



TWILIO 2025 IMPACT FACTSHEET

This Impact Factsheet details how we approach environmental, social, and governance (ESG) commitments and highlights our progress over the past year. For more information, visit our [Global Impact Builder](#) webpage.



Our Corporate **Governance**

Operating from a strong ethical foundation

Twilio is committed to sound governance and oversight of our impact on both the communities where we operate and the environment.



Code of Conduct

Twilio's commitment to ethical business practices is outlined in its [Code of Conduct](#). Employees complete Code of Conduct compliance training when they join and annually thereafter through an online course with interactive, industry-specific scenarios, and they provide written certification of compliance. In 2025, 100% of employees completed [Code of Conduct](#) training. Twilio also maintains a [Supplier Code of Conduct](#) that sets ethics, compliance, and legal expectations for suppliers and their subcontractors, providers, and agents.

Human rights

Twilio is committed to doing our part to advance human rights and to identifying and mitigating risks that our business operations could pose to such rights. Twilio's [Human Rights Statement](#) outlines our approach to human rights issues including privacy, labor practices, and anti-discrimination, anti-harassment, and anti-retaliation in the workplace.

The Operational Resilience program at Twilio is designed to ensure continued delivery of our products and services by following an annual program cadence of core activities ranging from the business impact analysis (BIA), plan development and updates, and testing and exercises. Risks identified during the BIA are included in the One Twilio Risk Management team's risk assessment process. Learn more about our [Operational Resilience program](#).

Data privacy

The global privacy compliance program at Twilio is led by the Chief Privacy Officer and a dedicated global team,, anchored by [Binding Corporate Rules](#) approved by EU regulators in 2018 and applied globally. Twilio enables international data transfers through certifications and frameworks including APEC CBPR/PRP and the Data Privacy Framework for EU/UK/Swiss transfers to the U.S., which require ongoing audits and re-certification. The company maintains policies and “privacy by design” processes to comply with major privacy, security, and AI regulations (e.g., [General Data Protection Regulation \(GDPR\)](#), [California Consumer Privacy Act \(CCPA\)](#), EU AI

Act, Data Act, NIS2) and provides public guidance to help customers meet their compliance obligations. To learn more, visit our [Privacy webpage](#) and [Privacy Notice](#).

Data security

Led by the Chief Information Security Officer, our information security program secures people, products, and data through core security principles and a risk management framework for continuous risk identification, treatment, and reporting. Employees and contractors complete annual security training and phishing simulations, third-party vendors are continuously monitored, and Twilio undergoes regular external audits against standards such as ISO/IEC 27001, SOC, and PCI, with details available in our [Trust Center](#).





Trusted Communication

Twilio aims to build a trusted ecosystem by protecting the security, privacy, and availability of our platform with intelligent software and resilient infrastructure. To help shield consumers from bad actors, spam, and unwanted communications, Twilio supports industry initiatives and delivers products that strengthen trust in communications sent through our platform. Customer expectations are set through the Twilio [Acceptable Use Policy](#). Learn more about our [commitment to trusted communications](#).

Whistleblower protection and anti-harassment, anti-discrimination, and anti-retaliation

Twilio prohibits harassment, discrimination, and retaliation through our [Code of Conduct](#) and Global Speak-Up Policy, both of which protect employees who raise good-faith concerns or participate in investigations.

Public policy and lobbying disclosures

Twilio does not have a political action committee and does not contribute to any individual political candidates. Total financial contributions to political parties, politicians, and PACs in 2020-2025: \$0. Twilio and its lobbying consultants disclose its U.S. lobbying activities and associated costs, which can be found on the [House of Representatives](#) and [Senate](#) Lobbying Disclosure Act websites. For the EU, Twilio voluntarily reports lobbying contributions and activities to the [Transparency Register](#).

Our People

Our people are the foundation of our performance and long-term impact. We invest intentionally in our workforce through robust learning and development opportunities, comprehensive health and safety benefits, and programs designed to support wellbeing and career growth.



Twilio Magic

At Twilio, the [Twilio Magic](#) empowers every Twilion to feel supported and inspired to do their best work. Built on four pillars: Builders, Owners, Curious, and Positrons, this Magic guides our collaboration and helps us innovate together.

