

2023

CORPORATE RESPONSIBILITY REPORT



Letter from our CEO

This past year, we put down deeper and broader roots as we grew and flourished in our worldwide mission to serve our customers with their business-critical communications, while lifting up our Bandmates and the communities where we live and work.

I know of no better symbol of our growth and progress than our new headquarters campus in Raleigh, North Carolina, where we celebrated our move in August after two years of construction. This new campus, which connects to a forest and a nature preserve, has amenities like a gym, miles of walking trails, Montessori-inspired child care center, full-service cafe and much more. But it was designed with one purpose in mind: to achieve our mission of serving customers, by lifting each other up. That's because when we work together in person, magic happens.

The new campus is an investment in our mission-first culture and "Whole Person Promise" that encourages Bandmates to stay highly engaged, healthy, and balanced—strengthening minds, bodies, and spirits with programs throughout the year like Spirit Week, Wellness Programs, and Whole Person Challenges.

Bandwidth is a kaleidoscopic collection of unique individuals in 11 offices worldwide. Just as we serve an infinite variety of people around the globe, our aspiration is to hire the best people with the widest range of backgrounds, experiences, nationalities, cultures, races, identities, ages, and abilities. We are also committed to internal pay equity and paying all employees a living wage.

In our local communities, we invested in the areas where we live and work through the individual activism we encourage for Bandmates in all of our locations.

Around the world, our "Go Do!" and "Bandwidth Cares" volunteer programs empowered team members to take paid time off to drive meaningful change for the causes closest to their hearts.

As a result of these initiatives and many more, we were honored yet again to be named one of the Best Places to Work in our home region of Raleigh, NC. I am proud to say that since our founding in 1999, our corporate goals have always been intertwined with employee, social and community goals. This 2023 corporate responsibility report reflects our progress as we continue our journey to connect and serve people everywhere in the world.

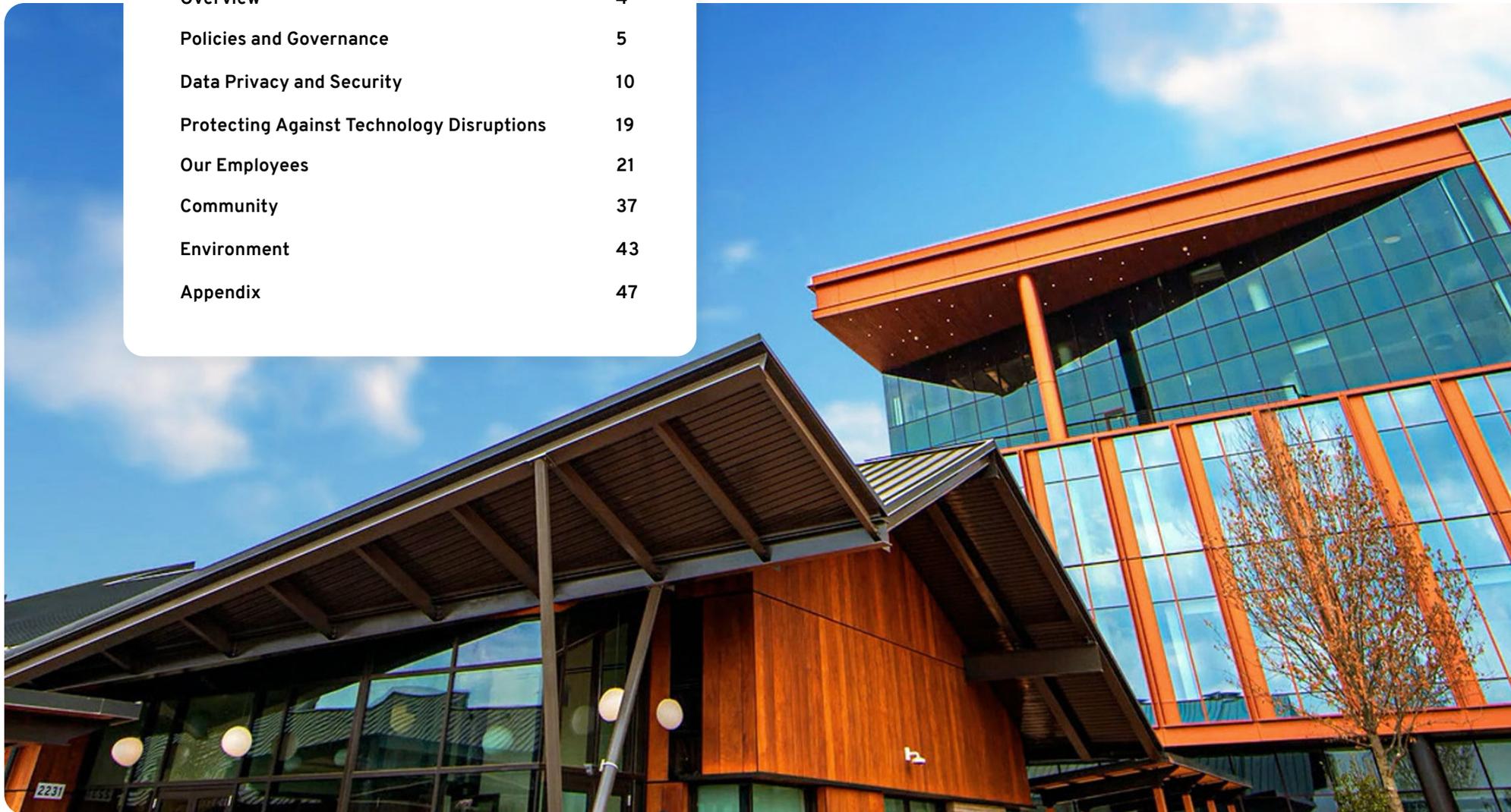
Thank you to our customers, Bandmates, communities, partners and all our other stakeholders for your continued support.

David Morken
Cofounder and CEO
Bandwidth Inc.



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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 60 countries and 90 percent of global GDP.

We have prepared our 2023 Corporate Responsibility Report to educate our key stakeholders—including Bandmates, 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 2023 Corporate Responsibility Report covers our initiatives for the twelve-month period ending on June 30, 2023, unless otherwise noted.

The preparation of our 2023 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 corresponsibility@bandwidth.com.

Founded

July 2000

Incorporated

2001

Employees

~ 1,200

Headquarters

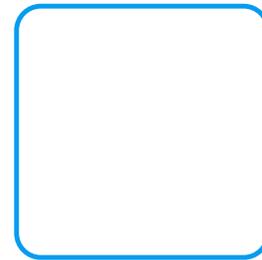
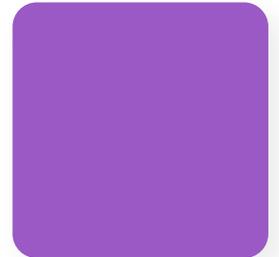
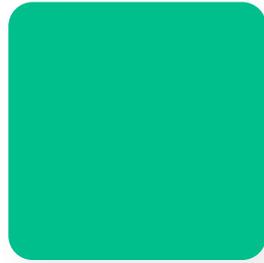
Raleigh, NC

Telephone

(800) 808-5150

Website

bandwidth.com



Policies and Governance

Code of business conduct and ethics

We have committed to conducting our business with integrity. By acting with integrity, we earn and maintain the trust of our stakeholders.

We work to ensure that each of our employees 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 contractors doing business on our behalf.



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 employees received annual training regarding our Code of Conduct during the twelve-month period ended on December 31, 2022.

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.”

Other Policies

In addition to our Code of Conduct, we have adopted several other policies to help ensure that each of our employees understands and lives our values. These include:

Whistleblower Policy

Our Whistleblower Policy helps our employees, 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 employees 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 employees 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 Policy

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

UK 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. Our UK Modern Slavery Act Statement affirms that “We do not, and would not, knowingly engage with any supplier involved in slavery or human trafficking.”

Addressing Concerns

Our Ethics Helpline is available 24x7. Reports can be made anonymously.

In addition to our Ethics Helpline, we provide other 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 each of our employees and others to report any ethical concerns that they may have about us or any of our employees 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

We operate 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 their insights and expertise about issues confronting our industry. Our Code of Conduct includes specific policies governing interactions of our Bandmates with government employees.

