



# Twilio

Locations: California (HQ)

Industries: Software and Services

## RISK LEVEL:



High Risk

### DESCRIPTION:

Twilio canceled its business relationships with the free-speech social media app Parler. By complying with the HRC's controversial demands, Twilio increases the risk of dividing employees, alienating customers and harming shareholders. The company covers transgender-related medical costs for its employees and their children and provides specific sexual orientation and gender identity-based benefits. Twilio forces employees to undergo multiple ideological trainings and uses its corporate funds to support controversial sex and gender ideologies and organizations. Twilio provides a benefits package for employees which covers travel/lodging costs for an abortion and transgender medical procedures for covered employees and dependents, including children. The company does not have viewpoint protections for its employees. It has corporately supported LGBTQ causes and opposed election integrity laws. America First Legal filed a letter with the EEOC requesting a civil rights investigation into Twilio over discriminatory practices in firing. The company regularly speaks out on political and social issues. Twilio is a member of the "Don't Ban Equality" business coalition. The company denounced various states' legislative efforts to protect election integrity and security. Twilio is a member of the MCCA, indicating its focus on recruiting, retaining, and promoting employees based on race. For these reasons, Twilio receives a High Risk rating.

### Corporate Weaponization

**Has denied service to 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 [\(1\)](#). Twilio 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 [\(2\)](#).*

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

*The Twilio Impact Fund does not appear to discriminate against charitable organizations based on views or beliefs [\(1\)](#).*

**Employment policies fail to protect against discrimination based on political affiliation/views and/or religion.** **High Risk**

*Twilio indicates the company forces employees to attend multiple, controversial trainings on gender identity, sexual orientation, transgender issues, and divisive racial ideology. The company provides gender transition guidelines for its employees and a specific*

benefits guide with a comprehensive explanation of transgender services funded by the company (1)(2). Twilio(3). America First Legal filed a letter with the EEOC requesting a civil rights investigation into Twilio over discriminatory practices in firing (4)(5).

## Corporate Governance and Public Policy

### Uses corporate reputation to support ideological causes and/or organizations 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). Twilio has signed onto several Human Rights Campaign (HRC) coalitions opposing Trump-era gender policies (4)(5). Twilio has publicly co-lead 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 (8910).

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

1)(2)(3). Twilio 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. Additionally, the company has pledged philanthropic support of at least one organization or event that promotes sex and gender ideology (4)(5). By allowing a political stakeholder group to dictate operations, the company increases health care costs and risks dividing employees, alienating customers and harming shareholders. 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).

### Uses corporate political contributions for ideological, non-business purposes. High Risk

Twilio does not operate a PAC at this time. However, 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” (1).

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