



CODE OF CONDUCT



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How to use **this Code**, and who it applies to



How to use this Code

The purpose of Twilio's Code of Conduct is to help us make honest, lawful, and ethical decisions. The examples and topics discussed here are not exhaustive, but guide us in all our business and operations.

When you face a challenging situation, consult this Code and ask yourself:

- Why does this situation make me feel uneasy?
- Am I sure my approach to this challenging situation will uphold our Code and our values?
- Who can help me think through this situation?

The good news is that ***you're not alone***. If you have any doubt about the best course of action in a particular situation, including if you have any questions or concerns about how our Code or other policies apply to a situation you're facing, please reach out to the [Ethics & Compliance Team](#), your manager, or your [HR Business Partner](#).

We are also dedicated to helping Twilions understand our Code by providing ongoing training and education on its key principles and guidelines. These resources are all here to help you make decisions that comply with our policies and the law.



Who does the Code apply to?

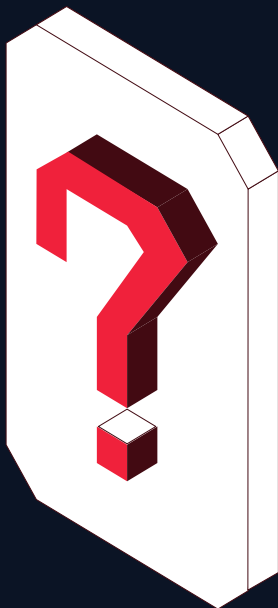
At Twilio, we ask everyone—including our employees and officers (or Twilions, as we call each other), and Board members—to read and follow our Code of Conduct and associated policies. These policies help us work better together, and staying compliant is a key part of everyone’s role; not following them can unfortunately lead to disciplinary action or even termination. We also hold our extended workforce (including independent contractors and contingent or agency workers), vendors, and suppliers to these same standards when they’re working with us. For our extended workforce, following the Code is a requirement for our continued partnership, and failure to follow the Code can result in termination of their relationship with Twilio.

As a global company, local laws and regulations apply to us and our workforce. If there is a conflict between a part of the Code and applicable local law or regulation, the local law or regulation will apply, as well as the sections of this Code consistent with that law or regulation. Additionally, if a Twilio policy that specifically applies to a certain jurisdiction conflicts with this Code, the specific policy will apply.

We speak up and take action when we become aware of a potential violation of this Code, the law, or other Twilio policies

We are all responsible for upholding our Code of Conduct. This responsibility includes speaking up if we know of or suspect a violation of this Code, the law, or other Twilio policies.

Managers have a special responsibility to uphold our Code, policies, values, and culture of integrity. Managers must report any known or suspected violations of any company policy or law. Failure to do so is grounds for disciplinary action, up to and including termination of employment.



How to report concerns

As Twilions, we should always feel safe speaking up, especially if we suspect a violation of the law, our Code or policies. Our responsibility is to report concerns in good faith so that Twilio may look into them appropriately, including, when necessary, conducting a prompt, fair, and thorough investigation. Reporting in good faith means you genuinely believe your concern is accurate, regardless of whether or not an investigation ultimately finds a violation of law or policy.

You can raise your concerns through multiple channels, including:

- Your manager, or another Twilio manager
- Your [HR Business Partner](#)
- The [Ethics & Compliance team](#)
- Our [24/7 Ethics Helpline](#) via phone at +1-844-637-6752 or through the web portal at www.twilio.ethicspoint.com

The [Ethics Helpline](#) provides the option of anonymous reporting where permitted under applicable law, and is hosted and maintained by a third-party company. All reports submitted to the Ethics Helpline will be handled promptly and discreetly. If you choose to remain anonymous when reporting concerns via the Helpline, we will not seek to identify you. However, please keep in mind that it may be more difficult to investigate an anonymous concern. If you identify yourself, confidentiality will be maintained to the extent possible, consistent with and in accordance with applicable law.

Learn more about our ethics reporting and investigations process in our [Global Speak-Up Policy](#).

We investigate promptly, fairly, objectively, and thoroughly

When Twilio conducts an investigation, we do so promptly, fairly, objectively, and thoroughly. And we take appropriate disciplinary action if we determine that a policy violation occurred. Throughout the investigation process, we endeavor to maintain confidentiality to the extent possible.