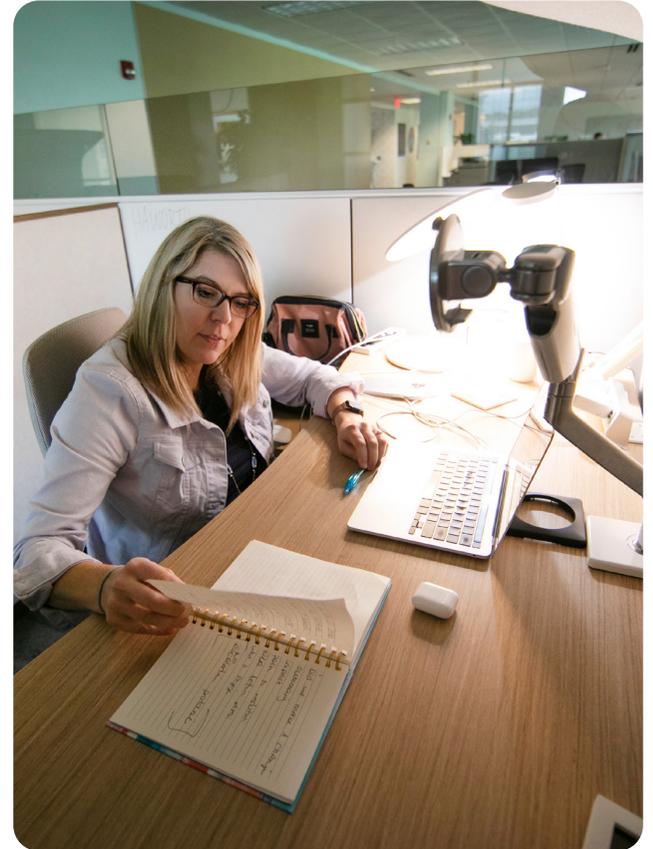
We did not engage any lobbyists during the twelve-month period ended on June 30, 2023. While we did not engage any lobbyists, we require any individual lobbyist that we formally engage to file all required reports, registrations, and disclosures.

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.

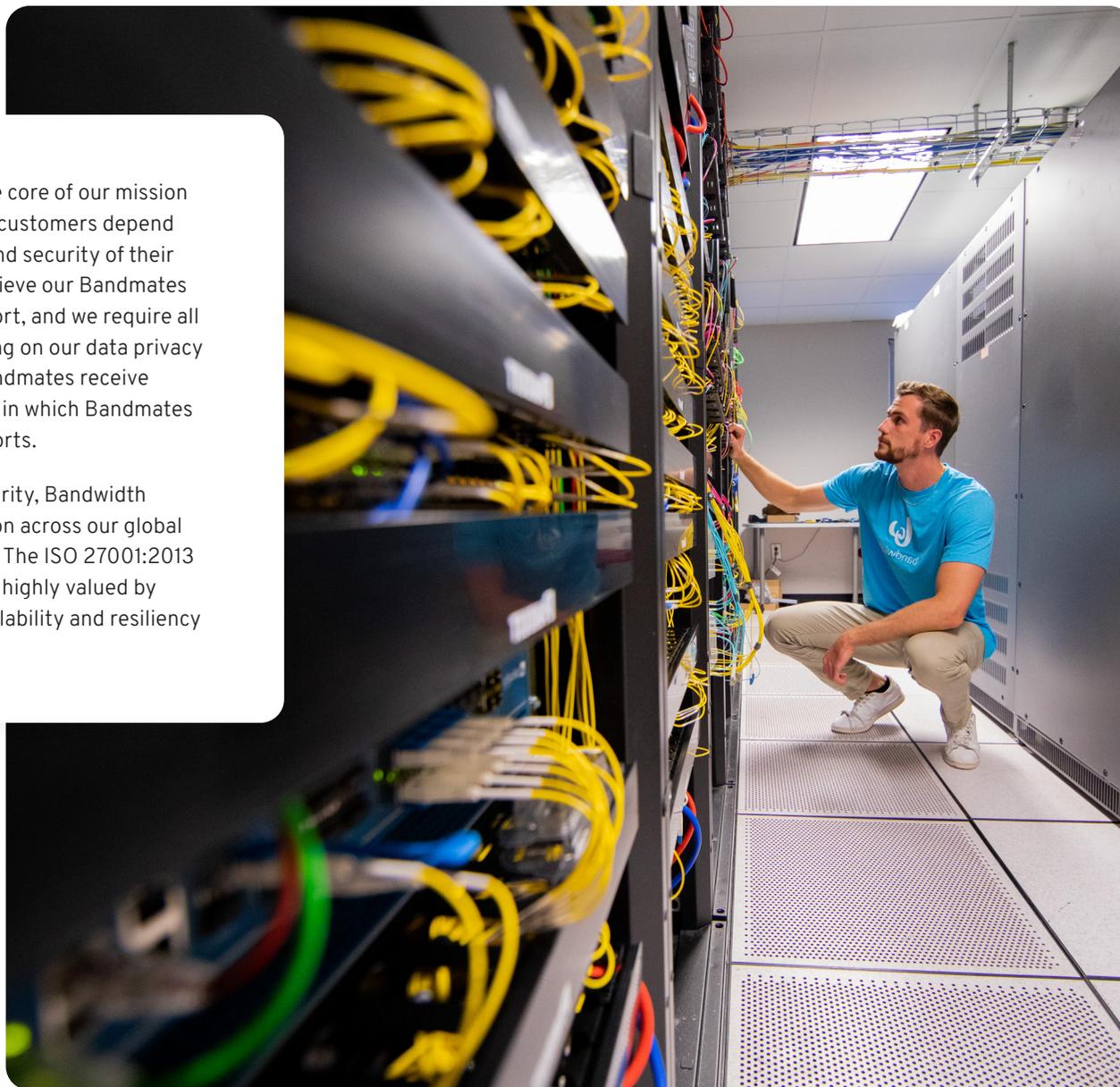
We have never operated an employee political action committee (or PAC) and did not do so during the twelve-month period ended on June 30, 2023.

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

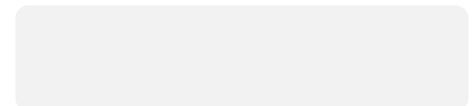
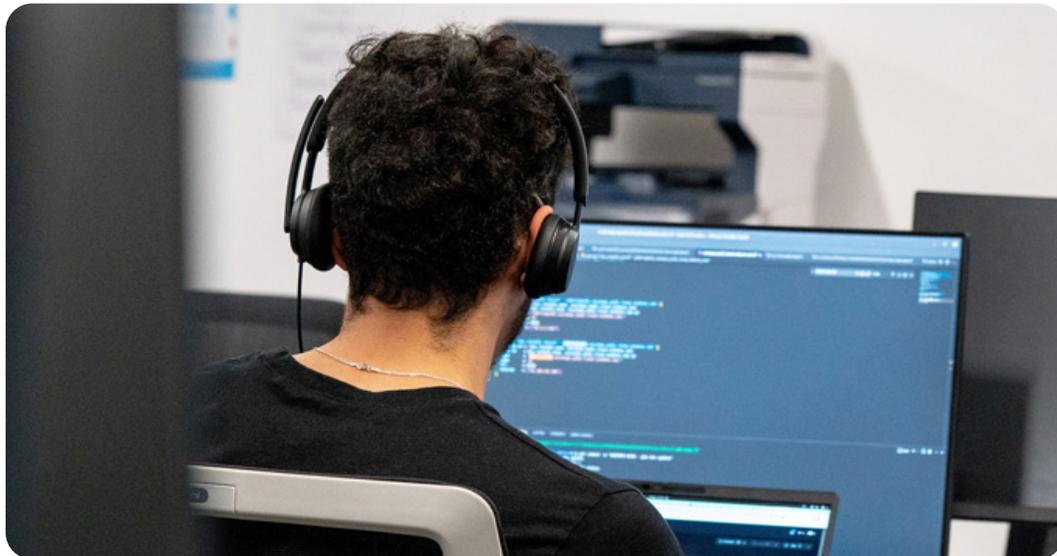
As part of our mission to deliver exceptional experiences everywhere, Bandwidth is committed to maintaining and maturing a global privacy program that serves our customers, employees, and end users worldwide.

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 (B2B) offering instead of a business-to-consumer (B2C) offering.

Many of the services that 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.

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 Bandmates across the company to mitigate risk and achieve meaningful compliance.

Employee Training: All employees, interns and temporary staff receive information security and privacy training annually, including CPNI, 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 at www.bandwidth.com/security.

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, available at www.bandwidth.com/legal/dpa. 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 at www.bandwidth.com/legal/data-protection-and-privacy.

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 at www.bandwidth.com/privacy.

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, 2023.

