Upwork Fact Sheet:

About Upwork: Upwork is the largest global freelancing website[1], enabling businesses to find, hire, and pay highly skilled freelancers for short-term and longer-term projects. At the same time, Upwork frees professionals everywhere from having to work at a set time or place and helps instill trust in remote work. As an increasingly connected and independent workforce goes online, knowledge work — similarly to software, shopping and content before it — is shifting online as well. Upwork has built an expansive and unique repository of data on its platform, which, when combined with machine learning capabilities, enables Upwork to best predict the availability, interest, and skill relevance of specific freelancers for specific projects. Once a freelancer is matched with a job, the platform offers collaboration and communication features, time tracking and invoicing, and two-way feedback and review systems to better manage the lifecycle of project engagements.

CEO	Stephane Kasriel
Offices	Mountain View, Calif., San Francisco and Chicago
Vision	To connect businesses with great talent to work without limits.
Mission	To create economic opportunity so people have better lives.
Market	Online global marketplace for freelance work. Global GSV opportunity of approximately $560 billion.[2] McKinsey Global Institute estimates that, by 2025, online talent platforms could add $2.7 trillion annually to GDP.
Key Metrics[3]	● Platform size: $1.5B GSV ● Project volume: 2M unique projects ● Client scale: 475K billing clients (over 30% of Fortune 500) ● Freelancer scale: 375K earning freelancers ● Client spend retention: 106%
Customers	Businesses of all sizes use Upwork to get work done.

Freelancers represent more than 5,000 skills across more than 70 categories on Upwork.

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[1] As measured by gross services volume, or GSV, which represents the total amount that clients spend on both our marketplace offerings and our managed services offering, as well as additional fees we charge to users for other services.
[2] In 2017.
[3] In the twelve months ended in June 30, 2018.

Testimonials	"Our partnership with Upwork helps our teams get business done faster by providing direct access to a global network of freelance experts - with rapid collaboration to drive speed and productivity for General Electric teams and customers." *- Dyan Finkhousen, President of GE GENIUSLINK* "Upwork enables us to find and start working with experts in under two days. As a result, we are able to turn the time savings into increased productivity, delivering even more quality courses for our students." *- Frank Britt, CEO of Penn Foster* "Upwork provides a backbone on which to build a career that leads to both financial and personal freedom. That is the future of work." *- Sheri Baker, Freelance Content Writer* "Upwork is one of the only places to find good remote work in cutting-edge technology, which makes it possible to not have to move to one of the big expensive technology-centric cities in the United States just for a job." *- Brad Martin, Freelance Virtual and Augmented Reality Developer*

Customer Benefits	*Clients:* ● <u>Quality Freelancers:</u> Access to high-quality talent with over 5,000 skills across over 70 categories. Over 80% of freelancers using our platform hold a college or advanced degree[4] ● <u>Speed to Hire:</u> Receive proposals within minutes of posting a job, Median time to hire was 23 hours in 2017 ● <u>Cost Savings:</u> Significant cost savings compared to hiring locally or using traditional agencies *Freelancers:* ● <u>Flexibility:</u> Freedom to choose when, how and where to work ● <u>Quality Work:</u> Access to quality clients and rewarding projects ● <u>Reliable Payment:</u> Payments from clients are secure and timely

Research and Data	Freelancing in America Future Workforce Report Quarterly Skills Index

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[4] As of February 2017.