

**fiverr.**

**Marcel | Buyer**  
*Business Owner,  
Indie Game Company  
Mount Vernon, New York, USA*



**ESG Report 2023**

## About this Report

This is our annual ESG Report and we are proud to share our story, and ongoing ESG efforts as we continue to pursue our mission to change how the world works together.

We have prepared this report specifically for all our stakeholders, including our community, employees, and shareholders. Throughout this report and unless otherwise noted, the quantitative data we provide, is for the calendar year of 2023.

This report has been prepared in alignment with guidelines set by the Sustainability Accounting Standards Board (SASB) and The Taskforce on Climate-Related Financial Disclosures (TCFD). Additionally, Fiverr's ESG priorities, strategy and reporting are supported by our ongoing commitment to the Sustainable Development Goals (SDGs) set forth by the United Nations and our established ESG reporting targets and goals.

We invite stakeholders to learn more about our ongoing ESG efforts by visiting our [website](#) or contacting us directly at [investors@fiverr.com](mailto:investors@fiverr.com)

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# Introduction

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## A Message from our CEO

Fiverr's mission has always been to change how the world works together. We bring together a global community of talented freelancers and provide a unique marketplace that creates economic opportunity for all. We work to enact this change by leveling the playing field, granting access to opportunities for everyone regardless of location, race or gender and providing sustainable ways to bring people together.

*“We have enhanced our tools, technology and programs to help freelancers succeed on our marketplace.”*

In the past 14 years, we have empowered talent all over the world by providing opportunities and access via Fiverr's global marketplace. Amid the changes that workforces are experiencing, among them being higher cyclical frequencies in layoffs and inflation, we believe that freelancing is positioned as an increasingly safer career choice for modern-day workers. As companies continue to embrace pioneering changes, such as AI technology, businesses will be compelled to stay competitive and innovative making traditional non-freelance work less practical.

At Fiverr, we are focused on enhancing sustainability, maintaining a fair and safe marketplace, ensuring the development and welfare of our employees and adhering to sound corporate governance driven by our Board of Directors. We are progressing on our ESG journey and looking to enhance our commitment as we publish our fourth annual ESG report. Continuing to build on our previous ESG reporting, disclosures and integration will provide greater focus while also driving individual and collective accountability for our ESG efforts across our entire platform.

In light of evolving challenges the global community has faced in recent years, our impact-driven efforts and the role Fiverr plays to help provide solutions continue to be top priorities for our company. We believe that it is important as a company to rally together in mutual support while providing additional services and opportunities for all of those impacted by global instability. We strive to provide a platform that enables anybody, from any part of the world, to participate in the global economy and provide financial support for themselves. Upholding human rights throughout our mission and throughout our value chain is of the utmost importance to us, as without these rights, our platform would not be able to provide the impact we strive for. Across our global platform, we have enhanced our tools, technology and programs to help freelancers succeed in our marketplace, in response to the ever-growing need for alternative work solutions as people's individual economic situations are affected by global conflicts, inflation and macroeconomic impacts.

I would like to thank our outstanding team for their innovation, dedication and passion that are helping Fiverr grow and become a trusted global marketplace. Additionally, I want to thank our partners, customers, freelancers and stakeholders for their many efforts to help us responsibly and ethically grow our business. Our commitment to changing how the world works together is rooted in our ability to build a better tomorrow, jointly and sustainably.

*Micha Kaufman*

**Micha Kaufman,**  
Founder and CEO



## A Message from our Board of Directors

Our vision and dedication to sustainability begins at the top with our Board of Directors and executive officers, but ultimately it is the responsibility of each individual on our team. We are committed to, and responsible for, operating with the highest standards and regard for the ESG elements of sustainability. We have empowered our management to allocate the resources and tools necessary to create a working environment focused on fulfilling our purpose of changing how the world works together, creating value and developing more opportunities for everyone.

*“We have developed a first-class organization which has achieved significant successes together through a strong collaborative culture.”*

<sup>1</sup> With regard to our Scope 1 and Scope 2 emissions.

We rely on our ESG Forum, comprised of stakeholders from across the company and led by our Executive Vice President and General Counsel, and Executive Vice President of Strategic Finance, to implement ESG standards, execute initiatives and report our ESG progress to our executive management team and our Board. We remain committed to aligning with industry best practices, including adherence to SASB and TCFD reporting frameworks, and commitment to UN SDGs.

Building on the ESG advancements of the past several years, in 2023, we expanded our ESG goals by establishing targets and tracking specific KPIs to help provide a blueprint for Fiverr to advance our efforts in the future. The three main tenets of our goals are:

1. Leveraging Fiverr's resources and platform to continue generating meaningful social impact
2. Creating and maintaining a more empowered and engaged workforce at Fiverr
3. Committing to being carbon-neutral across our business operations by 2030<sup>1</sup>.

We have developed a first-class organization which has achieved significant successes together through a strong collaborative culture. We are committed to continue operating and governing with the highest integrity while providing our stakeholders with regular updates on our sustainability and ESG goals. I am proud to be on Fiverr's Board of Directors that has helped to oversee the meaningful progress we have made on our ESG journey.

A handwritten signature in black ink, appearing to read 'Ron Gutler'.

**Ron Gutler,**  
Lead Independent Director

## 2023 ESG Highlights

# Creating Fair Economic and Social Opportunity



160+

Countries around the world where Fiverr is used



4M+

Active customers served



700+

Digital service categories offered



186

Community events hosted globally

# \$350K+

Invested in underrepresented entrepreneurs and social impact organizations

# \$900K+

Donated to NGOs through our Colors foundation

## 2023 ESG Highlights

# Marketplace Integrity and Ethics



### Certifications

ISO 27001 and ISO 27701

PCI DSS Certification

1,115

Gigs removed for IP violations

0

Material Data Breaches

## 2023 ESG Highlights

# Empowering our People



**93%**

Utilization rate in employee learning programs



**29%**

Female among the Board of Directors



**51%**

Female among global team



**50%**

Female among senior management



**38%**

Underrepresented Minority among employees (U.S. only)

**84%**

Overall engagement rate in employee engagement survey

**68%**

Of employees participated in our 2023 annual engagement survey

## 2023 ESG Highlights

# Climate Change



### 2023 emissions

Scope 1	6 co2e
Scope 2	275 co2e
Scope 1 & 2	281 co2e

# 50%

Electricity consumption in our headquarter from renewable source

# -22%

y/y reduction in scope 1 & 2 emissions

## ESG Oversight

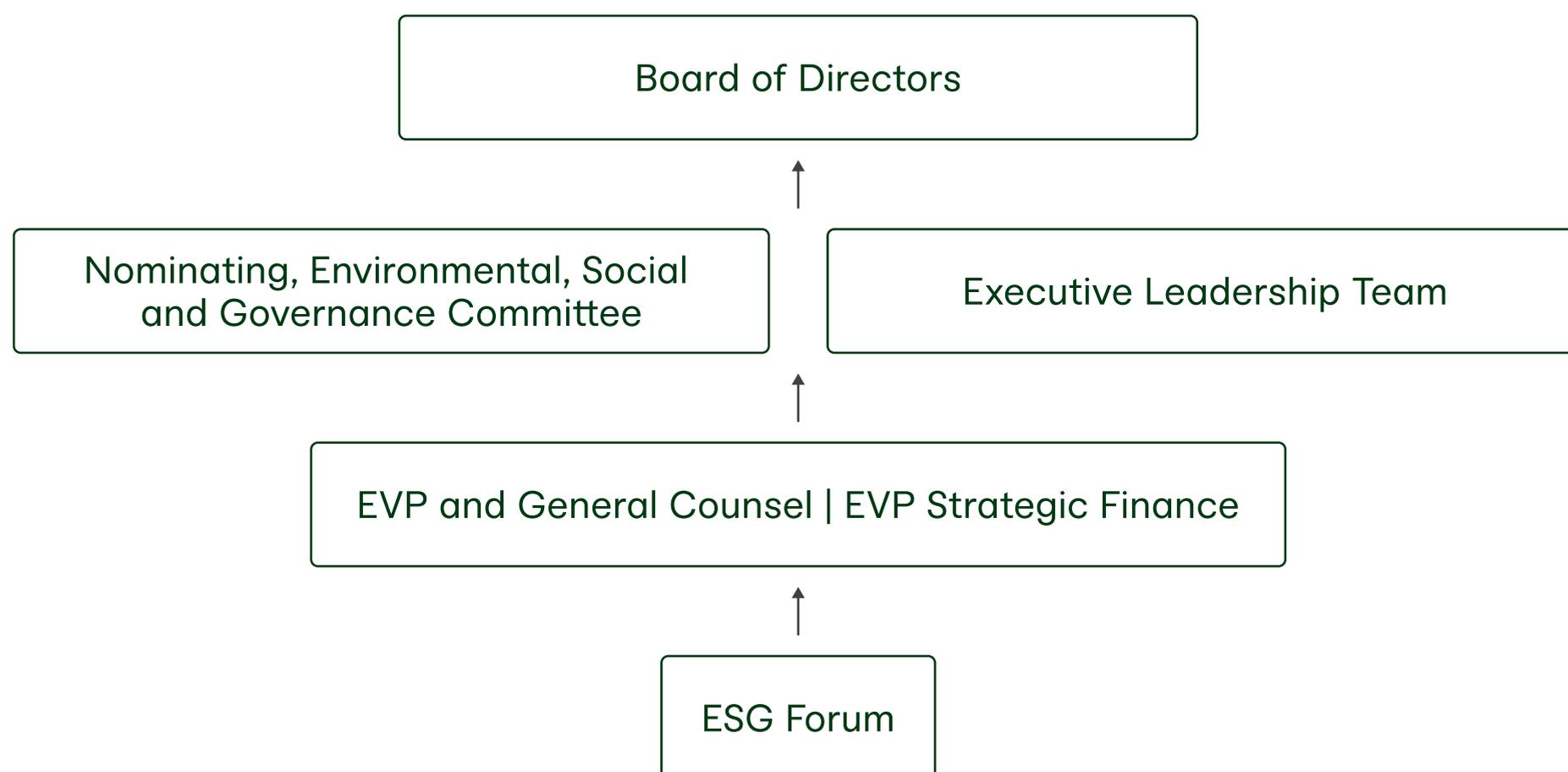
We are committed to high standards of conduct and ethics in order to contribute to the sustainability of our business. At Fiverr, we believe in a holistic and team-driven approach to sustainability. Working together as a cohesive unit, we drive a corporate culture committed to ESG principles throughout all facets of our business. This begins with our board of directors and senior management team who oversee our strategy and remain committed to providing all the necessary resources to achieve our ESG goals.

The Nominating, Environmental, Social and Governance Committee provides oversight of our ESG policies including our programs, strategies and their implementation. Additionally, our Executive Vice President and General Counsel, and Executive Vice President of Strategic Finance lead the ongoing management of ESG processes and reporting to our executive leadership team. In 2022, to further enhance our governance of ESG matters and demonstrate our commitment to sustainability, we formed a managerial ESG Forum composed of a multidisciplinary team.

This team took on the responsibility for evaluating risks and opportunities, developing policies, practices, information and communications. The ESG Forum is composed of members from Legal, Investor Relations, Public Relations, Operations, Information Technology, Trust and Safety, Human Resources, Marketing and Data. Working with the board of directors and senior management and taking into account the learnings from the materiality assessment, this team oversaw the formation of our 2023 ESG goals.

Additionally, in 2023 we created the Social Impact Forum to further unite stakeholders across Fiverr's ESG programs, the Colors Foundation and our digital workforce development functions. Through this forum, team members are able to collaborate on opportunities to uncover synergies across departments and further advance the social impact work that is tied so deeply to our corporate culture and mission.

### ESG Governance Structure



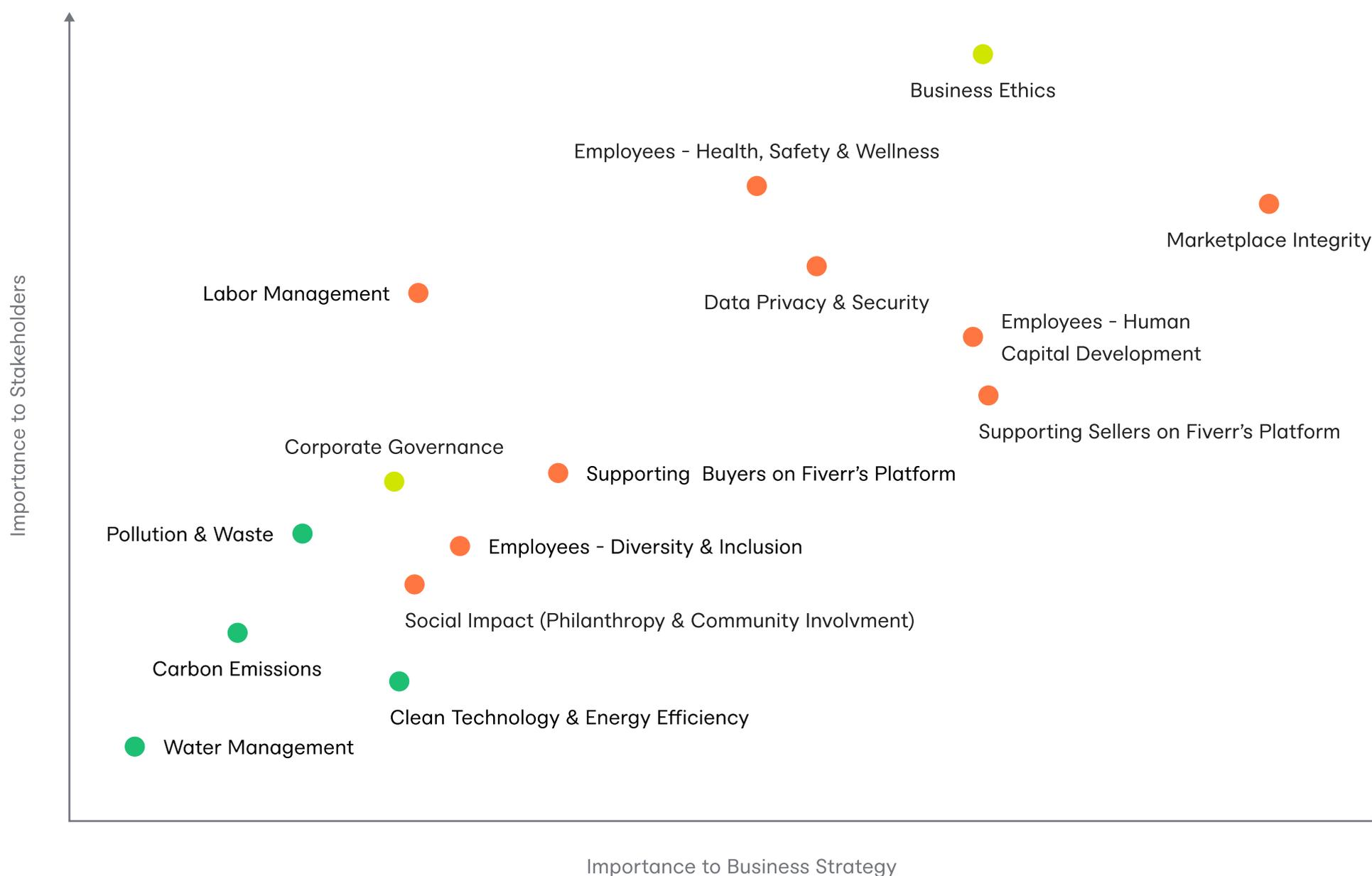
# ESG Materiality Assessment

As we continue our journey of implementing a robust ESG program, we believe that incorporating the input from our stakeholders is a key aspect of ensuring that our values and goals are aligned. In 2022, we conducted our first ESG materiality assessment, and in 2023 we have continued to build on this foundational work. By collecting input from a wide audience of stakeholders, including Fiverr's executive management, employees, external suppliers, and the customers and freelancers on our platform, we can continue to closely align the four key pillars of our ESG strategy with our stakeholder's priorities.

## Four key pillars of our ESG strategy

1. Creating fair economic and social opportunities
2. Marketplace integrity and ethics
3. Empowering our people
4. Climate change

● Environmental ● Social ● Governance



## ESG Goals

In 2023, through a collaborative process, we created a detailed roadmap of ESG goals that are aligned with our key pillars and consistent with our overall mission. We are committed to working on the processes, practices and investments needed to achieve each of the following goals:

### Leveraging Fiverr's resources and platform to generate meaningful social impact

Fiverr is dedicated to fostering access to opportunities and resources that empower social impact organizations and individuals within underrepresented or vulnerable communities, enabling them to achieve breakthroughs and realize their full potential.

By 2028, we aim to increase community investment and product credits for underrepresented entrepreneurs and social impact organizations by 25%.

In 2023 Fiverr contributed \$350K+ to underrepresented entrepreneurs and social impact organizations through community donation programs and product credits. Fiverr will continue to leverage its resources and platform to generate meaningful social impact. We will report on our progress as we look to enhance the economic opportunities for our community.

### Creating a more empowered and engaged workforce at Fiverr

Fiverr is committed to human capital management and looks to better empower and engage its workforce. Employee development and learning are critical to Fiverr's ability to retain top talent and ensure a strong and empowered workforce, capable of continuing to advance Fiverr's mission and business strategy. We will continue to support our employees by offering numerous training opportunities and encouraging their individual pursuits in career development.

By 2028, increase the level of employee participation in the annual employee engagement survey, while also maintaining a high overall employee engagement rate

In 2023, 68% of employees participated in our annual employee engagement survey. Our 2023 engagement survey result was 84%

### Committing to being carbon-neutral across our business operations by 2030

Fiverr is committed to making measurable progress to reduce our carbon footprint. By 2028, increase the percent of renewable energy used to power offices to at least 60% of total consumption.