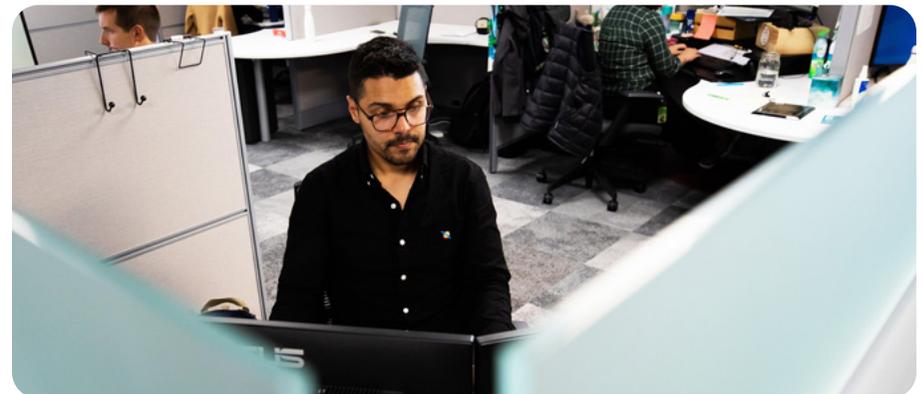
Security

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 anything that 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 continuously monitor our vendors through our Bandwidth vendor risk management program. This program enables us to identify and protect data stored or processed by our vendors in real-time by doing data security evaluations at all times instead of at regular intervals. In addition, the Privacy Team provides training to Global Sourcing, Contracts, and Vendor Risk Management teams to help ensure that data processing and cross-border data transfers are identified, considered, and addressed at each stage of review.

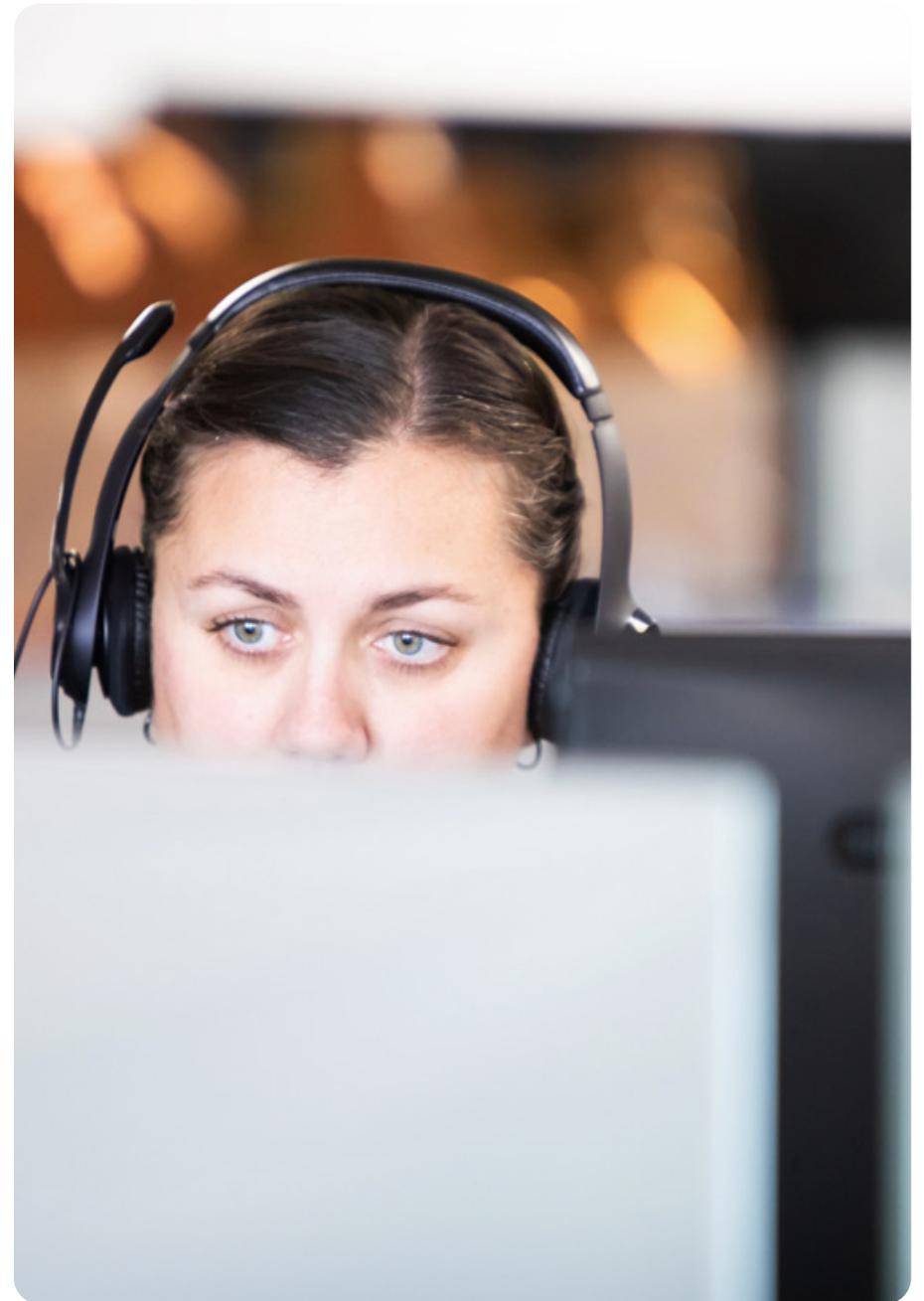
- **Endpoint Security:** In addition to protecting our network and software, we are committed to protecting all access points to our network, our information, and our customers' information. All of our desktops, laptops, and mobile devices are centrally managed and fully encrypted. All end-user computers 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. Our recent ISO certification surveillance audit had zero Non-Conformities.

Bandwidth's Global Security is centralizing compliance for the confidentiality, integrity and availability of our customers' data and regulations worldwide.

During the twelve-month period ended June 30, 2023 Bandwidth has not had a data breach triggering obligations to notify either the individuals concerned, contracted customers or any government authority.

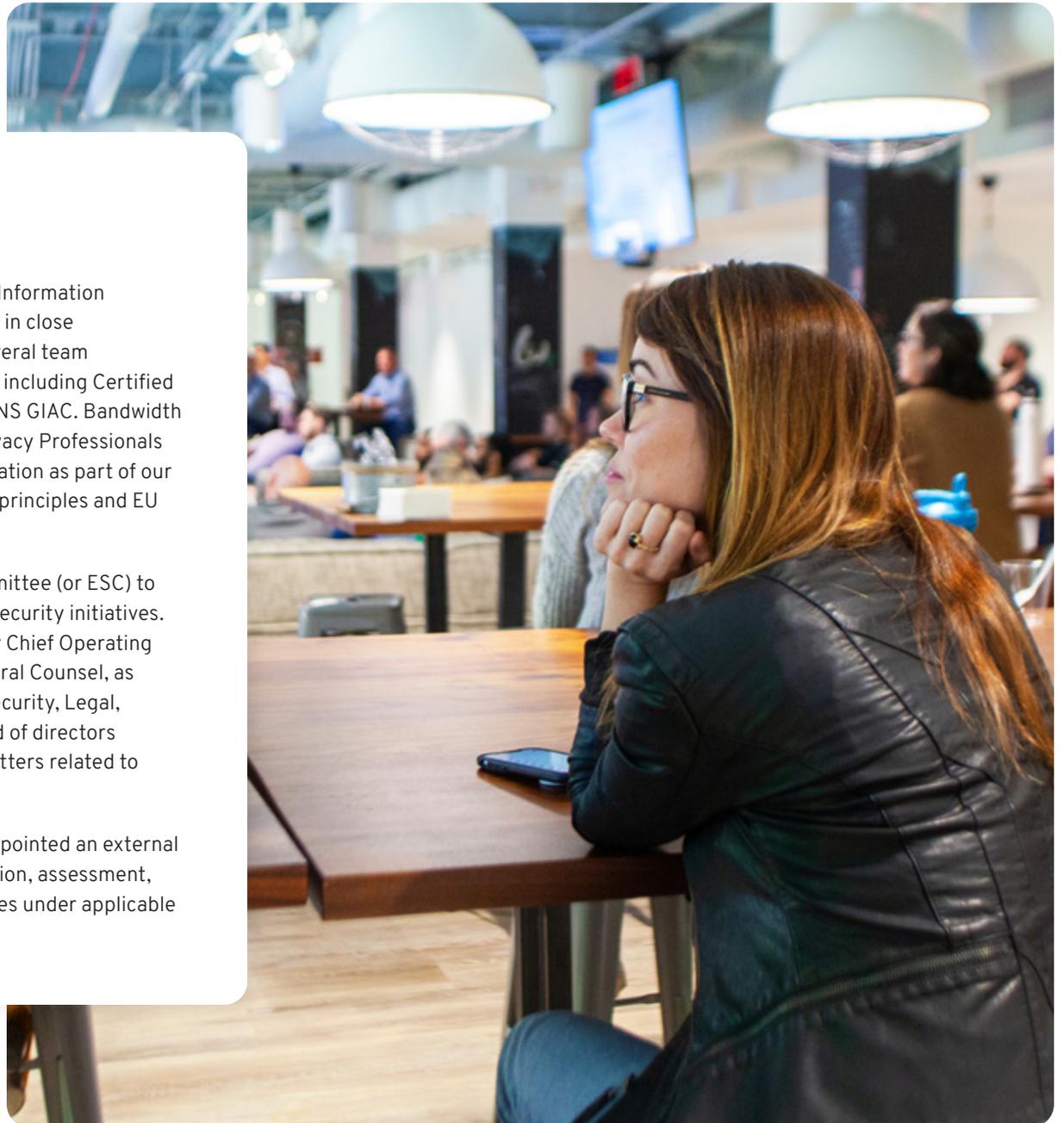


Oversight

Our Global Security initiatives are led by our VP of Information Security reporting to the Chief Information Officer, 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 maintains EU-US Privacy Shield certification as part of our continued commitment to adhere to the attendant principles and EU standard of care.

