



C O R P O R A T E R E S P O N S I B I L I T Y R E P O R T

2 0 2 4 

LETTER FROM OUR CEO

You probably already used Bandwidth today, without even knowing it. Did you receive an appointment confirmation from your doctor? Call your bank about a suspicious charge on your credit card? Dial into a meeting or classroom on any of the leading platforms? Chances are, it was Bandwidth. Our voice calling, text messaging, and emergency services are the “Bandwidth inside” wherever people live, learn, work, and play.

Leading the Cloud Communications Revolution

Bandwidth helped launch the era of cloud communications, and we’re still leading in the front ranks today. Moving to the cloud is the best way for enterprises to build rich new brand experiences, leverage emerging AI technologies, and simplify digital transformation. And they’re doing it with Bandwidth, because no other company has our unique combination of innovative software APIs, owner-operated cloud network with global reach, and easy integrations with best-in-class providers.

Celebrating 25 Years of Innovation

That’s why, as we celebrate our 25th anniversary as a company, we’re more confident in our mission and our opportunity than ever before. And we take great pride in our achievements of the past year, as we thrived in our new global headquarters, collaborated on award-winning innovation, enriched our unique culture, lifted up local communities, and exceeded growth expectations—all in our mission to serve customers and their business-critical communications worldwide.

As we celebrate our 25th anniversary, we’re more confident in our mission than ever before.

A Campus Designed for Collaboration and Growth

After an amazing first year in our new headquarters, it’s clear the campus is a game-changer in every way. Amenities for the growth and wellness of our Bandmates include a fitness center, sport courts, walking trails, cafe, high-tech ideation rooms, customer engagement center, and much more. Environmental features include EV chargers, energy efficient lighting, an apiary, and rainfall capture centered around an ecological pond with abundant aquatic life. Much more than a workplace, our campus is a true community, where collaboration and creativity are prioritized, and chance encounters lead to serendipitous new opportunities for teamwork. This investment in our “Whole Person Promise” culture, where Bandmates can be their authentic selves at work, has already paid dividends far beyond our imagination.

We love to hear the sounds of children playing at our on-site, Montessori-inspired preschool. At a time when access to childcare is becoming a crisis, we are proud to make this opportunity available so Bandmate parents and their children can flourish.



Making a Positive Impact in Our Communities

Improving the local communities where we live and work remains a priority, as Bandmates everywhere mobilized enthusiastically through our “Go Do!” and “Bandwidth Cares” volunteer programs. Together, we donated over 10,000 hours of time to local not-for-profit organizations in employee-led initiatives. One of the most rewarding moments of the year was again sponsoring “accessABILITY Day” at the North Carolina State Fair, where our volunteers ensured that everyone, regardless of ability, could enjoy the event fully. This initiative embodies our mission to develop and deliver the power to communicate.

Bandmates come from a wide range of backgrounds, experiences, nationalities, cultures, races, identities, ages, and abilities—reflecting the infinite variety of people we serve and connect globally. We salute these differences in many ways throughout the year, and we are committed to hiring the best talent, while ensuring internal pay equity and living wages for all employees.

Our corporate goals are aligned with our commitment to our customers, our Bandmates, our communities, and the many others who share in our success.

Driving Award-Winning Innovation

Our diverse team and unique culture are a source of strength, which is reflected in innovation accolades such as “Best of Show” and “Product of the Year” for our Maestro™ next-generation cloud platform. Maestro, along with our AIBridge conversational artificial intelligence offering and many other new products launched over the past year, are more than technical achievements; they represent our commitment to simplifying complex challenges and delivering visionary solutions to our customers.

We were also recognized yet again for our award-winning customer service. At a time when many in our space have made it harder for customers to get help—much less talk to a real person—we are distinguished by our always-available support team of expert Bandmates. Now we’ve raised the bar even further, with predictive AI-enhanced analytics that can identify and solve potential incidents before they escalate. This new technology is such a differentiator, it was honored with a gold Stevie® Award for Customer Service Innovation.

Delivering Strong Financial Performance

Our bedrock principles of disciplined execution, product innovation, and people development resulted in continued strong financial performance over the past 12 months, with diversified revenue growth and a stronger balance sheet. As we continue to grow, we remain laser-focused on creating value for all our stakeholders. That’s why we were particularly honored to be named North Carolina Headquartered Company of the Year by NC Tech. It’s a reminder that our corporate goals are aligned with our commitment to our customers, our Bandmates, our communities, and the many others who share in our success.



Thank you all for your continued support.

A handwritten signature in black ink that reads "David Morken".

David Morken

Co-founder, Chairman, and CEO
Bandwidth Inc.

TABLE OF CONTENTS

	Overview	5
	Policies and governance	7
	Data privacy and security.....	11
	Protecting against technology disruptions	18
	Environment	20
	Our team	22
	Community.....	33
	Appendix.....	36



OVERVIEW

ABOUT BANDWIDTH

We are a global cloud communications software company helping enterprises connect people around the world with voice calling, text messaging, and emergency services. Companies like Amazon Web Services (AWS), Cisco, Google, Microsoft, RingCentral, Zoom, Genesys, Five9, and Uber use Bandwidth's Communications Cloud to easily embed communications into software and applications. With more than 20 years in the technology space, Bandwidth offers a robust selection of APIs built around our owner-operated global network that reaches more than 65 countries and 90 percent of global GDP.

We have prepared our 2024 Corporate Responsibility Report to educate our key stakeholders—including team members, investors, and customers—about a broad range of environmental, social and corporate governance considerations that impact our creation of long-term value. We anticipate that we will continue to refine our sustainability initiatives, as well as our ability to measure our progress.

Our 2024 Corporate Responsibility Report covers our initiatives for the twelve-month period ending on June 30, 2024, unless otherwise noted.

The preparation of our 2024 Corporate Responsibility Report was informed by the Sustainability Accounting Standard for Software and IT Services, developed and published by the Sustainability Accounting Standards Board (SASB).

