FILED UNDER SEAL

EXHIBIT 21

Message

From: [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=[redacted]
Sent: 8/13/2020 3:09:56 AM
To: Vaishnavi J [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] (CI) [[redacted]@fb.com]; [redacted]@fb.com]; [redacted] [[redacted]@fb.com]; Diego San Martin [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted]@fb.com]; [redacted] [[redacted]lly@fb.com]; [redacted] [[redacted]@fb.com]; [redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [redacted]@fb.com]; [redacted]@fb.com]
CC: [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]; [redacted] [[redacted]@fb.com]
Subject: Re: Heads-up and request for advice: CEI on IG

PRIV

From: [redacted]
Date: Wednesday, August 12, 2020 at 8:03 PM
To: Vaishnavi J , [redacted] '[redacted] (CI)" , [redacted] Diego San Martin , [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

PRIV

From: Vaishnavi J
Date: Wednesday, August 12, 2020 at 5:45 PM
To: [redacted], [redacted], [redacted], [redacted], '[redacted] (CI)" , [redacted], [redacted], Diego San Martin , [redacted], [redacted], [redacted], [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

Hi [redacted]

Thanks for sharing this, and I agree that the two measures you've called out would be helpful here to mitigate some of the eSafety Commissioner's concerns. @[redacted] and @[redacted] are the best folks to share more about the implicit minor sexualisation policy. There is an experiment currently running on the profile-level reporting option and a final writeup with recommendations will be shared at the end of the week - @[redacted] (CI) and @[redacted] may have more details on how we follow up from this experiment and next steps.

When do you anticipate that the eSafety Commissioner will want to meet?

From: [redacted]
Sent: 12 August 2020 5:27 AM
To: [redacted] Vaishnavi J ; [redacted] (CI) ; [redacted] Diego San Martin ; [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

+[redacted]

Hi all

Thanks for providing this advice about the work underway to detect CSAM on IG.

I wanted to return to the original email from June where the Australian eSafety Office indicated they had observed an increase in CSAM on IG. The eSafety Commissioner has escalated her concerns significantly today with direct written correspondence (attached) where she puts their claims in writing and urgently requested a meeting. In a side conversation with us, the Commissioner alluded to the fact they may discuss their concerns with media.

We think this development massively increases the policy risk for us in Australia, given a number of factors, including: (1) the CSER released this week and figures relating to CSAM on IG could appear to support her case; and (2) we have planned a series of workshops with the eSafety Commissioner and Australian policymakers in three weeks' time around how to protect child safety when Messenger moves to end-to-end encryption. If we're not able to satisfactorily answer her concerns, there is a very high risk she will use this engagement as an opportunity to publicly push for new regulation against us, including potential backdoors to encryption (there's a long history of why she'll take this approach... I'll spare this thread the whole saga but happy to update separately if more background is helpful).

I appreciate the large amount of work all on this thread are doing under challenging circumstances - the below updates in the thread are very helpful for us understanding the issue. Is there any potential to expedite some of the mitigations raised below? Potentially the sexualisation of minors policy change (which I understand has been pushed to end Sept) and IG account level reporting would be most relevant to the concerns raised by the eSafety Commissioner?

If there is anything we can do to help provide more information about the policy risks here, to help consider potentially expediting this work, please don't hesitate to let us know.

Thanks all again for the help and very happy to discuss, if helpful.

Cheers
[redacted]

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[redacted]
Head of Public Policy, Australia
FACEBOOK
+[redacted] | [redacted]@fb.com

From: [redacted]
Date: Tuesday, 11 August 2020 at 12:01 pm
To: [redacted], Vaishnavi J , '[redacted] (CI)" , [redacted], [redacted] Diego San Martin , [redacted], [redacted], [redacted], [redacted], [redacted], [redacted]

[redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

Thank you @[redacted] and @[redacted] for the really detailed update and explanation. It is really helpful to have an understanding of where some of the current gaps are in our system (but also reassuring knowing that there is so much work going on in the backend to address these). Please let me know if there's anything I can offer from the LE Outreach perspective to support the great work you're doing!