We also have deployed an Executive Security Committee (or ESC) to help oversee and coordinate our data privacy and security initiatives. The ESC includes our Chief Information Officer, our Chief Operating Officer, our Chief Technology Officer, and our General Counsel, as well as other senior members of our Information Security, Legal, Technology, and other teams. 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.

During the twelve-month period ended June 30, 2023, we received and responded to U.S. law enforcement requests as follows:

Total number of unique law enforcement requests:

7,224

Count of telephone numbers attributed to unique law enforcement requests:

11,701

Total number of unique users:

435

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. We are working to standardize our reporting on law enforcement requests from non-U.S. law enforcement agencies, and will present that data in a future Corporate Responsibility Report.

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

To our knowledge, during the twelve-month period ended June 30, 2023 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.

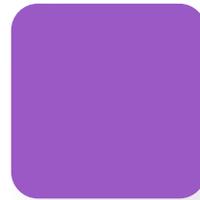
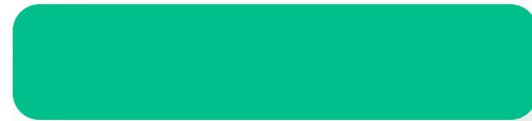
We support efforts in the United States and elsewhere to reduce illegal robocalls. We support and comply with the Telephone Robocall Abuse Criminal Enforcement and Deterrence Act (or TRACED Act), which was signed into law in December 2019. We also support various industry initiatives aimed at reducing 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.

Vendor management

In connection with the vendor risk management program outlined above, we evaluate our vendors and prospective vendors using criteria based upon the vendors' criticality to our business and potential access to our information and the information of our customers. Our evaluation assesses 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 re-evaluate our critical vendors annually to ensure that our vendors remain vigilant regarding data privacy and security matters.



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, 2023, we had 30 U.S. patents and three U.S. pending patent applications. In addition, as of June 30, 2023, we had 19 registered trademarks globally and six 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, 2023.

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, 2023.

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 under some circumstances.

We believe that 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.

Our Employees

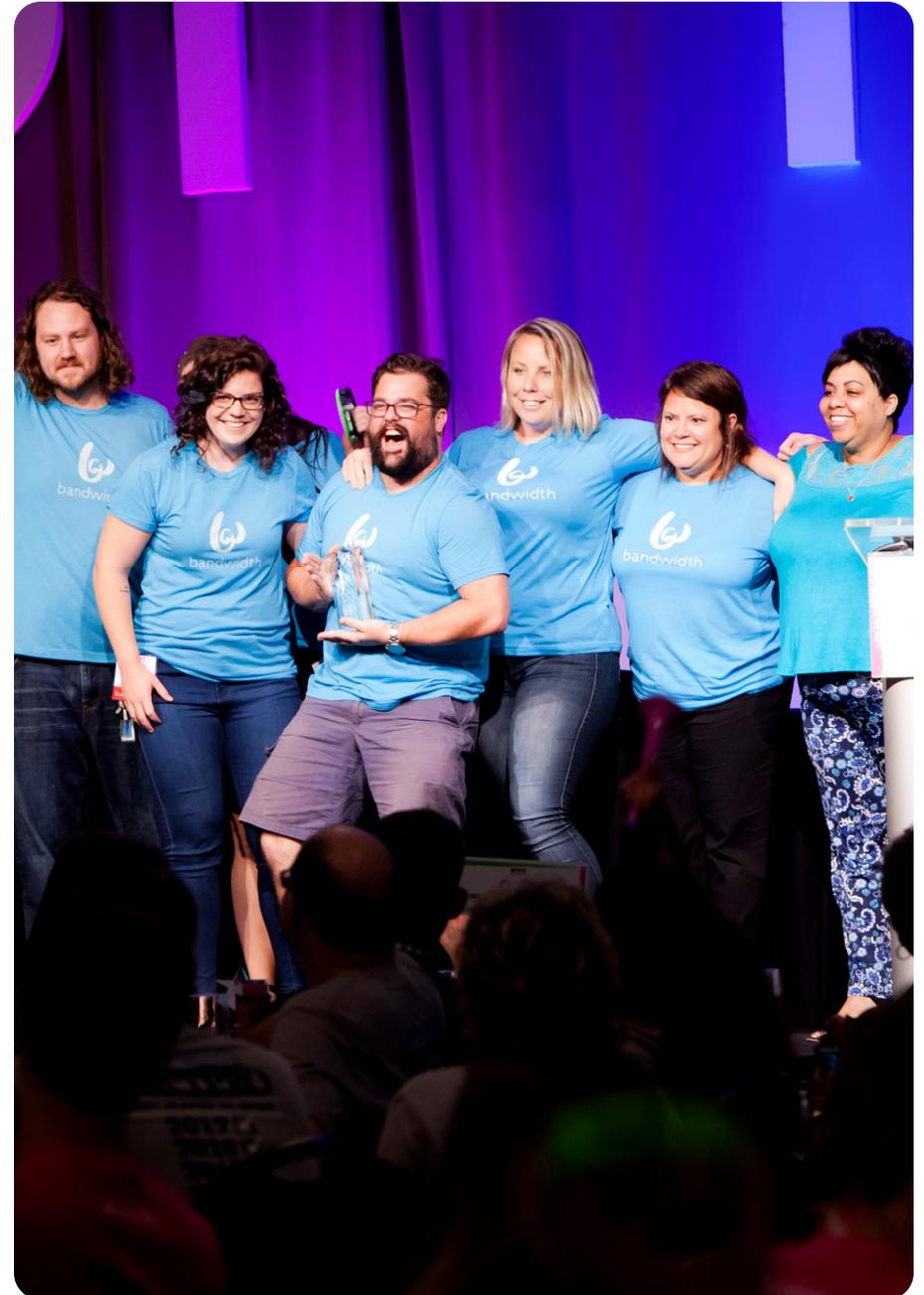


Our team

At Bandwidth, we are mission first. To accomplish that mission we've created a unique, service-oriented culture, centered on meaningful work, lifting each other up, and investing in the bodies, minds, and spirits of our Bandmates. For our customers, this means there's always a smiling, world-class Bandmate on the other end of the line who will go the extra mile for them. We often hear from our customers that Bandwidth just cares more. For our employees, this means we make a "whole person promise" to offer meaningful work alongside programs that ensure Bandmates can find the work/life balance necessary to enjoy a healthy and fulfilling life.

We seek to identify, attract, engage and retain team members who will contribute to our culture that promotes 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, 2023, Bandwidth had approximately 1,200 employees globally, with about 20 percent based outside the U.S.; four percent of our employees were considered foreign nationals.



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 personal life. Some of our hardest workers often need the most support creating work/life balance.

Our Whole Person Promise is a commitment to cherish and support our Bandmates' mental, spiritual, and physical wellness. We've created a variety of programs to help our employees develop and maintain strong bodies, minds, and spirits. During the year, we launched a new online Whole Person Platform with Virgin Pulse that delivers on our promise by making healthy living fun in all areas of mind, body and spirit, and helps Bandmates live healthier lives. We also offer three Whole Person Challenges annually that 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 is essential to long-term success for each of our team members. We offer each of our team members a 90-minute fitness lunch, an on-site gym where possible, or gym memberships and shuttles to gyms where possible. We also offer programs that assist our team members to achieve their wellness goals, including smoking cessation, nutritionists, fitness classes, race entry fee reimbursements, and the chance to earn gear stipends.

“I hit the 10,000 mile mark, as part of the Muddy Souls Program, this year at Bandwidth. I take advantage of our 90-minute lunch benefit and run during the day so that when I get home to my family I can stay home with my family. The Muddy Souls program has supported my hobby, allowing me to purchase high-tech, next level shoes at a price that's reasonable for my shoe budget.”

Ryan Miller, Raleigh
Muddy Souls and 90-minute workout lunch benefit

Mind

Bandwidth offers a number of wellbeing initiatives to cultivate the mental and emotional health of our Bandmates. This includes a team of expert wellbeing partners: a Whole Person Coach for our U.S. team, and a psychologist available for our international team. We also provide mental health programming, including our Guide and Thrive program, and educational events on topics like work life balance, stress management, mental health in the workplace, etc.