Starting in January of 2024, the percentage of renewable energy used to power our headquarter in Tel Aviv was 50%.

By 2030, achieve a 100% reduction in emissions from business operations (Scope 1 and 2).

Fiverr is working to become carbon neutral across Scope 1 and 2 by 2030. As part of this effort, we are monitoring our year-over-year emissions stemming from direct business operations, as well as purchased electricity for offices. Based on this year's GHG inventory we have achieved a 22% decrease in scope 1 & 2 emissions from 2022.

## United Nations Sustainable Development Goals

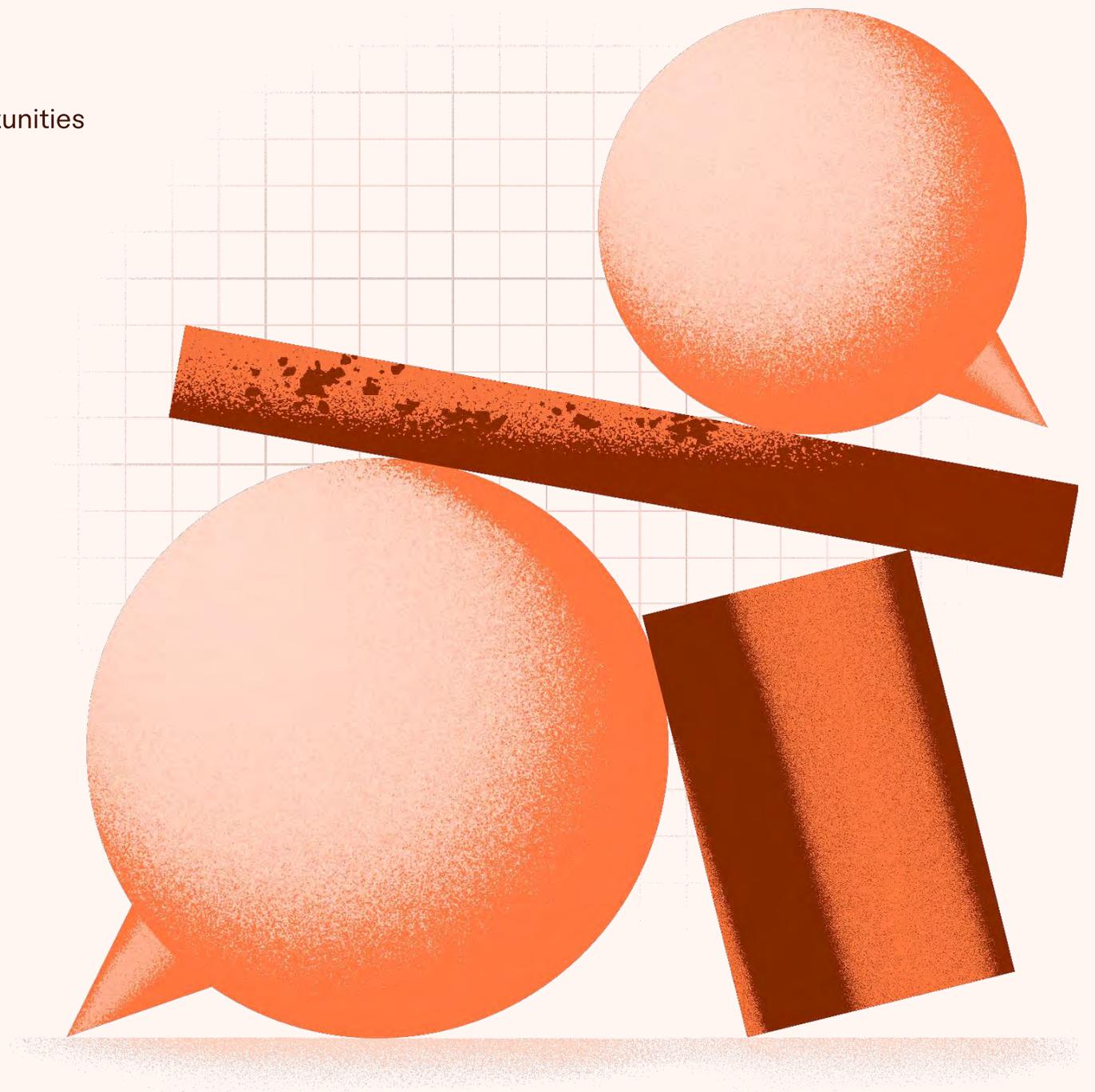
Our role in making a positive contribution is also in line with the United Nations Sustainable Development Goals (“UN SDGs”). Fiverr focuses on 6 of the 17 UN SDGs: Quality Education; Gender Equality; Affordable and Clean Energy; Decent Work and Economic Growth; Reduced Inequalities; and Climate Action representing the areas where we believe our actions and initiatives can have the greatest impact. Over the past several years we have demonstrated our commitment to advancing our impact on these UN SDGs through multiple programs and actions.

<p><b>4</b> QUALITY EDUCATION</p> 	<p>We believe in quality education for all. Through our education and upskilling programs, we allow equal access to programs and training, regardless of gender and wealth disparities. In 2023, this included Fiverr specific programs like <a href="#">Fiverr Empower</a>, a program which helps skilled individuals with disabilities kickstart their growth on our platform, and <a href="#">Fiverr Learn</a>, which produces high-quality online courses designed to help our community improve their skills and grow professionally.</p>	<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p> 	<p>We provide a platform for our freelancers to make a living from anywhere in the world, regardless of external factors that can repress traditional economic growth. In 2023, we continued our digital workforce development programs, including Fiverr for All. The Fiverr for All program creates inclusive, accessible avenues for underrepresented and at-risk populations to join the world of freelancing on the Fiverr marketplace.</p>
<p><b>5</b> GENDER EQUALITY</p> 	<p>We are a diverse and inclusive company with a platform that allows talents of all genders to interact with businesses and individuals while receiving equal opportunities. According to our data, among global active Fiverr users who have disclosed their gender identity, female freelancers earned an average 15% more each month than males<sup>1</sup>. Additionally, we are committed to paying our team members in similar positions the same amounts, regardless of their gender, race, ethnicity, or any other discriminatory characteristic. In 2023, 50% of our senior management team identified as female.</p>	<p><b>10</b> REDUCED INEQUALITIES</p> 	<p>Freelancers are able to earn and offer their services regardless of sex, race, location, background or gender on our global freelancer marketplace. Fiverr’s platform allows users to work within and across borders without incurring the added expenses of traditional work (office space, daily travel, work visas).</p>
<p><b>7</b> AFFORDABLE AND CLEAN ENERGY</p> 	<p>We understand the importance of energy efficiency, clean technology and reducing our carbon footprint. By 2028, our goal is to increase the percent of renewable energy used to power offices to at least 60% of total consumption and by 2030, achieve a 100% reduction in emissions from business operations (Scope 1 and 2).</p>	<p><b>13</b> CLIMATE ACTION</p> 	<p>We are committed to taking action to combat climate change and its impacts by working to become carbon-neutral across our business operations by 2030. As part of this effort, we continue to monitor our Scope 1, 2 and a portion of our Scope 3 emissions year after year. We partner with strategic third-party suppliers and vendors to help make our facilities more environmentally-friendly. We are increasing our renewable energy usage, powering down during non-working hours, and encourage employees to utilize public transportation when available.</p>

<sup>1</sup> See [Amid the Fight for Equal Pay, Women Who Freelance are Taking Back Power](#), as was published in our [Blog](#) on March 14, 2023

# Creating Fair Economic and Social Opportunities

- Fostering Community Engagement
- Social Impact Programs
- Digital Workforce Development Initiatives
- Creating Learning and Development Opportunities
- Amplifying Nonprofit Impact



# Creating Fair Economic and Social Opportunities

Fiverr is changing how businesses and individuals access talent and opportunities through one of the world's largest networks of freelancers and comprehensive digital services catalog. This creates unparalleled access, choice and value for businesses and provides talent opportunities beyond their personal network. Our community of customers and freelancers are at the heart of our business model, and we are proud to be creating an environment where they feel supported to do their best work.



## 160+

Countries around the world where Fiverr is used



## 700+

Digital service categories offered



## 4M+

Active customers served



## 186

Community events hosted globally

### One of our 2023 ESG goals is to leverage Fiverr's resources and platform to generate meaningful social impact

Fiverr has been a staunch advocate of fostering access to opportunities and resources that empower social impact organizations and individuals within underrepresented or vulnerable communities, enabling them to achieve breakthroughs and realize their full potential. We have a responsibility and the power to create a more level playing field for everyone.

With that in mind, by 2028 we aim to increase community donations and product credits for underrepresented entrepreneurs and social impact organizations by 25%.

### Leveling the Playing Field

Fiverr aims to provide everyone, no matter their gender, race, age, religion, sexual orientation, or socio-economic background, the opportunity to build their business, brand, or dreams. Being a global marketplace for freelancers, we seek to attract and develop top talent on our platform to continue building a unique blend of cultures, backgrounds, skills, and beliefs that mirrors the world in which we live. We value and treat all employees, vendors, service providers and business partners with respect and as equals.

We are proud to create an environment which embraces and promotes diversity and allows everyone to develop and thrive. We believe the wide array of perspectives that results from such diversity promotes innovation and business success. We have a duty to use our platform and resources to help level the playing field for underserved communities. We have several initiatives focused on helping freelancers from diverse backgrounds market their skills and support their success on our global marketplace.

## The Freelance Economic Impact Report

For the seventh year in a row, we partnered with Illuminas Associates for our [annual Freelance Economic Impact Report](#). We analyzed millions of tax returns from annually compiled Non-Employer U.S. Census Bureau statistics to explore the size, growth, and skills of independent professionals across the top 30 markets in the U.S. for independent knowledge-based work. This report is a crucial resource for understanding the opportunities for independent work and its impact on local metro areas, as well as for understanding the rising demand for this type of work, in order to support and understand our community.

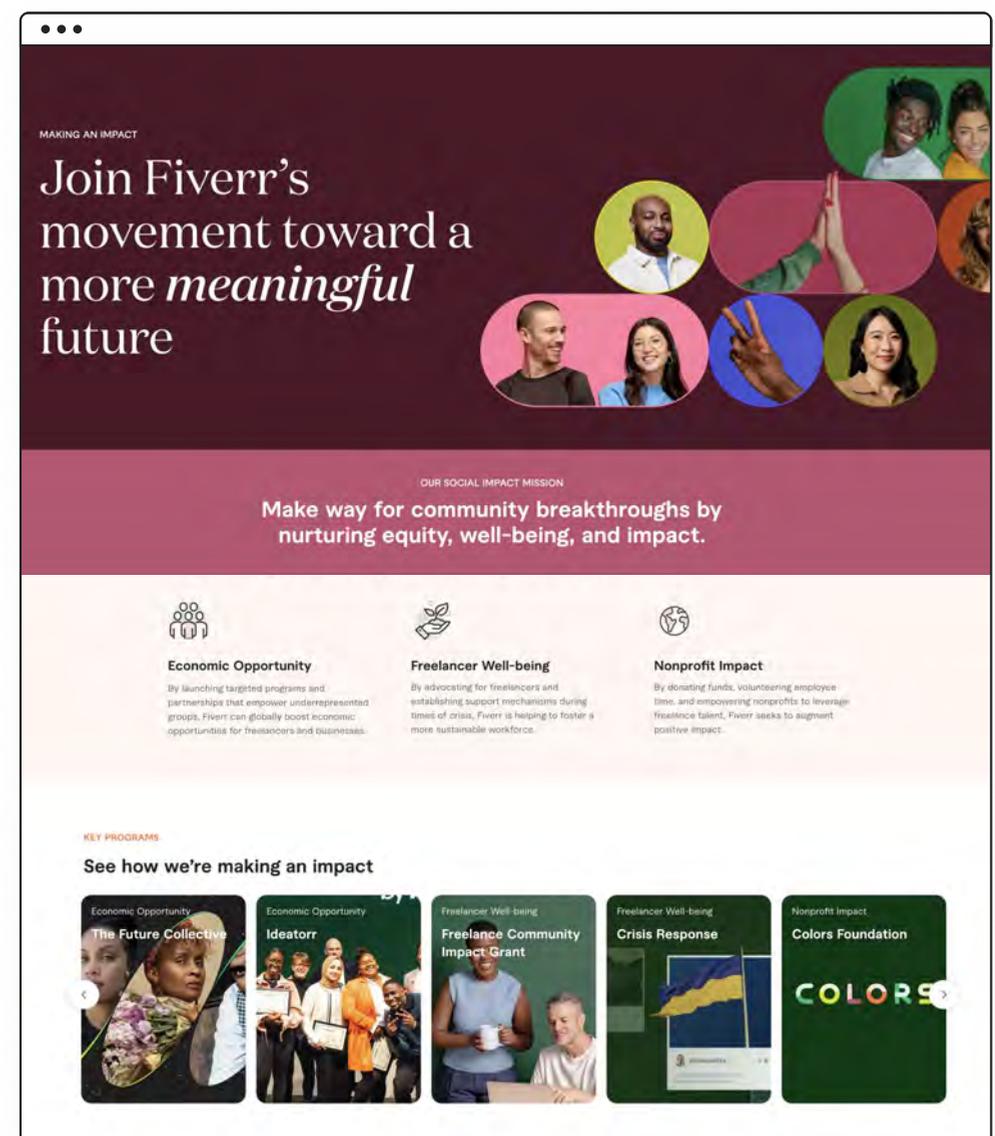
### Report insights:

- 1 Independent professionals are concentrated in the top 30 markets in the U.S.
- 2 Women, in particular, view flexibility as a significant advantage of freelancing
- 3 Independent professionals are enthusiastic about upskilling
- 4 Freelancers are embracing artificial intelligence to boost productivity

## Social Impact Hub

With the launch of Fiverr's first-ever social impact hub, we're taking concrete steps to bring our community into the impactful work we've been engaged in over the past few years.

The hub is a dedicated space where Fiverr users, nonprofit organizations, partners, employees, and prospective employees alike can come together to discover how we're empowering our community to effect change across our three focus areas: economic opportunity, freelancer well-being, and nonprofit impact.





## Fostering Community Engagement

The Fiverr Community team is dedicated to fostering a vibrant ecosystem where freelancers thrive both personally and professionally. Through a blend of support initiatives and community engagement efforts, we prioritize the well-being and connection of our members.

From providing resources for freelancer well-being, such as access to healthcare benefits and crisis response assistance, to facilitating meaningful connections through community events, mentorship programs, and online forums, we are committed to nurturing a supportive environment where freelancers can flourish. Our holistic approach ensures that freelancers not only have the tools they need to succeed but also feel connected to a global network of peers, mentors, and resources.

# 186

Global community events took place

# 23K+

Community members attended our global community events

# 12K+

Conversations threads took place in our Fiverr Forum

# 100K+

Posts were posted over our Fiverr Forum

## Freelancer Wellbeing

**International Freelancer Day:** Following the success and engagement of last year's inaugural event, Fiverr celebrated its 2nd Annual International Freelancer Day with worldwide activations. This event serves as both an annual milestone and a recognition, dedicated to honoring these versatile professionals from across the globe for their unparalleled work ethic and important contribution to the world's economy. Around 48% of the total global workforce are self-employed; that is roughly 1.6 billion people around the world, according to the World Bank<sup>1</sup>.

To celebrate in-person with freelancers around the world, Fiverr partnered with WeWork to host events at WeWork locations in nine countries. Fiverr freelancers were able to meet each other and network in cities in the U.S., India, Indonesia, Argentina, France, the U.K, Germany, and Australia among other locations.

As part of 2023 International Freelancer Day, Fiverr launched the Freelance Community Impact Grant, representing our commitment to advancing economic opportunity and freelancer wellbeing in our global communities. Fiverr donated to nonprofits and community-based organizations that directly support freelancing.

These organizations are defined as those focusing on breaking down barriers and expanding resources to develop skills, careers, and entrepreneurship, and by advocating for the interests of independent workers. As we continue to navigate an ever-changing landscape, we remain steadfast in our dedication to fostering an inclusive, resilient, and prosperous freelance ecosystem.

**Freelancer Crisis Response Task Force:** At Fiverr, we understand that external challenges can impact freelancers' ability to work and succeed on our platform. To ensure continued support for our global community during crises, we have implemented a streamlined crisis response process designed to minimize disruptions and prioritize the well-being of our freelancers. When a crisis arises, we activate our Crisis Response Task Force, led by key executives across departments, in order to quickly assess the situation and determine the appropriate response. This could involve providing resources and assistance to help our community in the affected region to navigate the crisis, dedicated products and tools to minimize the impact to their work on our platform, as well as in some cases providing funding to local NGOs to support the affected communities or, in more severe cases, deploying funding to local NGOs supporting affected communities.



*Freelancer Day community events at Mexico City, New York City and Paris*

<sup>1</sup> Source: Self-employed, total (% of total employment) (modeled ILO estimate) | [Data](#)

## Freelance Community Impact Grant Program

To reflect Fiverr's commitment to fostering innovation and inclusivity, we introduced the Freelance Community Impact Grant for the second annual International Freelancer Day. The program serves as a testament to our support for the communities in which we operate, equipping them with the necessary tools and resources to flourish in an ever-evolving landscape.

For the inaugural iteration of this grant program, Fiverr selected five nonprofit and community-based organizations renowned for their efforts in empowering freelancers, bridging skill disparities, fostering collaboration, and catalyzing global social impact. These organizations epitomize the spirit of innovation and advocacy, and embody values that resonate with Fiverr's mission:



### The Asia Foundation

#### The Asia Foundation

StemConnectHER, an initiative by The Asia Foundation, is dedicated to empowering girls and women in STEM fields across the Asia Pacific region. The grant will facilitate the expansion of STEM opportunities for women in India, thereby fostering innovation and economic prosperity.