Cheers,

[redacted]

On 11/08/2020, 11:51, '[redacted] <[redacted]@fb.com> wrote:

+1, well summarized, @[redacted]

Already happening (calibrate IICT2 classifier)

- Calibrating the existing IICT2 classifier on IGDMs. This means we'll be able to identify users who are at various likelihoods of being violating. This unblocks work like "block X functionality for users who are Y+% likelihood of being IIC bad actors"

Potential next steps (improve coverage/performance)

- Improve IICT2 classifier on IGDMs. This requires ongoing labeling capacity for us to gather new training data, iterate on the classifier, and recalibrate the improved classifier. Upstream detection improvements (i.e. age determination work from core dimensions) will potentially have the same impact (improved classifier performance, but requiring re-calibration)
    - Specific next steps if we want to improve classifier performance here are somewhat unclear until we get the results of this calibration completed, but we currently don't have available reviewers so we'd need to reprioritize within existing review requests or we'd need to secure additional review capacity here. For context, we're currently also not doing ongoing reviews for IICT2 in Messenger
- Start detecting/enforcing on IIC outside of Messenger and IGDMs. We're still ironing out policy guidance on what we want to do with sexualizing engagement from adults to children in posts/comments. This is also something that has fallen below the cusp for eng prioritization. While we think this will help with enforcing on people who do violations in messages, we don't think this takes priority over the work we've committed to for H2 (which is more CEI E2EE focused)

Cheers,
[redacted]

From: [redacted]
Sent: Monday, August 10, 2020 6:36 PM
To: [redacted] ; Vaishnavi J ; [redacted] (CI) ; [redacted] Diego San Martin ; [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

hi [redacted]

There is, in fact, a gap in IIC proactive detection in IGD threads vs. MSGR. We're currently working on correctly calibrating the IIC classifier for use on IGD and it's scheduled to wrap this week or next in time for Interop country tests. While this will likely improve its performance on IGD, it will likely still not perform as well as it does on MSGR. @[redacted] can speak in more detail about what it might take to gain parity in performance beyond calibration.

-[redacted]

From: [redacted]
Sent: Monday, July 27, 2020 11:00 PM
To: [redacted] ; Vaishnavi J ; [redacted] (CI) ; [redacted] ; [redacted] Diego San Martin ; [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

Hi everyone-

Thanks for adding me in @[redacted] In relation to the IG escalations I'm receiving from LE re. the CSAM uptick, LE in ANZ are also increasingly seeing instances of grooming where adults are randomly reaching out to minors via comments on their profiles or DMs.

As an example, I received a report from NZ LE today regarding a convicted child sex offender (who only got out of prison earlier this year for grooming on social media) using IG to groom minors for contact offending and share/ solicit CSAM. Thanks to the great work of CO-Safety Investigations, we were quickly able to disable that account (and his related ones), and push out some urgent NCMECs to LE. However, this guy was prolific (700+ message threads with mainly minors since Jan), where he was using some standard solicitation lines and grooming language, sharing images etc and not at all guarded in his behaviours.

I'm keen to understand if our IIC classifiers that run across Messenger work the same across IG DMs or if that's another potential gap?

Cheers,

[redacted]

[redacted]t
Trust & Safety Manager
Law Enforcement Outreach, Australia & New Zealand

FACEBOOK

On 22/07/2020, 14:39, '[redacted] <[redacted]@fb.com> wrote:

+[redacted]

Hi all

Thanks for your recent advice about the trend we are seeing of an uptick of CSAM on IG.

I wanted to add in @[redacted] from our local LE team, as she is also seeing a large increase in CSAM material that LE is reporting on IG (some of which has been reported a large number of times before being escalated to us and hasn't been taken down).

- Some of this thread are also aware that we also recently met with Collective Shout who provided more than 500 accounts they had reported over the last few months. I know @Diego and others are progressing the specific investigation but thought helpful to surface for this group's information.

Would appreciate any update on the actions discussed earlier on this thread – profile-level reporting and other items. If there is anything we can to do help, please don't hesitate to let us know.