How we activate Open Work

[Open Work](#) is Twilio's strategy for supporting our remote-first workforce, ensuring Twilions thrive regardless of location. By uniting programs centered on impact, connection, and flexibility, we enable our global teams to work effectively together, with 94%¹ of Twilions reporting strong remote teamwork. At Twilio, we remain committed to our [remote-first](#) approach and to continuously evolving how we work, delivering more value for our customers, and attracting the best talent from around the world.



1. Based on the results of the 2025 employee engagement survey, with data current as of December 2025.



Twilio Together

Twilio aims to foster an inclusive culture where every employee can thrive, guided by the Twilio Together philosophy and a focus on equal access to opportunities, connections, and resources. This commitment is driven through employee-led Twilio Communities, 8 Employee Resource Groups (ERGs) and 27 Regional Hubs, which in 2025 hosted 200+ events, engaging 5000+ attendees.

Employee impact

Our Employee Impact programs enable employees to create positive change and build connections through volunteering (virtual and in-person), ERGs, and giving campaigns. Check out our [2025 Global Impact Week video](#), and learn more on Twilio.org's [WePledge page](#).



56% OF TWILIONS
volunteered or donated²



11,200+ HOURS
volunteered by employees



\$959K+
in donations driven by employees³

2. Twilion participation encompasses volunteering, giving, and/or social impact education.

3. Includes employee donations, Twilio's matching donations, and volunteer and giving rewards from Twilio.

Learning and development

We provide Twilions with learning resources that support growth across every career stage. These include structured onboarding, team development workshops, curated content, and business-specific training on leadership, career development, and living the Twilio Magic. Our commitment to continuous learning is reinforced through regular performance reviews and feedback conversations. To support people managers, we offer workshops, a quickstart program for new managers, coaching, and a dedicated management portal with tools and resources.

Health and safety

We offer comprehensive healthcare, leave, and wellbeing programs to support Twilions and their families worldwide, including medical, family-forming, mental health, and financial wellness benefits. We're committed to helping every Twilion thrive at work and at home. Learn more about [wellbeing and growth at Twilio](#).

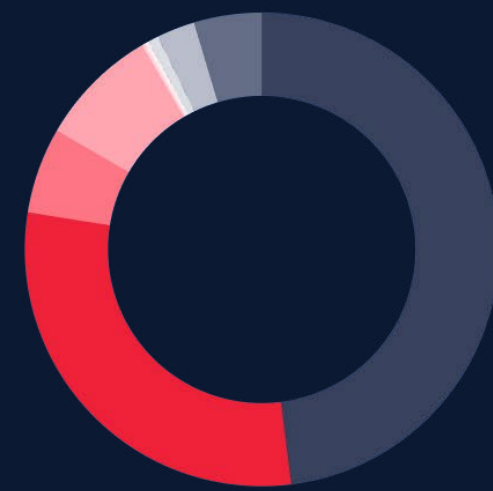
2025 workforce representation data

Each year, we collect representational workforce data⁴ based on voluntary self-identification.



- 60.9% Man
- 38.2% Woman
- 0.4% Non-Binary
- 0.5% Undeclared

Workforce Representation (Global Gender)