We welcome comments or questions at corpresponsibility@bandwidth.com.

FOUNDED

1999

INCORPORATED

2001

EMPLOYEES

~1,100

HEADQUARTERS

Raleigh, NC

TELEPHONE

(800) 808-5150

WEBSITE

bandwidth.com



P O L I C I E S
A N D
G O V E R N A N C E

We have adopted several policies to help ensure that each of our team members understands and lives our values. These include:

Whistleblower Policy

Our Whistleblower Policy helps our team members, independent contractors, vendors, and customers to make us aware of any practices, procedures or circumstances that raise concerns about the integrity of our financial disclosures, books and records.

Anti-Corruption Policy

Our Anti-Corruption Policy helps to ensure that our team members are aware of United States and foreign laws that strictly prohibit bribery, kickbacks, and other improper payments or advantages.

Employee Handbook

In addition to providing information on policies and benefits, our Employee Handbook helps our team members understand that:

- We provide equal employment opportunities to all of our team members in all of our employment practices.
- We are committed to providing a safe work environment where all team members are treated with dignity and respect.
- We expect all team members to build and maintain the culture we all enjoy.
- We have resources available to help all team members if any concerns arise.

Harassment and Hostile Work Environment Prevention Policy

Our Harassment and Hostile Work Environment Prevention Policy helps ensure that each of our team members enjoys a working environment free from harassment and intimidation of any kind.

Insider Trading Compliance Policy

Our Insider Trading Compliance Policy helps our team members, officers and directors understand their obligations to comply with securities laws that prohibit trading on the basis of material non-public information.

Modern Slavery Act Statement

We believe that all workers deserve a fair, safe, and ethical workplace, and we do not tolerate forced or involuntary labor, harassment, discrimination, or any behavior that creates a hostile work environment. Bandwidth publishes an annual Modern Slavery Act Statement affirming that “We do not, and would not, knowingly engage with any supplier involved in slavery or human trafficking.”



CODE OF BUSINESS CONDUCT AND ETHICS

Bandwidth is committed to conducting our business with integrity and transparency. By acting in this way, we earn and maintain the trust of our stakeholders.

We work to ensure that each of our team members understands and lives our values.

Our Board of Directors has adopted a Code of Business Conduct and Ethics (“Code of Conduct”) that applies to all of our employees, officers and directors, as well as to anyone authorized to represent Bandwidth or act on our behalf.

Our Chief Executive Officer, David Morken, provided this message to accompany our Code of Conduct: “Doing the right thing goes far beyond compliance with applicable laws, rules, and regulations. [Our] Code of Conduct is designed to empower you to make right decisions and take right actions. While [our] Code cannot cover every situation you will encounter, my expectation is that it will be a useful guide for all of us.”

Bandwidth is committed to conducting our business with integrity and transparency.

Our Code of Conduct provides important information about the ethical and legal principles that guide how we do business including our expectations regarding:

- Conflicts of Interest
- Fair Dealing
- Compliance with Laws, Rules, and Regulations
- Gifts and Entertainment
- Anti-Money Laundering
- Political Contributions
- Health and Safety, Discrimination and Harassment, and Compliance with our Employee Handbook
- Reporting and Investigations

All of our team members received annual training regarding our Code of Conduct during the twelve-month period ended on December 31, 2023.



ADDRESSING CONCERNS

Our Ethics Helpline is available 24x7. Reports can be made anonymously and in several languages to accommodate our team members around the globe. In addition to our Ethics Helpline, we provide multiple avenues for reporting concerns. These alternatives, which are detailed in our Code of Conduct, include other anonymous reporting options and reporting a concern directly to our Audit Committee or Ethics and Compliance team. We encourage all of our team members and others to report any ethical concerns that they may have about business conduct or other team members without fear of retaliation. We investigate all allegations of ethical misconduct in a timely manner and take appropriate actions when we substantiate any claims.

OVERSIGHT

Our Board of Directors and our Audit Committee each receive regular reports and updates regarding matters related to our Code of Conduct, our Ethics Helpline, and our Ethics and Compliance Program.

Our Ethics and Compliance Officer regularly reports to our Board of Directors.

GOVERNMENT AFFAIRS AND LOBBYING

Bandwidth operates in a heavily regulated industry. We frequently engage with government officials and regulators, including the Federal Communications Commission and state and local regulatory bodies. Government officials and regulators frequently turn to our team members for insights and expertise about issues confronting the industry. Our Code of Conduct includes specific policies governing interactions with government employees. We require any individual lobbyist that we formally engage to file all required reports, registrations, and disclosures.

POLITICAL CONTRIBUTIONS IN THE UNITED STATES

Our Code of Conduct prohibits our team members from using company funds to make contributions of any kind to any politician, political candidate, or political action committee. Our team members are free to make personal political contributions on their own, using non-reimbursable personal funds, but must not represent any contribution as being made on Bandwidth's behalf.

We have never operated an employee political action committee.



DATA PRIVACY AND SECURITY

Our data privacy and security efforts are at the core of our mission to serve our customers. We recognize that our customers depend on us to preserve the confidentiality, privacy and security of their communications and other information.

We believe our team members are our first and best line of defense in this effort, and we require everyone to complete rigorous annual training on our data privacy and security commitments. We also ensure team members receive regular reminders and updates about the ways in which they contribute to our data privacy and security efforts.

As part of our commitment to information security, Bandwidth has comprehensive ISO 27001:2013 certification across our global network, APIs, people and business processes. The ISO 27001:2013 certification, discussed in more detail below, is highly valued by customers and demonstrates the security, availability and resiliency of the Bandwidth global platform.





DATA PRIVACY

As part of our mission to deliver exceptional experiences everywhere, Bandwidth is committed to maintaining and maturing a global privacy program that serves our customers, team members, and end users worldwide.