Cheers
[redacted]

From: Vaishnavi J
Date: Saturday, 20 June 2020 at 4:21 am
To: "[redacted] (CI)" , [redacted] Diego San Martin , [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

PRIV

From: [redacted] (CI)
Sent: 19 June 2020 4:38 AM
To: [redacted] ; Vaishnavi J ; [redacted] Diego San Martin ; [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

@Vaishnavi J IGPR is the most significant reporting gap we know of. On whether that would be sufficient signal for us to prioritise without content reports, we'd need to test precision to be sure - we should definitely do that exercise, and should ideally do the same for comments (where there is also a reporting gap)

From: [redacted]
Sent: Friday, June 19, 2020 12:35 AM
To: Vaishnavi J ; [redacted] (CI) ; Diego San Martin ; [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

PRIV

From: Vaishnavi J
Date: Thursday, June 18, 2020 at 3:49 PM
To: [redacted], "[redacted] (CI)" , Diego San Martin , [redacted]
Cc: [redacted]
Subject: Re: Heads-up and request for advice: CEI on IG

+ [redacted]

Thanks for flagging this. This is definitely concerning and I know we've taken more steps on the IG side to step up enforcement over the last few months.

@[redacted] (CI) (and adding in @[redacted] in case she has more context), it'd be great to understand the concerns around child safety-specific FRX tags for IG profiles, given that we've recently shipped this on IG for individual pieces of content. When we did that, it was also in response to concerns about an increase in CEI on the platform and needing more signals to help us prioritise incoming reports for review.

Is profile-level reporting the only gap between IG and FB in enforcement that may be driving the missing N&P review of reactive content? And if we were to enable profile-level reporting, would that be enough of a signal to prioritise review without specific pieces of content being reported?

@[redacted] Defer to you on how helpful this might be with eSafety, but we could also highlight that just last week we redoubled our efforts as an industry to fight CSEA with the launch of Project PROTECT. This is a 15-year commitment by industry to combat CSEA through significant funding for research and innovation, as well as through knowledge-sharing across our companies. FB newsroom post.

Thanks,
Vaishnavi

From: [redacted]
Sent: 18 June 2020 9:24 AM
To: [redacted] (CI) ; Diego San Martin ; [redacted]
Cc: [redacted] ; Vaishnavi J
Subject: RE: Heads-up and request for advice: CEI on IG

+ @[redacted] for vis. as well.

From: [redacted] (CI)
Sent: Thursday, June 18, 2020 11:39 PM
To: Diego San Martin ; [redacted]
Cc: [redacted] ; Vaishnavi J
Subject: Re: Heads-up and request for advice: CEI on IG

There are IG gaps for sure - for context, the N&P team has observed a spike in N&P FRX on IG over the past few days. All the top targets by FRX count appear to be IG Profiles posting CEI. It's clear that users on IG are finding it easier to report the *whole* IG profile rather than content, but we don't yet have a child-safety-specific FRX tag for IG profiles. We're working to address that, and are taking an H2 goal to ensure we have 100% coverage for child-safety FRX (ie anywhere you could see/experience child safety related abuse, you can tell us about it)[PRIV]

PRIV

From: Diego San Martin <[redacted]@fb.com>
Sent: Thursday, June 18, 2020 3:55 PM
To: [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]ly@fb.com>; [redacted] (CI) <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>
Cc: [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; Vaishnavi J <[redacted]@fb.com>
Subject: Re: Heads-up and request for advice: CEI on IG

+[redacted] (CI | CO Child Safety)

Thanks for looping us in, [redacted] Including a few others from the Child Safety team.

Hi [redacted]

Thanks for flagging this to the team. Like [redacted] mentioned, due to the COVID-19 lockdown there has been an uptick of CEI on our platforms. This has been further impacted by our initial loss of review capacity in March. We have since been able to regain some of our CEI review capacity, but are still missing N&P review of reactive content, which has historically served as a triage for severe harm abuses like CEI, NCII, and Adult Sexual Solicitation.

To address this, the Child Safety team worked with IG to include a "involves a child" reporting tag to help our team identify reactively reported content in the N&P queues that may pertain to a minor. Our team is working on securing additional review support for this content and believe this will help further mitigate the spike of CEI on our platforms.

Please let us know if you have any additional questions, happy to discuss further.