All Twilions are required to fully cooperate with company investigations, including participating in interviews and being honest during the investigation process.

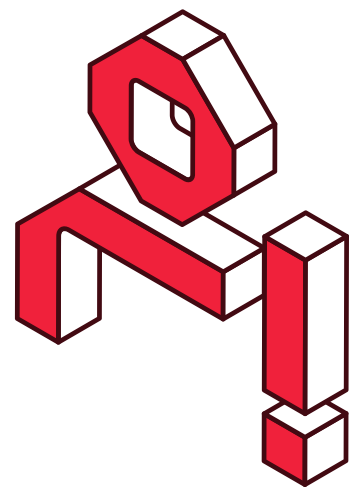
For more information on our investigation process, consult your Local Employee Handbook and / or policies.

We do not tolerate retaliation

We do not tolerate retaliation, including against anyone who in good faith raises a concern about potential misconduct or participates in an investigation into a possible violation of the law, this Code, or other Twilio policy. If you believe you have been retaliated against, please contact your [HR Business Partner](#) or the [Ethics & Compliance team](#).

Learn more

- To discuss questions or concerns, reach out to your [HR Business Partner](#) or the [Ethics & Compliance team](#)
- [Global Speak Up Policy](#)
- [Local Employee Handbooks](#)



We maintain an **inclusive and respectful** work environment free from unlawful harassment, discrimination, or bullying

Twilio is committed to fostering an inclusive and respectful work environment where all Twilions can reach their full potential.

We are an equal opportunity employer that embraces inclusion of all

Twilio is committed to equal employment opportunities based on merit, qualifications, and skills. We strictly prohibit unlawful discrimination or harassment on the basis of race, color, ethnic or national origin, religion or religious creed, protected military or veteran status, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation, or any other characteristics protected by law. This applies to all aspects of employment, including recruiting, hiring, job assignment, promotion, compensation, training, and benefits.

We do not tolerate unlawful harassment, discrimination or bullying

Twilio is committed to a workplace where everyone, including Twilions, customers, partners and other service providers, is treated with dignity and respect. We do not tolerate unlawful harassment, discrimination, or bullying of any kind. Specifically, we are each accountable for:

- Treating others with respect, fairness, kindness and dignity
- Promoting a supportive and inclusive community
- Resolving problems appropriately – never resorting to threats or violence
- Reporting any concerns of violation of our policies

Learn More

- To discuss questions or concerns, reach out to your [HR Business Partner](#)
- [Local Employee Handbooks](#)

We keep **our workplaces** healthy and safe

We are committed to a safe, healthy, and violence-free work environment. This means we work free of any substance that could hinder our ability to perform our jobs safely and effectively, and that acts of violence or intimidation have no place within our company and must be reported immediately to [Corporate Safety & Security](#). This expectation applies everywhere: at Twilio offices, in remote workplaces, over virtual meetings, at client sites, at Twilio-sponsored events, or in any activity where you represent Twilio.

We do not tolerate substance abuse

Substance abuse is incompatible with the health and safety of Twilions, and we don't permit it. While we do not prohibit the consumption of alcohol at work or Twilio-sponsored events, you must always use good judgment. You should never consume alcohol in a manner that impairs performance, leads to inappropriate behavior, jeopardizes the safety of others, or violates the law.

The use of illegal drugs, controlled substances, or any other substance that could compromise your performance or the safety of yourself or others is strictly prohibited in any workplace setting or during Twilio-sponsored events.

If a manager has reasonable suspicion that a Twilion's use of drugs or alcohol may be negatively impacting their job performance or the safety of themselves or others at work, they may request an alcohol and / or drug screening in compliance with applicable law. Such suspicions should be based on objective symptoms, such as changes in appearance, behavior or speech.



Learn more

- To discuss questions or concerns, reach out to your [HR Business Partner](#) or [Corporate Safety & Security](#)
- [Local Employee Handbooks](#)



We maintain a safe and violence-free workplace

We are committed to maintaining a safe workplace. This means we do not tolerate violence, the threat of violence, or any other behavior, acts, or threats that endanger the safety, health, or security of our workforce or visitors, regardless of whether they occur in company offices, remote workplaces, Twilio-sponsored events, or any activity where you represent Twilio.