Bandwidth is a cloud-based communications provider for enterprises. Generally, Bandwidth processes and stores less personal data than many other software and IT service providers because we provide a business-to-business offering instead of a business-to-consumer offering.

Many of the services our customers utilize result in the creation of “customer proprietary network information” (or CPNI). Federal law requires that we preserve the confidentiality of our customers’ CPNI, subject to very limited exceptions. Each year we train our team members regarding our obligations to preserve the confidentiality of our customers’ CPNI.

Our platform powers countless tools that allow people to work and connect wherever they are, eliminating the need for face-to-face meetings and the environmental impact of travel and commuting.

While the laws governing CPNI have applied to us for many years, the regulation of data privacy continues to evolve in the United States and abroad.

Bandwidth services have a global reach, delivering exceptional experiences everywhere. Our global privacy program is built on the framework of GDPR principles and CCPA/CPRA imperatives that have served as the model for emerging privacy and data protection laws in other jurisdictions. Our team continuously monitors and updates our privacy program in accordance with applicable laws and regulations from around the world.

The Bandwidth Privacy Team works across time zones to design and implement a global data privacy compliance program that is tailored to our industry and services, responsive to our customers, and protective of their end users.

LIFECYCLE PRIVACY PROGRAM

Our team continuously monitors and updates our privacy program in accordance with applicable laws and regulations from around the world. As subject matter experts and engaged collaborators, we foster a culture of data protection and privacy within Bandwidth.

We believe privacy is a team sport, and we work together with team members across the company to mitigate risk and achieve meaningful compliance.

Security Training

All team members, interns and temporary staff receive information security and privacy training annually, including CPNI, CCPA/CPRA, GDPR & US State Privacy Laws, and HIPAA.

Security Measures

We maintain appropriate administrative, technical, and physical security measures to help safeguard against the accidental or unlawful destruction, loss, alteration, and unauthorized disclosure of, or access to, the personal information we process or use in our business. We're proud to tell you more about our credentials and our commitment to continuous improvement in the Security section below and [on our website](#).

Data Subject Rights

Privacy should never be more than a click away. Bandwidth offers an easy-to-use form for data subjects to exercise their rights, available through our Privacy Notice and at this direct link: [Data Subject Right Request Form](#).

Bandwidth offers our customers a clear and concise [Global DPA](#) in our contracting process. This document reflects our attention to the roles and responsibilities we play in processing personal data through our products and services, as well as the key contractual provisions required by applicable data protection laws around the world. More details on our [global privacy program](#) and [international data transfers](#) are available.

We use a limited number of select third-party vendors to support our marketing activities and, including cookie-based advertising technology, to facilitate relevant communications to our customers and prospects in alignment with applicable law and industry best practices. We honor opt-out, opt-in, and deletion requests from individual data subjects accordingly. More details on our consumer privacy practices are described in the [Bandwidth Privacy Notice](#).

We have not suffered any monetary losses as a result of legal proceedings associated with data privacy during the twelve-month period ended June 30, 2024.



SECURITY

In support of our commitment to data protection and privacy, Bandwidth maintains appropriate administrative, technical, and physical security measures to help safeguard against the accidental or unlawful destruction, loss, alteration, and unauthorized disclosure of, or access to, the personal data we process or use in our business.

We have taken numerous steps to protect our customers and ourselves from events we believe could jeopardize security:

Network Security

Our network is monitored 24x7 by our Network Operations Center (NOC). All our site locations have firewalls and traffic monitoring deployed to ensure the security, stability, and reliability of the network our customers rely on.

Application Security

We're proud of our software. Our APIs make it easier for businesses to embed communications, which is why we've built security into our software. Our application security program proactively performs static and dynamic scanning of systems and software code. We also work with our developers to provide feedback loops during development through our Bandwidth Secure Software Development Lifecycle process.

Vendor Risk Management

We evaluate our current and prospective vendors based on their criticality to our business, potential access to our information and the information of our customers. Our evaluation includes assessing our vendors' security programs, security policies, risk management and compliance practices, personnel, physical security, network security, logical access, operations management, and incident management and reporting, among other considerations. We continuously monitor our vendors throughout the life-cycle of the relationship and re-evaluate our critical vendors annually to ensure that they remain vigilant regarding data privacy and security matters.

Endpoint Security

In addition to protecting our network and software, we are committed to protecting all access points to our network, our information, and our customers' information. All of our desktops, laptops, and mobile devices are centrally managed and fully encrypted. All end-user computers have anti-virus and anti-malware protections.

HIPAA Compliant

Bandwidth's U.S.-based V2 Messaging and Programmable Voice products are HIPAA certified compliant to carry protected health information under U.S. HIPAA laws.

Physical Security

Access to all Bandwidth offices is restricted and controlled by assigned proximity badges. Visitors must sign in, display a visitor badge, and be escorted by our sponsoring team member. Entrances and exits to all sites and offices are under video surveillance. Our hosted data centers are SOC 2 Type II or ISO 27001:2013 certified. Each data center site location provides layers of security, including biometrics, security guards, cameras and equipment secured in isolated rack/cages.

Third Party Audits

We conduct annual third-party information security audits, including SOC 2 Type II, ISO 27001, and HIPAA.

We have achieved the internationally recognized ISO 27001:2013 certification for our global products and services. Using a top-down, risk-based approach, ISO 27001 identifies requirements and specifications for establishing, implementing, maintaining and continually improving an information security management system. To achieve the certification, Bandwidth's compliance with these standards was validated by an independent audit firm after demonstrating an ongoing and systematic approach to managing and protecting company and customer data.

Incident Management

Bandwidth's Information Security Program takes a comprehensive approach designed to ensure the security of Bandwidth's network and services. The program uses security detection and prevention measures such as a global Security Incident Event Monitoring system leveraging Machine Learning and Artificial Intelligence to correlate all security events and advanced endpoint agents to prevent, alert, mitigate and contain potential threats. Bandwidth's Information Security Team manages a formal incident response lifecycle and related processes that includes testing exercises (including with independent third-party security advisors), execution of Incident Response and lessons learned reviews.