### Freelancers Union

Based in New York, Freelancers Union serves as a beacon of support for independent workers through advocacy and education. The grant aims to enable Freelancers Union to scale the impact of its legal clinics and workshops, providing freelancers with invaluable support on contractual and intellectual property matters.



### Freelance Business

#### Freelance Business Community

Committed to enhancing the global freelance economy, Freelance Business Community seeks to empower freelance entrepreneurs through education and collaboration. The grant aims to facilitate the development of an accredited Freelance MBA course, equipping freelancers with essential business acumen for sustainable success.



### European Freelancers Week (#EFWeek)

By advocating for policies that recognize freelancers' contributions and fostering a sense of community, #EFWeek endeavors to create an environment where freelancers can thrive. The grant aims to enable #EFWeek to establish a robust organizational framework to represent freelancers' interests effectively at the European Parliament.

## Generation

### Generation

Through its pioneering programs, Generation is instrumental in facilitating sustainable economic mobility for adults globally, particularly in regions like Pakistan, Kenya, Ghana, and Colombia. With the grant, Generation will pioneer a community-building approach aimed at empowering graduates to embark on successful freelance careers while ensuring financial stability and well-being.

*"Collaborating closely with Fiverr to support our Generation training graduates has been a real pleasure. We are engaging global employers to deliver a series of virtual masterclasses which is improving the skills and well-being of our community. We are also working on a series of in-person events which will bring our community together to beat the isolation that can exist when freelancing. Fiverr has been super supportive of all our efforts and it's clear to see the organization is impassioned by the impact our work yields."*

Marylin Schlamkow, Generation Global Employer Partnerships Lead

## Freelancer Connection

**Community Events:** In 2023, we hosted 186 community events globally that engaged over 23,000 community members. The reach of our community events has more than doubled in the past year and we continue to grow and interact with our members. These events ranged from networking activities for freelancers to educational series on various topics for career optimization. Fiverr hosted both educational and inspirational events to connect the community, expand resources and share inspiring stories. Some of these events took place during Black History Month, AAPI Heritage Month, International Women's Day, and International Freelancer Day, just to name a few.

### **Fiverr Community Leadership Program and Community Hub:**

Fiverr's Community Leadership program is the Community team's flagship and evergreen program which allows Fiverr to have representation on the ground in various communities around the world. The aim of this program is to ensure Fiverr freelancers feel connected to their local community through regular events, online connection, advocacy opportunities and freelancer's storytelling. Additionally, Fiverr continues to expand and enhance its [Community Hub](#), which acts as the home of the [Community Leadership Program](#). Fiverr's Community Hub gives our freelancers a space that is not just a catch-all for their needs, but a home where they can create meaningful connections, facilitate peer support, and drive professional growth.

**Fiverr Forum:** The [Fiverr Forum](#) is our preferred introduction to the Fiverr community's global conversation. With the ability to share knowledge with one another and receive feedback from us, conversations between freelancers and customers on the forum continue to increase. We constantly work to engage in conversations and better assist our freelancers by providing successful tips, answering questions, and providing new member introductions.

## Heritage Month Celebration

Fiverr's commitment to diversity and inclusion shines through its Heritage Month activations, where we celebrate the diverse and vibrant fabric of human experiences. We prioritize highlighting freelancers from various communities, providing them with a platform to showcase their talents and perspectives. From creating art that captures the essence of different cultures to hosting engagement events and panel talks, we strive to amplify a myriad of voices and foster meaningful dialogue. Through our content, we pay tribute to individuals from these groups who have inspired us and left a mark on society.



Illustration of Patsy Mink #madeonFiverr  
'Vivienetewes' | @\_jewishbabe

## Social Impact Programs

### Future Collective for Black-Owned Businesses

The [Future Collective](#) is a 6-month accelerator program for black entrepreneurs based in the US and Canada at pivotal moments in their business journey. By supporting this program, Fiverr is maximizing the opportunities for black entrepreneurs to grow and enhance their capabilities. Fiverr remains committed to enabling a more equitable playing field for entrepreneurs who face systemic structures, cultural barriers, or life circumstances working against them.

Fiverr hosts the Future Collective program in partnership with 1863 Ventures, an independent, black-led nonprofit organization founded to help underrepresented entrepreneurs move from high potential to high growth. The program provides selected entrepreneurs with the necessary tools, knowledge, and networks to scale their businesses.

- **Empowering entrepreneurs with financial resources:**

The entrepreneurs participating in the program are entitled to receive \$15,000 in cash and \$5,000 in Fiverr credits, which allows them to grow their business, through, for example, professional services offered on Fiverr and more.

- **Centering live, interactive learning and mentorship:** The program includes workshop which is hosted virtually and live, providing opportunities for collective learning and collaborative discussions. Led by 1863 Ventures and Fiverr, the curriculum covers essential topics including business operations, risk mitigation, and more.

- **Building bonds and networks to catalyze growth:** Community is the cornerstone of our program, uniting our entrepreneurs, program alumni, and the wider 1863 Ventures community. The program provides access to Fiverr's professional and Customer Success teams, to catalyze the growth of the business and assist with creating meaningful connections, we catalyze growth through meaningful connections.

Since the start of the program in 2021, Fiverr has annually increased the cohort size from 5 entrepreneurs to 12 in 2024, growing an impressive network of alumni. To learn more about the impact our most recent cohort saw on their business, check out the impact report [here](#).

# 60+

1:1 coaching hours provided to entrepreneurs in 2023

# 25+

Future Collective alumni

# 15K+

New customer acquisitions across the cohort

# 90%

of the participants in 2023 projected an increase in y/y revenue

### THE FUTURE COLLECTIVE by **fiverr**.



Dr. Artika R. Tyner, Planting People Growing Justice Press and Bookstore

“In six months, we went from where we were to where we dreamed to be by building a better infrastructure.”

Ryen Williams,  
Under Her Empire

“The Future Collective impacted my business by giving me more resources than any other organization has provided since Under Her Empire’s inception. The grant and Fiverr credits as well as resources that provided mentorship and best practices/framework has made such an impact and will continue to do so for me as a first generation entrepreneur.”



Lenora Ebule, Bailan

“The connections and the way I now operate my business with clarity was the most meaningful way this program impacted me. My coach connected me with a manufacturer who has cut our production costs by ~30% allowing us to be more profitable. My cohort “buddy” connected me with an Amazon growth specialist who has helped us drive sales, resulting in our highest sales to date on the platform.”

## IDEATORR by fiverr.

In collaboration with football star Bukayo Saka and UK-based youth organization, Youth Beyond Borders (YBB), Ideatorr was created to equip young and motivated entrepreneurs with the necessary skills, resources, and guidance to bring their social enterprise and community-based ideas to life. Over 8-weeks, YBB and Fiverr partnered to help actualize the business ideas of 12 entrepreneurs by providing funding, mentorship from industry experts, a rigorous course on business fundamentals and access to Fiverr's freelance talent. Our goal is to champion economic opportunity for aspiring freelancers and entrepreneurs from diverse or underserved backgrounds. In fulfillment of these focus areas, we continue to build programming, like Ideatorr, that extends opportunity specifically to those who have historically lacked it.



*Bukayo Saka, Arsenal FC star footballer*

### Female Founder Competition

Fiverr and Virgin StartUp have launched the [Female Founders Competition](#) to address some of the barriers that impede entrepreneurs, especially women, from fully realizing their potential. The competition awarded four inspirational female entrepreneurs with a total of £22,000 Fiverr Credits to spend on Fiverr to support their businesses, alongside mentoring and business advice from a selection of top female business leaders and entrepreneurs. Obtaining the right support and advice is crucial to the success of any new start-up and we know that female founders can be more likely to face barriers when it comes to accessing the right support and funding.



*Anna Moynihan  
Co-Founder of Task Her,  
an online booking platform for tradeswomen*

Anna set up the business in 2021 with her husband Paul after they noticed firsthand the gender bias in the trade industry while having work done on their home. Tradeswomen across London have registered on the platform in the past two years. Looking to expand the business nationwide, Anna entered the Female Founders competition. More than 700 businesswomen entered from across the UK and Anna was one of four selected to go through to the finals. She was paired with a business mentor for four weeks before pitching her scale-up plans to a judging panel of successful female entrepreneurs and a live audience. Anna received a free place on one of Virgin StartUp's scale-up programmes, 16 additional hours of business mentorship and £15,000 to spend with Fiverr.

*"I'm thrilled to win the Female Founders competition.*

*As part of the competition process, I worked with a freelancer from Fiverr who helped me explore the potential that AI will have on our platform and that knowledge has genuinely transformed the way we see our business growing. We couldn't have funded this without the competition so I'm so grateful to Virgin StartUp and Fiverr for selecting TaskHer alongside three other incredible finalists. I also want to thank them for shining a light on female founders and the businesses they are building. A special thank you to my marketing mentor, Olivia Hanlon from Girls in Marketing, who was so helpful."*

# Digital Workforce Development Initiatives

Fiverr's digital workforce development initiatives aim to create inclusive, accessible avenues for underrepresented and at-risk populations to join the world of independent work through freelancing on the Fiverr marketplace.

## Fiverr Empower

About 15%<sup>1</sup> of the world's population lives with some form of disability and are traditionally underserved by the global employment market.

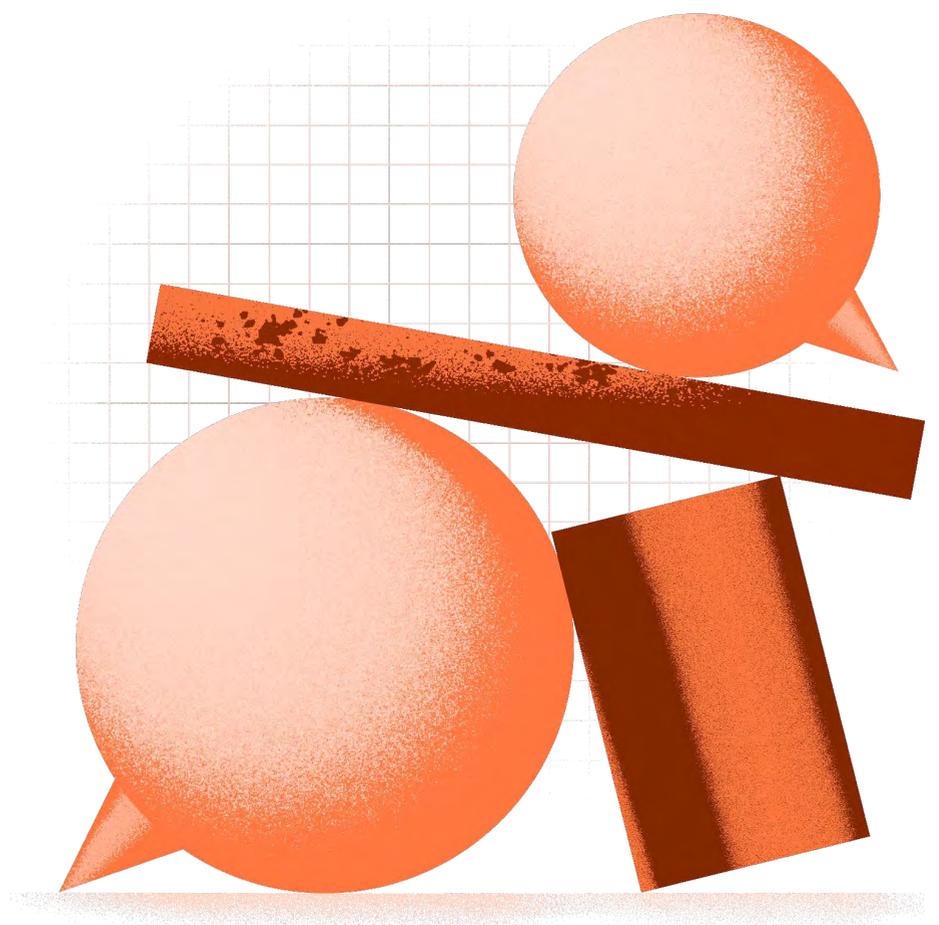
In 2023 we maintained our investment in our Fiverr Empower program, which helps talented individuals with disabilities to kickstart their growth on Fiverr's platform by providing them with the tools for success. Fiverr provides opportunities, support, training, resources, and tips from our team of professionals to enable anyone, regardless of disability, to maximize their success on our worldwide platform.

In 2023 we added a new partner to help us expand Fiverr Empower to a new community and support the people in Ukraine who have been affected by the war. During that year, we conducted 6 cycles of Fiverr Empower, enabling a total of 180 freelancers to participate in the onboarding.

## Fiverr For All

The Fiverr For All program demonstrates Fiverr's purpose by offering inclusive and accessible channels for underrepresented and at-risk individuals to join the world of independent work through Fiverr's freelancing marketplace. Fiverr partners with non-profit organizations around the world to carry out this program.

In 2023 we partnered with Next Chapter to help with rehabilitation efforts for individuals. Next Chapter's mission is to transform the tech sector by creating a more equitable workplace for those returning from incarceration. They upskill these individuals through technical boot camps focused on software development. The 5-week program provides access to curated curriculum delivered by Top Rated Fiverr Freelancers on how to start freelancing on Fiverr within the Programming & Tech category. In addition to the curriculum, the program also provides structured assignments leading to full profile creation, ongoing 1:1 mentorship, and other support resources including a subsidized Gig image and first orders purchased by mentors.



<sup>1</sup> Source: <https://www.who.int/news-room/fact-sheets/detail/disability-and-health#:~:text=Key%20facts,earlier%20than%20those%20without%20disabilities>

## Creating Learning and Development Opportunities

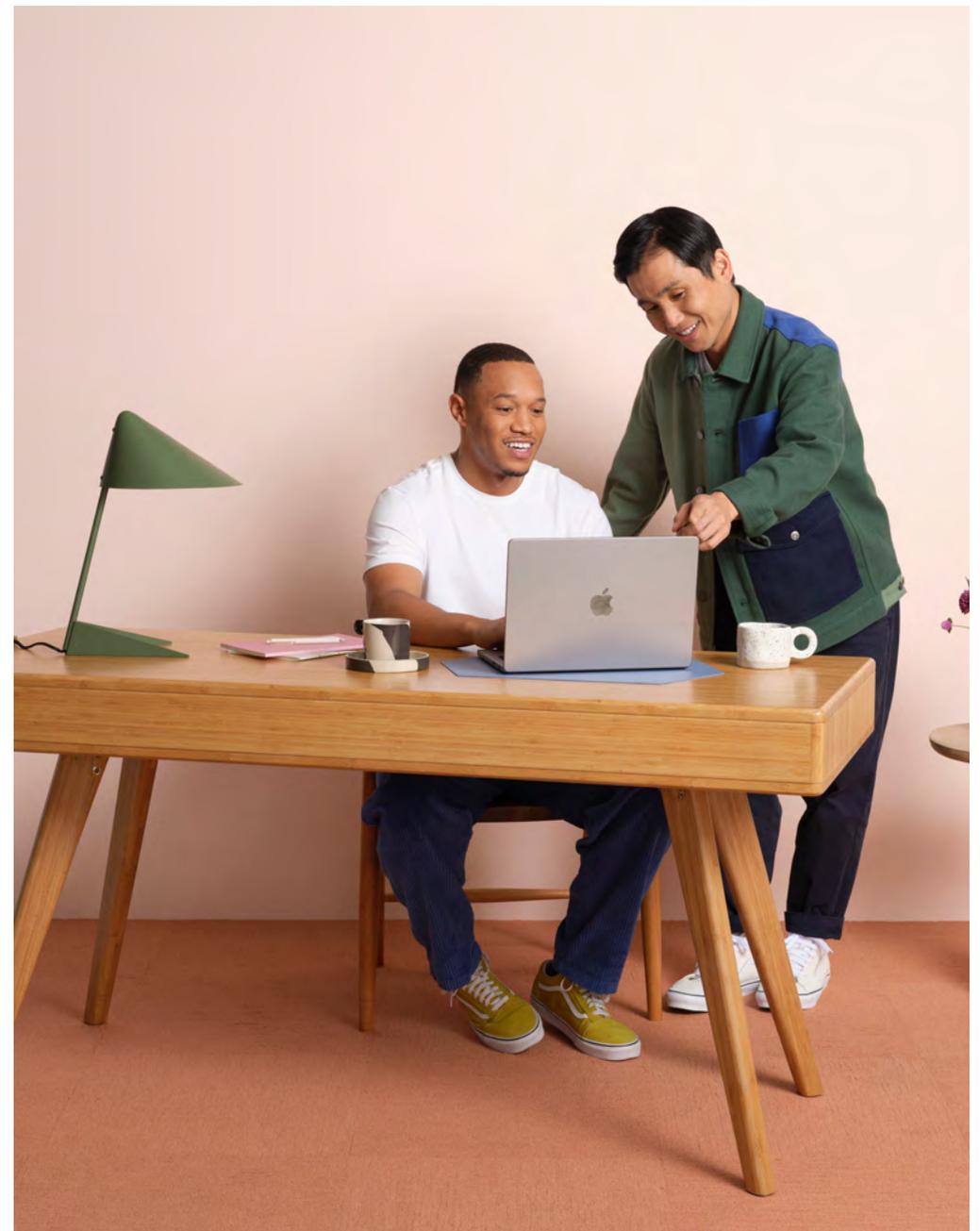
We support businesses of all sizes and freelancers from across the world with an expansive catalog of digital services providing instant access to our talented pool of users. To enhance support, we offer our freelancers a variety of programs including online events like webinars, small micro-grants, and multiple tools that both small and large businesses establish and grow while leveraging services on Fiverr.

**Fiverr Learn:** We partner with the world's top experts to produce high quality online courses to help our community improve their skills and grow professionally. Fiverr Learn continues to expand its course offerings and has over 120 courses with more than 350 hours of content available. The courses are led by handpicked industry experts and add practical skills, proven methods, processes, and best practices allowing our freelancer community to apply these skills immediately. In addition, our CreativeLive platform includes over 2000+ classes across creative and business categories.

