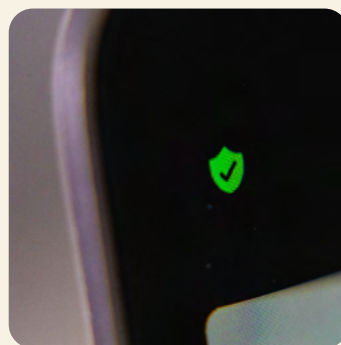




Environmental, Social and Governance Report

FISCAL YEAR 2023



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CEO Statement

At Zoom, we are committed to our core value of Care and a culture of delivering happiness to our communities, customers, company, teammates and selves. Zoom provides intelligent solutions and is purpose-built to make all kinds of connections possible, effective, and meaningful. Our platform cultivates human collaboration, and as global organizations adapt to how, when, and where work happens, collaboration remains of paramount importance to drive businesses forward.

Our team built and launched more than 1,500 features and enhancements for the Zoom platform this past year and brought new products such as Zoom Contact Center and Zoom IQ for Sales to market, advancing the way people collaborate with each other, their organization, and their customers—ultimately, opening the doors wide for creativity and connection. As we build more AI-powered features, our platform will help people focus on the work that matters, letting their expertise shine and increase productivity.

With the continued urgency of the climate crisis, we are proud to provide a platform that allows people to communicate, connect, and collaborate virtually without the need to travel, and ultimately contribute in the global effort to reduce emissions. We enable people and organizations to reduce their carbon footprint by providing this connectivity and we're making more sustainable choices in our direct operations as well.

People are at the core of our business. By creating an environment where all Zoomies feel a sense of belonging, and can bring their whole selves to work, we better harness their full potential and deliver innovative solutions that connect individuals, communities, businesses, and the world. We provide benefits and embrace programs to help employees feel comfortable and connected in their role and within Zoom as a whole, and create an inspiring work environment that drives us all forward.

Our community includes our customers, partners and grant recipients. Our role in

helping people communicate and collaborate with each other is a privilege and a responsibility. We continue to support people and our communities through direct giving. In 2022, Zoom donated over \$12 million in grants to 90 organizations in over 20 countries and we provided our platform at half-price to nearly 20,000 nonprofits in 100 countries through our TechSoup partnership.

We care about the trust customers place in us and believe that honoring and cultivating that trust is crucial for our success. We strive to be vigilant and proactive in addressing the evolving security and privacy needs of our enterprise, government, healthcare, education and individual customers, and continuously strengthen the overall security, privacy, and transparency of our platform.

We are excited and privileged to be a leader for work environments that allow greater flexibility for both in-person and virtual connections. By untethering work from a physical location, Zoom seeks to contribute to a more equitable distribution of rewarding jobs across barriers and borders, and to empower people everywhere to contribute their best, most creative work from anywhere. We are humbled by our opportunity to help shape the future of work – a future we believe will enable greater employee happiness, choice, and mobility and benefit our communities and the planet.

Looking forward,
Eric Yuan



“I really want to build something to make the world a better place.”



Corporate Overview

Zoom enables people to engage with one another, ideate, communicate, and build toward a future limited only by their imagination. Our effortless communications and collaboration platform started with video as its foundation 12 years ago, and we have set the standard for innovation ever since. We deliver a unified and intelligent collaboration platform that fundamentally changes how people interact, connecting them through frictionless, smart and secure meetings, phone, team chat, email, content sharing, events and more.

We believe that face-to-face communications lead to interactions that build greater empathy and trust. We strive to live up to the trust our customers place in us by delivering a collaboration solution that “just works”, while prioritizing their privacy and security. We have progressively built out the Zoom collaboration platform, adding services, features, and apps to respond to the needs of our customers.

We believe Zoom is well-positioned to deliver happiness to and enhance

productivity for people everywhere. We strive to deliver happiness and enable global communities to engage across all types of homes, workspaces, workstyles, and forums through our secure, scalable, global platform.

OUR MISSION

Make communication frictionless and secure

OUR VISION

Communications empowering people to accomplish more

OUR VALUES

Caring for our community, customers, company, teammates and selves

OUR CULTURE

Delivering happiness

Zoom Stats and Key Figures

2011

Company founded in 2011; IPO in 2019

\$4.39B

Total revenue for FY23*, up 7% year over year

213,000

Approximately 213,000 Enterprise customers at the end of FY23*, up 12% year over year

6

Core product categories: Zoom One, Zoom Spaces, Zoom Events, Zoom Contact Center, Zoom AI, and Zoom Developers

*Zoom Fiscal Year runs February 1, 2022 - January 31, 2023.