In addition, we audit applicable data policies, conduct team member training and monitor emerging laws and best practices related to data protection and information security. During the twelve-month period ending June 30, 2024, Bandwidth has not experienced a cybersecurity incident or identified a data breach that materially affected its business strategy, results of operations or financial condition.



O V E R S I G H T

Our Global Security initiatives are led by our VP of Information Security reporting to the Chief Information Officer (the “CIO”), in close coordination with our Legal and Privacy teams.

Several team members also hold various individual certifications including Certified Information Systems Security Professional and SANS GIAC. Bandwidth is a member of the International Association of Privacy Professionals (IAPP) and our teams routinely participate in training, conferences, and speaking on important global privacy topics.

In addition, Bandwidth participates in and complies with the EU-US Data Privacy Framework (the “DPF”) and the UK Extension to the DPF as set forth by the U.S. Department of Commerce. Bandwidth has certified to the U.S. Department of Commerce that it adheres to the EU-US Data Privacy Framework Principles with regard to the processing of personal data received from the European Union in reliance on the DPF and from the United Kingdom (and Gibraltar if applicable) in reliance on the UK Extension to the DPF. Learn more about the [DPF program](#), and [view our certification](#).

Our cybersecurity risks are identified and addressed through a comprehensive, cross-functional approach. Key security, operations, legal and compliance stakeholders meet regularly to develop strategies for preserving the confidentiality, integrity and availability of our and our customers’ information by identifying, preventing and mitigating cybersecurity threats, and effectively responding to cybersecurity incidents. Our Executive Security Committee, which includes our Chief Operating Officer, our CIO, our Chief Technology Officer, our Chief Software Development Officer, our General Counsel and other cross-functional participants, meets monthly to evaluate our cybersecurity risks and related response efforts. In addition, our board of directors receives regular reports and updates regarding matters related to our data privacy and security efforts.

In addition to our internal teams, Bandwidth has appointed an external Data Protection Officer (DPO) to ensure the definition, assessment, and enforcement of our privacy program and policies under applicable data protection and privacy laws worldwide.

LAW ENFORCEMENT REQUESTS

We do not directly serve consumer or residential users, and primarily provide our services directly to large commercial customers who incorporate our voice, messaging and 911 solutions into the services those customers then provide to their own customers.

As a result, we generally possess limited “end user information” or “personally identifiable information” regarding specific end users of the telephone numbers we have assigned.

We nonetheless receive requests from law enforcement seeking information based upon certain telephone numbers they identify to us. In the United States, our responses to law enforcement requests are almost always limited to the name and contact information of the customer to which we have assigned the identified telephone numbers for use in their business.

Our global regulatory operations teams implement and enforce a tailored review process for government access requests to ensure appropriate responsiveness in applicable jurisdictions and the protection of the personal data of our customers and their end users.

Government-required monitoring, blocking, content filtering, or censoring

To our knowledge, during the twelve-month period ended June 30, 2024 we did not offer any services in any country where our core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

We support efforts in the United States and elsewhere to reduce illegal robocalls. We support and comply with the Telephone Robocall Abuse Criminal Enforcement and Deterrence Act (or TRACED Act), which was signed into law in December 2019. We also support various industry initiatives aimed at reducing illegal robocalls. We do not believe that either the TRACED Act or these other beneficial industry efforts constitute government-required monitoring, blocking, content filtering, or censoring.

During the twelve-month period ended June 30, 2024, we received and responded to U.S. law enforcement requests as follows:

Total number of unique law enforcement requests:

5,007

Count of telephone numbers attributed to unique law enforcement requests:

8,214

Total number of unique users:

442

Percentage of disclosure of end user information:

0%

We define a “unique user” as the commercial customer to which a telephone number identified by law enforcement is assigned. The data provided above is based on U.S. law enforcement requests we receive.



PROTECTING
AGAINST
TECHNOLOGY
DISRUPTIONS

INTELLECTUAL PROPERTY PROTECTION AND COMPETITIVE BEHAVIOR

As a global technology company, intellectual property is an important component of our business. We rely on a combination of patent, copyright, trademark and trade secret laws in the United States and other jurisdictions, as well as license agreements and other contractual protections, to protect our proprietary technology. We also rely on registered and unregistered trademarks to protect our brand.

As of June 30, 2024, we had 34 U.S. patents and four U.S. pending patent applications. In addition, as of June 30, 2024, we had 18 registered trademarks globally and three pending trademark applications.

Where appropriate, we participate in open source projects that benefit us, our customers, and the broader community of innovators.

We have not suffered any monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations during the 12-month period ended on June 30, 2024.

BUSINESS AND TECHNOLOGY DISRUPTIONS

At Bandwidth, we are committed to maintaining a platform that is enterprise-grade, which means we strive to meet the highest standards in security, availability, resiliency and integrity. We delivered at least 99.9 percent network uptime during the 12-month period ended June 30, 2024.

We implement a variety of standard operating procedures, policies, and practices to permit us to promptly respond to any business or technology interruptions, whether due to natural disasters or otherwise. Where possible on reasonable terms, we seek to ensure vendor redundancy. We partner with our significant vendors to mitigate risk of the disruption of applicable services. We identify alternative vendors, where possible, even when we do not currently utilize the alternative vendors available. We seek to obtain long-term contracts with vendors in some circumstances.

We believe these practices mitigate our risks associated with business and technology disruptions. We also have customary business interruption and other insurance in place to provide coverage under some circumstances.





ENVIRONMENT

TRACKING OUR ENVIRONMENTAL FOOTPRINT

Offices

We continue to eliminate paper processes and utilize recycling at our offices. As a tenant within multi-tenant buildings, we do not currently have the ability to obtain accurate energy and water data due to our leasing structures.