**Fiverr Help and Education Center:** At the [Fiverr Help and Education Center](#) we offer tutorials, FAQs, and how-to videos to help our freelancers and buyers utilize Fiverr tools effectively so they can get the most out of our core platform.

**Freelancers Trainerr™ Program:** We created this program to help our new promising and trustworthy freelancers become great long-term freelancers, by pairing them with experienced successful freelancers. To initiate and enrich the connection between the participants of the program, we created dedicated [landing page](#) for the program (which showcase the program's guidelines for trainers and trainees plus "store" pages for the trainees to choose their preferred trainer based on their region and verticals). The trainers who participate in this initiative will reap the benefits of networking and forging relationships with other freelancers. The trainees will benefit from the rich knowledge of freelancers who have experienced similar hardships and successes, with the opportunity to increase the amount and quality of their business. In such a way, both the trainers and trainees benefit while forging relationships with each other.

**Freelancer Webinars and Roundtables:** We regularly host educational webinars and roundtables on various topics for freelancers. These are aimed at helping freelancers expand their knowledge, enhance their skills, and maximize their potential on Fiverr. In addition, we host roundtables to gauge the perception and feedback of our freelancers on our platform. In 2023 we held 18 webinars and 9 roundtable events.



**Fiverr Blog:** Fiverr's internal content team regularly updates the [Fiverr Blog](#) to provide our freelancers with practical resources, the latest industry trends and other useful information including video marketing tips, career counseling, and freelancer tips. We also highlight success stories of top freelancers from across our community, as well as industry experts to inspire, motivate and empower others to succeed.

**Fiverr Guides:** We publish educational guides for our freelancers that cover topics like digital marketing, music and audio, video animation, data, programming and tech, graphics, and design, just to name a few.

# Amplifying Nonprofit Impact

## NGO Support

We remain committed to building partnerships with non-governmental organizations (NGOs) around the world to support their causes while providing access to a wide array of talent. We help match them with freelancers eager to work with purpose-driven organizations in the NGO community. By working together, we are able to accomplish more and make a greater impact. Our support to NGOs includes onboarding assistance to open Fiverr accounts and on-demand access to a global talent pool, collaboration tools, and personalized services. In 2023, we initiated a discount program on CreativeLive, an online learning platform with over 2000+ courses, to allow NGOs have better access to announce a 30% discount to its subscription services for all vetted NGOs interested in the platform's classes taught by more than 1,000 of the world's top experts across topics like social media, writing, leadership, and more.

During 2023, over 3,782 NGOs integrated freelance talent through Fiverr. Some notable NGOs, such as the Women for Women International, Entrepreneurs Organization, Rainforest Alliance, Masa Israel, Save Our Children Truth Commission and Workforce Opportunity Services (WOS) leverage Fiverr freelancers for multiple needs, including but not limited to, graphic design, video editing services and website building.

In 2024, Fiverr revealed plans for an NGO hub which will serve as a centralized platform for nonprofits to access essential resources, connect with recommended freelancers, and leverage case studies and relevant research to enhance their impact and efficiency. This centralized platform will serve as a resource, facilitating easier access to the tools and support necessary for nonprofits to thrive in their endeavors.

## Colors Foundation

In 2023, we continued to support and promote our Colors Foundation, which was founded in 2020 to drive positive social impact to communities. Colors' mission is to forge meaningful connections between Fiverr and the community in which it operates. The foundation was initiated by Fiverr's executives, who are committing a portion of their income to philanthropic causes. Since its inception, the foundation has expanded to include donations and volunteers from the broader Fiverr team. The foundation has spearheaded dozens of initiatives combining the three cornerstones of donation, volunteer participation, and freelance services to empower nonprofits and scale impact.

As we continue to expand the foundation, we are consistently increasing the number of projects, monetary donations, volunteering, and impact to the communities our marketplace services.

## 50+

Organizations Fiverr partnered through the Colors foundation

## \$900K+

Donated through the Colors foundation

## 750 hrs.

Volunteering employee hours

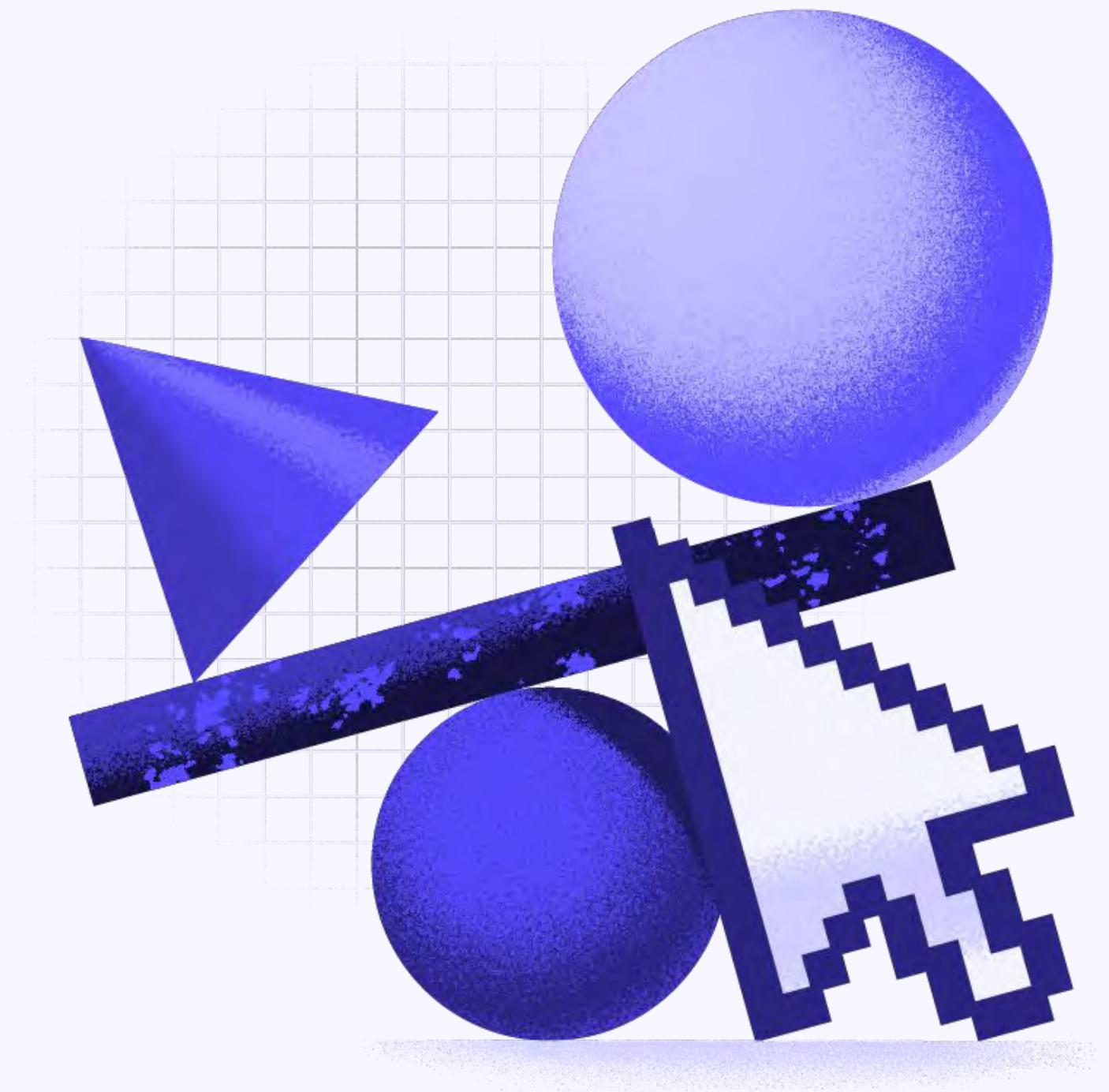
In 2023, Fiverr partnered with more than 50 organizations, through the Colors foundation, to volunteer over 750 employee hours and donated close to \$1M to global nonprofit organizations.

During 2023, we partnered with numerous global organizations to effect real change. Those efforts included:

- Donating computer equipment; clothing; gift cards; summer camp tuition; and sponsoring social workers to benefit at-risk youth
- Promoting education programs and scholarships that helps unlock future opportunities
- Providing medical, childcare, and monetary support for families in need
- Collaborating on the "Impact Together" project which promotes environmental and sustainable engineering solutions to empower communities by creating partnerships with agencies for long-term impacts
- Partnering with "Dani's Farm" to provide PTSD rehabilitation for former combat soldiers
- Donations for women at risk, sponsorships for female freelancers, and donations to NGOs to eliminate violence against women
- Providing scholarships for LGBTQ students to attend college
- Donations to hospitals for cancer research
- Partnering with 'Olal – Life's babies' to provide nutrition and baby's supplies for families in need
- Partnering with 'Engineers Without Borders' foundation for creating and adapting accessibility solutions for those affected and wounded by the Israel-Hamas war; and collaborating with them for a food security project in Kenya to ensure food supplements growing systems in communities suffering from undernourishment

# Marketplace Integrity and Ethics

- Building a Trusted Marketplace
- Cybersecurity, Privacy and Data Protection
- Board Engagement and Composition
- Ethics and Compliance





## Marketplace Integrity and Ethics

Fiverr is an open marketplace where users can offer or request a great variety of services. We strive to maintain a safe, respectful, fair, and trustworthy marketplace, which is the foundation of our business model. We are committed to conducting our business in accordance with the highest integrity and ethical standards. We believe it is important for us to establish the right policies and enforcement mechanisms to deliver a reliable, first-class experience. We expect our employees to adhere to high standards of personal integrity and set an example for our freelancers, partners and suppliers.

**0**

Material data breaches



### Certifications

ISO 27001 and ISO 27701

PCI DSS certification

## Building a Trusted Marketplace

We seek to foster a respectful, inclusive, and safe environment for everyone. To support this, we have developed a set of [Community Standards](#), rooted in our core values of respect, safety, acceptance, support, and open-mindedness. These standards were created and are updated on an ongoing basis to help define what is considered acceptable in the Fiverr community and marketplace, both in face-to-face interactions and online communications.

### Freelancers Account Verification

As part of our efforts to keep Fiverr a safe place for our community and to conduct business and as part of our dedication to adhere to industry standards and regulations, we've made certain adjustments to ensure a safe and trustworthy experience for the Fiverr community members.

We've modified the registration process for new freelancers on the platform, ensuring the verification of freelancers who identify as businesses before featuring them in our catalog. We will also be expanding our verification process to existing freelancers that identify themselves as businesses.

### Fraud Protection

At Fiverr, we have policies and procedures that are multi-faceted to help protect our community from fraudulent or misleading behaviors, such as account misrepresentation, feedback manipulation and spam. We take proactive steps to prevent any abusive practices that may undermine the integrity of our platform or the authenticity of our users. To detect and prevent abuse in our marketplace, Fiverr uses a combination of techniques such as bot detection, fake reviews detection and machine learning algorithms, human review and third-party tools. For greater transparency, we ask our customers to provide both public and private reviews of their transactions. This helps future customers make informed and trusted decisions, while providing additional data points for Fiverr to incorporate into its quality and matching engine, further optimizing the platform experience for all. Any community member determined to be engaging in fraudulent activities including spamming, feedback manipulation, misrepresentation, or abusing the Fiverr platform will be permanently disabled.

### Reporting Mechanism

We believe in open communication and encourage our community to report any unacceptable behavior to help us uphold these standards. As we value each and every one of our community members and aim to maintain a respectful, inclusive, and safe environment for everyone, our users are encouraged to report any suspicious service, or activity, and/or inappropriate behavior they encounter that doesn't comply with our Community Standards, through an easy and accessible process we hold on our platform. When evaluating potentially harmful content or activity, we are committed to consistency and transparency. We may take relevant actions against violations of our Terms of Service and Community Standards, depending on the severity or repetitions of the violations of our policies.

### Policy Enforcement

Protecting our customers and freelancers remains a top priority for Fiverr. We have a Trust and Safety team dedicated to safeguarding our community by defining and setting policies. Our team employs a combination of automatic tools primarily based on machine learning technologies and structured processes, which monitors our platform and flags potential violations. Enforcement actions are taken against anyone who violates our Terms of Service and Community Standards.

### Intellectual Property

Fiverr is committed to protecting the intellectual property of our community. Our [Intellectual Property Claims Policy](#) clearly articulates the steps and procedures to report potential violations of copyright infringement or related rights and is based on region-specific regulations and industry best practices. An example is the Digital Millennium Copyright Act (DMCA), which protects copyright holders from unlawful reproduction or distribution of their work. Our Marketplace Integrity team reviews all reported violations and notices of policy infringement. If found valid, we take immediate steps to remove or disable such reported content. To guard against false claims and allegations, this process includes the option for counterclaims to allow the alleged infringing user to prove the legitimacy of the content. In 2023, there were 1,835 intellectual property claims submitted and quickly dealt with via our platform. We removed 1,115 Gig listings and blocked 35 freelancers from the platform due to intellectual property violations.



## Inappropriate Content

We are an open marketplace inclusive of all and prohibit services that pose unwanted risks, are deceptive, and are not aligned with our values and policies. Upholding the highest standards of integrity and monitoring our platform is of the utmost importance to maximizing everyone's experience in our open marketplace. Fiverr protects its marketplace by also banning inappropriate services due to objectionable content, such as hate speech, discrimination, and adult content. We believe in open communication and encourage our community to report any unacceptable behavior to help us uphold these standards.

We continuously reassess and update the list of prohibited services in line with current events and the changing environment, which includes political and social events. To remain apprised of these trends, we have a Content Policy Forum that meets from time to time to discuss ongoing and current trends that could impact the integrity of our marketplace. The forum includes members from our Trust and Safety, Communications, Community and Public Policy, Legal, and Strategic Finance teams. As required, topics discussed during the forum may be escalated to management.

## Minors Policy

Our minors policy and Terms of Service require that all users using the platform be at least 18 years of age and of legal age to form a binding contract. Users that are under 18 and at least 13 years old are permitted to use our platform through an account owned by their parent or legal guardian with their permission. In addition to this, we do not allow sexually explicit content featuring minors or content that seeks to sexually exploit minors (CSAM). Fiverr may use broad discretion when removing content that includes or depicts minors. We strictly and proactively use content moderations tools and act to eliminate this content from our platform, and immediately report any violations to the National Center for Missing and Exploited Children who work with global law enforcement agencies.

## Rating our Effectiveness

We regularly track Net Promoter Score (NPS), which measures the customers' and freelancers' overall satisfaction with their experience on the platform and the integrity of our marketplace. We have seen consistently strong NPS for both customers and freelancers over the past several years. In 2023, our customers' NPS score was 64 and our freelancers' NPS score was 79.

# Cybersecurity, Privacy and Data Protection

Fiverr's ability to maintain a trusted marketplace is rooted in our ability to provide effective protection of our users' data. We are committed to protecting the security and privacy of our users and we hold certificates that validate our commitments. We implement technical and organizational measures to maintain the security of the information we collect, use and process. We take our responsibility to protect our community seriously and our Board of Directors is briefed on information security matters quarterly directly from our Chief Information Security Officer (CISO).

## Certifications and Independent Audits

Cybersecurity, data security and privacy are supported at Fiverr through the multiple certifications we hold which help us to build trust in our marketplace. We have held an ISO/IEC 27001 certification, the international standard to manage information security, since 2019 and in 2022 we completed a full recertification across all our operations. In addition, we have held ISO 27701 certification, the privacy extension to ISO/IEC 27001, since 2021. Both of these certifications demonstrate our commitment to investing in people, processes, and technology to better protect our user data. Our commitment also extends to maintaining payment transaction security standards and we continue to retain a PCI DSS (Payment Card Industry Data Security Standards) certification. PCI compliance is mandated by credit card companies to help ensure the technical and operational standards of a company to support secure credit card transactions. As part of our internal audit process Deloitte has conducted the annual cybersecurity audit covering different perspectives of Fiverr cybersecurity team.

## Security Risk Management

As an online platform, we constantly seek opportunities to identify and proactively address risks before they occur or escalate. Our Board and senior management believe that to provide the highest degree of data security to our community we must equip our teams with the tools and skills to ensure we are prepared to contend with any threat. Fiverr's cybersecurity incident team undertakes training on incident response and system hacking that provides real-time problem-solving challenges in a safe environment that mimic data security incidents they could encounter on the job.

Fiverr has adopted an integrated structure at all levels of the organization to manage privacy and security. To assist with educating our entire employee base on the importance of data protection, we conduct mandatory privacy and data security onboarding training for all new employees as well as annual refresher training for all employees.

Our CISO oversees a dedicated cybersecurity team, which addresses four integrated areas: Product and Application Security (AppSec); Cloud Infrastructure Security (DevSecOps); Governance Risk and Certifications (GRC); SIEM/SOC & IR Management

We hold separate periodic Cybersecurity steering and Privacy steering committees. The committees include our COO, CISO, Data Protection Officer (DPO), EVP Product, EVP R&D, VP Business Technologies, EVP and General Counsel, and EVP Finance. The cybersecurity steering committee reviews any incidents that have occurred, vulnerabilities identified and stopped, and ongoing risks as presented in our risk map. As online security threats continue to evolve, we will continue to focus and expend additional resources to modify or enhance our protective measures.

We are agile to the ever-changing security needs for our platform and its operational security depends on the practicality of our processes. All new staff are trained in the Secure Software Development LifeCycle (SSDLC) practices. System code is tested against known vulnerabilities and existing core systems and infrastructure are periodically tested for security vulnerabilities. In some instances, testing is conducted by automatic scanners. In other cases, it is conducted manually by external independent parties. Fiverr also has a Security 'Bug Bounty' Program that has been successfully assisting Fiverr's security team for the past three years. Researchers who find a vulnerability may contact [support@fiverr.com](mailto:support@fiverr.com) and ask to join the program.