Our Sustainability & Environmental, Social, Governance (ESG) Approach

We address sustainability holistically across Zoom and in a way that extends beyond our carbon footprint. We use the term ‘ESG’ to broadly represent sustainable business practices and subsequent reporting metrics across environmental, social and governance programs and systems.

Our work is centered around people, and we strive to live our core value of Care towards all of our stakeholders - employees, customers, investors, communities, and the planet.

Our work is underpinned by our culture of delivering happiness and empowering people to accomplish more through engagement and interaction. As we

deliver and serve through a collaboration platform, our platform security and data privacy are of utmost importance to cultivate and preserve trust with our stakeholders.

Our ESG Materiality Assessment

Zoom conducted a materiality assessment in 2020 to identify the areas that are both important to us and our stakeholders - customers, employees, and investors - and best aligned with our ability to make a positive impact.

We partnered with BSR, a sustainability consultant, to complete this assessment in line with industry best practices.





To capture a broad view of the activities and issues relevant to Zoom, stakeholders from a cross-section of internal functions were interviewed by BSR. We combined the findings from these stakeholder interviews with research into our company and the external landscape to identify key issues.





Zoom’s Materiality Matrix

 = Environment Focus  = Governance Focus
 = Social Focus

TIER 1





High importance to stakeholders and high importance to the business



-  Data Privacy and Security
-  Diversity, Equity and Inclusion
-  Emerging Technology and Ethics
-  Energy and Climate

-  Freedom of Expression
-  Future of Work
-  Responsible Product Use
-  Systemic Risks from Technology Disruption

TIER 2




High importance to stakeholders or high importance to the business


-  Connecting for Good
-  Digital Divide
-  Employee health, safety and wellbeing
-  Ethical business practices

-  Relationships with Law Enforcement Agencies
-  Workforce development

TIER 3

Moderate importance to stakeholders and moderate importance to the business

-  Supplier Diversity
-  Sustainable Procurement
-  Waste Management

-  Water Management

Our Sustainability & Environmental, Social, Governance (ESG) Approach

Sustainability and ESG Framework

We developed a Sustainability and ESG Framework to embody our company values and focus our efforts in the areas where we can have the greatest impact. Our Framework is based upon our company strategy and priorities, results of our materiality assessment, customer and investor needs and inquiries, and industry best practices.

We sought advice from expert ESG professionals, including Nasdaq's ESG Advisory Practice, Anthesis Group, and Business for Social Responsibility (BSR), and followed a structured approach that aligns with best practices. This process helped us develop Zoom's Sustainability and ESG framework and sets out our shared sustainability vision, identifies our priorities, and defines how we'll govern our ESG program.

We arrived at four key focus areas:

Environment, People, Community and Trust.



Environment

We believe in caring for our environment. Our products help individuals build relationships and global businesses mitigate their carbon footprint. We minimize the impact of our operations through workplace programs and support global initiatives to make a direct positive impact on the environment.



People

We believe the best employees are happy employees. We strive to attract quality talent and create a productive, inclusive, and inspiring working environment, where all employees feel they are valued and belong.



Community

Zoom cares about the diverse array of communities we serve, including our varied customer base and non-profit partners. We serve our broader communities through Zoom's social impact arm, Zoom Cares, where we envision a more just society for people and the planet.



Trust

Zoom is dedicated to being a platform people can trust, and trust is an integral part of our values and culture. We are committed to ethical business practices and making the Zoom platform seamless, safe, and secure for every user.

Our Sustainability & Environmental, Social, Governance (ESG) Approach

Zoom's Sustainability & ESG Program

In FY23 we focused on building the foundation of our Sustainability and ESG Program through quantitative data collection, increased internal and external engagements, and improved reporting and disclosure efforts.