With the construction of our new global headquarters in Raleigh, North Carolina, we aligned with leading environmental standards, which includes incorporating features such as light pollution reduction, electric car charging stations, and enhanced indoor air quality strategies. Additionally, after occupying the building for an extended period of time we will be able to actively track, and work to minimize, energy and water usage for this location.

Bandwidth Communications Platform

Our platform powers countless tools that allow people to work and connect wherever they are. We power companies like Cisco, Google, Microsoft, Zoom, and many others whose products eliminate the need for face-to-face meetings and the environmental impact of travel and commuting.

Data Centers

We utilize data centers operated with a commitment to sustainable environmental performance. The majority, including our largest data centers, use 100 percent renewable energy. Cost, location and other factors are important to our analysis of potential data centers to ensure that we can reliably deliver for our customers. We also consider sustainability factors as we evaluate our data center footprint.

Beehives

In Raleigh, Bandwidth has its own apiary as part of our proud sponsorship of Bee Downtown, an organization that installs and maintains beehives on corporate campuses to help rebuild healthy honeybee populations which are critical to food crop pollination and a healthy environment.

Recycling

As a technology company we use minimal paper. We nonetheless seek to recycle everything possible in our offices—paper, plastic, aluminum, and other recyclables. We have well-marked separate trash and recycling containers throughout all facilities to aid in recycling

Subsidized Public Transit

We encourage our team members to utilize public transit whenever possible. As noted above, in our Denver and Brussels offices, we offer fully paid public transit for our team members. For our Dublin and London team members, we provide subsidized public transport tickets.

Biking

Our headquarters in Raleigh includes bike parking, storage, and a maintenance station to promote biking to work.

Volunteering

As part of our community volunteering activities noted above, team members routinely volunteer on sustainability initiatives, such as park beautification projects and our Bee Downtown activities in Raleigh.





OUR TEAM

At Bandwidth, we are mission first. To accomplish that mission we've created a service-oriented culture, centered on meaningful work, lifting each other up, and investing in the health of our team members.

We've made a "whole person promise" to our team members: a commitment to cherish and support our team members' mental, spiritual, and physical wellness. The Whole Person Promise is a commitment to offer meaningful work and a full life.

We seek to identify, attract, engage, and retain team members who will contribute their culture to our culture, promoting diversity of thought and experience. Our People Services team, led by our Chief People Officer, helps build, develop, and maintain a culture that each team member contributes to and enjoys.

As of June 30, 2024, Bandwidth had approximately 1,100 team members globally, with about 20 percent based outside the U.S.; four percent of our team members were considered foreign nationals.

“

Regularly going to the gym is crucial for maintaining both physical and mental health, leading to increased energy levels, reduced stress, and improved overall well-being. When a company offers gym reimbursements, it signifies a strong commitment to its employees' health, recognizing that a fit workforce is a more productive and engaged workforce. Such a benefit not only enhances job satisfaction but also cultivates a positive company culture where employees feel valued and motivated to perform their best. I am extremely happy that my company offers this benefit and fully understand the importance of investing in our health and well-being.”

LETIZIA TRAVAGLINO
REGULATORY OPERATIONS SPECIALIST



OUR WHOLE PERSON PROMISE

People are at the heart of our company. We believe that the best work comes from happy, healthy, and engaged team members who do meaningful work and enjoy a full life. Some of our hardest workers often need the most support creating work/life harmony.

We've created a variety of programs to help our team members develop and maintain strong bodies, minds, and spirits. We offer an online Whole Person Platform powered by Virgin Pulse that delivers on our promise by making healthy living fun. We also offer three Whole Person Challenges annually that each include a body, mind, and spirit component, along with the chance to earn an extra PTO day upon completion of the challenge.

Body

We believe a healthy body—including physical, mental, and emotional health—is essential to long-term success for each of our team members. Bandwidth offers a variety of wellbeing initiatives to support our team members to achieve their wellness goals, including:

- Appointments with registered dietitians;
- 90-minute fitness lunch with an on-site gym, or gym memberships and fitness reimbursements;
- Expert wellbeing partners: a licensed Whole Person Coach for our U.S. team, and a psychologist for our international team;

- Guide and Thrive program: a personalized behavioral health support program for our team members and their families;
- Fill Your Cup educational series on topics like work-life balance, healthy boundaries, resiliency, and stress management.

At Bandwidth, there's something for everyone: whether it's lunchtime intramural basketball, meeting with a dietician, an afternoon walk on our campus trails and neighboring forest, or attending a "Mindful Moments" event. Offering programs for staying healthy is a key part of our culture and our Whole Person Promise.

Mind

We believe in the value of meaningful and fulfilling work. An intellectually stimulating environment with opportunities for career growth leads to greater engagement and satisfaction for our team members and our customers. We engage our team members with career development opportunities, stretch goals, and transformational projects through various initiatives including: Hacker Hours, "Big Idea" events, LeaderConnect—a panel speaker series on leadership, lunch-and-learn presentations, our "Strike A Chord" monthly outside speaker series, and more.

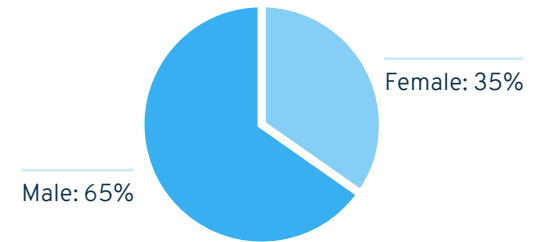
Spirit

We believe vitality and peace are essential for each of our team members. We expect that our team members utilize all of their paid time off; and while they are on vacation, we "embargo" communication. This embargo means that they are instructed not to communicate or email with the team and the team likewise may not communicate or email with the team member until the vacation is over. Additionally, we established Ohana, our Child Development Center in Raleigh, to support our Bandwidth families and ease the friction between work and family.