## Customer Privacy and Security

Fiverr is committed to protecting the privacy of our users. Our [Privacy Policy](#) describes how we use and manage the personal information that we collect, how we store and secure personal information and the rights and provisions for our users. We implement technical and organizational measures to maintain the security of our site and the personal information of our users through strict requirements on the collection and use of sensitive data. We have an internal Data Protection Officer who advises on privacy protection matters and reports them regularly to senior management. Fiverr uses best industry standard encryption to protect sensitive information, which promotes compliance with statutory, regulatory, and contractual requirements. In addition, we contractually ensure that any third party processing personal information provides for confidentiality and undertakes to process the data in a secure way. Additional measures are taken to restrict and monitor access to end user data. The production environment is restricted to authorized personnel only, and they are authenticated via a unique user account, password, and two-factor authentication system before establishing a secure connection. Fiverr employees use a Single Sign On (SSO) service to enhance security across a multitude of core systems, as well as mandatory two-factor authentication. Our [Fiverr Help and Education Center](#) provides our users with cybersecurity information and articles, in order to help them protect their account, which benefits everyone by creating a safer marketplace. We have issued guidelines to ensure user account security with additional information available on the Fiverr Help and Education Center.

## AI Policy

Fiverr embraces innovation and the use of new technology by customers and freelancers. We allow content to be generated by users with the help of generative artificial intelligence (AI) tools and programs. While user expectations are changing to accommodate the increasing prevalence of generative AI tools and programs, freelancers who use them to generate content or deliver services must adhere to our [Community Standards](#) to act and provide services in a responsible and ethical manner. We encourage our community to report any suspected misuse or unethical behavior related to generative AI.

## Privacy and Cybersecurity Training Week 2023

In 2023, we conducted Privacy and Cybersecurity Week to deepen our team's understanding of these essential subjects. The week offered a variety of daily activities, such as crosswords, quizzes, newsletters, and riddles, aimed at increasing awareness of privacy and cybersecurity issues. This event was held in conjunction with the rollout of new training programs, turning mandatory training into a more enjoyable, interactive, and educational experience. Prizes were given to top performers, encouraging participation and excellence.



**Kaira**, Buyer  
Business Owner (Mayari Healing & Wellness)

## Board Engagement and Composition

Our Board and its committees are responsible for our strategy and governance. At Fiverr, we believe it takes a complete team effort to drive a corporate culture committed to sustainability throughout all facets of our business. We have an Independent Presiding Lead Director who oversees and leads the overall Board of Directors.

Our [Corporate Governance Guidelines](#) assist the Board in the exercise of its responsibilities to serve the interests of our company and shareholders. The Board has three standing committees: Audit, Compensation, and Nominating, Environmental, Social and Governance, which are composed of independent directors, under NYSE standards. The Board oversees key governance documents including: [Code of Ethics and Conduct](#), Board Committee Charters and our [Whistleblower Policy](#).

Fiverr Board members perform annual self-assessments reviewing their performance for the previous year. These assessments are conducted through a series of questionnaires that are distributed to Board members and management. We believe these assessments to be a critical component to the operation of our Board, as this accountability holds our members to high standards and ensures we have the right talent, expertise and knowledge to oversee the execution of our business strategy each year.

As a part of this process of evaluation and refreshment, we are pleased to highlight our newest member of the Board, Yael Garten, who joined the Fiverr team in October 2023. We believe having a diverse group of directors, whether in gender, ethnicity and skill sets, provides tremendous strategic value to our company. The addition of Yael is part of Fiverr's broader strategy to build an iconic brand and drive continued innovation. Yael brings a wealth of experience and knowledge in data, AI and machine learning, with a deep understanding of two-sided marketplace. Her expertise is an asset to Fiverr as we continue to evolve how the world works together.

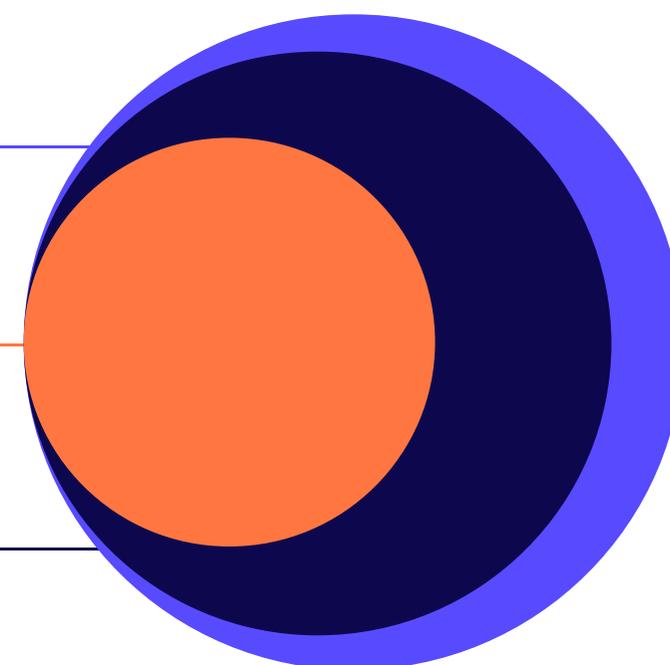
## Board Practices

- ✓ Executive session
- ✓ Board evaluations
- ✓ Continued education for Directors and orientation for new Directors
- ✓ Independent presiding lead Director

Board Committees Independence 100%

Gender Diversity 29%

Board Independence 86%



## Board and Committees Composition

★ Chairman of the board

 Committee Chairman

 Member

	Board	Audit Committee	Compensation Committee	Nominating, Environmental, Social and Governance Committee
Micha Kaufman	★			
Ron Gutler				
Gili Iohan				
Nir Zohar				
Yael Garten				
Adam Fisher				
Jonathan Kolber				

# Ethics and Compliance

Conducting our business consistent with the highest standards of business ethics, including complying with all applicable laws, rules and regulations is a foundational tenet at Fiverr. We believe that the awareness and adherence of Fiverr's policies regarding business conduct and ethics is vital for every employee, officer, director and representative to help us achieve our mission of creating a fair and transparent marketplace.

## Code of Ethics and Conduct

Our [Code of Ethics and Conduct](#) (the "Code") is located on our website, along with other key governance documents, and covers a wide range of business practices and procedures. This Code provides a foundation with basic principles to guide the directors, officers, and employees of Fiverr. All employees receive training on the Code as part of new employee onboarding and on an annual basis. The Code is intended to deter wrongdoing and to promote our values including honest and ethical conduct, compliance, accountability and enforcement of violations in a prompt manner.

To ensure any instance of non-compliance is caught, we employ a policy of non-retaliation. We believe it is important that anyone who suspects that any part of Fiverr's Code of Ethics and Conduct is being breached, can report this in good faith without fear of punishment. We encourage employees to report possible violations directly to their supervisor or manager, or to a representative of the Human Resources or Legal Departments, depending on the nature of the possible violation. To assist employees who may feel unable to contact a representative, Fiverr has established a [whistleblower hotline](#) that is operated by a third party and an electronic form to facilitate reporting of violations.

## Anti-Bribery and Corruption

We expect the conduct of our employees and agents to be legal and ethical and to reflect positively on our Company as we hold ourselves to the highest standards. We are subject to the U.S. Foreign Corrupt Practices Act (FCPA) and other local regulations.

At Fiverr, no bribes, kickbacks, or other similar remuneration or consideration may be given to any person or organization – both domestic or foreign – in order to attract or influence business activity. Our directors, officers, and employees are also prohibited from receiving or providing gifts, gratuities, fees, or bonuses as an inducement to attract or influence business activity. No entertainment should ever be offered, given, or accepted by any director, officer, or employee (or any family member of any such person) in connection with our business activities unless: (a) it is consistent with customary business practices; (b) it is not excessive in value; (c) it cannot be construed as a bribe or payoff; and (d) it does not violate any laws or regulations.

These anti-bribery and corruption rules apply to our suppliers as well. We take the eradication of bribery and corruption within our value chain seriously, and our managers are essential parts of this commitment.

## Whistleblower Policy

Fiverr has a [Whistleblower Policy](#) for complaints regarding accounting, internal accounting controls or auditing matters. We are committed to full and accurate financial disclosure and encourage our employees, independent contractors, third-party vendors, customers and business partners to make Fiverr aware of any practices, procedures or circumstances that raise concerns about the integrity of its financial disclosures, books and records. Fiverr has a dedicated email address and telephone hotline in place to receive complaints as well as a physical address and instructions for submitting confidential complaint in writing. Upon receipt of an accounting complaint, the compliance officer or the Audit Committee, as applicable, will acknowledge receipt to the person reporting the complaint where possible. The Company will not discipline, discriminate against or retaliate against any person who reports an accounting complaint made in good faith and will not tolerate any such action. It will abide by all laws that prohibit retaliation against employees who lawfully submit complaints under these procedures.

Email: [Whistleblowing@fiverr.com](mailto:Whistleblowing@fiverr.com)

Whistleblower Hotline:

- USA: 800-916-7037
- Para Español: 855-765-7249
- En Français: 877-591-3211
- Canada: 800-916-7037
- UK: 0800-652-3673
- Germany: 0800-180-2137
- France: 0800-914-677
- China: 400-120-0690
- Japan: 053-112-2792

Electronic Form: [irdirect.net/fiverr/whistleblower\\_iframe](https://irdirect.net/fiverr/whistleblower_iframe)

## Health and Safety

Our [Health and Safety Policy](#) Statement supports our dedication to creating a work environment that ensures the health and safety of our team members and fosters a culture where employees are able to perform at their best. In compliance with all local and state laws, regarding labor, and occupational health and safety, Fiverr is committed to maintaining a healthy workspace by encouraging reporting of incidents and regularly monitoring and addressing health and safety risks.

Our health and safety program is overseen by our Chief Human Resource Officer. Managers are responsible for ensuring compliance of our policy and taking immediate action upon receiving a report regarding a safety incident. All employees undergo training regarding our procedures for different dangerous workplace situations and are required to abide by our anti-harassment and discrimination policy. Additionally, as part of our efforts to maintain a healthy work environment we partner with companies such as Urecsys and Diversey to provide clean air solutions and environmentally friendly, chemical-free cleaning products to ensure our office spaces remain positive workspaces.

## Human Rights

We are committed to upholding human rights and believe the promotion of human rights is a core responsibility of our business and extends to our platform. Our [Human Rights approach](#) reflects the human rights principles in the UN Universal Declaration of Human Rights. Our expectation is that vendors, suppliers, and business partners maintain practices and policies that are consistent with our own in this regard. We believe upholding human rights throughout our value chain is of the utmost importance, as without these rights, our platform would not be able to provide the impact we strive for.

We recognize that for this policy to be impactful, our employees must fully understand and uphold the principles outlined in it. Therefore, Fiverr provides annual training on our corporate policies, including our Code of Ethics and Conduct to all employees to ensure all employees are aware of acceptable practices surrounding the protection of human rights throughout Fiverr's value chain. As such, we:

**Do not tolerate** harassment in the workplace.

**Prohibit** any form of discrimination.

**Support and protect** the rights and equality of each person, including minority groups and women.

**Do not allow** any form of retaliation against any person who reports a violation in good faith

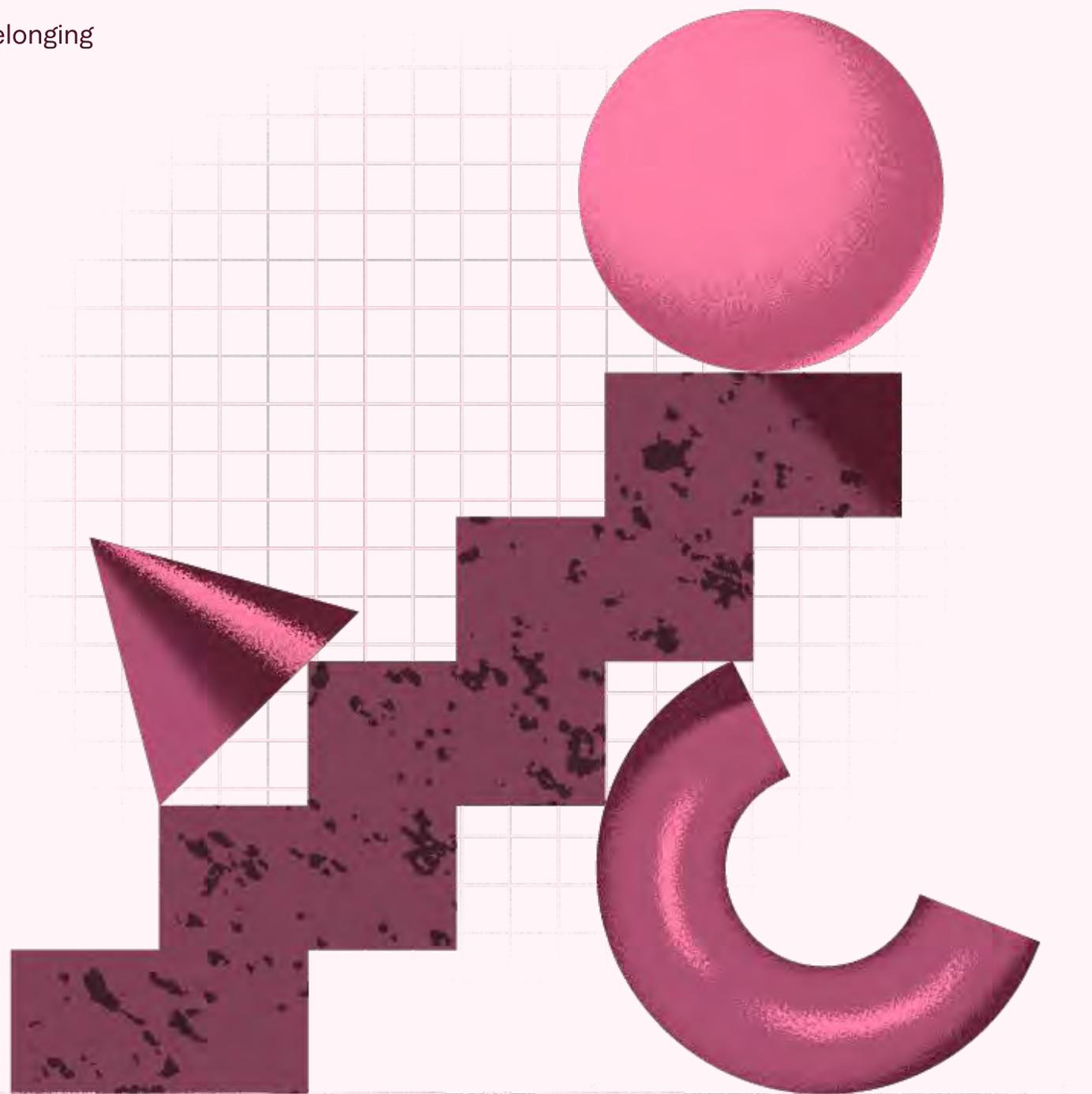
**Advocate for** equality regardless of race or gender.

**Support and provide** our employees with a safe and healthy workspace

**Do not condone** human trafficking, slavery, or child labor.

# Empowering our People

- Our Values
- Employee Recruitment, Engagement and Retention
- Employee Training and Development
- Promoting Diversity, Equity, Inclusion and Belonging



made on **fiverr**. @miragrande

## Empowering our People

We strive to attract, develop, and retain a highly qualified workforce. We view our people as our most valuable asset, and a key driver to our continued success of not only our business, but for our freelancers, customers and partners.

We believe that our past and future growth is predicated on promoting a workforce culture that embraces integrity, honesty, and transparency. We believe treating people fairly results in higher performance and provides greater transparency to all stakeholders. We foster a workplace free of harassment and retaliation, and do not tolerate discrimination. One of our 2023 ESG goals is to create a more empowered and engaged workforce. Fiverr is dedicated to human capital management and looks to better empower and engage its workforce.



*To better understand our employees' needs and address their concerns, by 2028, we aspire to increase the level of employee participation in the annual employee engagement survey, while also maintaining a high overall employee engagement rate.*



**93%**

Utilization rate in employee learning programs



**29%**

Female among the Board of Directors



**51%**

Female among global team



**50%**

Female among senior management



**38%**

Underrepresented Minority among employees (U.S. only)

## Our Values

### We Think Simple

We strive to solve complex problems with simple to use products. We believe in reducing friction and increasing efficiency through the use of smart technology. We acknowledge that building simple-to-use products is hard, and we pride ourselves in having the talent that enjoys tackling these challenges.

### We are Doers

Talking is great, but doing is better. We empower our teams to be productive in creative ways. We believe that the next big idea can come from anyone on the team, and we ensure everyone has space to share and execute against great ideas. We believe in clarity and accountability. Initiate, own and execute.

### We Make an Impact

We strive to help businesses of all sizes grow and build their brand and so much more. Our mission is to change how the world works together, and everyone at Fiverr contributes to this goal.

### We are Customer Obsessed

Our customers are at the core of everything we do, and their happiness is our business. Everyday we look for new ways to help our customers follow their passions and find simple and efficient solutions for their needs. Everyday we look for ways to address the ever-evolving needs of our freelancer community looking to showcase their unique skills and talent.

### We Celebrate Individuality

We are committed to providing an inclusive, safe and secure work environment where all of our employees can be respected, valued, and successful in pursuing their goals, all while contributing to Fiverr's success. We do not look to change people or conform them rather we embrace our team members for who they are and celebrate the diversity of their backgrounds as a point of strength. We encourage creative and alternative ideas and solutions to the long-standing issues presented by the traditional freelancer hiring and staffing model.