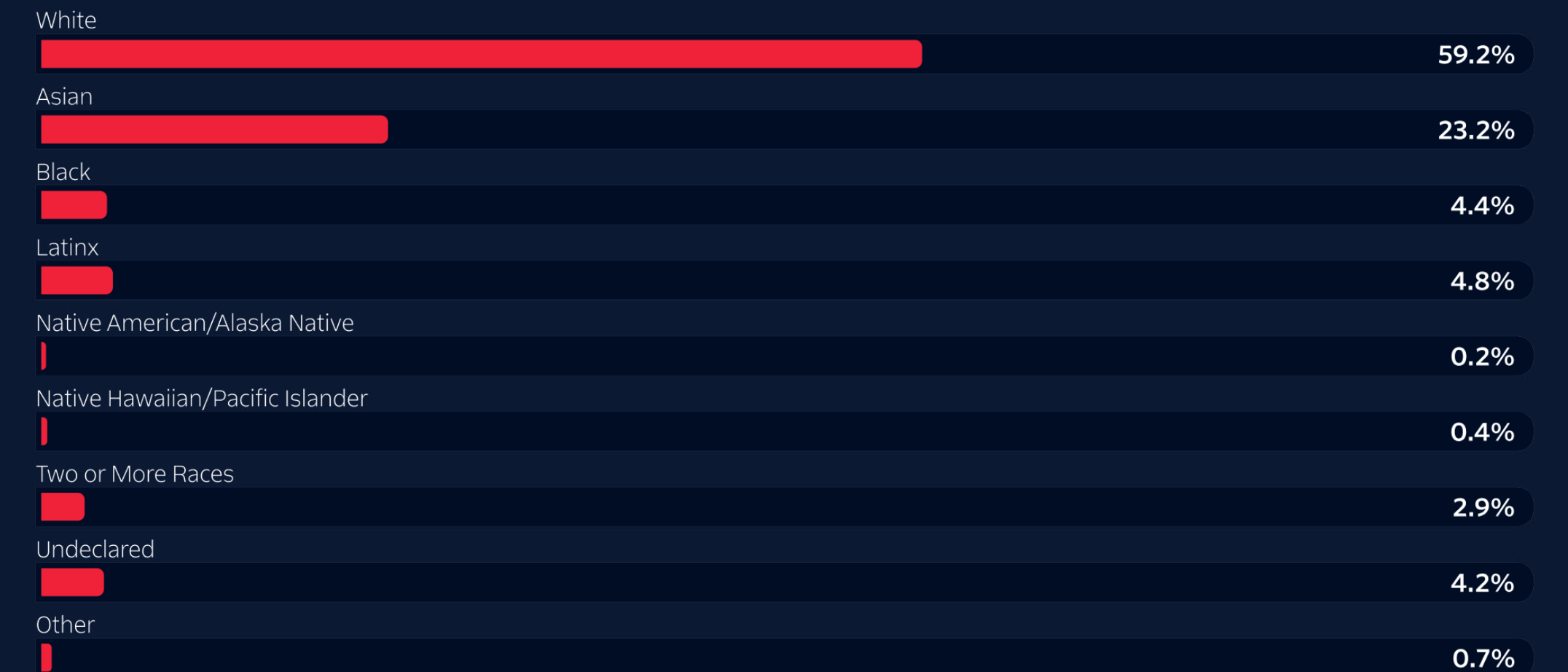


- 48.0% White
- 29.5% Asian
- 5.9% Black
- 8.2% Latinx
- 0.2% Native American / Alaska Native
- 0.3% Native Hawaiian / Pacific Islander
- 0.7% Other
- 2.6% Two or More Races
- 4.6% Undeclared

Workforce Representation (US Race/Ethnicity)



Leadership (Director+) Representation (Global Gender)



Leadership (Director+) Representation (US Race/Ethnicity)

4. In the US, we follow US Equal Employment Opportunity Commission (EEOC) guidelines in how we track employee data. In all other countries where we operate, we follow region-specific data privacy guidelines in how we track employee data. All employee data is pulled from Twilio's Workday system as of December 31, 2025. All employee demographic data is voluntarily self-reported by Twilions. This data includes regular and fixed-term employees only. "Other" denotes additional employee-defined categories. "Undeclared" denotes

employees who selected "Do not wish to declare" as their self-ID selection. This data excludes employees who did not make any self-ID selections. Director+ includes employees who are Director-level and above. This group does not include our Board of Directors. Demographic data is based on the most recent self-identification on the day the record was accessed; therefore 2025 totals are based on employee self-identification as of December 31, 2025.

Our Social Impact

In 2025, we supported more than **30,000 social impact organizations**,⁵ reaching over **803 million people**⁶ a year and helping build a more informed and resilient world.

2025 Twilio.org funding impact results



**\$14M
AWARDED**

in grants and donations in 2025⁷



**\$66M
PROVIDED**

in grants, donations, product credits, and discounts to social impact organizations in 2025^{7,8}



**70+
ORGANIZATIONS**

supported with grants and donations in 2025⁷

Twilio.org Impact Fund: Fueling positive change

The [Twilio.org Impact Fund](#)⁹ provides strategic funding to help social impact organizations scale digital solutions and expand their reach. Nonprofits seeking to accelerate their impact can visit our [website](#) to learn more about our investment priorities and sign up for open call grant opportunities.

To learn more about our Social Impact visit our [Global Impact Builder](#) webpage.

