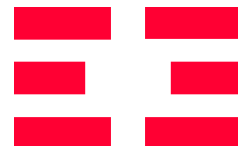




## Twilio

Locations: California (HQ)  
Industries: Software and Services

### RISK LEVEL:



High Risk

#### DESCRIPTION:

Twilio is High Risk. The company yields to political activism in shaping corporate governance, potentially alienating consumers, dividing employees, and harming shareholders. The company implements race and identity-based policies that replace merit, excellence, and integrity with preferential treatment and outcomes. Twilio embraces corporate initiatives that redirect its central focus from business goals to partisan policies and divisive issues. This approach fails to safeguard free exercise, free speech, and free enterprise.

### Corporate Weaponization

**Has canceled customers, suppliers, or vendors due to their political views or religious beliefs OR corporately boycotts, divests, or sanctions regions, people groups, or industries. High Risk**

*Twilio cut ties with conservative social media app Parler, due to alleged violations of Twilio's acceptable use policy (1). The company cut ties with similar platforms after the events in Charlottesville, Virginia, in the summer of 2017, and CEO Jeff Lawson encouraged other tech companies to do the same (2). Twilio received a score of 65 on the 2025 Corporate Equality Index (CEI) from the Human Rights Campaign (HRC), a political stakeholder group. The company recruits employees based on sexual identity issues. The company discriminates against vendors that do not promote divisive sex and gender policies, indicating it prioritizes sexual issues over merit (3)(4).*

**Charitable giving (including employee matching programs) policies or practices discriminate against charitable organizations based on views or religious beliefs. Lower Risk**

*Twilio does not appear to discriminate against charitable organizations based on views or beliefs (1).*

**Employment policies fail to protect against viewpoint or other discrimination and/or are ideological in nature. High Risk**

*Twilio's HRC 2025 CEI rating indicates the company forces employees to attend multiple, controversial trainings on gender identity, sexual orientation, transgender issues, and divisive racial ideology. The company provides a specific benefits guide with a comprehensive explanation of transgender services funded by the company (1)(2). America First Legal filed a letter with the EEOC requesting a civil rights investigation into Twilio over discriminatory practices in firing (3)(4). Twilio does not provide viewpoint protections for its employees (5).*

## Corporate Governance and Public Policy

**Uses corporate reputation to support causes, organizations, or policies hostile to freedom of expression. High Risk**

After a round of layoffs in 2022, Twilio claimed that it decided its layoffs from an "antiracist lens" (1). Twilio has opposed election security laws (2)(3). The company has signed onto several Human Rights Campaign (HRC) coalitions opposing Trump-era gender policies (4)(5). Twilio has publicly co-led a DEI-focused panel alongside the HRC (6). Twilio has corporately opposed Trump-era immigration policy (7). Twilio's CEO Jeff Lawson is a signatory to CEOs For Gun Safety (8). The company is a member of the "Don't Ban Equality" business coalition, which advocates against any abortion restrictions because they are "bad for business" (9). Twilio Co-Founder, Chairman & CEO, Jeff Lawson, denounced various states' legislative efforts to protect election integrity and security (10). The company's former CEO, Jeff Lawson, signed the CEO Action for Diversity & Inclusion pledge, which includes a commitment to promote DEI through bias education training in the workplace (11)(12).

**Uses corporate funds to advance ideological causes, organizations, or policies hostile to freedom of expression. High Risk**

Twilio provides a benefits package for employees that covers travel/lodging costs for an abortion and transgender medical procedures for covered employees and dependents, including children (1)(2)(3). Twilio's HRC 2025 CEI rating indicates the company covers transgender related costs for its employees and their children, including paid short-term leave, puberty blockers, cross-sex hormones, chest surgeries, genital surgeries, medical visits and lab monitoring, travel and lodging. By allowing a political stakeholder group to dictate operations, the company increases health care costs and risks dividing employees, alienating customers and harming shareholders (4)(5). Twilio also funds LGBTQ advocacy groups (6)(7). The company is a member of the MCCA, indicating its focus on recruiting, retaining, and promoting employees based on race (8)(9). Twilio funds organizations working on get-out-the-vote efforts for groups that "challenge practices that disenfranchise Black, Latinx, Native American, LGBTQ+, and other underrepresented groups" (10).

**Uses corporate political actions and/or financial contributions for ideological, non-business purposes. N/A**

Twilio does not operate a PAC or engage in lobbying at this time (1)(2)(3).

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