# Employee Recruitment, Engagement and Retention

We have built a team of talented individuals that are focused on promoting a culture of teamwork, innovation, honesty, and accountability. We work to ensure our entire team is aligned with our business goals which helps to drive growth and business value.

We prioritize diversity. We celebrate difference and embed it into every aspect of our workplace and product, as well as our community.

As mentioned in our [DEI Statement](#), Fiverr is proud and committed to providing equal opportunity employment to all individuals regardless of race, color, religion, sex, sexual orientation, citizenship, national origin, disability, Veteran status, or any other characteristic protected by law. In addition, Fiverr will provide accommodation to individuals with disabilities or a special need.

Additionally, we empower our workforce to express their new and innovative ideas in an open and collaborative environment through numerous different events and activities including:

- **Roundtables and Townhalls:** We continue to hold C-Suite level roundtables with employees to allow leadership to hear directly from Fiverr's employees and engage in active dialogue around challenges and opportunities. Making our leaders accessible to everyone builds our company culture, fosters openness and facilitates employee interaction with management to express ideas and showcase their talents.

In 2023 we held town hall meetings, accessible by all of our global employees, where we shared updates on strategic projects and company goals. Keeping our employees engaged and informed of our successes allows them to feel pride in their own personal accomplishments and their impact on our overall company goals.

- **Employee Resource Groups:** At Fiverr, we believe that providing outlets for employees to feel welcomed and respected is important to their well-being. As such, we encourage Employee Resource Groups (ERGs) that our employees can join to create a deeper sense of community within Fiverr.
- **Employee Survey:** We believe that our employees should drive our engagement strategy and take pride in fostering transparent communication at all levels of the organization. To help us gain better insight into our employees' needs and satisfaction levels, we conduct an annual employee survey. In 2023, 68% of our workforce participated in our employee engagement survey. With topics ranging from alignment with leadership, to enablement and professional development. We received a 84% favorable score. We will continue to focus on supporting our employees throughout all aspects of their professional journey.

- **Student Program & Internships:** At Fiverr, we understand that it is important to invest not only in finding the right talent to hire but also in helping foster and develop talent for the future. As part of this initiative we offer various flexible and part-time positions for students looking to gain experience in R&D, Design, Data, Product, etc. Additionally, we provide a unique Graduate Program for freshly graduated students to join Fiverr's R&D Teams. In 2023, we were excited to welcome 12 graduates and students to become members.
- **Employee Benefits:** We are committed to caring for our employees and their family's welfare. Because of this, we take great care in choosing the employer-sponsored plans, benefits, and coverages that will serve their needs. Fiverr's comprehensive benefits package includes equity in the company, vacation, a one-month sabbatical after six years of employment, a stipend for home office materials, a hybrid work model, and a referral program. Depending on location, our employees also receive health insurance, access to on-site fitness facilities, fully equipped nursing facilities, life insurance, and a 401K.

## 775

Number of employees

## 48.3%

of new hires were women

## 68%

of our workforce participated in our employee engagement survey.

## 84%

Favorable score received at our employee engagement survey

# Employee Training and Development

We believe that the best investment we can make is in our people. By investing in and training our workforce, we are empowering our people to learn and grow while ensuring continuous improvement and sustainability of our organization. Our workforce is provided with annual training and is expected to acknowledge receiving training and understanding of our policies and disclosures. All Fiverr employees, including part-time employees are required to complete annual trainings focused on sexual harassment, corporate policies, privacy regulation and cybersecurity.

Additionally, new hires complete company-wide training and team-specific onboarding. Once onboarded, our new employees work with their direct managers and human resources to build a comprehensive short and long-term development plan to ensure they continue to learn new skills and enhance their expertise.

At Fiverr, we are continuously looking at ways to empower our employees to learn and grow personally and professionally. That is why we have partnered, starting July 2023, with a leading learning and development platform ("LMS"), that provides our people with a wide range of meaningful learning opportunities, while streamlining and tracking employee engagement. It allows Fiverr to develop and upload our internal content, create learning modules and track our organizational learning. By providing our employees access to a wide range of online courses, we empower them to take ownership of their professional growth and development. This LMS is an enabler and multiplier for our employees to learn and grow. We believe that learning is critical in driving continued innovation and growth for our business.

**Building Leadership Skills:** At Fiverr, we offer personalized manager training to help our managers develop the skills they need to drive our business needs. We are committed to growing our leaders from within and training them on best practices concerning inclusion, developing soft skills, and other employee-centric imperatives to build stronger leaders and teams fostering good working environments.

We encourage leaders to take time to meaningfully tackle problems and brainstorm on improving our company for the benefit of all, which includes management offsites and team building activities. We offered managers a stipend for team building activities, empowering our teams and building connections that contribute to workplace well-being and employee retention.

*In 2023, 92 front-line managers participated in multiple four to eight session long programs tailored to each managers' needs.*

**Ongoing Support:** We have built a structured talent management plan for our people to provide them with the skills and tools they need to be successful in their current roles, as well as advance their careers. Employees continue to have access to a range of online courses, professional and certification courses, storytelling workshops, soft skills training, and management development courses, among others. For example, we offered business English to any employee who requested it that included 10 lessons, access to webinars and learner schedules in a 1 on 1 format. In addition, we provide support for our employees that address specific needs for their department/team/job function providing them with a framework for targeted training that will help them to better succeed now and in the future. Our employees work with their direct managers and human resources to build a comprehensive short and long-term development plan to ensure they continue to learn new skills and enhance their expertise.

We believe open and honest communication coupled with feedback is important for our employees' growth. At Fiverr our employees regularly meet with managers to discuss progress against their individual goals, which are also mapped to Fiverr's overall goals, facilitating alignment and personal accountability. Employees also receive two formal reviews focused on individual performance and career growth during each year of employment. These comprehensive feedback opportunities create transparency for the employee while allowing management to calibrate the workforce, recommend promotions and potential compensation decisions. Continuous development of our employees and managers is accomplished with personalized professional development plans. These plans support each employee while providing a roadmap to assist them in reaching their full potential.

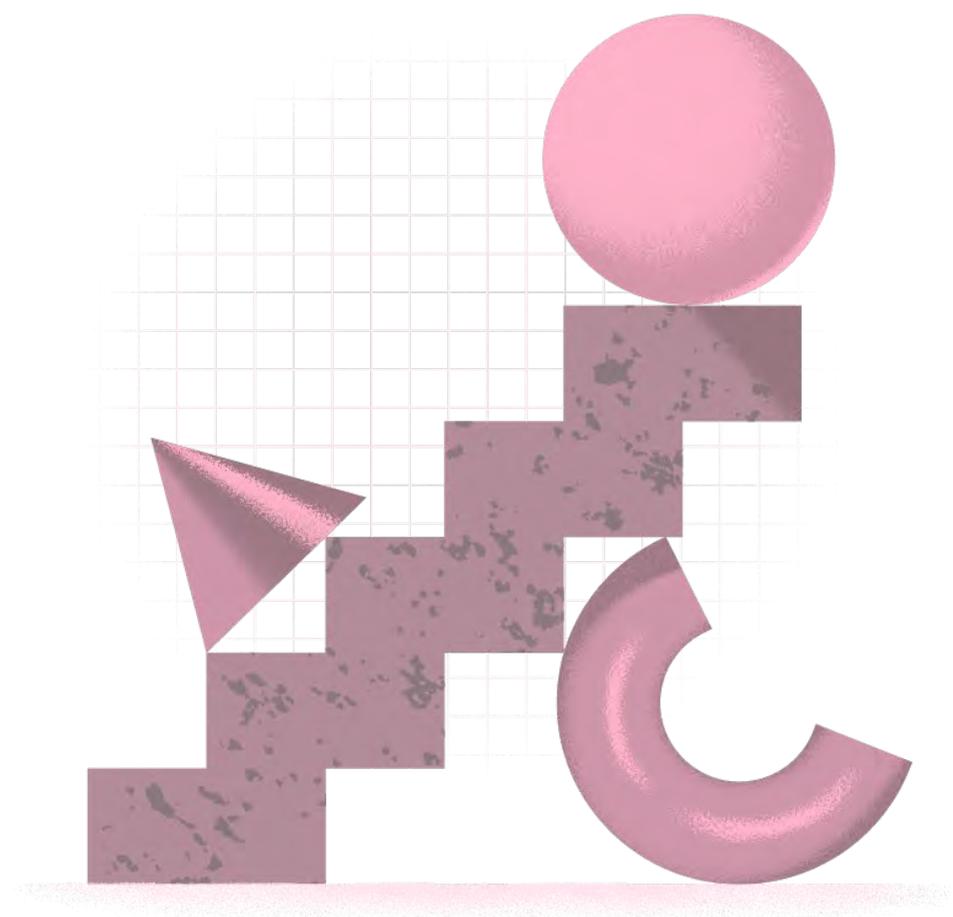
Additionally, we have targeted programs in place to develop and retain high-performing talent, which helps ensure our leadership reflects our workforce. We have developed communication that allows our workforce to understand all the numerous opportunities at Fiverr and we have established career pathways for specific jobs.

# Promoting Diversity, Equity, Inclusion and Belonging

We respect and value all employees, vendors, service providers and business partners equally. We focus on creating an environment that embraces and promotes diversity allowing our employees to develop and thrive, because we recognize that our fundamental strength lies with our talented workforce where every person helps contribute to our overall success as a sustainable company. We seek to attract and develop top talent with a unique blend of cultures, backgrounds, skills, and beliefs that mirror the world we live in. We embrace the fact that each employee brings their own unique capabilities, experiences and characteristics to their work. We believe that a diverse workforce is a key competitive advantage and know that our business success reflects the quality and skill of our people. Furthering our commitment to Diversity and Inclusion, we have formalized a [DEI Statement](#), which details Fiverr's commitment to fostering Fiverr's commitment to fostering, cultivating and preserving a culture of diversity, equity and inclusion across our workforce and platform. We believe that the wide array of perspectives that results from such diversity promotes innovation and business success.

Our goal is to create and foster a supportive and understanding environment in which all individuals realize their maximum potential within the company, regardless of their differences. We are proud and committed to providing equal opportunity employment to all individuals regardless of race, color, religion, sex, sexual orientation, citizenship, national origin, disability, veteran status, or any other characteristic protected by law. In addition, Fiverr is committed to providing accommodations to individuals with disabilities or a special need.

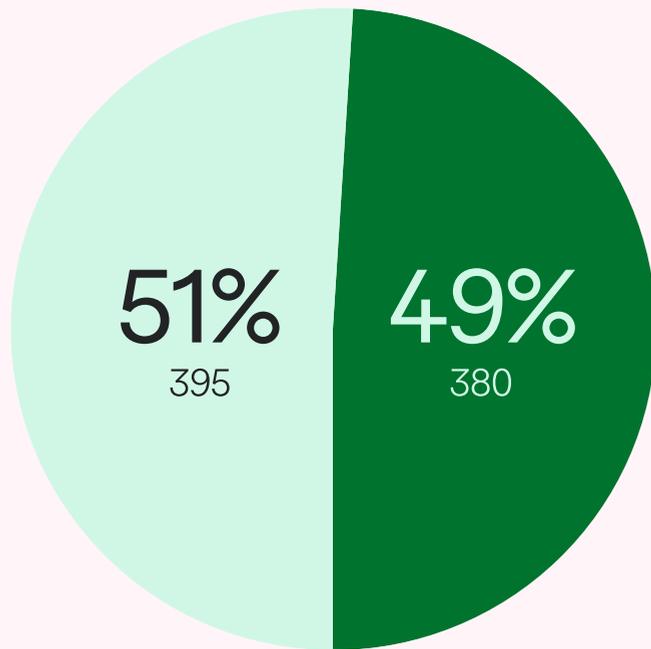
**Gender Pay Equity:** Our commitment to pay equity begins with being transparent about our efforts within our own organization to achieve this. We pay team members in similar positions the same amounts, regardless of their gender, race, ethnicity, or any other protected characteristic. We are constantly tracking and comparing our pay equity internally. The evaluation and understanding of this data enables us to maintain progress in ensuring impartiality and fairness. We recognize that we are on a journey and need to continue to increase our gender representation across all levels of our company to better represent the communities in which we operate. We remain committed to pay equality and are proud of our accomplishments to level the playing field.



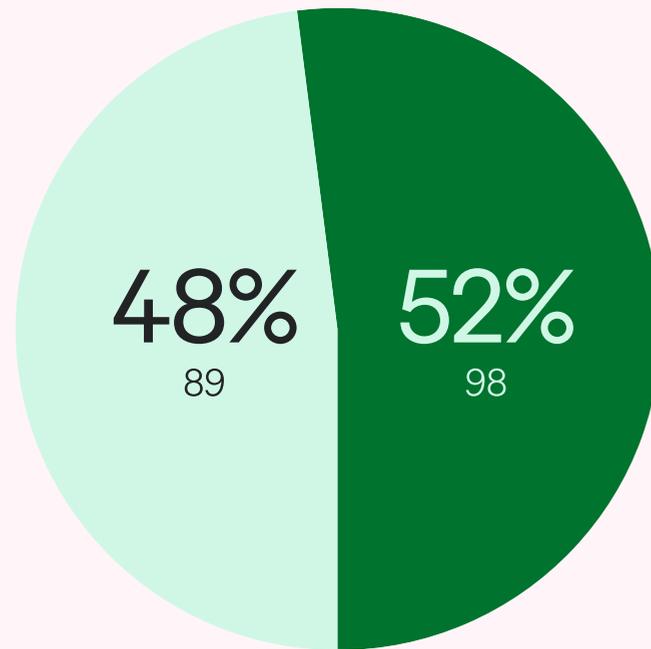
# Gender Balance at Fiverr

Female Male

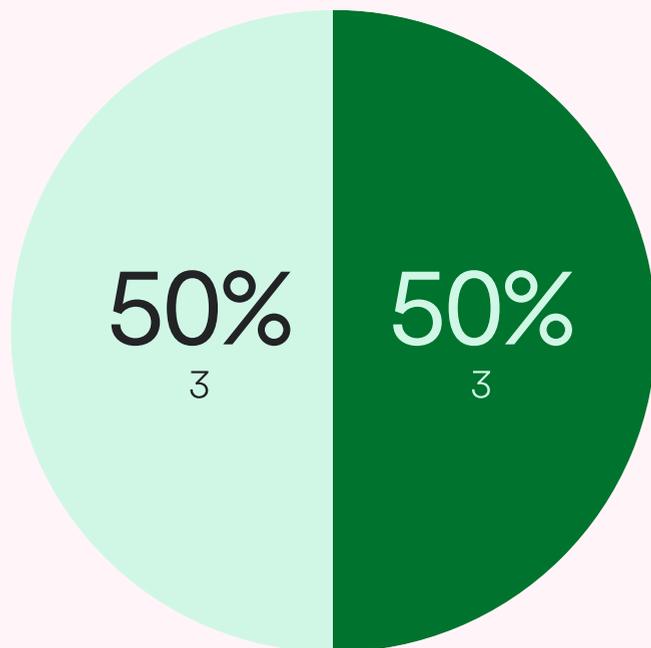
Global Team



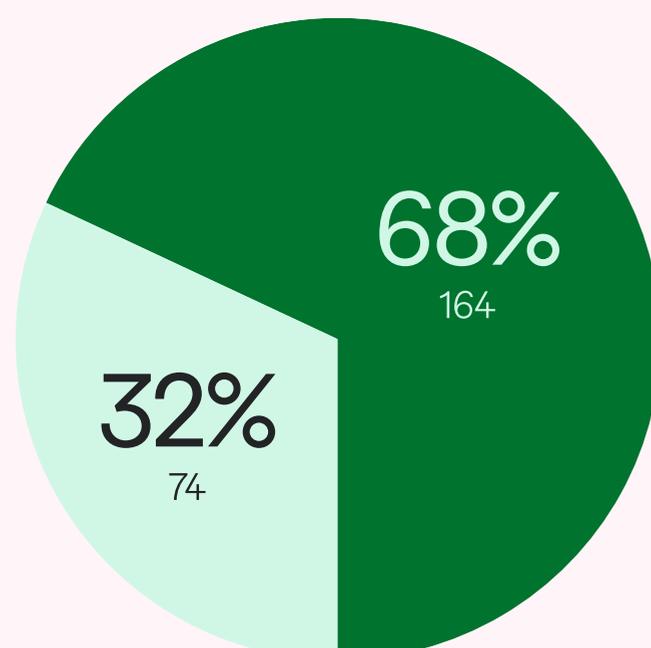
Global Management



Senior Management



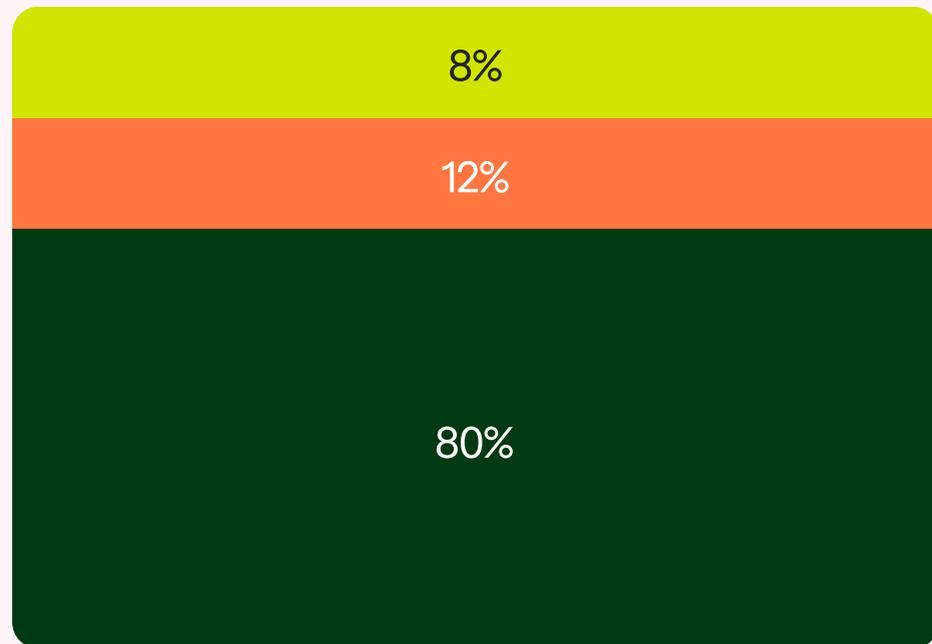
Global Tech Team



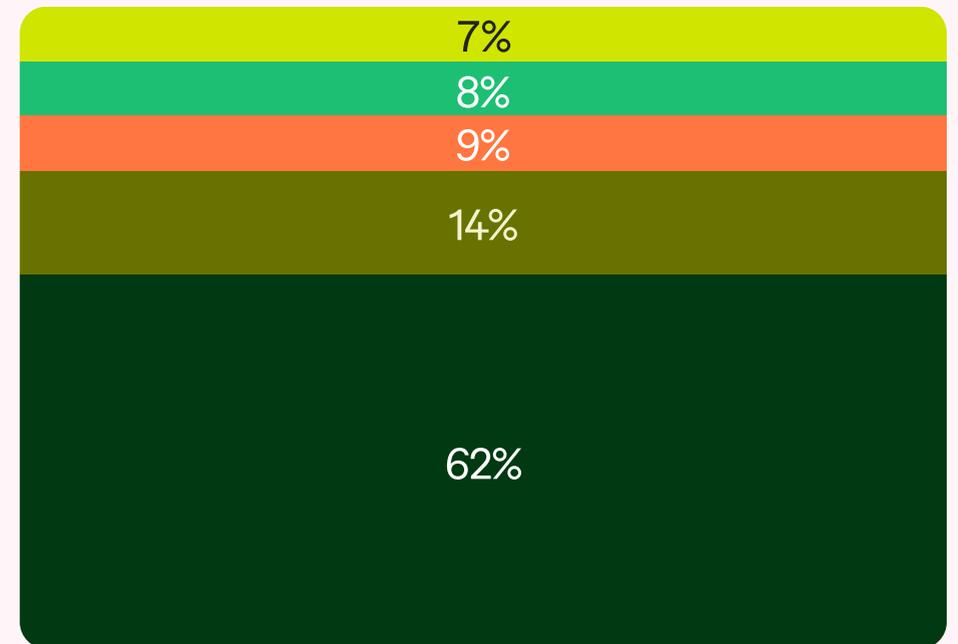
## Overall Race & Ethnicity at Fiverr (U.S. only)