Key accomplishments include:

- Formalized our program and framework, and issued our first ESG Report in May 2022
- Developed internal tools and processes for receiving ESG-related inquiries to facilitate prompt customer responsiveness with robust and consistent information
- Improved our external facing Institutional Shareholder Services (ISS) and EcoVadis scores
- Adopted Salesforce's Net Zero Cloud to serve as a common repository for company ESG metrics
- Hosted a Zoomtopia panel specifically focused on our own internal operations and carbon footprint

Through data collection, we found that a majority of the ESG inquiries we received from customers were related to our emissions portfolio. We're responding accordingly with two additional years of GHG emissions data in this report, and we hope to complete the CDP (formerly the Carbon Disclosure Project) Climate Change questionnaire as well.

Our Sustainability and ESG Program continues to evolve and is focusing on the following priorities moving forward:

- Establishing complete and audit ready ESG data in an internal central repository with real-time dashboards to reflect our ESG progress
- Embedding sustainability programmatically and systematically across Zoom with associated quantitative metrics
- Actively managing our ESG scores with third party organizations and raters, and engaging with additional entities
- Evaluating potential short-, medium- and long-term sustainability goals across the organization

Sustainability and ESG are ongoing endeavors for Zoom, as we continue to build on our initiatives, identify opportunities to address our priorities, and transparently share our progress.



FY23 ESG Report

This report is our second annual ESG Report and shares our progress on different facets of environmental, social and governance topics at Zoom.

Demonstrating our commitment to clear and comprehensive disclosure, the content of this report has been informed by the ESG priorities identified in our materiality assessment, as well as leading ESG disclosure frameworks and standards, including the Sustainability Accounting Standards Board's (SASB) Software and IT Services sector guide.

Note that this report covers Zoom's FY23 which runs February 1, 2022 through January 31, 2023.

ESG Oversight at Zoom

The Nominating and Corporate Governance Committee of our Board of Directors is responsible for overseeing our ESG practices and initiatives. Our Sustainability & ESG Program reports into Investor Relations within the Finance and Workplace team, where our CFO is the executive sponsor. ESG practices and initiatives are frequently reviewed with the Head of Investor Relations and the CFO. Our management team reports

on the program to the Nominating and Corporate Governance Committee on a regular basis. We intend to share updates on our ESG efforts on a regular basis via our website and these such reports.



Left: Looking above the entrance of Zoom HQ in San Jose, California



Environment

11 Energy and Climate

1 Environmental Sustainability



Zoom has played a pivotal role in connecting people around the world while minimizing carbon emissions, as is evident in both our customers and our own operations.

We enable sustainable hybrid work by offering solutions that potentially eliminate commutes and reduce business travel.

With the continued urgency of the climate crisis, we are proud to provide a secure and frictionless platform that allows people to communicate, connect and collaborate virtually, and ultimately contribute to the global effort to reduce emissions. Employees around the world have proven they can be productive and successful working from any location,

opening a range of possibilities for the future of work. Offices with smaller footprints require less power, while fewer days spent in a physical office means less commuting, thus reducing emissions.

We aim to make more sustainable choices for ourselves in our direct operations, which are informed by consistent evaluation of our office utilization and tracking data center emissions. We are committed to reporting our emissions data and

have included additional years in our emissions inventory in this report.

We are continuing to commit to achieving 100% renewable electricity in our direct operations (Scope 1 and Scope 2) by 2030. We strive to reduce our environmental impact through energy conservation and renewable energy contributions, and by reducing our waste through material reuse and non-profit partnerships.



The World Wildlife Fund is dedicated to sustaining nature for the benefit of both people and wildlife:

“The diversity of the conservation work we do is immense, and so are the connections we have to create to make this happen – Zoom is a key tool of our day-to-day work and helps us create those connections.”

Bonnie Chia

Head of Brand at WWF International

Energy and Climate

Zoom Workplace Portfolio

Zoom leases 100% of its real estate around the globe. We are defining the future of hybrid work by leveraging our own innovative technology and continuing to foster creativity and collaboration in a hybrid work environment at all sites.

Zoom had 17 active global office spaces and three virtual experience centers that reopened at the beginning of 2022. We launched proof of concepts in Denver, Amsterdam, and Sydney prior to opening all sites to help shape the vision and purpose of our locations. We adapted our workspaces, reducing the number of individual workstations, and creating more open, collaborative space types to build engagement, and learn how teams prefer to use spaces differently.

At the end of 2022, we conducted case studies and evaluated areas of reduction in real estate based on utilization. We determined our Santa Barbara, Kansas, and Manila locations were areas of opportunity and closed those sites, as well as consolidated space in our Denver location.