Best,
Diego

From: [redacted] <[redacted]@fb.com>
Sent: Thursday, June 18, 2020 3:45 AM
To: [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; Diego San Martin <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] (CI) <[redacted]@fb.com>
Cc: [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; [redacted] <[redacted]@fb.com>; Vaishnavi J <[redacted]@fb.com>
Subject: Re: Heads-up and request for advice: CEI on IG

Doing it properly this time!

From: [redacted] <[redacted]@fb.com>
Date: Thursday, 18 June 2020 at 6:44 PM
To: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, Diego San Martin <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, '[redacted] (CI)" <[redacted]@fb.com>

Cc: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>
Subject: Re: Heads-up and request for advice: CEI on IG

+Vaishnavi also for IG Safety

From: [redacted] <[redacted]@fb.com>
Date: Thursday, 18 June 2020 at 1:41 PM
To: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, Diego San Martin <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, "[redacted] (CI)" <[redacted]@fb.com>
Cc: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>
Subject: Re: Heads-up and request for advice: CEI on IG

+[redacted] CO-Safety and CI POCs

Thanks for looping me in, Josh. Unfortunately, there seems to have been an uptick in the consumption of child exploitative imagery globally due to COVID-19 and lockdown. We are also faced with resource constraints as CEI cannot be reviewed or actioned by employees working from home.

Having said that, I do know our colleagues in CO-Safety and CI have been working hard on this issue. I'm looping in @Diego, @[redacted] and @[redacted] (CI) for insights on any enforcement gaps in the IG space. We had similar concerns coming out of the MENA region as well (again IG specific) so wanted to put this on the broader CIPCO radar.

From a policy POV, we have zero tolerance for CEI or explicit minor sexualization; and to your point @[redacted] the implicit sexualization rec should address any implicit violating behavior in this space as well.

Happy to chat further on this

Very best,
[redacted]

From: [redacted] <[redacted]@fb.com>
Date: Thursday, June 18, 2020 at 1:08 PM
To: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>
Cc: [redacted] <[redacted]@fb.com>, [redacted] <[redacted]@fb.com>
Subject: Heads-up and request for advice: CEI on IG

Hi team

I wanted to pass on a piece of feedback from the AUS eSafety Office this week which is a bit concerning. They have advised they are seeing more and more explicit CEI on our services, especially on IG.

The complaint seems to have two components:

- Firstly, eSafety are seeing an increase in clearly violating, often graphic or explicit CEI. This is from their own investigations and the complaints they've been receiving. They've also noticed that, while it's usually fairly rare to see serious material on our services and if it is it's quickly removed – in these cases, it may still be present for

a couple of days. These appear to be pieces of content that are very clearly violating. I wonder if this means there is an AI / proactive detection issue.

- Secondly, they are concerned about the amount of content they are seeing that represents benign photos of minors that are sexualised in the comments. Given that we have a working group being led by the amazing Ayesha on this front, it sounds like this is probably a policy issue that is about to be imminently resolved (cc @[redacted] FYI).

We asked Market Operations for the data and – although it's not currently possible to break down user reports by market because of the way that content moderation for CEI has been rejigged during COVID – it does appear that there has been an increase in the number of reports we've received on CEI from eSafety and law enforcement (see below).

I asked eSafety what they thought was driving the increase. They did admit it was partially due to a campaign from Collective Shout (...) but they have indicated there genuinely are a number of very explicit pieces of content that users have seen and reported. They are adamant it is significantly worse on IG – there's no data to prove it because they only sent me two specific examples and one was FB and one was IG – but they are convinced it is an IG problem. I will say the two pieces of content they sent me were both genuinely graphic – not borderline cases at all.

I know this is fairly ambiguous but I wanted to send up the flag to see if there's any reason we would be aware of the AI on IG being any less accurate on proactively detecting CEI?

Appreciate the advice and very happy to jump on a call to discuss if helpful – cheers

[redacted]

Stats on CEI reports by month

Month	e-Safety Commissioner	LERT escalation contact form
January	3 tickets (5 contents reviewed)	13
February	7 tickets (12 contents reviewed)	23
March	5 tickets (7 contents reviewed)	47
April	10 tickets (20 contents reviewed)	35
May	11 tickets (19 contents reviewed)	44

–

[redacted]
Head of Public Policy, Australia
FACEBOOK
[redacted] | [redacted]@fb.com