

Twitter Q4 Risk Committee InfoSec Corrective Information and Timeline

In Q4 2021 information was presented to the Twitter Risk Committee. I have expressed concerns around the material that was sent and the verbal presentation [REDACTED]. I believe the materials (the MATERIAL) does not correctly characterize the risks and Twitter environment in the way required for board members and the Risk Committee. The material and presentation include significant omissions, tell partial stories that imply a different reality, and in some cases contain data that is difficult to view in ways other than misleading, at best.

It is important that the record be set straight. This letter attempts to capture how this information ended up making it to the Risk Committee. The second part of this document contains a description of some of the significant differences between what was sent, spoken, and Twitter's actual risk and environment.

Ensuring inappropriate MATERIAL would not be created and/or presented to the December Q4 Board and/or Risk Committee was identified as a concern near the end of October of 2021. Numerous efforts were made by Mr. Zatko, from October through December, to prevent inappropriate information from being put in front of either the Board or the Risk Committee. Each was blocked. The issue was repeatedly escalated. Near the end of November Mr. Zatko took direct measures to replace materials presented at the Q4 2021 Board meeting (Dec 9, 2021) to ensure it was accurate and truthful. With repeated promises of resolution targets consistently not kept, and the Board meeting over with the Risk Committee meeting coming up, the issue escalated directly to the CEO (Parag) and the head of HR (Dalana). In this conversation Parag promised to address and resolve the issue personally, and in a time frame that would allow Mr. Zatko to have confidence in the correctness of the materials presented to the Committee. Days later Parag called Mr. Zatko to apologize. In his own words "I am not keeping my promise." He stated that he was the person now blocking corrective actions.

In response to this Mr. Zatko re-raised concerns over potential misrepresentation to the Q4 Risk Committee and Mr. Zatko suggested, and offered, to create corrected alternative material (CORRECTIVE_MATERIAL). In a call with Mr. Zatko, Parag instructed Mr. Zatko to *not* prepare and send CORRECTIVE_MATERIAL and to forward the MATERIAL as-is to the risk committee. Further it was stated that [REDACTED], the owner and source of this information, would present the material and Mr. Zatko was to attempt to make real-time corrections. Mr. Zatko expressed concerns regarding the inappropriateness of this approach. In response, Parag offered that he would personally call the Risk Committee members, if requested, to help clear up any misleading information. Mr. Zatko reluctantly agreed, did not create CORRECTIVE_MATERIAL at that time, and followed up with an e-mail to Parag and Dalana to have a record of this interaction and the path chosen.

Mr. Zatko attempted to follow the instructions given by Parag at the Risk Committee meeting. Feeling uncomfortable that the InfoSec information in the hands of the Risk Committee could likely still be misconstrued after reflecting on the meeting and meeting contents, Mr. Zatko took Parag up on his offer to follow up with the committee. Parag called Mr. Zatko and told him that

he was disappointed in him that the issue was not gone. It is not known whether Parag followed up with the Committee at that point.

Parag said that he and Mr. Zatko would get together over the holiday in NJ during Parag's east coast trip. Their focus would be on how to solve the issue(s). Parag said he would contact Mr. Zatko during his trip to schedule the meetup. Mr. Zatko thought about the MATERIAL and the concerns during this time. Having not heard from Parag and the end of the break approaching Mr. Zatko contacted Parag. Mr. Zatko was told that the trip had been significantly changed and that no meeting would occur (security detail reports do not support the change in itinerary referenced).

As these concerns were ethics related, Mr. Zatko drafted letters on these topics with the help of his personal counsel, and sent them to Twitter. The intent of the communication was to ensure appropriate processes were engaged and followed on such matters and to again request to be unblocked in discharging his duties of removing underperformers (██████████). The latter item, Mr. Zatko was already told, had met the bar for documentation and communications to terminate for performance since October/November but was repeatedly blocked and was now being blocked by Parag.

January 11th Mr. Zatko conveyed information to the, now initiated, Audit Investigation. In the meeting, launched by Mr. Zatko's letter(s), Marianne Fogerty agreed ██████████. Ms. Fogerty and Mr. Zatko agreed ██████████.

Mr. Zatko received an email on January 17, a federal holiday, that CORRECTIVE_MATERIALS needed to be submitted by noon the following day. On January 18, Mr. Zatko was informed with 3 hour's notice that he would be having a meeting with Omid. In this meeting Parag stated he had been waiting for Mr. Zatko to create CORRECTIVE_MATERIALS for a full month. This is incorrect. It had only been 8 days since Mr. Zatko and Ms. Fogerty agreed to write CORRECTIVE_MATERIALS. The same materials Parag had instructed Mr. Zatko not to prepare. In the January 18th meeting Mr. Zatko was pushed by Omid and Parag to send e-mails and raw notes immediately. Mr. Zatko was not comfortable with this, expressing that a short clear document was needed for the Committee and that technical notes alone would be insufficient to capture how significantly the information mischaracterized the actual risk environment. Mr. Zatko stated that he would forward e-mails that he had sent to the Audit Investigation and complete the CORRECTIVE_DOCUMENT as agreed upon during the investigation.

The following day, January 19th, Mr. Zatko was terminated and his access to systems and documentation removed before the document could be completed and sent to the Audit Investigation, Parag, and Omid (Chair of the Risk Committee).

The cited reason for termination was a failure to create a positive working environment [REDACTED] [REDACTED], whose termination for documented performance issues, and subsequent these potentially fraudulent actions, has been pending and blocked for months.

Below is a description of the most significant elements that belong in CORRECTIVE_DOCUMENT.

[Peiter to create the 3-4 page document that *should* have gone to the risk committee and put it here, or send as a separate document]