We recognize that work colleagues provide meaningful community, and our Unity Groups bring together team members around shared backgrounds and interests, to learn and grow alongside each other. We offer volunteer and service partnership opportunities through Bandwidth Cares, our service program committed to supporting charities and initiatives important to our team members.

DEMOGRAPHICS

Gender at Bandwidth—Global Team Members



Gender representation among our leadership mirrors that of our overall team member population.



As of June 30, 2024, the race/ethnicity of our U.S.-based team included:

WHITE
78.9%

BLACK OR
AFRICAN AMERICAN
7.8%

ASIAN
6.7%

HISPANIC
OR LATINO
3.3%

TWO OR
MORE RACES
2.7%

PREFER NOT
TO DISCLOSE
0.6%

YOUR MUSIC MATTERS

We are exceptionally proud of the team we have assembled, we also acknowledge that there is important work for us to do to continue developing a more diverse team.

We believe diverse teams are more innovative and make better business decisions.

At Bandwidth, we say, “Your music matters to the BAND.” We celebrate differences and encourage our team members to be their authentic selves. No matter what music a team member makes, the real masterpiece is in the music we make together with the strength and ingenuity to lift up all those we serve.

Bandwidth’s Your Music Matters program is designed to attract a diverse pool of candidates who possess a combination of intelligence, common sense, hard work, honesty, competitive energy, and emotional intelligence. We implement outreach programs and initiatives, both internally and externally, to cast a wide net and bring in top-tier talent from many sources. Our proactive approach involves tapping into the expertise of our talented team members, partnering with local and non-local organizations, and utilizing virtual platforms to engage with candidates from a range of backgrounds, skills, abilities, and experiences.





We also have developed several initiatives that support our outreach mission. Here are some of the programs under our Your Music Matters mission:

Unity Groups

We support team members who wish to create supportive communities that help improve connections and nurture a sense of belonging. These communities help us approach each other with genuine respect and curiosity and help us “love our team members” with understanding and empathy. Current communities at Bandwidth include:

- Historically Black Colleges & Universities (HBCU)
- Pride
- Women in Tech

Cultures of Bandwidth Events

We support and embrace team member-led events in our global offices around the world, where we are able to celebrate and learn about the diverse cultures we have at Bandwidth. These events often include learning from our team members how to make traditional recipes, playing games, sharing about a particular culture’s traditional clothing and its significance, and celebrating religious and cultural holidays.

Engagement

We periodically ask our team members to tell us how we are doing in our efforts to serve them. Our survey evaluates all aspects of team member satisfaction and engagement, including a sense of belonging which we know is critical to long-term satisfaction and engagement.

Our People Strategies are rooted in the feedback we receive about the areas we are serving well, as well as our opportunities to improve. To maintain the anonymity of response data and thereby increase survey participation and clearly demonstrate our commitment to credibility, we use a third party firm to conduct our survey and aggregate response data by age, race, ethnicity, and protected classes.

In August 2023, Bandwidth was once again recognized as one of the Best Places to Work in the Research Triangle area of North Carolina. Winners were determined based on team member engagement survey results measuring 30 drivers of workplace culture and satisfaction.

Ask Me Anything

Bandwidth’s leaders are top experts in their field and we love for them to share their learnings! Bandwidth hosts monthly “Ask Me Anything” sessions with rotating members of management to promote an open dialogue between management and team members, while providing a global engaging space to share knowledge. The sessions are available to all team members to attend either in person or virtually.

COMPENSATION AND BENEFITS

Pay Equity Analysis

In the past years' competitive and rapidly changing job market, Bandwidth has taken proactive steps to enhance and roll out strategic compensation changes in real time, helping the company to continue to add and retain talent in a highly competitive market.

We recognize that institutional and historic pay disparity can impact our internal pay practices if left unchecked. We manage compensation at Bandwidth and are committed to internal pay equity and paying all team members a living wage. Our Compensation & People Analytics team regularly assesses our compensation practices to allow us to identify pay equity issues.

Bandwidth's compensation philosophy embraces transparency and educates all team members on our methodical approach to the development of our compensation strategy, our benchmarking process, and the design of our pay structure.

Research has shown that rigorously-designed compensation strategies like ours are one of the best ways to combat pay disparity and allow us to honor our commitments to internal pay equity.

Benefits

We believe the benefits we offer each of our team members are essential to our Whole Person Promise. Our team periodically assesses our offerings in an effort to improve and ensure robust benefits are offered to all global team members. These benefits, which vary based on country location and applicable laws, include:

Retirement Offerings

Our 401(k) Plan is designed to help our U.S. team members prepare for retirement. We match dollar-for-dollar up to four percent of a team member's salary when the team member contributes. Our international team members can also benefit from a pension plan with company contributions of up to 10 percent.

Health Care

We offer robust medical benefits. In the U.S., we pay 100% of the premiums for medical, dental and vision insurance for our team members and their family members in a plan with low deductibles and low out-of-pocket expenses. In our European offices, we cover the full cost of health insurance premiums and we make sure to select a leading insurer for each country.

Time Off

At Bandwidth, we request that team members use all paid time off (PTO) each year. During their PTO, our team members truly get to disconnect when they take time off. Everyone, including managers, hold each other accountable to ensure that when people are on vacation, they actually unplug. This means teams actively discourage each other from contacting people while on vacation. We call this a "vacation embargo."

Our team members receive additional days off for "Mahalo Moments," to celebrate important life milestones such as wedding anniversaries, graduations, etc. They can also earn PTO through various Whole Person Challenges and internal programs (Bandwidth Cares, BandChamps, etc.).

Maternity Care

We reimburse 100% of U.S.-based team member's deductible for maternity claims. In our other locations, maternity care is always included in our private health plans. We know becoming a parent has an impact on a team member's finances and this is an additional way we provide support.

Parental Leave and Support

We offer team members a variety of leave options to support them as they welcome a new child to their family, including up to sixteen weeks of fully-paid leave with eight additional weeks of partial leave to allow for a phased-in return to full time work in the U.S. Internationally, we offer a minimum of 15 weeks maternity leave and four weeks paternity leave, with the possibility of additional parental leave in accordance with national legislation.



