anticipates," "could," "intends," "target," "projects," "contemplates," "believes," "estimates," "predicts," "forecasts," "potential," or "continue" or the negative of these words or other similar terms or expressions that concern our expectations, strategy, plans or intentions. Forward-looking statements contained in this report include, but are not limited to, statements about: Twilio's ability to achieve its social impact and governance goals, the impact on Twilio and its customers and partners related to COVID-19, Twilio's expectations regarding its ESG and DEI programs and initiatives, and the future outlook for Twilio's continued

efforts to help with response and prevention of crises. You should not rely upon forward-looking statements as predictions of future events.

The outcome of the events described in these forward-looking statements is subject to known and unknown risks, uncertainties, and other factors that may cause Twilio's actual results, performance, or achievements to differ materially from those described in the forward-looking statements, including, among other things: adverse changes in general economic or market conditions; the impact of COVID-19 on Twilio and its employees, customers, and partners; Twilio's ability to influence organizations, customers, and partners to works towards common social impact goals; and the impact of social and environmental factors beyond Twilio's control, including racial injustice, social unrest, natural disasters, and similar events

The forward-looking statements contained in this report are also subject to additional risks, uncertainties, and factors, including those more

fully described in Twilio's most recent filings with the Securities and Exchange Commission, including its Form 10-Q for the quarter ended September 30, 2020 filed on October 29, 2020. Further information on potential risks that could affect actual results will be included in the subsequent periodic and current reports and other filings that Twilio makes with the Securities and Exchange Commission from time to time.

Forward-looking statements represent Twilio's management's beliefs and assumptions only as of the date such statements are made. Twilio undertakes no obligation to update any forward-looking statements made in this report to reflect events or circumstances after the date of this report or to reflect new information or the occurrence of unanticipated events, except as required by law.

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Section 07

Appendix

Active Grants

Twilio.org Impact Fund Active Grants (2020)

2-1-1 Maryland	Johns Hopkins University School of Nursing	Tarjimly
Africa's Voices Foundation	MomsRising	Tech Matters
Atma Connect	NAMI (The National Alliance on Mental Illness)	The Steve Fund
Benefits Data Trust	Norwegian Refugee Council	Thorn
Beyond Conflict	notOk App	Trans Lifeline
Black Girls Code	NPower	Translators without Borders
Black Voters Matter Fund	Objective Zero	Trek Medics International
CARE	Operation Fistula	The National Center for Victims of Crime
Child Helpline International	Partnership to End Addiction	The National Domestic Workers Alliance
Children's Hospital of Philadelphia	Polaris	The Trevor Project
Crisis Response Network	Protect Democracy	Turn2Me
Democracy Works	rAINbow	United Ways of California
Education, Training & Research (ETR) Associates	RAINN (Rape, Abuse & Incest National Network)	USA for UNHCR
Fast Forward	REFUNITE	Vibrant Emotional Health
Good Call	Rescue America	Woke Vote
International Rescue Committee	Save the Children	WeRobotics
ISeeChange	SMASH	Year Up
Jacaranda Health	St. James Infirmary	

Our carbon footprint

by Scope and Source Activity (2019)

Results of Twilio Inc's carbon footprint assessment by scope and source activity

Scope	Activity	Tonnes CO_2e
Scope 1	Refrigeration & A/C/	63.78
	Vehicle fuel usage	1.24
Scope 1 Sub Total		**65.12**
Scope 2	Electricity generation	4,618.89
Scope 2 Sub Total		**4,618.89**
Scope 3	Flights	10,490.89
	Data Centres	1,597.64
	Electricity transmission & distribution	325.28
	Taxi travel	158.21
	Employee owned car travel (grey fleet)	63.62
	Rail travel	52.30
	Water (and wastewater)	38.12
	Bus travel (shuttle service)	17.86
Scope 3 Sub Total		**12,743.93**
Total tonnes of CO_2e		17,427.95
Tonnes of CO_2e per $M turnover		15.42

2020 Impact Report

Building communications to change lives

This report brought to you by

twilio