We continue to learn from our employees and customers, and recognize the importance of offering a hybrid option for those unable to, or choosing not to, work from a Zoom office location. We leverage virtual reception, a workspace reservation system, to plan and book the day onsite, utilize Zoom Room smart gallery to make meetings more equitable for remote attendees, and we employ virtual and in-room whiteboard features for collaboration.

We partner with building owners and landlords who provide energy efficient equipment, LEED certified spaces, provide renewable energy and on site electric vehicle charging stations. Where operationally possible, we minimize our environmental footprint by upgrading our lighting fixtures to reduce energy consumption and increase occupant controllability. We upgrade water fixtures to reduce water consumption during office fit out work.

With leasing office space comes the physical security mission of “Protect to Enable” to provide a safe and secure working environment for our Zoomies. Our Global Security and Resilience team partners across business units to reduce and mitigate risks in daily work, and during employee travel, all while encouraging the hybrid model of work that delivers happiness to our own employees and customers. We leverage technology to match our site utilization with the workplace goals of our company by minimizing our physical security footprint to the area most critical to the business at the times when security is most useful. Our intelligence-driven approach to operations allows our security teams to govern the physical risk portfolio for Zoom in a proactive manner and deliver resilient systems.

Data Center Profile

Within Zoom, we have two classifications for data centers: Production (supporting external customers), and Corporate (for our own internal IT infrastructure). Our Production data center profile consists of two types: leased (colocation) facilities with top-tier global data center providers,

including Equinix and Digital Realty, and cloud services whereby Zoom procures a specific capacity from cloud service providers, including our preferred cloud provider, Amazon Web Services (AWS), and Oracle Cloud Infrastructure (OCI). Zoom does not build, own, or construct ground up data centers.

By the end of FY23, Zoom had 29 active data centers globally with our colocation partners. We additionally launched 5 ‘NextGen’ data centers overlapping some of the 29 existing markets. Our goal is to stand up the new NextGen data centers and then collapse the legacy facilities. Our data center strategy is to migrate more into the leased colocation data centers, decreasing our dependence on cloud services to support our customers. With that said, Zoom will always maintain some aspects of our production services supported by cloud services.

We partner with data providers who provide renewable energy (or renewable energy offsets), track annual energy consumption, and utilize capacity to best serve our customers. We partner with Equinix for approximately half of our colocation data centers and our Global Renewable Energy Coverage with Equinix for calendar year 2022 was 97%.

Energy and Climate

GHG Emissions Inventory

We have engaged Anthesis, a global sustainability consultancy, to calculate our greenhouse gas (GHG) emissions footprint, as measured in carbon dioxide equivalent (CO₂e). Our emissions inventories were developed using accounting methodologies and emission factors set forth by the World Resources Institute and the World Business Council for Sustainable Development in the GHG Protocol Corporate Accounting and Reporting Standard and the accompanying technical guidance documents, including the GHG Protocol Scope 2 Guidance and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Zoom maintains an Inventory Management Plan to document technical processes for collecting, calculating and maintaining GHG data.

We are proud to share that we have completed two additional years of GHG

emissions inventory since our inaugural ESG Report issued last year. This year's report includes FY22 and FY23 GHG inventories, amending to FY21 previously published for a compilation of three years of data. Our GHG inventory includes Scope 1, Scope 2, and relevant Scope 3 emissions.

Our Zoom workplaces contribute to our Scope 1 and Scope 2 emissions through the fuel and electricity consumed by our leased assets. Where actual meter data is not available, our energy consumption/impact is measured by allocated square footage. Our workplaces also contribute to Scope 3 emission categories such as Purchased Goods and Services, Capital Goods, and Waste Generated in Operations.

Data centers contribute to our Scope 2 emissions directly for energy consumed

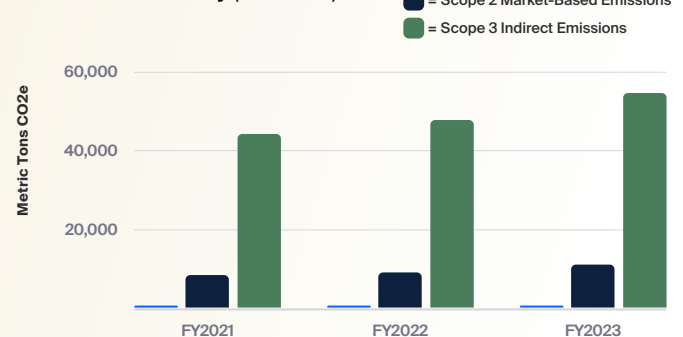
from our servers in colocation facilities and Scope 3 emissions associated with the non-IT facility overhead emissions. Where we are procuring cloud services, we are capturing Scope 3 emissions through our spend data using EPA EEOI emissions factors.

