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EXHIBIT 30

From: [REDACTED]@fb.com]
Sent: 3/10/2020 4:52:10 PM
To: [REDACTED]@fb.com]
BCC: [REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]
Subject: RE: Child Safety - MVW Contingency plans

Warm wishes,
[REDACTED]

Thanks,

Following up on today's request for daily COVID-19 contingency planning updates, please see my email to [REDACTED], [REDACTED] & [REDACTED] from our contingency planning work today. Huge shout out to @ [REDACTED] & @ [REDACTED] for rolling up their

sleeves and reppin' the child safety team as we build out this doc today! I appreciate everyone's patience and flexibility as we adapt to this unprecedented and evolving situation.

Context: MTV FTCs walked out today, and are not likely to return in the immediate future. The following is Scaled Ops' estimate of the impact on our capacity:

- No capacity in Spanish IIC
- 25% capacity in English IIC
- 50% capacity for CEI

Immediate next steps:

- [REDACTED] & I created this tactical [our scenario plan](#) for MTV/ATX closures (it ties with our [CIPCO COVID19 contingency plan](#), but is more tactical in nature)
- [REDACTED]: Please reallocate MTV CEI queues to ATX
 - o [REDACTED]: Please continue developing the abbreviated ATX CEI x-training, and collaborate with [REDACTED] to identify the best way to rapidly roll it out
- [REDACTED]: Please turn off US human review
- [REDACTED] / [REDACTED] / [REDACTED]: Please review IIC T1 prioritization description (row 11) and help us accurately represent what should be prioritized for ATX IIC reps, vs. what can (continue to be?) worked in DUB/HYD
- [REDACTED] & [REDACTED]: Standby & steady on. I'm confident questions / Als will pop up tomorrow where we need your help

Please note, when creating Ops Readiness Tasks for our work, Kate would like us to include:

- Create and [Ops readiness task](#) which outlines the contingencies we are implementing. Within the contact form, check "Yes" on "[Temporary Field] Is this project related to, or part of, Coronavirus response operations?" By selecting "Yes" to this question the tag "GO_OR_COVID-19" will be added and the request will be [pulled into this dashboard](#) for overall tracking.
- In addition to your CIPCO team, please add the following people to the Ops readiness task: Kate Gotimer [REDACTED]
[REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]
[REDACTED], [REDACTED], [REDACTED], [REDACTED]@fb.com>; [REDACTED]
[REDACTED]@fb.com>; [REDACTED]@fb.com>

I will do my best to keep you all in the loop as this work continues to evolve tomorrow & the coming days. Please let me know if you have any urgent questions or suggestions.

Best wishes,

[REDACTED]

[REDACTED] Facebook | [REDACTED]
Operations Manager | Child Safety

From: [REDACTED]
Sent: Tuesday, March 10, 2020 12:08 AM
To: [REDACTED]@fb.com>; Kate Gotimer <[REDACTED]@fb.com>; [REDACTED] [REDACTED]@fb.com>
Subject: RE: Child Safety - MVW Contingency plans

H [REDACTED], Kate & [REDACTED],

Hope everyone got a good night's rest and is ready to hit the ground running again in the morning. The team and I have created [this initial scenario planning document](#) to plan for MTV and MTV+ATX closures, which ties out with the key ideas

in our [CIPCO COVID-19 contingency planning doc](#). The scenario planning doc includes line-level descriptions of each action, the estimated timeline/feasibility and impact on our CTRs' capacity. The key points for each scenario are:

Scenario A (MTV down, ATX working): We lose 63% of our CEI capacity (52/82 reps), and 17% of IIC (22/110 reps)

1. **52-60%** of the MTV CEI workflow can be worked by ATX CTRs (52% starting tomorrow, 60% with ~1 week of x-training). [REDACTED] is already developing these abbreviated training plans.
2. **43%** of the CEI workflows can be removed for now by pausing:
 - a. MMS banking review flows ← sensitive and time-consuming work
 - b. CEI profile appeal flows ← <5% overturn rate
 - c. CEI intent labelling
3. **Additional levers (small lift)**:
 - a. Increase proactive reporting thresholds for CEI/IIC to prioritize most-likely-to-be-actionable content and reduce overall volume
 - b. Remove US CEI human review (~1% reduction in CEI workflow)
 - c. Deploy market SMEs to support CEI/IIC high priority tasks
 - d. Pause non-tier 1 IIC enforcement flows, with ATX working NA T1 IIC (reducing ~90% of IIC volumes)
4. **Additional levers (bigger lift)**:
 - a. Group appeals: Build group appeals system to close out appeals en masse, saving an est. 250 hr/week of work. This is especially relevant as our ATX CTRs typically work our appeals, but won't be able to given they're prioritizing CEI & T1 IIC workflows
 - b. CEI classifier enhancement: See additional context/framing in questions section below. Current CEI classifiers are <20% accurate. Investing eng capacity to improve these would significantly reduce the human capital needed for these workflows