Ohana Child Development Center

In our Whole Person Promise, the “whole person” includes the families of our team members. Supporting families and normalizing parenthood in the corporate environment has always been part of our vision.

Ohana is the name of our Child Development Center at our new global headquarters in Raleigh. Ohana functions to reduce the friction between work and family life, keeping the youngest children in close proximity to a parent. It offers a Montessori-inspired curriculum that is tailored to the developmental needs and interests of each child while promoting prosocial, cognitive, motor, and language development.

Ohana opened in September 2023 and serves team members’ children between 12 weeks and 5 years old. As of June 30, 2024, Ohana has 7 classrooms open and is serving 46 children in total.

Ohana also offers parent workshops, information sessions on a variety of topics, special family events to build community with team members and their families and serve as a parent education resource.

Employee Assistance

Our team members and their families have access to an employee assistance plan (EAP). The EAP provides confidential, individual assistance to address a wide range of personal and work-related issues, including childcare, eldercare, stress management, personal relationships, and alcohol and drug dependencies. Internationally, we also have a designated mental health professional with whom our team members can have individual sessions, in addition to the EAP.

Guide and Thrive

Our team members and their families have access to behavior clinicians, known as Guide Care Concierges for support with mental health challenges, daily life needs, or help finding care and other resources. The Guide Care Concierges have an understanding of Bandwidth’s culture, programs, and benefits and can help find a mental health provider, set appointments, and check in with the team member regularly.

Commuter and Bike Programs

To encourage eco-friendly and healthier commuting, we offer our team members outside the U.S. reduced-price public transport subscriptions. They can also utilize a company bike or buy their own bike through a payroll program. In the US, metropolitan offices like Denver are given passes for the city’s light rail system.



CAREER DEVELOPMENT AND TALENT

Bandwidth prioritizes goal setting, performance management, and career development to provide our team members with ample opportunities for growth and feedback as we achieve our company mission. We believe in fostering an environment of trust, transparency, and open communication, where team members feel empowered to take charge of their professional journeys and are provided with opportunities to grow and develop.

With a commitment to nurturing talent and fostering a culture of continuous improvement, Bandwidth strives to create a workplace where team members thrive, engage in meaningful work, and achieve their career aspirations. Bandwidth offers a number of programs dedicated to educating leaders and developing team members including:

LinkedIn Learning

Reflecting Bandwidth's commitment to professional and personal development, in 2023 we launched LinkedIn Learning, a learning platform which offers on-demand courses to prepare team members for professional certifications and earn continuing education units. It offers over 6,000 Leadership & Management courses, and has over 5,500 new technical courses added in the past year alone.

Bandwidth Orientation Of Manager (BOOM)

The Bandwidth Orientation Of Managers (BOOM) program is a 6-month development program for first-time people leaders. This program is designed to provide new leaders with support, insights, and knowledge they need to successfully navigate the transition from an individual contributor to a people leader.

LeaderConnect

LeaderConnect is a panel discussion series designed to educate and provide our leaders with tools, skills, and insights that are needed to effectively manage their teams and tackle some of the most pressing leadership challenges.

Own Your Career

Own Your Career is a series of sessions designed specifically for early to mid-career team members who are eager to supercharge their professional development. It's a dynamic platform where we provide practical tips, insights, and inspiration from respected peers, to help them make a more significant impact in their role.

With a commitment to nurturing talent and fostering a culture of continuous improvement, Bandwidth strives to create a workplace where team members thrive, engage in meaningful work, and achieve their career aspirations.



“

I love participating in SoloMasters and attending Own Your Career discussions. SoloMasters has encouraged me to step outside my comfort zone and strengthen my public speaking skills while cheering my Bandmates on as they do the same. I'm so thankful for these career development opportunities offered by our Learning and Development team.”

MEREDITH PARKER
SENIOR COMMERCIAL COUNSEL

SoloMasters

SoloMasters is a specialized program aimed at providing team members an opportunity to build confidence, overcome stage fright, and develop effective public speaking skills. It provides a safe space for team members to practice speaking in public, while benefiting from real-time feedback.

First Chair

First Chair is a development program focused on team members whose contributions to their mission exemplify quality, quantity, and influence. Team members who are nominated and selected participate in courses, live training, keynote speeches, and other programming that provides participants the opportunity to enhance their development on-the-job.

Hacker Hours

Hacker Hours allows team members to dedicate 10% of their overall time towards learning new technologies and developing skills to improve themselves personally and professionally. Team members are encouraged to spend their time working towards certifications or building tools that improve their day-to-day lives, including areas like automation, tooling, cloud certifications, and AI.

devConnect Group

Software developers around the world have a culture of sharing knowledge and supporting each other. The developers at Bandwidth are the same way. Our devConnect Group’s mission is to support team members with technology outreach in the area of blogging and hosting/attending tech meetups.

Returnship Program

Bandwidth’s returnship program is similar to an internship program, but for experienced workers looking to re-enter the corporate workforce after an extended time away, such as for parenthood or military service.

Mic Check “New Hire Check-in” Program

Hiring for a diverse workforce is important, but our commitment to diversity doesn’t end at the offer letter. Bandwidth is committed to our team members feeling respected and having a sense of belonging. To ensure our new team members are set up to succeed, we have a new hire check-in program to support team members within their first 90 days, 6 months, and 1 year of employment.



SAFE WORK ENVIRONMENT

Bandwidth is committed to maintaining a safe and healthy work environment for all team members. We did not have any reportable workplace injuries during the 12-month period ended on June 30, 2024.

Bandwidth does not tolerate illegal discrimination or harassment, violence, or threatening behavior by any team member against a colleague, customer, business partner, or other individual. We do not tolerate forced labor or child labor in the conduct of Bandwidth's business.