Our Scope 1 emissions have decreased due to our reduced office footprint. Our Scope 2 emissions have increased from additional data center load due to business growth. Our Scope 3 emissions have increased due to the expansion of our business. Scope 3, Category 1, Purchased Goods and Services is our largest category of emissions. We are building a sustainable procurement strategy and identifying the suppliers with the largest impact on our emissions to work with them to build a plan for emissions reduction.

Emission Source	Emissions (MT CO ₂ e)		
	FY2021	FY2022	FY2023
Scope 1 Emissions¹	460	377	328
Stationary Fuel	459	376	327
Mobile Combustion	1	1	1
Scope 2 Location-based Emissions²	21,588	18,766	21,045
Scope 2 Market-based Emissions³	8,504	8,882	10,854
Scope 3 Emissions⁴	43,834	47,591	54,469
Category 1 Purchased Goods and Services	30,970	25,982	23,524
Category 2 Capital Goods	3,448	12,567	13,630
Category 3 Fuel and Energy Related Activities ⁵	2,392	2,263	3,777
Category 4 Upstream Transportation	340	460	430
Category 5 Waste Generated in Operations ⁶	1	3	25
Category 6 Business Travel ⁷	258	213	6,991
Category 7 Employee Commuting ⁸	3,852	2,668	2,787
Category 8 Upstream Leased Assets ⁹	2,573	3,435	3,304
Total Emissions¹⁰	52,798	56,850	65,651

1. Scope 1 emissions are related to natural gas and diesel consumed in our offices, and mobile emissions from gasoline consumed by our company-operated vehicle. **2.** Scope 2 emissions include purchased electricity, estimated refrigerant leakage, and estimated natural gas consumption in our offices and data centers IT load. Scope 2 is calculated using location-based and market-based methodologies. Zoom reports both market-based and location-based emissions. **3.** Scope 2 market-based emissions factor in renewable electricity procured by some of our collocated data center providers. **4.** Scope 3 Emissions total 54,469 MT CO₂e when the Category significant digits are totaled. **5.** Scope 3 Fuel and Energy Related Activities emissions are calculated using location-based and market-based methodologies. Zoom reports the market-based emissions. **6.** Scope 3 Waste Generated in Operations includes emissions from waste in FY2023. Waste utility bill data was collected in FY2023 for the first time for several offices, as reflected in the increase in waste-related emissions compared to previous years. **7.** Scope 3 Business Travel includes emissions from air travel, car rental, rail transportation transportation, and hotel stays in in FY2023. Business travel data availability and emission calculation methodology were improved for FY2023 to include radiative forcing for air travel and well-to-tank emissions for transportation methods. **8.** Scope 3 Employee Commuting includes emissions from employee commuting and remote work (i.e. electricity and natural gas consumptions from employees working from home) and is calculated using location-based and market-based methodologies. Zoom reports the market-based emissions. **9.** Scope 3 Upstream Leased Assets includes emissions from data centers non-IT electricity load (heating and cooling) and is calculated using location-based and market-based methodologies. Zoom reports the market-based emissions. **10.** Total emissions include scope 1, scope 2 market-based, and scope 3 market-based emissions.

FY2021 - FY2023 GHG Emissions Inventory (MT CO₂e)



Environmental Sustainability

Approach

Zoom's core value of Care is delivered through a collaborative platform that allows users to reduce emissions associated with human connectivity and benefits the planet. We strive to minimize our own environmental footprint through our operations, as we commit to minimize our energy consumption and waste generation in our facility operations across the globe. We employ sustainability efforts in our workplace strategy efforts, and are developing best practices for our merchandising products and Zoomtopia event production.

Waste Recycling and Minimization

The majority of Zoom's waste is e-Waste such as laptops and monitors. We partner with Revivn to collect our e-Waste, refurbish it and donate it to non-profits for continued use. Where the materials can not be refurbished, Revivn certifies they are deconstructed and recycled according to all legal requirements. In FY23, we recycled 1,785 lbs of e-Waste.