Furthermore, we believe in the value of meaningful work. An intellectually stimulating environment leads to greater satisfaction for our team members and our customers. We engage our team members with career development opportunities, transformational projects, hack-a-thons, “Big Idea” events, leadership training, customer care training, lunch-and-learn presentations, and periodic outside speakers.

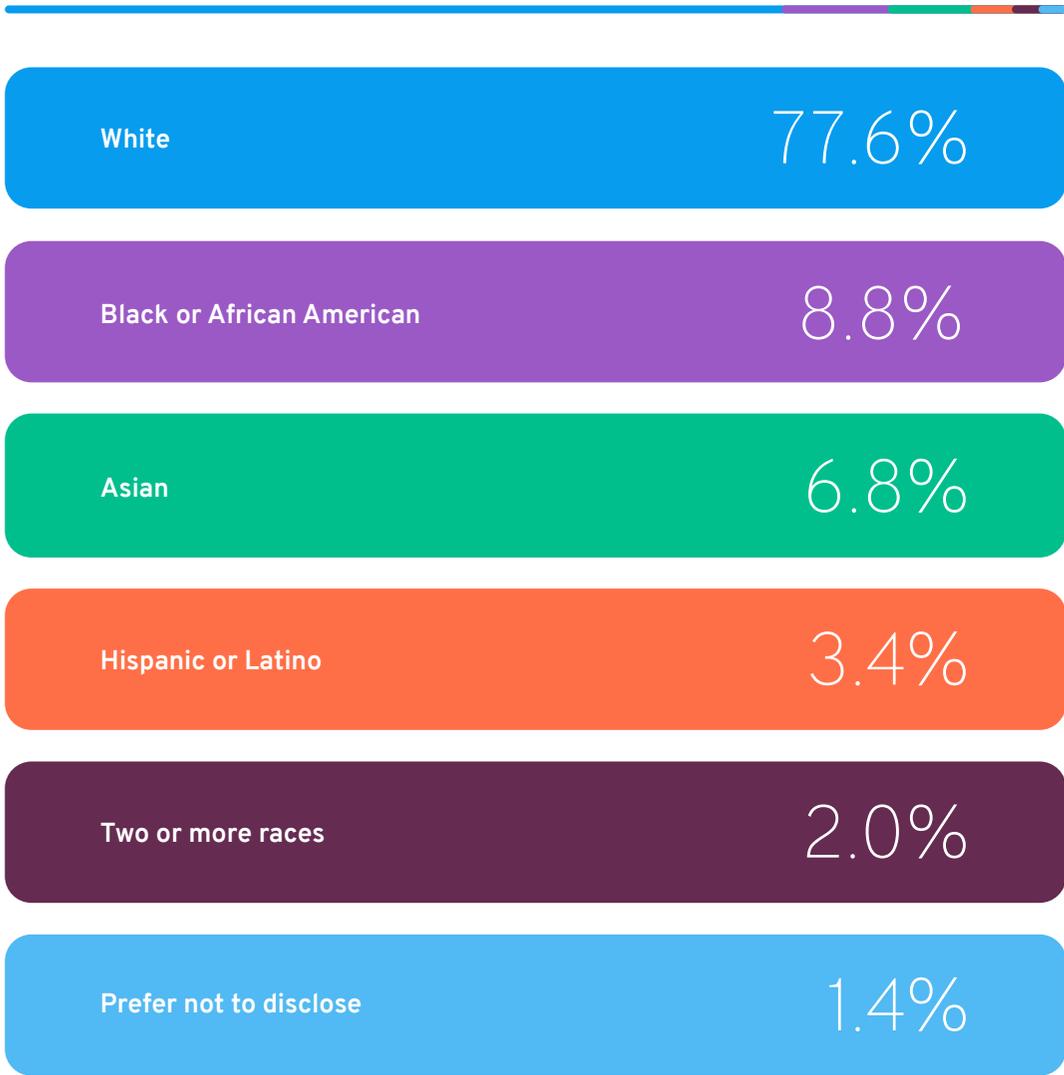


Spirit

We believe vitality and peace are essential for each of our team members. We request that our team members utilize all of their time off. And while they are on vacation, we “embargo” team members; this means that they cannot communicate or email with the team and the team cannot communicate or email with the team member until the vacation is over. We also adopt a wide array of benefits to support our team members.

Demographics

As of June 30, 2023, the race/ethnicity of our U.S.-based team included:



Gender at Bandwidth-Global Employees

Male: 67%

Female: 33%

Gender representation among our leadership mirrors that of our overall employee population.

Your Music Matters

While 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, we support each team members’ unique gifts and needs with our programs that deliver on our Whole Person Promise. The real masterpiece is in the music we make together with the strength and ingenuity to lift up all those we serve.

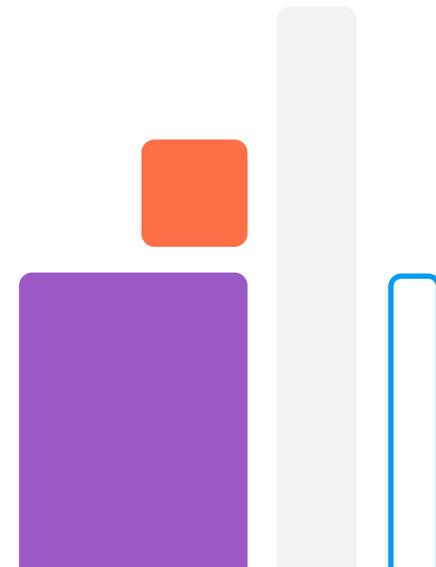
Our Your Music Matters program is designed to attract a diverse pool of candidates who possess the “Bandwidth Edge”—a combination of intelligence, common sense, hard work, honesty, competitive energy, and emotional intelligence. We implement outreach programs and initiatives, both internally and externally, in efforts 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 Bandmates 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 Bandmates” with understanding and empathy. Current communities started by Bandmates include:

- Historically Black Colleges & Universities (HBCU)
- LGBTQ+



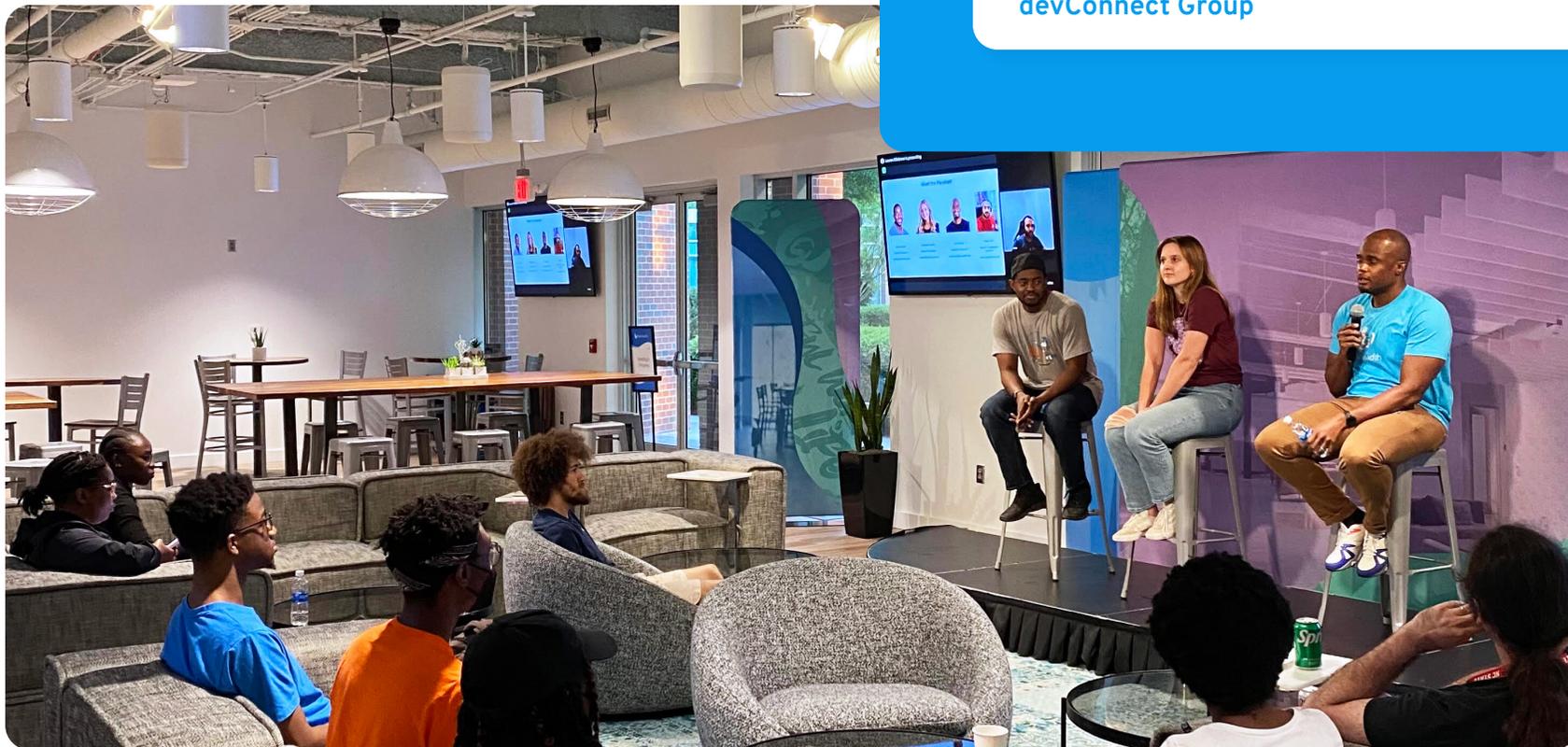
devConnect Group

Software developers around the world have a culture of sharing knowledge and supporting each other, and the developers at Bandwidth are the same way. Our devConnect Group's mission is to create a platform for Bandmates on the software team to foster knowledge, share channels, grow skills, and nurture a connection with the wider developer community.

In 2023, the group doubled in participants. This past year they have accomplished many milestones, including promotion of open-source code projects, hosting gatherings, and helping teammates find platforms for their ideas—including publishing on the Bandwidth website and attending local conferences.

“The devConnect group strives to make Bandwidth an active participant in the tech community by supporting initiatives that engage, educate, and support software developers both within and outside of Bandwidth.”

David Irons, Raleigh
devConnect Group



Employee Engagement

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

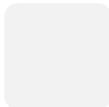
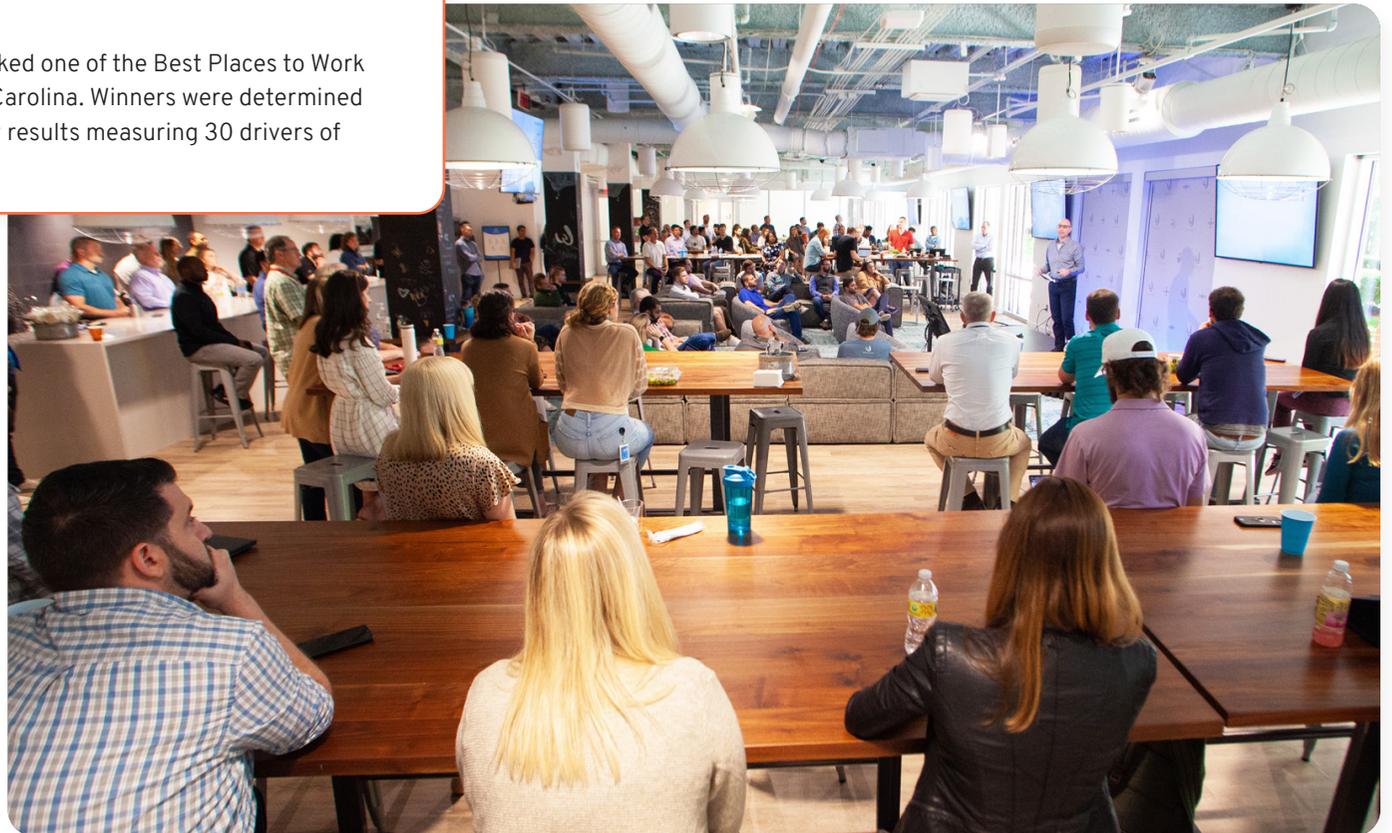
Last year's survey results indicated that our Bandmates are highly engaged, with an aggregate score of 80 percent. Our People Strategies are rooted in the feedback we receive about the areas we are serving well, as well as our opportunities to improve. To maintain the anonymity of response data and thereby increase survey participation, we use a third party firm to conduct our survey and aggregate response data by age, race, ethnicity, and protected classes.

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

Ask Me Anything

Bandwidth's leaders are top experts in their fields... and we love for them to share their learnings!

Bandwidth hosts monthly "Ask Me Anything" sessions with rotating members of management. The sessions are available to all employees to attend either in person or virtually. Bandmates are invited to ask questions on any topics of interest—ranging from career advice and leadership to hobbies and favorite books. The goal of the sessions is to promote an open dialogue between management and employees, while providing a global engaging space to share knowledge.



Compensation and benefits

Pay Equity Analysis

In the past year's 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 rigorously manage compensation at Bandwidth and are committed to internal pay equity and paying all employees a living wage. Our People Analytics team regularly assesses our compensation practices to allow us to address pay equity issues.

Bandwidth's compensation philosophy embraces transparency and educates all Bandmates 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 Bandmates. 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 Bandmates 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 percent 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, our employees truly get to disconnect when they take time off. We request that Bandmates use all paid time off (PTO) each year. Bandmates, 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 Bandmates also receive additional days off for “Mahalo Moments,” which are important life milestones such as wedding anniversaries, graduations, etc. But it doesn’t stop there! Bandmates can also earn PTO through various Whole Person Challenges and internal programs (Bandwidth Cares, BandChamps, etc.). When Bandmates feed their minds, bodies, and spirits and volunteer for the charity of their choice, they can earn time off.

“We all need to take time to slow down and truly be present for life’s important moments, and thankfully Bandwidth agrees. My favorite benefit that Bandwidth offers is Mahalo Moments. This year, I used Mahalo Moments to celebrate my daughter’s high school graduation and also my 20th wedding anniversary. It means so much that Bandwidth recognizes, with time off, these special moments.”

Suzanne Templeton, Raleigh
Mahalo Moments



“Free Babies”

We reimburse 100 percent of a 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 Bandmate’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 return to work following the arrival of a child, 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.

We offer continued support by providing employees access to Care@Work benefits by Care.com to help find caregivers for children, elders, and pets and also provide childcare services in the event of a Bandmate’s child being sick and unable to attend school or daycare.



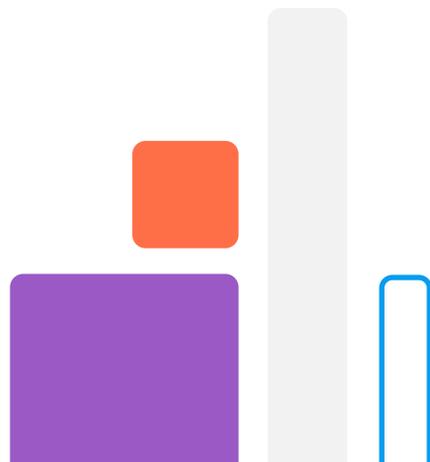
Ohana Child Development Center

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

Ohana means “family” in Hawaiian, and it is the name of our Child Development Center at our new global headquarters in Raleigh. It will open in September 2023 and will serve employees’ children between 12 weeks and 5 years old. Ohana functions to reduce the friction between work and family life, keeping the youngest children in close proximity to a parent.