Advancing the United Nations Sustainable Development Goals

The UN SDGs provide a global framework to address major societal challenges, and Twilio is committed to supporting this mission. At Twilio, we focus our efforts on advancing equitable long-term wellbeing, supporting people displaced by humanitarian crises, and enabling climate action. We believe our work contributes most to addressing the following nine SDGs: No poverty; Zero hunger; Good health and well-being; Quality education; Gender equality; Reduced inequalities; Climate action; Peace, justice and strong institutions; and Partnerships for the goals.

5. We define social impact organizations as public benefit nonprofits, mutual benefit nonprofits, public education institutions, social enterprises, international NGOs, government entities, and traditional businesses with a public benefit use case that have usage in December 2025. A single social impact organization may use multiple unique active accounts.

6. We define a "person reached" as an individual who has sent or received a message or phone call through one of our Twilio.org customers. We count each phone number only once, even if they have engaged multiple customers or received multiple messages. This count also includes the unique number of individuals who have received emails from Twilio.org customers that do not also use Twilio's messaging and voice products. This information is tracked (anonymously) via Twilio's backend system. This metric may exclude individuals who were contacted by one of our Twilio.org customers through products other than messaging, voice, and email.

7. Grants and donations for 2025 include all funds the Twilio.org Impact Fund deployed that year, even if committed earlier.

8. Product credits reflect \$100 in credits for each social impact customer that joins Twilio.org's Impact Access Program. Product discounts are estimated as the average discounts for our social impact customers, excluding for-profit customers with a social impact use case.

9. Our grants are made possible through Twilio's commitment to social impact, including our 1% equity pledge and direct cash contributions to the Impact Fund. In 2015, Twilio reserved 1% of its common stock to establish the Twilio.org Impact Fund, which continues to serve as a primary source of grant funding alongside ongoing company investments that support our social impact initiatives and nonprofit partnerships.

Our Environmental Impact

We are committed to reducing the environmental impact of our own operations and advancing climate action through our product, capital, and people to help build a more sustainable future. At the end of 2023, Twilio set a near-term science-based greenhouse gas emissions (GHG) reduction target validated by the Science Based Targets initiative (SBTi).¹⁰ In 2025, we also exceeded our 2032 reduction goals for both of our energy targets and achieved 100% renewable electricity for our global offices and data centers. In 2025, we also exceeded our 2032 reduction goal for our travel and commute target.

We have not yet achieved our 2027 target for supplier engagement.^{13,14}



Here's how we progressed in 2025:

Target: Reduce absolute scope 1 and 2 GHG emissions 54.6% by 2032 from a 2019 base year. Reduce absolute scope 3 GHG emissions covering fuel- and energy-related activities and upstream leased assets 32.5% within the same timeframe.

- 90.8% reduction of absolute scope 1 and 2 achieved¹¹
- 52.2% reduction of relevant absolute scope 3 achieved

Target: Reduce scope 3 GHG emissions from business travel and employee commuting 61.1% per full-time employee by 2032 from a 2019 base year.

- 62.9% reduction per full-time employee achieved

Target: 61.8% of suppliers by emissions covering purchased goods and services and capital goods will have science-based targets by 2027.

- 47.3% achieved¹²

11. This includes both utility sourced renewable energy and renewable energy certificates.

12. 1.2% includes some suppliers that have commitments to set science-based targets but have not yet set them. Excluding commitments, suppliers that have set science-based targets comprise 46.1% of our suppliers by emissions.

10. Twilio received SBTi validation at the end of 2023. SBTi published Twilio's commitment on its website on January 4, 2024 (<https://sciencebasedtargets.org/target-dashboard>).

Our 2025 footprint¹³



- 85.7% Procurement
- 7.1% Cloud and data centers
- 6.2% Travel and commuting (including home offices)
- 1% Workplaces

2025 Greenhouse Gas Emissions (tCO₂e)



- 100% Renewable

2025 Percentage Renewable Electricity Out of Market-based Scope 2 (MWh)

Offices and data centers

We address our scope 1, 2, and relevant scope 3 emissions (fuel- and energy-related activities, upstream leased assets) by enhancing operational efficiency and transitioning to renewable electricity. As a remote-first company, Twilio maintains a select number of global workplaces where we prioritize efficient energy and emissions management,

water conservation, sustainable sourcing, waste reduction, and employee sustainability education. Our San Francisco headquarters is LEED Gold certified. We also work closely with our data center and cloud partners to measure and minimize emissions, leveraging containerization, server virtualization, efficient equipment, and optimized code.