If you become aware of a potential violation of this policy, report it immediately to your HR Business Partner and / or Corporate Safety & Security at nest@twilio.com.

In situations that could be perceived as violent, or have the potential to escalate to violence, contact [Corporate Safety & Security](#) immediately via their [real-time assistance slack channel](#).

If there is an urgent or life-threatening situation, please contact 911 or your local emergency responders first.

Learn more

- To discuss questions or concerns, reach out to [Corporate Safety & Security](#)
- [Workplace Violence Prevention Resources & Policies](#)

We safeguard personal data entrusted to us by customers, employees, and business partners

We are committed to protecting the privacy, security, integrity, and confidentiality of personal data entrusted to us by Twilions, our customers, our customers' users, and our business partners.

We process significant volumes of personal data that is often sensitive in nature and highly regulated. Examples include health information and the content of customer communications.

We use and protect personal data responsibly through:

- **Privacy by Design:** Incorporating privacy protection into the design of our products and services, and conducting data use and privacy reviews, including Privacy Impact Assessments
- **Legitimate Use:** Using personal data for legitimate business purposes, in accordance with the terms of contracts, individual's privacy choices, or as required by law
- **Transparency:** Providing clear and comprehensive information about how we use personal data
- **Compliance:** Complying with the privacy, data protection, security and AI laws that apply to our use of personal data, as well as Twilio's Binding Corporate Rules and other privacy, security, AI and data governance policies, standards, and guidelines
- **Security:** Adopting robust security controls in our products and business operations, and reporting actual or suspected incidents immediately

Learn more

To discuss questions or concerns, reach out to:

- The [Information Security team](#)
 - Information Security [policies and standards](#)
- Legal's [Privacy, Data Protection & AI Team](#)
 - [Binding Corporate Rules](#) - Controller Policy and Processor Policy

We use and develop AI responsibly

AI is constantly evolving. As we continue to navigate the rapidly evolving AI landscape, we are committed to using AI in an ethical, legal, and responsible way that respects human, intellectual property, and privacy rights, and promotes social responsibility.



To achieve this, we aim to:

- Act in accordance with our [Customer AI Trust Principles when developing or using AI in our products and services](#), and our [Enterprise AI Trust Principles](#) when developing or using AI to run our business operations, increase productivity, or find efficiencies.
- Complete all required AI, privacy, and data use reviews and approvals before using new AI tools or using data to build, test, or train AI models.
- Only use approved AI tools for approved use cases.
- Comply with applicable AI, privacy, employment, and other laws, as well as Twilio's AI, privacy, security, and data governance policies, guidelines, and standards, which we expect to update as the landscape changes.

Learn more

- To discuss questions or concerns, reach out to the [Privacy, Data Protection & AI Team](#)
 - [AI Hub](#)
 - [Generative AI Policy](#)
 - [Generative AI Use Standard](#)

We secure and appropriately use Twilio assets, including our physical resources, intellectual property, and data

We are stewards of all the tangible and intangible assets and resources that Twilio owns and uses to carry out business operations. These assets and resources can represent substantial investments and competitive advantages, and include Twilio's:

- Equipment and other resources that enable us to do our jobs, including computer equipment, networking and communications tools, and corporate credit cards
- Intellectual Property, including copyrights, trademarks, patents, and trade secrets
- Other company data



We Secure Physical Spaces by:

- Understanding and complying with our Corporate Safety & Security policies, standards, and procedures, including:
 - No matter where you are working, securing laptops, important equipment, and personal belongings
 - In remote work settings, ensuring that only our authorized workforce have access to Twilio devices, tools, and systems
 - When in the office, visibly wearing your Twilio badge and never loaning your badge to anyone else
 - When in the office, properly registering all guests using Twilio's visitor management system and ensuring guests are escorted while inside a Twilio-controlled workspace
- Reaching out to the [Corporate Safety & Security team](#) with relevant questions



We Protect Data and Digital Resources by:

- Protecting, classifying, and appropriately using data as detailed in our [Data Classification & Data Handling Policy](#), including by:
 - Restricting access to data on a “need to know” basis, and
 - Reaching out to Legal’s [Privacy, Data Protection & AI Team](#) with questions
- Using our computing resources and data assets in a responsible and lawful manner for legitimate business activities, as detailed in our [Global IT Acceptable Use Policy](#) and other Information Security [policies and standards](#)
 - Reaching out to the [Information Security team](#) with relevant questions
- Immediately reporting any suspected breaches or vulnerabilities to the [Information Security team](#) and Legal’s [Privacy, Data Protection & AI Team](#)

We Preserve Intellectual Property Rights by:

- Protecting our intellectual property through patents, trademarks, copyrights, or trade secrets by following our [Intellectual Property policies, guidelines, and best practices](#), including:
 - Working with the [Intellectual Property team](#) to protect new inventions by following our patent process
 - Protecting Twilio’s trademarks by submitting new product and service names for trademark clearance, and by reporting unauthorized use of our brand to the Intellectual Property team
 - Using, contributing, and releasing open source software safely, and in a way that protects Twilio’s intellectual property and complies with licensing requirements as outlined in the Twilio [Open Source Software Policy](#)

- Working with the [Intellectual Property team](#) to utilize non-disclosure and licensing agreements
- Respecting the intellectual property of third parties and working with the [Intellectual Property team](#) before using any third-party intellectual property
- Reaching out to the [Intellectual Property team](#) with any other IP-related questions

We Don't Leak Confidential Information

We do not share Company confidential information internally unless someone needs it to do their work. And, we do not share Company confidential information externally without approval from the [Communications](#) and Legal teams. Confidential information includes, but is not limited to:



- Confidential and / or proprietary information shared at All Hands meetings, in internal meetings, and on other workplace tools
- Financial metrics, performance, and results
- Potential mergers, acquisitions, or partnerships
- Internal reorganizations and other projects

Remember: Even if accidental or inadvertent, sharing Company confidential information without a legitimate business purpose and / or prior approval is still a leak prohibited by this Code, and this obligation continues even if our employment or relationship with Twilio ends.

If you become aware of a potential leak, report it immediately to your HR Business Partner and the [Ethics & Compliance team](#).

We communicate appropriately, both internally and externally

We speak with one voice when communicating about our business. This means we are thoughtful when we communicate externally, ensuring that we never disclose Company confidential information or speak on behalf of Twilio without first being authorized by the Company to do so.

A few simple rules to ensure we communicate appropriately:

- We never speak on behalf of the Company—including when speaking to the press, or at an event—unless authorized to do so by the [Corporate Communications Team](#)
- When speaking on behalf of the Company, we do so clearly, accurately, and professionally, and we only talk about topics and information we have personal knowledge of
- We never disclose, leak, or discuss material nonpublic information or Company confidential information
- We never make disparaging comments about our customers or partners, and we never make false and damaging statements about others
- We promptly direct all press and media inquiries about Twilio's business to press@Twilio.com
- We use social media wisely, including by recognizing that publicly identifying as a Twilion can impact Twilio and its business, and making clear that any personal postings are our own individual views and are not being shared on behalf of Twilio
- We use internal tools to find approved content that is appropriate to share with our networks





This policy and the Code of Conduct do not, and are not intended to, prevent anyone from engaging in protected concerted activity. This includes, but is not limited to, activities with the press or any other Twilions related to discussing wages, benefits, or terms and conditions of employment in the United States. This policy and Code also do not, and are not intended to, alter anyone's rights under applicable laws, including those related to whistleblowing and data privacy.

Learn more

- To discuss questions or concerns, reach out to:
 - [Corporate Communications](#)
 - [Corporate Communications & Social Media Policy](#)
 - [Ethics & Compliance](#)

We maintain **financial integrity** and accurate records

We keep complete and accurate records because it's good business practice, enables us to meet critical legal obligations, and helps us earn the trust of our customers and investors. We maintain Twilio's accounts, financial statements, and records accurately, with reasonable detail and in conformity with applicable law and internal controls. We manage our records properly by:

- Ensuring that financial statements, accounts, time reports, expense reports, and other records are accessible, accurate, complete, and secure
- Properly classifying transactions in the appropriate accounting period, account, and department
- Insisting on transparency in all transactions - never allowing hidden terms or side deals
- Verifying and following policies that detail who has appropriate signatory authority to approve expenditures and enter agreements that bind the Company
- Following policies relating to the maintenance and disposal of records, including preserving and protecting documents on a legal hold
- Providing full and accurate information to government and regulatory agencies, including full, fair, accurate, and timely information to the U.S. Securities and Exchange Commission

Learn more

To discuss questions or concerns, reach out to:

- Legal: The [Corporate Legal, Ethics & Compliance](#) and [Procurement](#) teams
 - [Business Records Retention Schedule](#)
 - [Global Procurement Policy](#)
 - [Signature Authority Matrix](#)
- Finance: [Internal Audit team](#)

We follow applicable **laws, rules, and regulations**, including those governing Insider Trading, International Trade, Unfair Competition, and Bribery & Corruption



Twilio takes its responsibilities to comply with applicable laws, rules, and regulations very seriously. This means that even though it is impossible for any of us to be an expert on every law that applies to Twilio, each of us must strive to comply with the major laws, rules, and regulations that apply to our work. We summarize our obligations under some of these major laws below. But, remember: you are not alone. Reach out to the Ethics & Compliance and Corporate Legal teams to discuss these or any other potentially applicable legal obligations you are facing.

We do not trade on non-public information

Trading on material non-public information violates the law and this Code.

You are prohibited from buying or selling stock when you possess material non-public information, or passing that information to others who may buy or sell stock.

To ensure that we do not trade on material non-public information, we are required to review and follow our [Policy on Insider Trading and Disclosure](#). Among other things, the policy explains further what information to avoid trading on, and what rules apply to transacting in Twilio stock, including information about our periodic blackout periods during which we are forbidden from trading Twilio stock.

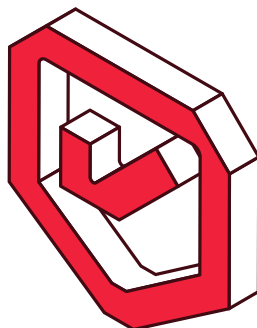
Learn more

- To discuss questions or concerns, reach out to:
 - [Corporate Legal](#)
 - [Ethics & Compliance](#)
 - [Policy on Insider Trading and Disclosure](#)
 - [Special Trading Procedures for Designated Persons](#)
 - [Requirements for 10b5-1 Trading Plans](#)

We comply with applicable international trade laws

We comply with applicable economic sanctions, export controls, import, and anti-boycott laws and regulations (“International Trade Laws and Regulations”). These laws govern where we can send or receive our services and products. Some of the ways we meet our obligations under these laws and regulations include:

- Doing business with countries and third parties in accordance with applicable International Trade Laws and Regulations
- Employing measures to ensure that Twilio does not engage in prohibited business with counterparties pursuant to applicable International Trade Laws and Regulations
- Alerting the [Sanctions and Export Controls team](#) if you are asked to participate in a boycott of a company or country



Learn more

- To discuss questions or concerns, reach out to the [Sanctions and Export Controls team](#)
 - [Sanctions and Export Controls Compliance Policy](#)



We compete and deal fairly

We deal fairly with our customers, suppliers, competitors, and workforce. This includes compliance with antitrust and competition laws intended to promote free and fair competition and trade. Some of the ways we ensure that we compete fairly include:

- Never agreeing with competitors or partners about pricing (sometimes referred to as price fixing)
- Never agreeing with competitors to divide markets, territories, or customers
- Never agreeing with competitors to coordinate bids (sometimes referred to as bid rigging)
- Never agreeing with competitors to boycott another company, customer, partner, or supplier
- Never misusing our market strength to unlawfully harm or prevent competition
- Never misusing a competitor's or other entity's confidential or proprietary information

