

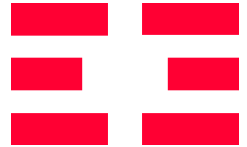


Twilio

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 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 [\(1\)](#). The company 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. High Risk

Twilio likely uses Benevity as its charitable giving platform. Benevity vets charities according to the Southern Poverty Law Center's Hate List, which includes mainstream libertarian, conservative, family, and religious advocacy organizations [\(1\)](#)[\(2\)](#)[\(3\)](#).

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 [\(1\)](#)[\(2\)](#). In September 2022 America First Legal filed a letter with the EEOC requesting a civil rights investigation into the company over discriminatory practices in firing [\(3\)](#)[\(4\)](#). The company protects its employees against viewpoint discrimination [\(5\)](#).

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). The company has opposed election security laws (2). The company has signed onto several Human Rights Campaign (HRC) coalitions opposing Trump-era gender policies (3)(4). Twilio has corporately opposed Trump-era immigration policy (5). Twilio's CEO Jeff Lawson is a signatory to CEOs For Gun Safety (6). 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" (7). Its Co-Founder, Chairman & CEO, Jeff Lawson, denounced various states' legislative efforts to protect election integrity and security (8). 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 (9)(10). The company scored a 75 out of 100 on the 2023-2024 Corporate Equality Index (CEI) from the Human Rights Campaign (HRC), a political stakeholder group (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). Its 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). The company was a Premier Tier corporate sponsor of the Trevor Project, an organization that advocates for controversial sex and gender ideology, including "gender transition" drugs and surgeries for minors, through legislation, litigation, advertising, and PR campaigns. The organization also hosts online chatrooms that allow adults to communicate with minors as young as 13 about sexually explicit topics. Adults in these chatrooms have encouraged minors to adopt transgender identities and withhold this information from their parents (6)(7)(8)(9)(10). The company also funds LGBTQ advocacy groups (11)(12). The company is a member of the MCCA, indicating its focus on recruiting, retaining, and promoting employees based on race (13)(14). Otherwise, there are no publicly known cases of the company using corporate funds to advance ideological causes, organizations, or policies (15).

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

N/A

Twilio does not operate a PAC at this time and has not lobbied for ideological purposes (1)(2)(3).

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