At our offices, we use minimal single use plastic packaging and choose products instead that are in compostable or recyclable packaging. We use only plastic-free compostable plates and utensils for our food service, beverage and snack program. In many locations, we have eliminated single-use materials altogether and provide reusable plates, utensils, coffee and beverage containers. Our water dispensers and coffee makers are designed to be used with reusable mugs and tumblers. In every location where food waste can be

composted, we have contracted service providers to minimize waste to landfill. Additionally, we have minimal use of paper for printing and documentation, as the vast majority of our data is stored securely in digital form.

The majority of Zoom's waste is e-Waste and we partner with Revivn to collect, refurbish and donate the electronics to non-profits for continued use.

Water Footprint

Due to our workplace and operational business model, Zoom has limited impact on our water consumption. As a tenant in multi-tenant buildings, water fixtures meet or exceed the flow rate requirements of the local jurisdiction through building code.

Partnerships

We partner around the world to support organizations with the mission of addressing the climate crises and improving the environment for communities. We were a strategic partner of The World Economic Forum Annual Meeting 2023, which convened under the theme, Cooperation in a Fragmented World, and looked at how to address current challenges while enabling long-term positive change.

We also support environmental non-profit organizations through Zoom Cares

and our in-kind product donations, including the following:

[CLIMA Fund](#) supports grassroots groups in 168 countries to address the climate crisis.

[Climate Resilient Communities](#) works at the community level to implement climate solutions for residents of San Mateo County in California.

[AimHi Earth](#) provides accessible and engaging live, online climate and sustainability training and education, curated for people and organizations, backed by data and delivered at scale.

[Communities Organized for Resource Allocation \(CORA\)](#) is dedicated to creating sustainable programs to help solve global issues centered on hunger, poverty, inequality, and climate change.



People

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Zoom’s culture is built by its people (or ‘Zoomies’), and we believe caring for our people better enables them to deliver happiness to our customers.

We foster an inclusive and engaging environment to allow Zoomies to create innovative solutions that connect individuals, communities, and businesses around the world.

Great people drive the success of Zoom. We prioritize attracting, retaining, and developing our people through our competitive compensation and benefits offerings, and extensive career development tools. We strive to facilitate a productive, fun, and friendly work environment. Being recognized by Comparably in key categories of Best

Company Outlook, Best Sales Team and Best Places to Work in the Bay Area in 2022, were a welcome sign that our focus on our values and people are recognized and appreciated.

We embrace programs designed to help employees feel comfortable and connected in their role and within Zoom as a whole, and we continue to seek new ways to support our employees and create the optimal work environment. As our employee base has evolved, we have continued to invest in implementing workforce programs to make sure we

continue to provide the productive, engaging, and inspiring work environment that drives us all forward.



Care is not just a word,
it’s a mantra embedded in our work.

“Since joining Zoom I have seen, on a daily basis, our value of Care thoughtfully woven into all dimensions of our company and how we make decisions. Zoomies genuinely care for each other and this creates a real sense of belonging and genuineness across the company that is very special and unique to Zoom.”

Matthew Saxon
Zoom Chief People Officer

Recruitment and Development

Equity in Opportunity

Zoom is committed to fostering an environment of equal employment. We hire and promote without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, or protected veteran status, or any other characteristic protected by local, state, or federal laws, rules, or regulations. Employees and applicants shall not be subjected to harassment, intimidation, threats, coercion or discrimination. To further comply with our equal employment policy, we periodically analyze our personnel actions and their effects. Visit our full [Affirmative Action and Equal Employment Opportunity Policy Statement](#).

Talent Acquisition

Our continued success depends on attracting and retaining the best talent. We actively seek talented candidates and use a customer relationship management platform to broaden the recruitment pool and build relationships with prospective candidates. We also participate in industry conferences and events to proactively identify key talent. Our referral program helps us leverage the networks of our current Zoomies and expand the reach of our recruitment efforts. Our Talent Acquisition team is responsible for early career pipelines at Zoom, including strategies to diversify our candidate outreach through engagements of a number of diversity events and conferences, as well as campus initiatives, which we are now scaling across Zoom.

A core focus of our DEI strategy is to embed diversity-focused initiatives into our recruitment processes. Our recruiters are trained in inclusive recruitment and hiring practices, and hiring managers are trained on similar principles on how to approach inclusive interviewing. We've also taken steps to broaden our candidate pool by forging external recruiting partnerships, and will continue to build on those moving forward.