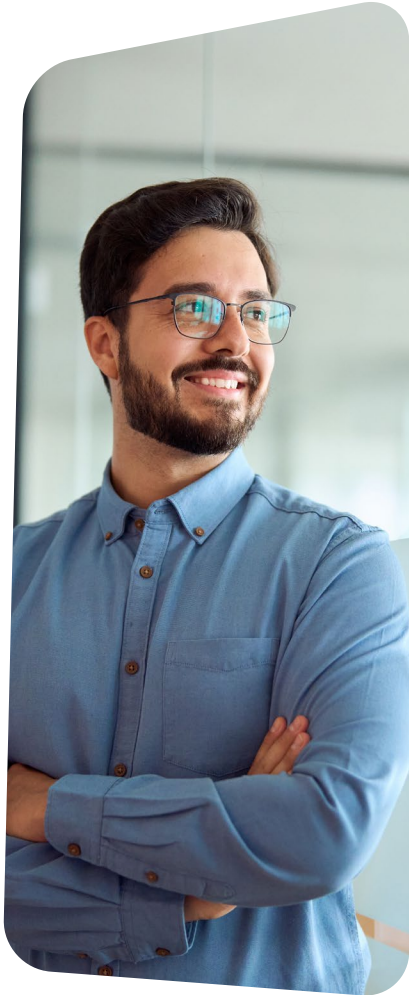
Learn more

To discuss questions or concerns, reach out to the [Corporate Legal](#) or [Ethics & Compliance](#) teams.

We do not tolerate bribery or corruption

Bribery and corruption are illegal, unethical, and have no place at Twilio.

We conduct business honestly and comply with applicable anti-corruption and anti-bribery laws wherever we do business, including the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act. Some of the ways we prevent bribery and other corrupt practices include:



- Never offering, paying, seeking, or accepting bribes or kickbacks
- Avoiding hidden terms in deals or side deals
- Insisting on transparency in all transactions
- Never making payments to speed up routine government processes such as permits or other approvals (sometimes referred to as “expediting,” “facilitating,” or “grease” payments)
- Making hiring and promotion decisions based exclusively on merit, and never at the request of a customer or government official
- Using reputable agents and intermediaries
- Ensuring that any charitable donations are made in support of legitimate causes and never given at the request of a customer or government official
- Keeping accurate and detailed books and records
- Ensuring that any gifts, hospitality, entertainment, travel, and other benefits we offer or receive are reasonable and for a legitimate business purpose

Learn more

- To discuss questions or concerns, reach out to the [Ethics & Compliance team](#)
 - [Anti-Bribery and Anti-Corruption Policy](#)
 - [Global Travel & Expense Policy](#)
 - [Supplier Code of Conduct](#)

We avoid conflicts of interest, and act responsibly with gifts and entertainment

We avoid conflicts of interest

We prioritize Company's goals and our customers' interests. This means we never make decisions based on a desire for personal gain, and never engage in activities that involve competition with Twilio.

How to evaluate potential conflicts of interest

Whenever you are considering an opportunity or action, ask yourself: ***Does this benefit me, my friends, and / or relatives (including associated organizations) at the possible expense of Twilio?*** If the answer is "yes," do not proceed. This is likely a conflict of interest, or a situation that reasonably presents the appearance of a conflict of interest.

If the answer is "I'm not sure," or "maybe," reach out to the [Ethics & Compliance team](#) to review the situation. For example, a conflict of interest could arise if you're considering a second job or a consulting position, and these opportunities will need to be reviewed by the Ethics & Compliance team.

Potential conflicts of interest can arise in many different scenarios, but commonly show up in the following areas:

Personal investments and financial interests

We avoid making personal investments that could create a conflict of interest, or reasonably present the appearance of a conflict of interest. Examples of such investments include:

- Significant investments in a Twilio competitor
- Significant investments in a Twilio customer, business partner, or vendor
- An investment that is too large in absolute dollars and/or percentage of your total investment portfolio

Outside employment, board seats, advisory or consulting arrangements, and other opportunities

We do not engage in outside work that creates a conflict of interest, or reasonably presents the appearance of a conflict of interest. This includes, but is not limited to, outside employment, business, advising or consulting relationships with another organization, teaching or research engagements, board seats, starting your own business, and other outside compensated opportunities.

Business opportunities found through work

We do not use business opportunities found through our work at Twilio, or use company property, information, or our position, for our own personal gain.

Inventions

We do not develop, or help to develop, outside inventions when doing so creates a conflict of interest or reasonably presents the appearance of a conflict of interest. Such situations may arise if an invention relates to your position at Twilio, or to Twilio's existing or reasonably anticipated products and services, or if the invention is developed using Twilio corporate resources.