Ohana offers a Montessori-inspired curriculum that is tailored to the developmental needs and interests of each child. Promoting prosocial, cognitive, motor, and language development.

Regardless of whether they have a child at the center, Bandwidth families are supported by Ohana Child Development Center by offering parent workshops and information sessions on a variety of topics. Ohana plans to offer special family events to build community with Bandmates and their families.



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 employees can have individual sessions, in addition to the EAP.

Guide and Thrive

Our team members and their families have access to phone or video based meetings with master-level behavior clinicians known as Guide Care Concierges when in need of help with mental health challenges, daily life needs, or help finding care and other resources. The concierges have an understanding of Bandwidth's culture, programs, and benefits. The Guide Care Concierges can help set a care plan, find a mental health provider, help set appointments, and check in with the employee on progress during the program.

Commuter and Bike Programs

To encourage eco-friendly and healthier commuting, we offer our Bandmates 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.

“I love the bike benefits from Bandwidth. Not only do I have a great company bike that I can use for small professional and personal distances but I also receive a monthly incentive for using it to go to work. Plus, I stay fit while limiting car usage!”

Sophie Lagneaux, Brussels
Company Bike Program

Career Development and Talent

Bandwidth prioritizes goal setting, performance management, and career development to provide our Bandmates 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 Bandmates feel empowered to take charge of their professional journeys and are provided with opportunities to grow and develop.

Bandwidth has its own internal training program and framework around open communication, which we call 300% Candid: it means 100% Honest, 100% Caring, 100% of the Time. This program allows Bandmates to use a shared language when communicating and sharing honest feedback to achieve results. Utilizing a global performance management system for our annual goal-setting process and regularly scheduled performance check-ins allows Bandmates and their leaders assess individual achievements and set clear expectations, aligning them with our organizational objectives.



With a commitment to nurturing talent and fostering a culture of continuous improvement, Bandwidth strives to create a workplace where Bandmates thrive, engage in meaningful work, and achieve their career aspirations. Bandwidth offers a number of programs dedicated to educating leaders and developing Bandmates 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 Bandmates 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. LinkedIn Learning offers insights from its network of 800M+ professionals, which allows the tool to provide highly targeted course recommendations as well as create relevant content on where Bandwidth leadership sees the workforce evolving.

Band Practice

Band Practice is an informational webinar series designed to educate and provide our leaders with the tools, skills, and information needed to effectively manage their teams. The series is held on an ongoing basis, is recorded and archived, and covers topics spanning onboarding to goal setting, how to provide effective feedback, and more.

First Chair

Bandwidth values and is committed to growing and retaining Bandmates who demonstrate strong performance. First Chair is a development program focused on Bandmates whose contributions to their mission exemplify quality, quantity, and influence. Bandmates 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 is an employee-driven program at Bandwidth that allows Bandmates to dedicate 10% of their overall time towards learning new technologies and developing skills to improve themselves personally and professionally. Employees 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. The committee that oversees the program puts on a “Hack of the Year” Showcase each November, which allows employees from all over the company to demonstrate what they’ve been working on for the chance to win cash prizes and extra PTO.

“Being a part of the Hacker Hour program committee from day one was an extraordinary experience for me. I was fortunate to work alongside some amazing individuals who had a passion for driving innovation in the technology industry. Initiatives like this foster a culture of continuous learning and experimentation. I am incredibly grateful to Bandwidth for providing such a unique opportunity for anyone to grow, whether as a leader or an innovator.”

Yuliia Ostras, Raleigh
Hacker Hours



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, like 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 Bandmates feeling respected and having a sense of belonging. To ensure our new Bandmates are set up to succeed, we have a new hire check-in program to support employees within their first 90 days and 9 months of employment.

Having a dedicated check in program gives us early insight and enables us to remedy any challenges, encourage continued belonging and increase employee retention.

Internship "Headliner" Program

Our internship program offers participants with invaluable experience, laying the foundation for a promising future as long-term employees at Bandwidth.

The Intern Program at Bandwidth lasts for 11 weeks, starting in mid-May and ending in July. Our interns are treated like regular employees; they face the same challenges and work alongside some of the brightest minds in the industry. Together, they work on exciting projects that revolutionize the way people communicate. Additionally, the program features various events such as the executive speaker series, spirit week, volunteering, and end-of-summer presentations.

Ambassador "BANDchamp" Program

The BANDchamp program is an interactive ambassador group designed for employees who want a backstage pass to recruiting and branding activities throughout the community. Activities include posting job spotlights, attending meet-ups/events/conferences/job fairs, participating in hackathons, writing an article/blog, and visiting universities or colleges.



Talent Acquisition Partnerships

We have developed a variety of talent acquisition strategies to enhance our Your Music Matters program. For example, we have a number of targeted partnerships to assist our ongoing efforts to continue to develop and nurture a diverse team. These include:



INHERSIGHT

WISE

RIT

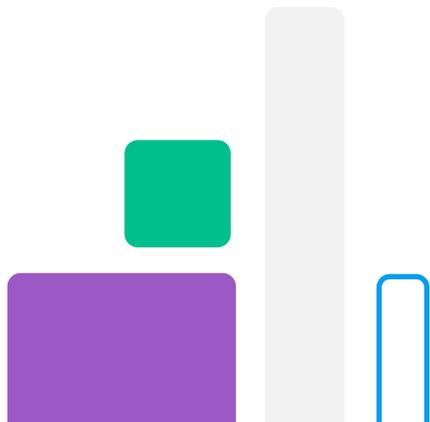
SQUAD JOBS

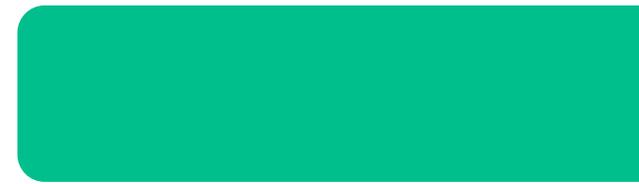
NC STATE UNIVERSITY



Safety

We operate a safe and healthy environment for each of our team members. We did not have any reportable workplace injuries during the 12-month period ended on June 30, 2023.





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. It is an employee-driven initiative that gives Bandmates in all of our global offices the resources to offer time, talents, and treasures to the greater good. Over the years, Bandmates have been able to contribute more than 10,000 hours of volunteer time and raised money for dozens of organizations around the world.



During the 12 months ended June 30, 2023, we supported a long list of charitable organizations, including:

Big Brothers Big Sisters of the Triangle North Carolina

Urban Peak

Big Brothers Big Sisters of Colorado

Glasul Vietii (Romania)

American Foundation for Suicide Prevention

Gigi’s Playhouse

American Cancer Society

The Blood Connect Blood Donation

Family Action (United Kingdom)

San Francisco Fire Firefighter

Operation Blue Santa (Austin, Texas)

Healing Transitions

Food Bank of Central & Eastern North Carolina

Special Olympics

Children’s Hospital Los Angeles

Raleigh Rescue Mission

Holt Brothers Foundation

Rise Against Hunger

Maison d’Enfants Reine Marie- Henriette (Belgium)

Open Door Mission

Temple Street Children’s University Hospital (Ireland)

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

Our Bandmates enjoy getting involved in recurring group volunteer opportunities. The list is always growing as we grow, and in 2022-2023 these opportunities in our Raleigh headquarters city included:

- Raleigh Service Day
- Adopt a Highway
- Habitat for Humanity
- Special Olympics
- Prairie Ridge Ecostation



“I volunteer with Live by Living, an organization that brings cancer survivors outdoors in Colorado to connect with the healing power of nature and bring life back to the soul. I was introduced to this organization five years ago when my wife was recovering from cancer treatments, and to this day it is incredible to see the participants’ drive and strength as we build up to the goal of hiking a 14er.

The Bandwidth Cares volunteer challenge is a great benefit that earns me an extra PTO day for doing what I would be doing anyway.”

Bob Baber, Denver
Bandwidth Cares Volunteer Challenge

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 Bandmates. That said, we encourage and support all varieties of individual activism and community service, and we provide each Bandmate with one paid day a year to Go and Do! by volunteering for a cause personally meaningful to that Bandmate. We want our team members to be passionate about giving back and helping to make the world a wildly better place for all of us.

“On Veterans Day, I like to use my Go-Do Day to shuttle around Homeless Veterans to a few of the restaurants that give out free meals in honor of serving our country. As a veteran myself, this time is very meaningful to me and I enjoy giving back to those that have paved the way for our freedoms before me. Thanks to the BAND, I am able to put smiles and joy in the lives of a few Vets each year.”