We aspire to attract and retain top talent by offering competitive employee benefits across the globe. All full-time exempt employees have unlimited paid 'my time off'. We provide generous health, dental, and vision insurance, and contribute toward the total cost of the plans. One such benefit is the Family Building Benefit for employees, where Zoom contributes financially for care such as egg freezing, in-vitro fertilization, adoption, and gestational carrier support.

We offer a range of flexible working options to help our employees navigate and balance work and personal lives. Enabled by our technology, Zoomies choose one of three workstyles: in-person, remote, or hybrid and are trialing new ways of working to optimize the experience. By untethering our recruitment practices from office locations, we strive to hire the best talent wherever they reside. Additionally, all Zoomies are given the opportunity to own equity in Zoom, sharing in the long-term success of the company, through our new-hire grant and refresh equity awards as well as our Employee Stock Purchase Plan (ESPP). Find our country-specific benefits on our [website](#).

Career Development

Once Zoomies are onboarded, we continue to support their growth and career development. Our approach to talent development focuses on identifying and leveraging specific Zoom competencies and 'Growing at Zoom.' These encompass general, and role-specific, competencies for individual contributors and for people leaders, and provide a broad-based approach to employee development. As employees grow in their careers, the breadth and scope of competencies shift from a more tactical to a more strategic emphasis.

Within our internal Workday tool, employees are able to update their career profiles to explore new career paths, build their internal resumes and connect to more career opportunities within the company. Zoom facilitates ongoing and routine career conversations between Zoomies and their managers and encourages them to continue to update their skills and experience in their career profiles. Employees also have access to LinkedIn Learning for access to specific courses and learning opportunities in their field or others of interest.

We offer a comprehensive leadership development program that spans all the stages of leadership. Modules include: Begin to Lead, Lead Forward, Lead On, Feedback Focus, and Leading at Scale. This leadership training is reinforced through mentorship from a coaching cohort, consisting of small groups of managers that meet regularly to discuss the challenges of leadership, provide support and share best practices.

Fundamental Rights and Employee Wellness

Human Rights

Zoom is committed to respecting and promoting fundamental human rights across its business operations and supply chain. Ethical business conduct and decision-making sits at the heart of our organization and we expect it of all Zoomies. Zoom is committed to operating with respect for internationally recognized human rights, and is against human trafficking and any form of modern slavery, involuntary labor, child labor, or unethical or abusive conduct; reference our [Modern Slavery Act Statement](#).

We expect the same of our suppliers and partners, including distributors, resellers, and other channel partners, as outlined in our [Business Partner Code of Conduct](#). If these parties become aware of any such issue or conduct (or the risk of it), they must report such concerns to Zoom's Compliance and Ethics team immediately.

Additionally, hateful conduct is prohibited on Zoom as a platform. Zoom has strict [Acceptable Use Guidelines](#) and users and/or organizations may not promote violence against, threaten, or harass other people on the basis of race, ethnicity, national origin, caste, sexual orientation, gender, gender identity, religious affiliation, age, disability, or serious disease.

Human Capital & Labor Practices

In Q1 FY24, Zoom had 7,241 full-time employees, with 3,893 in the United States and 3,348 in our international locations. Zoom complies with the regulatory labor practices in all

jurisdictions where we operate. Our compensation and benefits packages include base pay, bonuses, flexible benefit plans, and equity.

Zoom employs above-market and progressive compensation programs. At Zoom, we believe this is achieved through analyzing Total Direct Compensation holistically. We offer all employees equity, allowing them to become owners who are vested in and benefit from the long-term success of the company.

Employees in one of our non-U.S. locations have the benefit of a collective bargaining agreement and are represented by a workers' council. We have not experienced interruptions of operations or any work stoppages due to labor disagreements.

Employee Health & Safety

Zoom strives to provide a safe and healthy working environment for our employees, working diligently to meet and exceed our compliance requirements in every location Zoomies work, whether it be in one of our offices, coworking spaces, or in their home workspaces. We have specifically designed programs with both ergonomics and safety in mind as it relates to working from home, and will be evaluating programs in the future to continue to support flexible workstyles.