Business travel and commuting

We work to reduce scope 3 emissions from business travel and employee commuting by optimizing travel, encouraging efficient trip planning, and maintaining a remote-first culture that expands access to global talent while limiting daily commutes.

We thoughtfully balance in-person and virtual meetings and promote more sustainable travel choices by providing employees with estimated emissions data when booking flights. Our travel policy also prioritizes economy class for most flights, which has a lower per-passenger carbon footprint than premium cabin travel.

Suppliers

We address supplier-based emissions by educating our suppliers on SBTs and engaging with them as they embark on their own sustainability journeys, and strive to embed sustainability into our purchasing practices. We track our suppliers with science-based targets and engage with our other suppliers to set their own targets. Read more about sustainable sourcing in our [Supplier Code of Conduct](#).

End-of-life management of hardware

We dispose of hardware in partnership with global asset disposition providers that work to recycle wherever possible and properly decommission and dispose of hardware in compliance with local laws. In addition, our asset disposition processes are designed to ensure we remove all hazardous equipment and participate in hardware take-back schemes and donation programs whenever possible.

Environmental management

Environmental management at Twilio is led by key teams – Workplace Operations, Sourcing, Finance, and Twilio.org – each driving sustainability within their area while collaborating toward shared goals. Together, we assess, manage, and enhance the environmental and energy performance of our business through an environmental management framework and software solutions. We also compile data for emissions tracking and management in line with Greenhouse Gas Protocol guidelines.

Sharing our progress

We communicate our sustainability progress through our Impact Factsheet. We address customer sustainability inquiries via platforms like EcoVadis and CDP. We also educate Twilions, suppliers, customers, and ESG rating agencies about our sustainability efforts and performance through reports, meetings, surveys, and training, ensuring stakeholders remain informed and that progress is transparent.



Environmental Sustainability Data		Metric	2019	2020	2021	2022	2023	2024	2025
Greenhouse Gas Emissions (tCO2e) ¹³	<i>Scope 1</i>								
	Direct emissions		861.4	820.5	777.1	845.8	914.8	709.0	633.3
	<i>Scope 2</i>								
	Purchased electricity, steam, heat, and cooling (market-based)		6,022.2	5,305.3	5,553.7	4,230.8	4,192.5	3,775.5	0.0
	Purchased electricity, steam, heat, and cooling (location-based)		6,069.4	5,658.0	6,323.4	6,081.1	6,648.5	6,311.6	3,726.7
	<i>Scope 3</i>								
	3.1 Purchased goods and services		104,825.1	154,564.1	224,399.8	247,850.7	247,437.2	274,725.4	310,084.8
	3.2 Capital goods		16,247.2	10,835.6	14,134.4	7,823.3	3,332.0	1,994.9	952.9
	3.3 Fuel and energy related activities		1,561.2	1,437.9	1,610.4	1,523.6	1,692.0	1,580.6	1,053.1
	3.4 Upstream transportation & distribution		337.1	279.2	143.1	3.2	0.0	0.0	0.0
3.5 Waste generated in operations		502.2	148.1	392.6	134.5	39.2	31.3	23.2	
3.6 Business travel		14,499.6	3,888.5	1,158.0	10,373.9	20,589.8	25,020.0	17,061.4	

13. We measured our 2019-2025 carbon footprint, inclusive of scope 1, scope 2, and all relevant scope 3 categories, in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Our 2025 scope 1 and 2 emissions are **verified**. Starting in the 2022 footprint, we collected access swipe data across key offices to estimate the percentage of employees commuting into the office. We separately disclose optional scope 3.6 emissions from business travel accommodations and optional scope 3.7 emissions from energy usage from employees working from home. We share these categories for transparency, but they are not included in our science-based target per SBTi requirements. Scope 3.6 emissions from business travel include radiative forcing for flights. Our scope 3.6 business travel emissions decreased in 2025 in part due to decreased UK Department for Environment, Food & Rural Affairs (DEFRA) emission factors that were primarily lower because of increased flight load factors after the COVID-19 pandemic. Optional scope 3.7 emissions from employees working from home are calculated using location-specific carbon intensity factors to account for differences in emission intensity of the energy sources where our employees are working from home. We acquired multiple companies between 2019 and 2022. The GHG Protocol requires that the emissions from each acquired company are included within our footprint prior to the acquisition close date starting from our base year (2019). Therefore, our acquisitions' estimated historical emissions are included in addition to our actual emissions for the applicable years. After the acquisition close date, these companies' data are folded into our systems, and their emissions appear in our carbon footprint using more granular primary data. In line with this methodology, we also remove emissions associated with divestments. We acquired Styth in November 2025 and include their emissions starting on the close date. Our 2023-2025 market-based scope 2 emissions include Renewable Energy Certificates (RECs) applied within the recommended 21-month window timeframe per Green-E guidance best practices. We use an accrual basis methodology for our operating expense data used in scope 3 to align with our audited financial statements. Our methodology utilizes the multi-region database Comprehensive Environmental Data Archive (CEDA). As we continuously improve our calculation methodologies, we continue to track progress against and review our science-based targets.