■ White ■ Black/ African ■ American Indian ■ Hispanic / Latino ■ Asian ■ Multi-Racial

### Management



### Employees

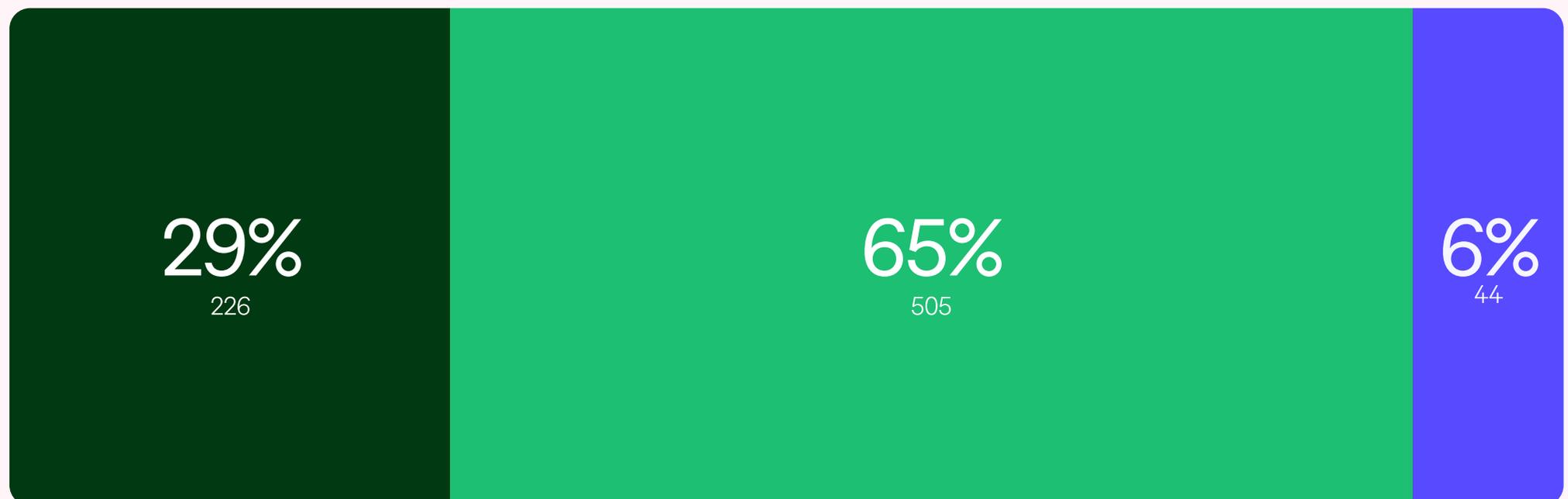


These charts include only those employees who disclosed their race and ethnicity

## Age Breakdown at Fiverr\*

■ <30 ■ 31-45 ■ 46+

### Global

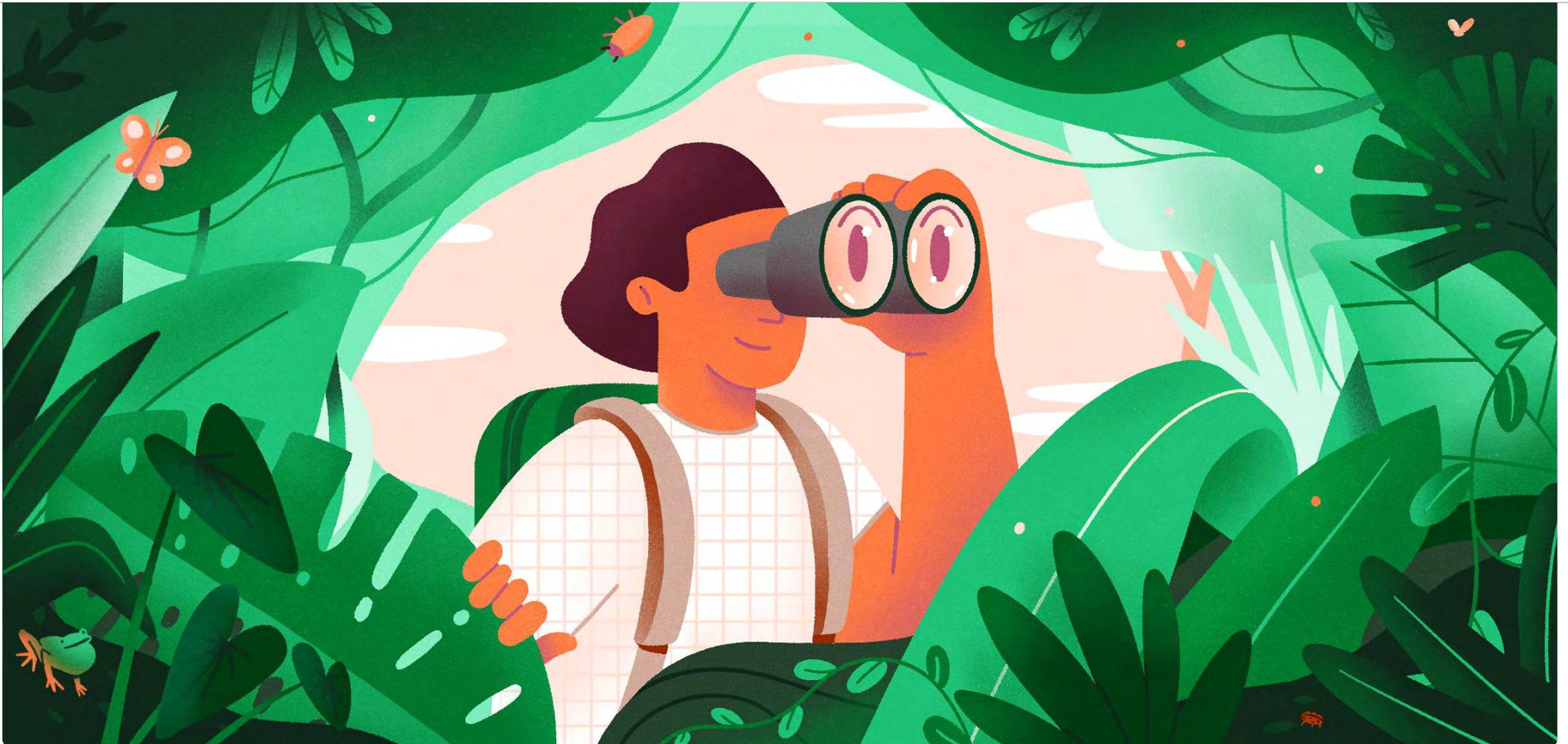


\*Please note that data relating to the age breakdown in our 2022 ESG report is hereby updated and aligned with the scales as provided in this report, and should read as follows: <30: 33%; 31-45: 61%; >46: 6%

# Climate Change

- GHG Emissions
- Energy Management and Renewable Energy Usage
- Waste & Water Management





## Climate Change

We strive to be good stewards to the environment and the communities in which we operate while contributing to a better future.

At Fiverr, we believe that everyone has a role to play in protecting and preserving the environment. It is because of this we have established environmental oversight of our management and performance strategy from the top down.

Our Board is ultimately responsible for reviewing and approving all environmental initiatives. Specifically, our environmental risk management and opportunities fall under the oversight of our Nominating, Environmental, Social and Governance Committee. Additionally, the Committee is supported by our executive-led ESG Forum which is composed of team members across our different departments and business functions to ensure that our environmental strategy is synchronized with our overall business strategy.

We believe we have a unique role to play in advancing environmentally sustainable solutions because our platform allows customers and freelancers to work from anywhere, eliminating the need for work-related travel and further reducing the emission impact to the planet. This work model aligns with an enduring market shift to a remote and hybrid working environment driven by technological advancements like ours.

The Fiverr marketplace supports companies in navigating this shift by providing a vast resource of remote talent and contributing to a greener approach across industries. Operationally, a large portion of our environmental impact stems from our corporate offices and use of data centers. We are constantly evaluating and identifying opportunities to improve energy efficiency and reduce emissions.



### Environmental Targets:

Fiverr is committed to making measurable progress to reduce our carbon footprint:

By 2028, increase the percent of renewable energy used to power offices to at least 60% of total consumption.

By 2030, achieve a 100% reduction in emissions from business operations (Scope 1 and 2).

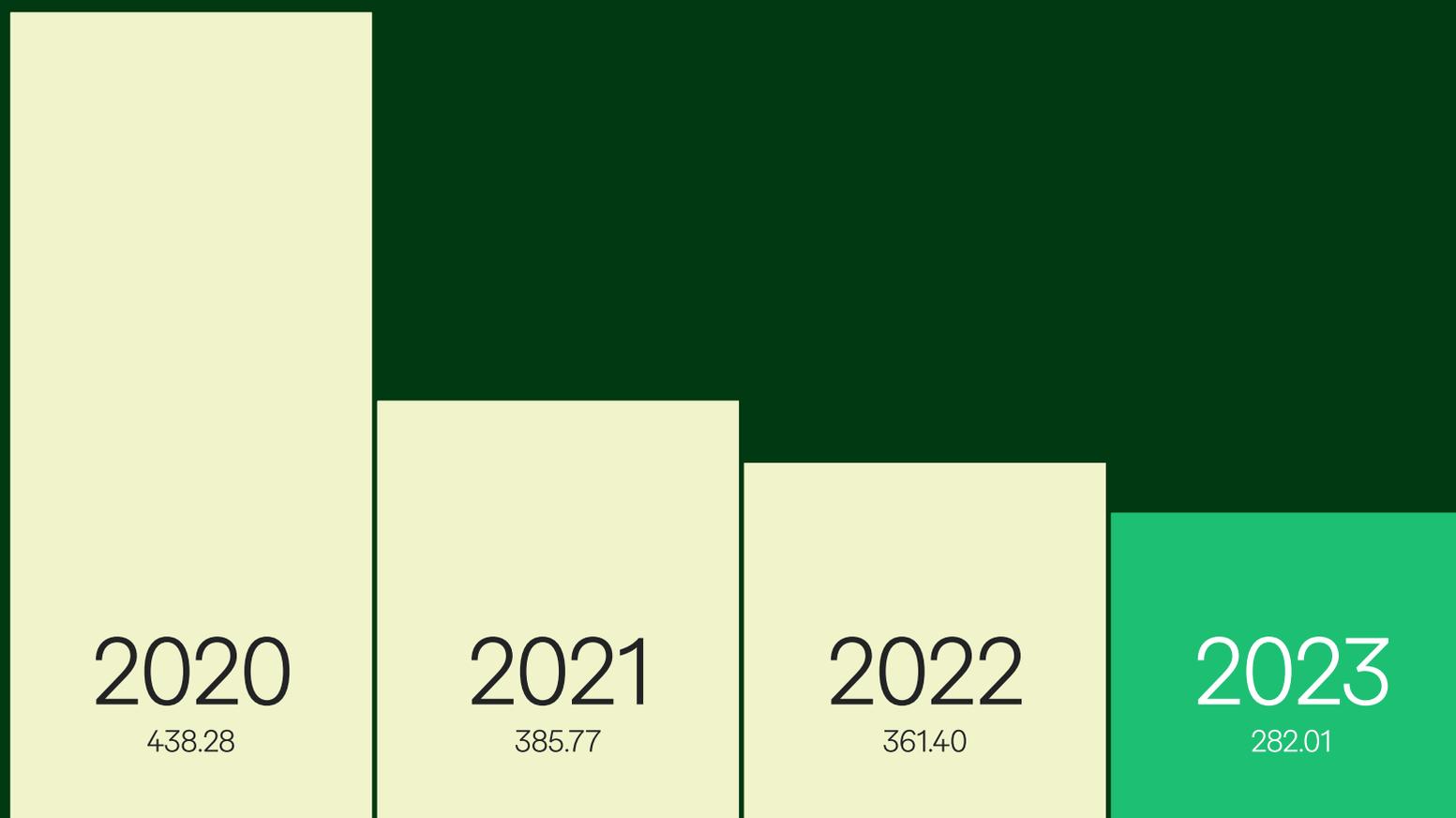
## GHG Emissions

At Fiverr, we track our Scope 1, 2, and 3 emissions. Scope 1 emissions encompass CO<sub>2</sub> emitted directly by Fiverr, Scope 2 is indirect emissions resulting from grid electricity consumed in our office locations worldwide, and Scope 3 emissions are emissions that are produced throughout Fiverr's value chain.

While Scope 3 emissions can be composed of up to 15 categories, we currently only track emissions data from the category encompassing our AWS data center usage. We believe this category to be the main source of emissions from the vantage point relating to the usage of our Fiverr platform, and therefore feel as though this category most relevant to our calculation. The number presented here is an estimation of the emissions from use of these data centers, based on proprietary data from AWS.

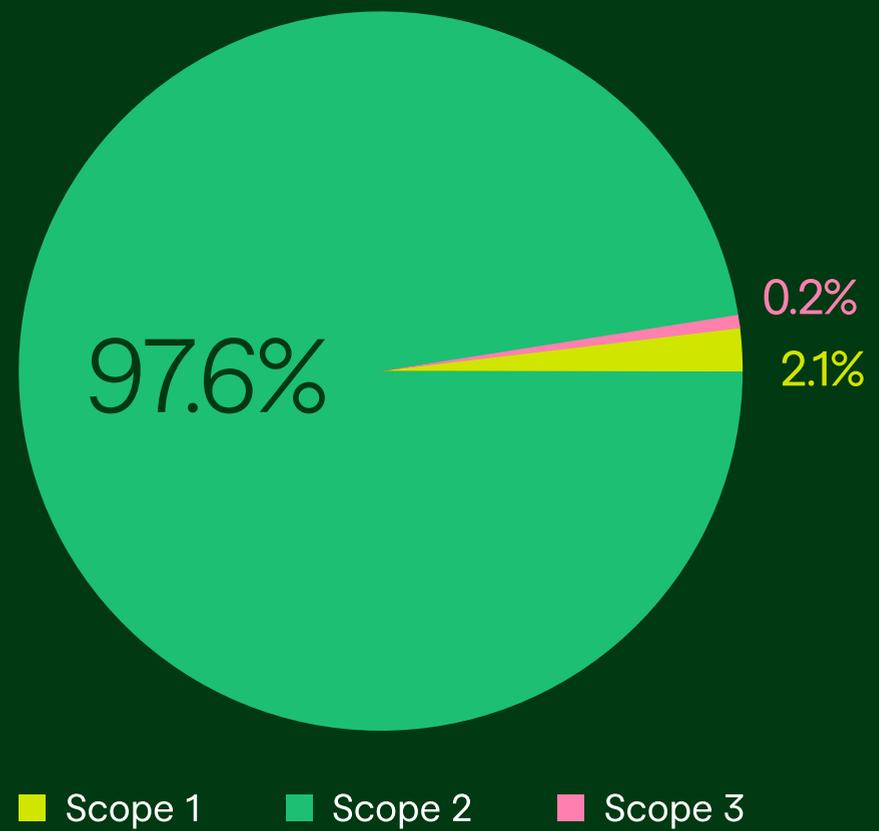
We are proud to disclose that Fiverr's overall emissions in 2023 decreased by 22% from 2022 and have decreased by 36% from 2020. In addition, our Scope 2 emissions, which encompasses the majority of our emissions in our carbon footprint, decreased by 22% from 2022. We will look to build on this progress in the coming years, as reducing our emissions is an important component of our ESG strategy.