Scenario B (MTV & ATX both down): Lose 100% of CEI rep support, and 22% of IIC rep support. In short, we will incur massive backlogs (10k+ jobs / wk), but some mitigating options are:

- Pause all CEI simple object queues (500 hr/wk of work) ← low risk, as simple object CEI is auto-deleted with escalated
- Pause CEI proactive classifiers (reduces 150-200 hr/wk) ← legal, but bad given current political climate / external context. Question on this below
- Pause all IIC proactive enqueues, working only LEON backlog
- Invest: All market SMEs assist working CEI queues ← would require ~2 weeks of training

Our team's questions for & requests of leadership:

Immediate next steps:

1. Shift MTV CEI queues to ATX: [REDACTED] to implement, [REDACTED] & [REDACTED] to develop rapid x-training
2. Reduce & refine CEI proactive detection by increasing reporting thresholds (will need [REDACTED] to lead this in London. @ [REDACTED] can you pls check on him/this work in the AM?)
3. Remove US human review: [REDACTED] to implement tomorrow. [REDACTED] notified LE/NCMEC partnership XFNs on 3/9

Questions for leadership:

1. **Pause / stop CEI proactive detection**: We are legally allowed to turn off proactive detection, but advised not to. Should we "turn down" CEI proactive detection or completely stop it for the time being?
2. **Market SME availability to work CEI**: How much capacity can markets give us to support CEI workflows?
3. **IIC x-train for CEI**: Should we consider cross-training and re-deploying IIC reps for CEI workflows (training would take 1-2 weeks, with reps in ATX, HYD & DUB [in addition to MTV]). Perhaps its worth cross-training the HYD reps, as their in a geo that is less likely to shut down for COVID-19?
4. **CEI classifier enhancement**: Current CEI classifiers are <20% accurate. We understand improving these classifiers was deprioritized last year due to (1) E2EE decision; and (2) behavioral analyses & intent labelling. However, it could be worth reprioritizing in light of:
 1. Delays in E2EE implementation

2. Opportunity to significantly reduce human capital spend on CEI queues (esp. photo/video)
3. Opportunity to be an industry leader by open sourcing our CEI classifiers to our tech coalition (strong push from Einat for this), but only if what we're sharing is effective
5. **Probability of ATX closure:** Given ATX is also operated by Accenture (though not in a COVID-19 risk geography), what do you sense are the odds of us losing both MTV & ATX vs. ATX continuing to operate? This will help our team focus on a specific scenario plan moving forward.

Please let me know if you have any questions or suggestions. Look forward to picking this back up in the AM.

Best wishes,

[REDACTED]

[REDACTED] Facebook | [REDACTED]
Operations Manager | Child Safety

From: [REDACTED] <[REDACTED]@fb.com>

Sent: Monday, March 9, 2020 2:23 PM

To: Kate Gotimer <[REDACTED]@fb.com>; [REDACTED]@fb.com>; [REDACTED]
[REDACTED]@fb.com>

Subject: Child Safety - MVW Contingency plans

Importance: High

Hey ladies,

Starting a quick thread to get us all together given the time zone. [REDACTED] is the child safety manager in Sunnyvale. She's about 6 weeks in but an absolute rock star and the team has the expertise to help ground and support her.

[REDACTED] has agreed to consolidate the options for the two scenarios – loss of coverage in MVW only and loss in both ATX & MVW. She will share these with you this afternoon, including expected timelines and volumes. This should help guide any ad hoc conversations with GO leadership. If you need specific information sooner, pls let me know or if I'm offline,

[REDACTED]

Our priority will be CEI followed closely by IIC. I'll work on understanding impact to remaining P0 workloads tomorrow morning.

[REDACTED] feel free to share updates with this group as it comes together.

Once a working draft is in place, next steps look to be:

- Product ask to turn down / off proactive detection – [REDACTED] can support during EMEA time zone tomorrow
- Training plans to shift to ATX / other FTEs – assuming ops readiness support, should be quick to start
- Understanding from [REDACTED] / [REDACTED] on market availability to cover any gaps in the coverage of P0 child safety
 - I can bring them the ask at the latest tomorrow -we're meeting at 13.30 GMT
- Anna to provide any outstanding questions or information needed to shift flows or understand capacity so I can help progress while she's offline

Given this is 100% WIP, I'll leave it there for now. I'm online for the next 2 hours I'd say and happy to help. Otherwise, I told [REDACTED] to share what she needs and I'll take over in the morning in EMEA.

[REDACTED]

