



Ali Law

Director of Public Policy and Government Affairs, UK and Ireland, TikTok

By email only

28 October 2025

Staffing of TikTok's Trust and Safety Teams in the UK

Dear Ali,

Thank you for letter dated 20 October 2025¹ regarding TikTok's proposed reduction of the staffing of its Trust and Safety teams in the UK. I am now writing to you, on behalf of the Science, Innovation, and Technology Select Committee, to ask for clarification about the impact of these job losses on TikTok's ability to maintain the safety of its platform for its userbase in the UK.

As you will be aware, we recently published our Report on *Social media, misinformation and harmful algorithms* (11 July 2025).² Our Report stressed the need for social media platforms – including TikTok – to better protect their high number of users from harmful and misleading content that appears on their platforms. TikTok's staffing losses brings into question TikTok's ability to do this effectively and it therefore raises particular concern for us.

Furthermore, the job losses and rationale you have provided for them, appears to contradict the clear commitments that TikTok made only recently to us. For example, in its written evidence, TikTok stated that:

"TikTok's Trust and Safety teams use a mixture of AI and **human review** to ensure we consistently enforce our policies to detect and remove harmful misinformation, undisclosed synthetic or manipulated media, and hateful content.

We have tens of thousands safety professionals based around the world to help us swiftly identify and accurately review content. Our Trust and Safety teams work on a 24/7 'follow-the-sun' basis to ensure the safety of our users and the integrity of our platform. This includes specialised misinformation moderators [...]

In 2024, we invested over \$2 billion in our Trust and Safety efforts."³

You also reiterated much of this in your oral evidence to us on 25 February 2025. In particular, you highlighted the importance of the work of staff to support TikTok's moderation processes which you specifically distinguished from the role of AI. For example, you said that:

¹ Ali Law, [correspondence](#) to the Chair of the Science, Innovation and Technology Select Committee, 20 October 2025

² Science, Innovation and Technology Select Committee, [Report](#) on Social media, misinformation and harmful algorithms, 11 July 2025, HC441

³ TikTok, [written evidence](#), SMH0068, pages 10-11



"We [TikTok] launched one in this instance [regarding the Southport protests] **with more than 100 people across 10 teams, working on a 24/7 follow-the-sun basis to make sure that we were moderating around the clock.**

[...] The moderation approach starts very much with AI, and AI being able to use models to screen content that is uploaded for any of our community guideline violations. AI is particularly good at some things; it is good at being able to detect things like pornographic material, blood and that kind of thing. **For others, it may refer to human moderators who have to use their nuance, skills and training to be able to rule on other elements that can include hateful behaviour and misinformation and misleading information as well.** That is done on upload."⁴

Given this, I would be grateful if you could respond to the questions as set out below, by 10 November 2025.

Questions

1. What is the total number of job losses that have been proposed?
2. What are the core responsibilities of these jobs? In particular, how do they specifically support TikTok's moderation process?
3. Has TikTok conducted a risk assessment of these proposed job losses in relation to the safety of its userbase in the UK? If so, what was the outcome of this assessment? If not, why not?
4. What discussions has TikTok had to replace, either in part or full, the responsibilities of staff from its Trust and Safety teams in the UK with third-party moderation teams?
5. In your letter, you mention that TikTok gave prior notice of the proposed job losses to Ofcom in the context of meeting the aims of the Online Safety Act 2023. What was Ofcom's response to the proposed staffing reductions? Have any further discussions with Ofcom been planned?
6. In your letter, you mention that TikTok has chosen to "bring expert moderation teams closer together by working out of fewer sites globally". Can you confirm how TikTok will better safeguard its UK users with its staff working from other countries?

I copy this letter to the Trades Union Congress (TUC) and Ofcom, for information.

Yours sincerely,

Dame Chi Onwurah MP
Chair – Science, Innovation and Technology Select Committee

⁴ Ali Law, [oral evidence](#), 25 February 2025, HC441, questions 93, 127