Anti-Slavery and Human Trafficking

All work conducted for Bandwidth is voluntary and any form of forced or involuntary labor is strictly prohibited, including but not limited to: indentured labor, prison labor, slavery, or trafficking of people. There are no requirements for team members to pay recruitment fees or any other fees for their employment. Team members are free to leave work at any time or terminate their employment without penalty.

Child Labor

Bandwidth does not use for labor nor employ anyone who is under the age of 15 or the legal age of employment. Additionally, Bandwidth ensures that hazardous work is not performed by anyone under age 18.

Anti-Discrimination and Harassment

All team members are treated and treat each other without any form of discrimination or harassment. Bandwidth promotes diversity and equal opportunity in the workplace and prohibits acts of discrimination in the workplace.



COMMUNITY

BANDWIDTH CARES

Bandwidth Cares is the boots-on-the-ground philanthropic branch of Bandwidth that shares the company's overall mission of connectivity with local communities across the globe.

Bandwidth Cares is our global service organization led by the heart of us all. Team members bring us their cause, and we support their passion towards that cause to give, serve, and inspire. Our Mission is to inspire team members to give their time, talent and treasures. Over the last year, team members have been able to contribute more than 4,000 hours of volunteer time and raised money for dozens of organizations around the world.

We also foster our culture of connection by encouraging team members to take time during the workday to participate in community events. We reward community engagement with extra vacation days.

During the 12 months that ended on June 30, 2024, we supported charitable organizations, including:

- Big Brothers Big Sisters of the Triangle North Carolina
- Food Bank of Central & Eastern North Carolina
- Holt Brothers Foundation
- The BloodConnect Blood Donation
- Adopt a Highway

Go! Do! Day

As a company, Bandwidth doesn't participate in political processes or cultural causes. Our focus is on our mission for customers and supporting our team members. That said, we encourage and support all varieties of individual activism and community service, and we provide each team member with one paid day a year to Go! and Do! by volunteering for a cause personally meaningful to them. We want our team members to be passionate about giving back and helping to make the world a better place for all of us.

Bandwidth Partnership with the North Carolina State Fair: AccessABILITY Day

In 2023, for the third year in a row, Bandwidth hosted AccessABILITY Day at the North Carolina State Fair. AccessABILITY Day offers a calm, inclusive atmosphere for guests of all abilities, offering rides and games that operate without flashing lights or music playing, adult changing stations, a "Bandwidth Chill-Out Zone," and specially designed inclusive or adaptive "on the spot" competitions. Our partnership with the fair allows us to invest in our community, people, and economy by championing one of North Carolina's longest-running heritage events.

Spirit Week

Our annual Spirit Week is a company-wide fundraiser for Big Brothers, Big Sisters, and other charitable organizations. Teams come together in team-building events with prizes and bragging rights, all in the name of charity. We organized both in-person and virtual events. This past year team members participated in Spirit Week across all our global locations in the U.S., Brussels, London, Ireland, and Romania.

“

Urban Peak is a youth shelter, drop-in center and provider of hope for the Denver, CO metro area, supporting un-housed youth and young adults. Their vision is “that all Colorado youth have safe housing, supportive relationships, and the opportunity for self-sufficiency and success.”

Bandwidth has empowered its team members to choose the charities in their own communities, and the Denver Office has supported Urban Peak now for over a decade.

We’ve been lucky enough to provide Urban Peak donations and volunteers for their events such as “Urban Nights Sneaker Ball” as well as cooking breakfast for their drop-in center.

I’m beginning my 16th year at the company, and I’m still humbled and grateful for Bandwidth’s continued commitment to supporting our local communities in tangible and thoughtful ways. Thank you to our entire team for their giving-hearts!”

LEE HULL
STRATEGIC CUSTOMER
DELIVERY MANAGER

COMMUNITY ENGAGEMENT IN THE TECHNOLOGY SECTOR

Technology Journalism Fellowship

In an era during which local journalism is declining, Bandwidth is one of several technology companies in the area that jointly sponsor a full-time reporting fellowship for a reporter at the News & Observer newspaper in our local Raleigh, NC region. This ensures continued news coverage of the contribution and economic impact of the region’s technology, innovation and entrepreneurship sectors.

Tech Stewardship

Bandwidth champions innovation, entrepreneurship, and growth in communities across the globe by sponsoring a growing number of tech organizations. These organizations include NC Tech Association, Cloud Communications Alliance U.S., Cloud Communications Council UK, and more. It is important to Bandwidth that we invest in our community and partners in the tech space and give back to a sector that has helped us to grow and thrive.





APPENDIX

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) REFERENCE – SOFTWARE & IT SERVICES

Topic	Accounting metric	Location / subsection
Environmental Footprint of Hardware Infrastructure	Total energy consumed; percentage grid electricity; percentage renewable	–
	Total water withdrawn; total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	–
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Environment: Tracking our Environmental Footprint
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	Data Privacy and Security: Data Privacy
	Number of users whose information is used for secondary purposes	Data Privacy and Security: Data Privacy
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Data Privacy and Security: Data Privacy
	Number of law enforcement requests for user information; number of users whose information was requested; percentage resulting in disclosure	Data Privacy and Security: Law Enforcement Requests
	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Data Privacy and Security: Law Enforcement Requests
Data Security	Number of data breaches; percentage that are personal data breaches; number of users affected	Data Privacy and Security: Security
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data Privacy and Security: Oversight
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	–
	Employee engagement as a percentage	–
	Percentage of gender and diversity group representation for executive management, non-executive management, technical employees, and all other employees	Our Team: Demographics
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Protecting Against Technology Disruption: Intellectual Property Protection and Competitive Behavior
Managing Systemic Risks from Technology Disruptions	Number of performance issues, service disruptions, and total customer downtime	Protecting Against Technology Disruption: Business and Technology Disruptions
	Description of business continuity risks related to disruptions of operations	Protecting Against Technology Disruption: Business and Technology Disruptions



2 0 2 4