Personal relationships

We do not allow our personal relationships—including those with our significant others, romantic partners, relatives, and friends—to create conflicts of interest, or situations that reasonably present the appearance of a conflict of interest. Ways that we guard against these types of conflicts include:

- Recusing ourselves from the hiring process whenever a personal connection is being considered
- Ensuring that we do not have the ability to review or influence decisions relating to a personal connection's job performance, compensation, promotion, discipline, termination, or any other work status or condition
- Not managing, directly or indirectly, anyone with whom we have a personal relationship
- Reporting romantic relationships that could create a conflict of interest to our HR Business Partners, and understanding that such relationships may require changes to work arrangements, or even termination of employment

Learn more

To discuss questions or concerns, reach out to the [Ethics & Compliance team](#)



We act responsibly with gifts, hospitality, & entertainment

We only give and receive gifts, hospitality, entertainment, and other benefits (“Business Courtesies”) when they support the Company’s commitment to business integrity.

This means we do not give or receive Business Courtesies with an intent to improperly influence, and we keep accurate records relating to the associated costs and people involved.

Giving or receiving modest Business Courtesies to or from Twilio customers or other business partners (such as vendors, suppliers, and carriers) may be appropriate if all the following conditions are met:

- The Business Courtesies do not violate any law, regulation, partner policy, or Twilio policy, including [Twilio’s Global Travel and Expense Policy](#), which states our general gift limits and the approvals necessary for exceptions
- The Business Courtesies are not cash or cash equivalents
- The Business Courtesies are not lavish, excessive, frequent or repetitive
- There is no attempt—or appearance of an attempt—to influence decision-making
- There is no sense of obligation for the recipient to return a favor, actual or apparent quid pro quo, or other actual or apparent intent that the Business Courtesies were given in exchange for improper or personal benefit
- The Business Courtesies are consistent with local business practices
- The Business Courtesies are properly documented in Twilio records



Government Officials and Public Entity Customers

Many countries in which we do business have laws that prohibit the giving and receiving of gifts, travel, lodging, meals, entertainment, and other things of value to government officials.

What may be appropriate for a commercial customer or business partner could pose a serious problem for a government official, and for Twilio. Therefore, you must never promise, offer, or give gifts, entertainment, gratuities, meals, lodging, travel, or anything else of value to a government official or public entity customer unless you have received prior written approval from the [Ethics & Compliance team](#).

Learn more

- To discuss questions or concerns, reach out to the [Ethics & Compliance team](#)
 - [Global Travel and Expense Policy](#)
 - [Anti-Bribery and Anti-Corruption Policy](#)

We uphold **human rights**



At Twilio, we uphold human rights in all aspects of our work. We condemn all forms of human trafficking and sexual exploitation. We will not employ underage children or utilize forced labor. And, our commitment to doing business only with those who uphold the same standards helps us demonstrate our respect for human dignity.

We identify and mitigate risks to human rights that could impact Twilions and our customers. These areas include protecting our customer and Twilion data, and focusing on ethical labor practices and equal employment opportunities. We take these issues seriously, and commit to ensuring that our impact is positive. Through focused policy implementation, and decision-making and investments in non-profit organizations, we are actively engaged in affecting positive change in the global community.

Learn more

- [Statement on Human Rights](#)
- [UK Modern Slavery and Human Trafficking Statement](#)
- [Supplier Code of Conduct](#)



Resources

Remember: you are never alone. If you have any doubt about the best course of action in a particular situation, including if you have questions or concerns at all about how the Code or our other policies apply to a situation you're facing, please reach out to the [Ethics & Compliance team](#) your manager, and / or your [HR Business Partner](#).

You can also always report concerns via our [24/7 Ethics Helpline](#), which provides the option of anonymous reporting where permitted under applicable law. You can reach the Ethics Helpline via phone at +1-844-637-6752 or through the web portal at www.twilio.ethicspoint.com

Waivers

Any waiver or modification of this Code for a member of the Board of Directors, executive officer, or senior financial officer must be approved by the Board of Directors and promptly disclosed, in each case as may be required by applicable law or the rules of the stock exchange on which Twilio's common stock is listed for trading. Any other waiver under this Code may only be granted by Twilio's Chief Administrative Officer.



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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