Environmental Sustainability Data		Metric	2019	2020	2021	2022	2023	2024	2025
Greenhouse Gas Emissions (tCO2e) ¹³	Optional 3.6: Accommodations	801.4	119.7	44.9	373.5	507.0	526.1	304.5	
	3.7 Employee commuting	5,579.5	2,002.1	4,733.7	1,748.6	403.4	290.6	195.8	
	Optional 3.7: Employee home offices	547.8	2,135.2	2,583.6	4,855.8	3,746.2	3,289.7	3,115.0	
	3.8 Upstream leased assets	1,602.4	1,901.6	1,235.1	700.7	562.3	467.3	458.7	
	Scope 3 Subtotal	146,503.6	177,312.1	250,435.5	275,387.8	278,309.1	307,925.7	333,249.5	
	Scopes 1-3 Total	153,387.1	183,437.8	256,766.4	280,464.4	283,416.5	312,410.2	333,882.8	
Energy Use ^{13,14}	Total energy consumed (MWh)	25,464.3	34,694.5	46,849.1	59,647.7	63,175.4	64,247.2	62,321.8	
	<i>Scope 1 Direct energy use</i>	2,133.4	2,031.6	2,181.7	3,025.8	3,293.5	2,571.8	2,451.9	
	<i>Scope 2 Indirect energy use</i>	13,516.4	13,804.4	16,812.5	17,977.8	19,080.7	18,278.6	12,866.5	
	<i>Scope 3 Other indirect energy use</i>	9,814.5	18,858.4	27,854.9	38,644.1	40,801.2	43,396.8	47,003.3	
	Percentage renewable electricity out of market-based scope 2	6.7%	12.1%	18.6%	41.0%	49.5%	50.0%	100.0%	
Offices	Estimated water use (m3) ¹⁵				77,485.4	66,521.2	40,785.7	77,451.6	
	Percentage of buildings certified to a green building standard ¹⁶				38.8%	39.2%	46.5%	65.6%	

14. Energy consumption is defined as electricity usage and all other energy types. The percentage renewable electricity out of market-based scope 2 is consistent with GHG Protocol's market-based scope 2 definition, and it takes into account electricity only and excludes purchased/acquired heat. Emissions calculated from acquisitions leveraged a methodology that did not include primary energy consumption data as an input, and this data was not otherwise available. Therefore, energy consumption quantities for acquired companies have been excluded from the energy use table.

15. Estimated water use is calculated for offices based on internal records and utility bills where available. For offices where water consumption data is unavailable, we estimate water use by applying an average water use (m3) per square foot based on available data for other offices we lease. These estimates are for freshwater use only and are calculated based on the square footage of all offices we leased during the year. Historical figures are revised based on newly available water usage data.

16. The percentage is calculated based on the square footage of two of our San Francisco leased offices, which are LEED Gold certified, relative to the total square footage of all offices we leased during the year. We do not own any real property.

Sustainability Accounting Standards Board (SASB) index

Topic	SASB Code	Metric	Response
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Environmental sustainability data
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Environmental sustainability data
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Offices and data centers
Data Privacy and Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Privacy Notice
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Any material legal proceedings would be disclosed in our most recent Form 10-K filed with the SEC .
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Our Transparency Reports document how many government requests for information Twilio receives, how we respond, and how often we are permitted by law to notify our customers of these requests.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Twilio complies with U.S. regulations related to embargoed countries and regions.