## Total Emissions (t CO<sub>2</sub>e)



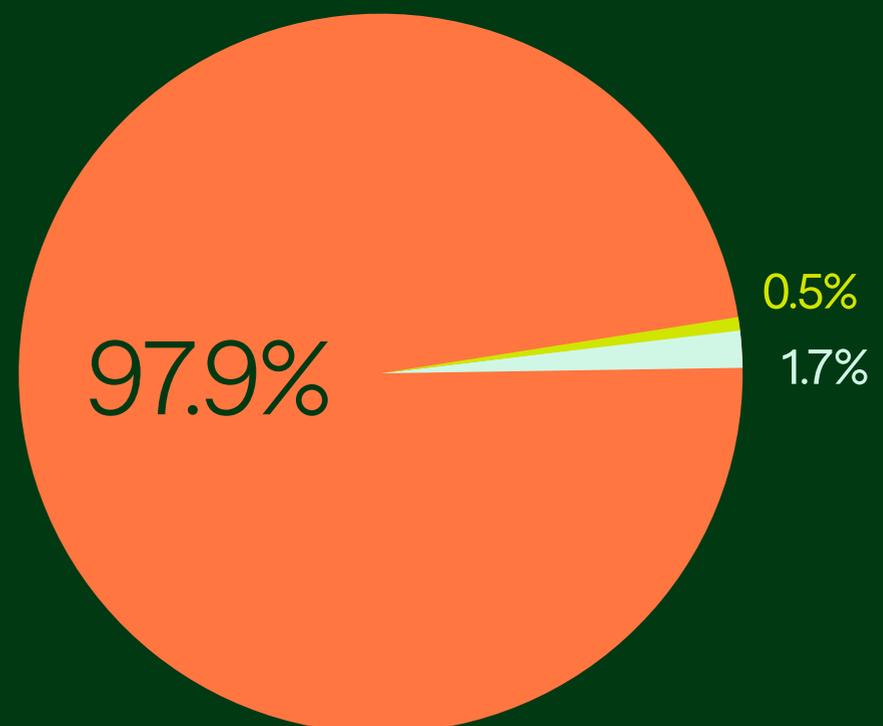
## Greenhouse Gas Emissions (Scope 1, 2, 3)

Scope 1 Emissions	6.01 tCO <sub>2</sub> e
Scope 2 Emissions	275.37 tCO <sub>2</sub> e
Total Emissions scope 1&2	281.38 tCO <sub>2</sub> e
Scope 3 Emissions (Upstream leased Assets Relating to Data Center Usage)	.63 tCO <sub>2</sub> e
Total Emissions	282.01 tCO <sub>2</sub> e

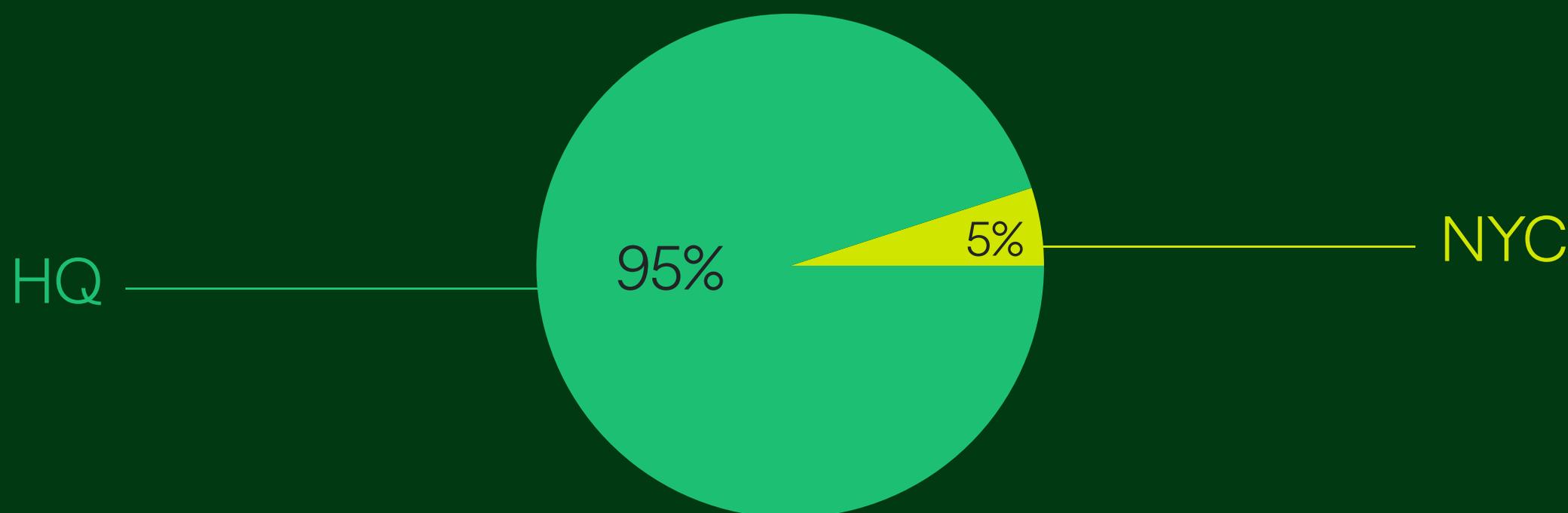


## Emissions Share by Source (Scope 1, 2)

- Grid Electricity consumption
- Mobile combustion
- Fossil fuel combustion



## Emissions by Location



## Energy Management and Renewable Energy Usage

Our effort in reducing our scope 1 & 2 emissions includes our carbon neutral programs focused on the reduction of energy consumption and increase in renewable energy usage. Starting January 2024, 50% of Fiverr's energy consumption at our headquarters located in Tel Aviv is provided by renewable energy sources. We see this step in increasing our renewable energy usage as a significant advancement towards reducing our overall emissions given this location made up 95% of our total electricity consumption in 2023.

Other facility related enhancements designed to reduce our overall emissions include VRF air conditioning systems that shut down during non-work hours and energy efficient LED lights and heating, ventilation, and air conditioning (HVAC) equipment.

Additionally, we offer a secure bike room and encourage employees to use public transportation to help limit GHG emissions associated with commuting by providing employees a public transportation stipend. We were awarded as a Climate Supporter by Lufthansa Group for helping accelerate the progress towards a more sustainable future through employee travel on flights powered by Sustainable Aviation Fuel amounting to 2,540kg of Co2 saved. We continually look for opportunities in our supply chain to reduce emissions. Whenever possible, we use local suppliers to reduce emissions associated with the transportation of goods and services.

## Waste and Water Management

We understand that a critical part of any environmental management plan is efficient waste and water management. In keeping with our commitment to manage our environmental impact, we use dishwashers at our offices to save water and energy and we use technology solutions to help us manage and prevent water leaks.

We also have an internal waste management program that governs our waste output at all Fiverr offices. Fiverr utilizes local waste management contractors to ensure the safe disposal of nonhazardous waste, in accordance with applicable local environmental regulation. We look to recycle and reduce our waste, including our electronic waste (e-waste). Across multiple office locations we reduce our use of disposable utensils and we have recycling programs for plastic, cardboard, paper, batteries and e-waste, as well as a donation plan through which we donate our e-waste to be reused.

# Appendix

- SASB Index
- TCFD Index
- Forward Looking Statements

# SASB Index

SASB Code	Accounting Metric	References
<b>Environmental Footprint of Hardware Infrastructure</b>		
TC-IM-130a.1	<ol style="list-style-type: none"> <li>1. Total energy consumed</li> <li>2. Percentage grid electricity</li> <li>3. Percentage renewable</li> </ol>	Fiverr does not own data centers at this time. For an estimate of CO2e, see pg. 48.
TC-IM-130a.2	<ol style="list-style-type: none"> <li>1. Total water withdrawn</li> <li>2. Total water consumed, percentage of each region with High or Extremely High Baseline Water Stress</li> </ol>	Fiverr does not own data centers at this time, therefore data is not available for this measurement.
TC-IM-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	We outsource our data centers to AWS which has an advanced policy for using renewable energy for its data centers. For Fiverr's carbon footprint, see pg. 47. We are committed to become carbon neutral by 2030. In order to reach our target, we have established climate goals and continue to work with management and vendors to integrate more sustainable practices and solutions into our operations and strategy.
<b>Data Privacy, Advertising Standards &amp; Freedom of Expression</b>		
TC-IM-220a.1	Description of policies and practices relating to behavioral advertising and user policy	Cybersecurity, Privacy and Data Protection, see pg. 31.
TC-IM-220a.2	Number of users whose information is used for secondary purposes	Fiverr uses user data to improve its products and services. It does not sell information to third parties.
TC-IM-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Zero cases occurred during the reporting period.
TC-IM-220a.4	<ol style="list-style-type: none"> <li>1. Number of law enforcement requests for user information</li> <li>2. Number of users whose information was requested</li> <li>3. Percentage resulting in disclosure</li> </ol>	Fiverr does not publicly disclose this.
TC-IM-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Fiverr products are not subject to any government-required monitoring in any of the countries in which it operates.
TC-IM-220a.6	Number of government requests to remove content, percentage compliance with requests	None.



SASB Code	Accounting Metric	References
<b>Data Security</b>		
TC-IM-230a.1	<ol style="list-style-type: none"> <li>1. Number of data breaches</li> <li>2. Percentage involving personally identifiable information (PII)</li> <li>3. Number of users affected by data breach</li> </ol>	During 2023, Fiverr had no reported incidents.
TC-IM-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity, Privacy and Data Protection, see pg. 31.
<b>Employee Recruitment, Inclusion &amp; Performance</b>		
TC-IM-330a.1	Employee engagement as a percentage	Employee engagement for 2023 is 84%, based on periodic surveys conducted. The survey measures engagement and other factors that are important to Fiverr and covers themes such as confidence in management, communication with managers and peers, the employee's ability to deal with events and working conditions. See pg. 41 for more details.
TC-IM-330a.2	Percentage of employees that are foreign nationals	5 employee(s) in 2023
TC-IM-330a.3	Percentage of gender/ racial group representation for 1) management 2) technical staff, and 3) all other employees	Diversity and Inclusion, see pg. 43
<b>Intellectual Property Protection &amp; Competitive Behavior</b>		
TC-IM-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	None
TC-IM-000.A	Entity-defined measure of user activity	In 2023, Fiverr had 4.077M active buyers
TC-IM-000.B	<ol style="list-style-type: none"> <li>1. Data processing capacity</li> <li>2. percentage outsourced</li> </ol>	According to units used for contracting: 100% is outsourced
TC-IM-000.C	<ol style="list-style-type: none"> <li>1. Amount of data storage</li> <li>2. Percentage outsourced</li> </ol>	Petabytes, Percentage (%): 100% is outsourced

## TCFD Index

TCFD Question	Fiverr Answer
<p>Disclose the role of the Board of the organization in overseeing climate related issues</p>	<p>The Nominating, Environmental, Social and Governance Committee provides oversight of our ESG policies, programs, and strategies. This Committee is responsible for all ESG implementation, is regularly involved in all our ESG-related matters, and takes into account climate-related issues when guiding company strategy. Our Executive Vice President and General Counsel and Executive Vice President of Strategic Finance lead the ongoing management of ESG processes and reporting. We monitor progress of our goals and targets through the four core pillars of our ESG strategy and by aligning our annual ESG reporting to multiple ESG frameworks.</p>
<p>Disclose the role of management in assessing and managing climate-related issues</p>	<p>In 2022, Fiverr created the ESG Forum. The ESG Forum includes representatives from Legal, Investor Relations, Public Relations, Operations, Information Technology, Trust and Safety, Human Resources, Marketing, and Data. This forum meets regularly to discuss ESG initiatives. The ESG Forum is setting ESG goals as well as developing a future roadmap for the Company to outline our ESG journey moving forward.</p>
<p>Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term</p>	<p>Fiverr conducted a materiality assessment in 2022. This assessment revealed that climate change was on the lower side of importance to our stakeholders, and was not perceived to pose a financial risk to our assets in the short-term. We will continue to work on integrating these findings into our overall ESG strategy.</p> <p>Climate-Related Risks and Opportunities:</p> <p>Short-Term Opportunity</p> <p>1) Transition to using renewable energy to power our Tel Aviv office</p> <p>Medium-Term Opportunity</p> <p>1) Use more efficient waste management solutions in our offices</p> <p>Long-Term Opportunity</p> <p>1) Transition other leased offices to more efficient sources of energy</p> <p>Short-Term Risk</p> <p>1) Changing regulation around environmental laws (we may need to deploy capital to meet requirements)</p> <p>Medium-Term Risk</p> <p>1) Climate change impacts on Fiverr's offices that are located in more vulnerable areas, such NY (vulnerable to sea level fluctuations) and Tel Aviv (vulnerable to drought and extreme weather conditions)</p> <p>Long-Term Risk</p> <p>1) See above</p>

TCFD Question	Fiverr Answer
<p>Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning</p>	<p><b>Risk Impact:</b> Fiverr is an online marketplace that connects people from around the world. With a digital array of products, services, and value chains, we avoid many climate-related risks associated with other business models and industries. Fiverr has a hybrid working policy, meaning employees can work from home for a few days per week. This allows Fiverr to reduce the physical risks resulting from offices in climate-vulnerable locations. By letting people work online and remotely, we are able to mitigate a lot of the risks associated with climate change in any specific region of the world.</p> <p><b>Opportunity Impact:</b> Fiverr is committed to being carbon-neutral by 2030, and is currently exploring strategies that would establish other climate-related targets. Fiverr is planning to engage renewable energy companies in order to lower its emissions from its office use. Furthermore, we have conducted a materiality assessment in order to understand how important climate change topics (water, emissions, renewable energy, clean technology, and waste management) are to our stakeholders. We will be able to use this data to craft our climate change strategy over the next several years. We also track our emissions annually.</p> <p>We understand that these undertakings will require capital investment, and will consider this in making future decisions regarding our climate change strategy.</p>
<p>Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario</p>	<p>Fiverr is still in the beginning stages of its environmental management journey, and will consider a climate-related scenario analysis taking into account our ESG strategy in the coming years.</p>
<p>Describe the organization's processes for identifying and assessing climate-related risks</p>	<p>We conducted a materiality assessment beginning in 2022 and extending into 2023 to identify and assess our ESG and climate-related priorities and risks. Our assessment spanned all stakeholders and many topics across environmental, social, and governance areas. The results showed that our stakeholders overall consider Environmental topics lower priority to other ESG topics.</p> <p>Our Nominating, Environmental, Social and Governance Committee is responsible for oversight of our ESG strategy, and they work in collaboration with the ESG Forum to assess the climate-related risks and opportunities relevant to Fiverr. When assessing risk, we consider relevant ESG regulatory requirements such as those governing privacy, data security, and corruption, as well as the emerging ESG regulatory landscape and shifting consumer preferences.</p>

TCFD Question	Fiverr Answer
Describe the organization's processes for managing climate-related risks	<p>Our ESG Forum is composed of members of global management from across the Fiverr organization, and these members are responsible for identifying and managing ESG risks, including climate-related risks such as emissions reporting, energy transitions, and regulation, throughout the organization.</p> <p>As per our recently conducted materiality assessment, we found that the environmental topics that matter most to our stakeholders are the following, ranked from most to least important:</p> <ol style="list-style-type: none"> <li>1. energy efficiency and clean technology</li> <li>2. waste and pollution</li> <li>3. carbon emissions</li> <li>4. water management</li> </ol>
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	The Nominating, Environmental, Social and Governance Committee meets regularly to identify and discuss overall ESG risk management of Fiverr.
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Please see pgs. 48 for relevant metrics
Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Please see pg. 48 for relevant metrics
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Fiverr is committed to being carbon-neutral by 2030. Furthermore, we are currently exploring strategies that would establish other climate-related targets, specifically within the topics of waste management, water management, and renewable energy consumption.

## Forward looking statements

This Environmental, Social and Governance Report (“ESG Report”) contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. All statements contained in this ESG Report that do not relate to matters of historical fact should be considered forward-looking statements, including, without limitation, statements regarding our impact strategy, our diversity and inclusion initiatives, our 2030 climate change goals, our future business expectations and expectations about the digital services industry, our environmental, social and governance goals, planned activities and objectives, our strategic priorities and objectives, as well as statements that include the words “expect,” “intend,” “plan,” “will,” “believe,” “estimate,” “may,” “should,” “anticipate” and similar statements of a future or forward-looking nature.

These forward-looking statements are based on management’s current expectations. These statements are neither promises nor guarantees, but involve known and unknown risks, uncertainties and other important factors that may cause actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements, including, but not limited to, the important factors discussed under the caption “Risk Factors” in our annual report on Form 20-F filed with the U.S. Securities and Exchange Commission (“SEC”) on February 22, 2024, and our other reports filed with the SEC, as such factors may be updated from time to time. In addition, we operate in a very competitive and rapidly changing environment. New risks emerge from time to time.

It is not possible for our management to predict all risks, nor can we assess the impact of all factors on our business or the extent to which any factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statements that we may make. You should not rely upon forward-looking statements as predictions of future events. In addition, the forward-looking statements made in this ESG Report relate only to events or information as of August 7, 2024, the date of this ESG Report.

Except as required by law, we undertake no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.

In relation to this ESG Report, we are (wholly or in part) reliant on public sources of information and information provided by our own suppliers and business partners. Further, our ability to verify such information (whether now, in the past, or in the future) may be limited by the integrity of the underlying data available at the relevant point in time and the status and evolution of global, supranational and national laws, guidelines and regulations in relation to the tracking and provision of such data. Therefore, such information is provided on a reasonable efforts basis and is subject to change.