Terell Tardy, Raleigh
Go! Do! Day!

Bandwidth Partnership with the North Carolina State Fair: accessABILITYDay for people with disabilities

In 2022, for the second 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 operated without flashing lights or music playing, adult changing stations, a “Bandwidth Chill-Out Zone,” and specially designed inclusive or adaptive “on the spot” competitions.

The North Carolina State Fair is an event that connects everyone in our U.S. headquarters around a central theme: pride in Bandwidth's home state and its people. 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. Bandmates 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 employees participated in Spirit Week across all our global locations in the U.S., Brussels, London, Ireland, and Romania.



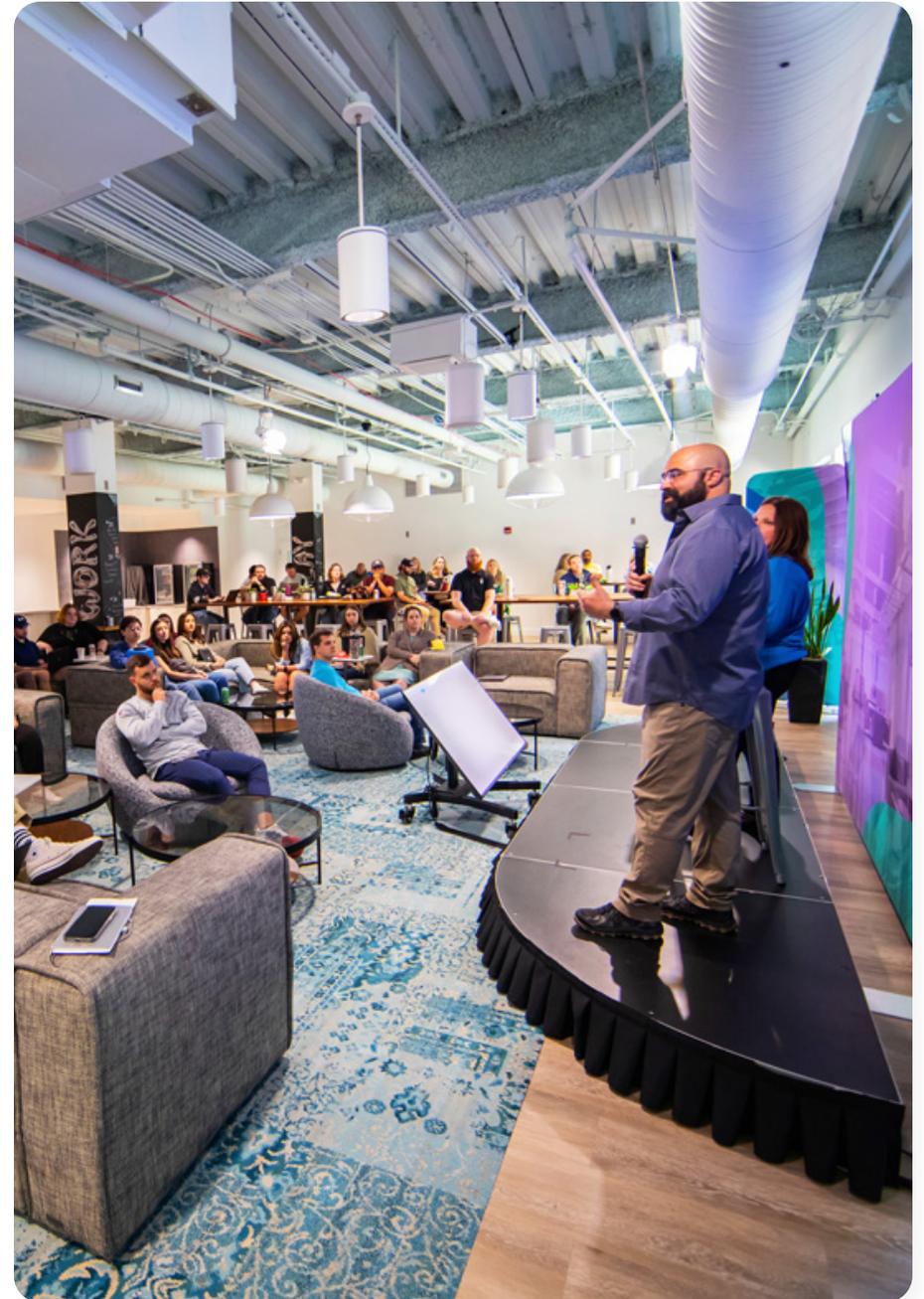
Community Engagement in the Technology Sector

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.





Environment

Tracking our environmental footprint

Our services allow people around the world to talk, text and host meetings virtually, thus avoiding business travel and its carbon emissions. During the twelve months ended June 30, 2023, we estimate that the use of our communications cloud avoided more than 27 metric tons of CO₂ emissions.*

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.



**The method used to estimate avoided carbon emissions is based on voice calling usage by a cohort of customers that use the Bandwidth communications cloud to conduct business-to-business communications. The voice calling usage patterns informed assumptions made with respect to avoided travel distance, frequency of travel and modes of transportation.*

This estimate represents our calculation of the emissions savings that our customers derived from the use of our services to conduct meetings remotely in lieu of travel, but we do not actually measure or verify such savings.

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.



Mudchute City Farm

At Mudchute City Farm, near London, caring for the environment is at the heart of all they do. They focus on preserving the natural environment and promoting animal welfare through engagement with the Farm and conservation of both the natural and built environment. As part of our support for Mudchute, our London team provides volunteer services.

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 Bandmates, we provide subsidized public transport tickets.

Biking

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

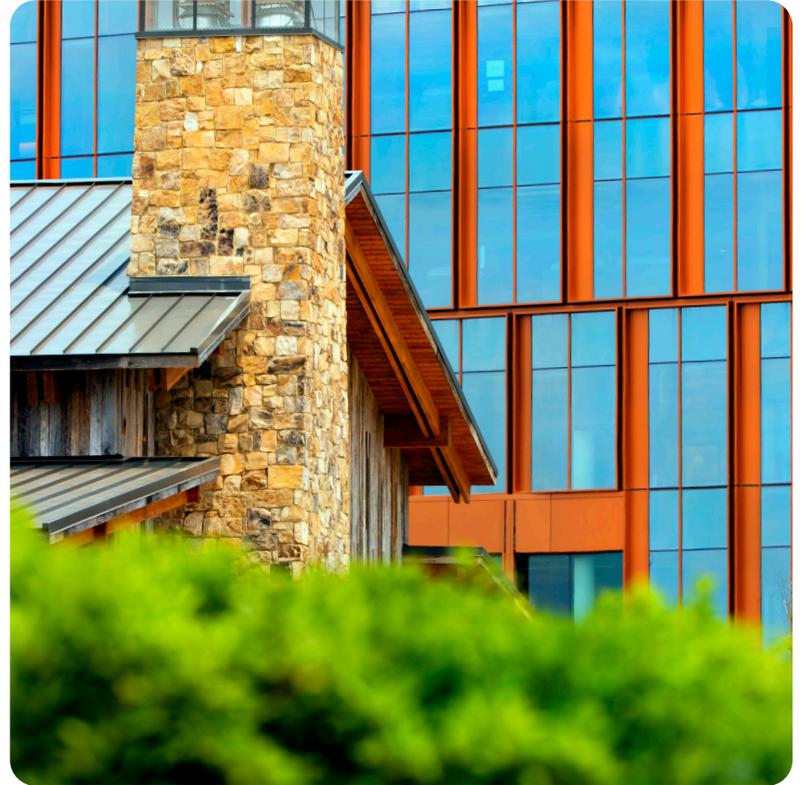
For our international Bandmates, we provide employees in our Brussels office a regular or foldable bike to commute to work and for those with children, we offer an electric option. Bandmates in our London and Dublin offices receive cash subsidies for the purchase of a bike to commute to work.

Volunteering

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



Appendix



Sustainability Accounting Standards Board (SASB) reference—Software & IT Services

Topic	Accounting metric	Location / subsection
Environmental Footprint of Hardware Architecture	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 center needs	Environment, Our Efforts
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Data Privacy and Security, Data Privacy
	Number of Users whose information is collected 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, Government- Required Monitoring, Blocking, Content Filtering, or Censoring
Data Security	Number of data breaches, percentage involving personally identifiable information (PII), 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, Security and Oversight
Recruiting & Managing a Global Diverse & Skilled Workforce	Percentage of employees that are foreign nationals and located offshore	Employees, Our Team
	Employee engagement as a percentage	–
	Percentage of gender and racial / ethnic group representation for management, technical staff, and all other employees	Employees, Our Team*
Intellectual Property Protection and Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive 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*
*Partial	Description of business continuity risks related to disruptions of operations	Protecting Against Technology Disruption, Business and Technology Disruptions



2023