Topic	SASB Code	Metric	Response
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Any material breaches would be disclosed in our most recent Form 10-K or applicable Form 8-K filed with the SEC .
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data security ; Security
Recruiting and Managing a Global, Diverse and Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Regional breakdown of employees ¹⁷ North America: 61.8% (2022), 61.6% (2023), 56.9% (2024), 54.3% (2025) Europe, Middle East, Africa: 17.2% (2022), 16.1% (2023), 15.6% (2024), 15.4% (2025) Asia Pacific: 14.5% (2022), 14.9% (2023), 18.1% (2024), 19.5% (2025) Latin America: 6.5% (2022), 7.5% (2023), 9.4% (2024), 10.7% (2025)
	TC-SI-330a.2	Employee engagement as a percentage	Employee promoter score ¹⁸ 75% (2022), 69% (2023), 75% (2024), 86% (2025)
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Our workforce representation data

17. Rather than providing data on foreign nationals, we are providing information on all employees by region. In the US, we follow US Equal Employment Opportunity Commission (EEOC) guidelines in how we track employee data. In all other countries where we operate, we follow region-specific data privacy guidelines in how we track employee data. All employee data is pulled from Twilio's Workday system as of December 31, 2025. This data includes regular and fixed-term employees only. This data includes employees that are fully integrated with Twilio and will exclude non-integrated employees until the year that they are integrated. Mexico is designated as part of Latin America.

18. This score is based on employee ratings for the statement, "I would recommend Twilio as a great place to work." Results are as of Q4 2022 for 2022, Q3 2023 for 2023, and an average of all four quarters for 2024 and 2025. In 2022 and 2023, we conducted an annual employee engagement survey, and starting in 2024 we implemented a new quarterly cadence for surveying employees. After we survey employees, we share the results internally and refocus our work based on employee feedback.

Topic	SASB Code	Metric	Response
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Any material legal proceedings would be disclosed in our most recent Form 10-K filed with the SEC .
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Service Status
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Operational Resilience
Activity Metric	TC-SI-000.A	(1) Number of licenses or subscriptions, (2) percentage cloud-based	As of December 31, 2025, we had over 402,000 active customer accounts.

Forward-looking statements

This report contains forward-looking statements within the meaning of the federal securities laws. Forward-looking statements generally relate to future events or our future performance. In some cases, you can identify forward-looking statements because they contain words such as “may,” “can,” “will,” “would,” “should,” “expects,” “plans,” “anticipates,” “intends,” “could,” “target,” “projects,” “aims,” “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: our relationships with partners and customers, including our expectations regarding delivering more value for our customers; our environmental, social, and governance (ESG) goals, culture and inclusion objectives, science-based targets (SBTs), commitments and goals, Sustainable Development Goals (SDGs), and other goals discussed in this report, and our related plans, expectations, timing and ability to achieve them; our plans and expectations regarding our ESG, SBT and culture and inclusion programs and initiatives, including Open Work; the goals and effectiveness of our governance policies and practices, including related to compliance and building an ethical and trusted business; the development of our sustainable sourcing program; and our expectations and goals related to growth, long-term value creation, nonprofit support, grant funding and social impact. 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 our actual results, performance, or achievements to differ materially from those described in the forward-looking statements, including, among other things: changes in macroeconomic and political conditions; changes in industry standards, laws, and regulations; changes to the operations of the social impact organizations we partner with; and the impact of social and environmental factors beyond our control, including 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 our most recent filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K and subsequent quarterly reports on Form 10-Q. Should any of these risks materialize, or should our assumptions prove to be incorrect, actual results could differ materially from our projections or those implied by these forward-looking statements. Moreover, we operate in a very competitive and rapidly changing environment, and new risks and uncertainties may emerge that could have an impact on the forward-looking statements contained in this report.

Forward-looking statements represent our management’s beliefs and assumptions only as of the date such statements are made and we do not undertake any obligation to update any forward-looking statements to reflect events or circumstances occurring after the date on which the statements were made or to reflect new information or the occurrence of unanticipated events, except as required by law.



Today's leading companies trust Twilio's Customer Engagement Platform (CEP) to build direct, personalized relationships with their customers everywhere in the world. Twilio enables companies to use their communications and data to add intelligence and security to every step of the customer journey, from sales to marketing to growth, customer service and many more engagement use cases in a flexible, programmatic way. Across 180 countries, millions of developers and hundreds of thousands of businesses use Twilio to create magical experiences for their customers.

For more information about Twilio (NYSE: TWLO), visit: www.twilio.com.

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