



tuco's

ESG Preliminary Report
Jan 2022

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Tucows' culture is rooted in driving meaningful change and impact. Beyond the work we do, this ethos also applies to our practice as a responsible corporate citizen.

To create more positive change in our world, we are committed to expanding our ESG practice, applying intentional benchmarks, and better communicating our efforts in this space.

This preliminary report outlines the work that we are currently doing and our ESG commitments for the year ahead.



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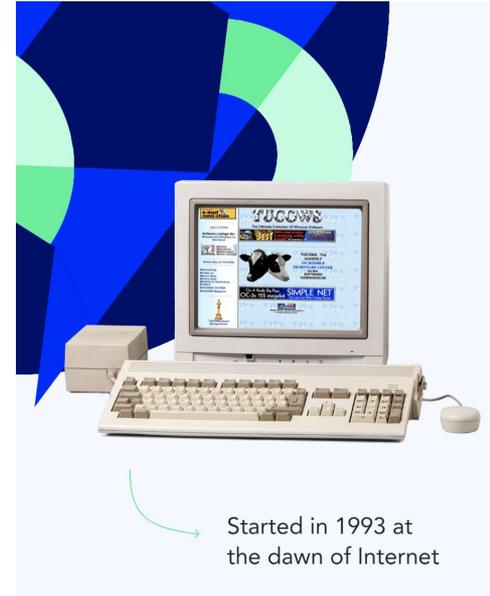
About Tucows

Tucows is a global internet services leader committed to protecting the open internet, narrowing the digital divide, and supporting fairness and equality.

While we started in 1993 as a simple shareware site, we've grown tremendously over the past two decades in the pursuit of making the Internet better.

Today, we have three distinct businesses within our portfolio that employ over 1,000 people in 18 countries worldwide:

1. [Tucows Domains](#)
2. [Ting](#)
3. [Wavelo](#)



Environmental

How we perform as a steward of nature

Remote-first workforce

The majority of our employees now work remotely, which eliminates commuting and lowers our carbon footprint.

Reduction of travel

Prior to the onset of the pandemic, we had committed to reducing our travel carbon footprint by 50%. Today, we limit travel to essential-only and are tracking our carbon footprint.

*More to come for environmental work:
We are starting to explore other means to
reduce our carbon footprint*



Social

How we manage our relationships

with our Employees

7 Employee Resource Groups:

Host speakers, event, and provide community support. Groups include 2SLGBTQ+, Black Future, Canadian Newcomers, Caregivers, Equality and Justice, Neurodiversity, and Women's Leadership.

Employee Representation Report

Measuring employee diversity in 2020 and 2021 and using data to inform employee programs. We shared our first report publicly in 2021: <https://inclusion.tucows.com/>

Health & Wellbeing support:

Mindfulness Sessions & Resources: Every day our employees have access to a peer-led mindfulness session. We also provide all staff with leading wellness resources, such as access to the Whil app.

Flexible benefits: We offer flexible HSA and LSA programs, allowing employees to spend their benefits on the resources that will benefit them the most.



Social

How we manage our relationships

with our Customers

Weekly customer experience data

In 2021, across all 3 businesses, 88.3% customers rated their experience as positive

within our Communities

Combatting digital divide

Ting Internet provides national and localized support: free public wifi, free service in low income housing, FCC EBB

Internet policy work

A dedicated team working to lower barriers to internet and mobile access



Governance

How we are governed

Above standards governance

6 independent board members, including an independent board chair.

Regular executive pay audits

Regular third-party executive and board compensation reviews. Triennial advisory Say-on-Pay vote at AGM.

Board member diversity

Committed to diversifying board and providing first-time board membership opportunities. We will also report out Board diversity composition in 2021 10K in accordance with [Nasdaq](#) board diversity guidelines.

International Sustainability Standards

Monitoring developments from COP 26 on harmonized standards to measure and report on sustainability matters.



Our Commitment & Next Steps



2022 is just the start of our ESG-reporting journey.

We care deeply about being a good corporate citizen and will approach ESG with the same intentionality and thoughtfulness we do with everything else.

For 2022, we commit ourselves to:

1. Applying resources and time dedicated to ESG
2. Reviewing industry standards and set intentional short, mid, and long-term targets for ourselves
3. Adding benchmarks to our existing and future ESG practices
4. Beginning regular ESG communications and select reporting

Thank you

If you have any questions, please contact:

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