Zoom implements a comprehensive illness and injury prevention program focusing on the following vital areas as they relate to our business: responsible

oversight of our spaces, effective safety communications, regularly scheduled inspections and evaluations, correction of unsafe and unhealthy conditions, accident/incident investigation, proper role-based training and instruction, thorough recordkeeping and documentation, and a periodic review of this program.

Our key areas of focus for routine training include: emergency response and evacuation, medical and first aid, ergonomics and lifting techniques, identifying actions adverse to safety, safe storage of materials, and hazard and incident reporting. All Zoom-leased facilities underwent a physical inspection in 2022 to determine any gaps in compliance, or to review alignment with best practices developed by our Global EHS Program Manager. We remediate any deficiencies or risks observed, and follow up with additional inspections annually. Partnering with property management, we also review maintenance records for vital mechanical systems outside of our direct control such as fire detection and suppression, and security systems.

We protect our employees globally by conducting regularly scheduled evacuation drills, often in conjunction with property managers in our multi-tenant locations, and provide training to workplace staff on emergency response, including medical emergencies, during fire drills, power outages, and following earthquakes.

Fundamental Rights & Employee Wellness

Our ergonomics program is provided to all Zoomies, and is designed to evaluate their current workspaces and specifically home offices through a self-assessment inventory. We take a preventative approach, and use this assessment as a starting place for adjustments to offset the potential damage from repetitive motion and address other musculoskeletal disorders. We provide further individual assessments as requested for specific issues, and fully comply with any mandated accommodations.

There were no OSHA recordable illness or injuries in the US last year, and one (1) lost time injury requiring medical attention internationally.

Physical Security Operations Center and Program

The Physical Security Operations Center (PSOC) serves as a centralized

command, control, and communications environment, answering multiple feeds of voice, data, and video to gain a unique advantage when dealing with safety or security challenges in a dynamic environment. We utilize best-in-class proven technologies to continuously monitor and mitigate physical, environmental and personal threats.

Our PSOC serves as a strategic hub to activate all necessary resources during a time of emergency or crisis, and provides a proactive, united, and integrated “safety net” for the company. It centralizes and streamlines immediate awareness and response efforts, supports communications throughout a significant incident or event, and provides routine monitoring of physical security technology, manages incoming reports, dispatch events, and issues event-driven notification services. Additionally, PSOC supports our Mass Notification System and Travel Tracking & Safety platform for employee duty of care.

Our PSOC serves as a strategic hub to activate all necessary resources during a time of emergency ...and provides an integrated “safety net” for the company.

Wellness Programs

Care is our core value, and we embody this value as we go beyond compliance to support the health and wellbeing of Zoomies. We take a broad view of health and wellness and offer substantial benefits to support the physical, mental and financial wellbeing of our Zoomies. Sample programs include physical therapy consultations, life coaching sessions, legal support, financial planning, navigating relationships and developing mindfulness.



Left: Employees in our San Jose Headquarters near a collage of employee photographs and company moments over the years

Employee Engagement

We are proud of our culture of engaged employees. We grew our Employee Resource Groups (ERGs) in FY23 with the founding of Coexist at Zoom, a group dedicated to interfaith and intercultural conversations. Our other ERGs are: Asian and Pacific Islander, Black, Latinx, LGBTQ+, Veteran and Women at Zoom. We also have an active employee-led happiness committee (the 'Happy Crew') that hosts social events, coordinates volunteering efforts, promotes our values and helps create long-lasting bonds between employees.

Advancing Diversity, Equity and Inclusion (DEI)

Zoom's diversity, equity, and inclusion (DEI) program embodies our core value of Care by helping to create the most

inclusive workforce, workplace, marketplace, and community possible for our employees and customers. FY23 DEI program highlights include:

- Hosted 12 Zoom Talks, which provide Zoomies with opportunities to learn from diverse backgrounds and experiences through global speakers; a few impactful guests were actor and activist Kal Penn, author Anand Ghiridaradas, astronaut José Hernandez, and LinkedIn.org CEO Rachel Thomas.
- Hosted our [first HBCU week](#), led by leaders in our Soul at Zoom employee resource group (ERG), to celebrate the importance of Historically Black Colleges and Universities and their contributions to the tech world.

- We introduced new training in partnership with [Hone](#) focused on different aspects of DEI, and partnered internally with our talent and organizational development team to bring training on unconscious bias and inclusive leadership to Zoomies.

Gender at Zoom (Global Employees)

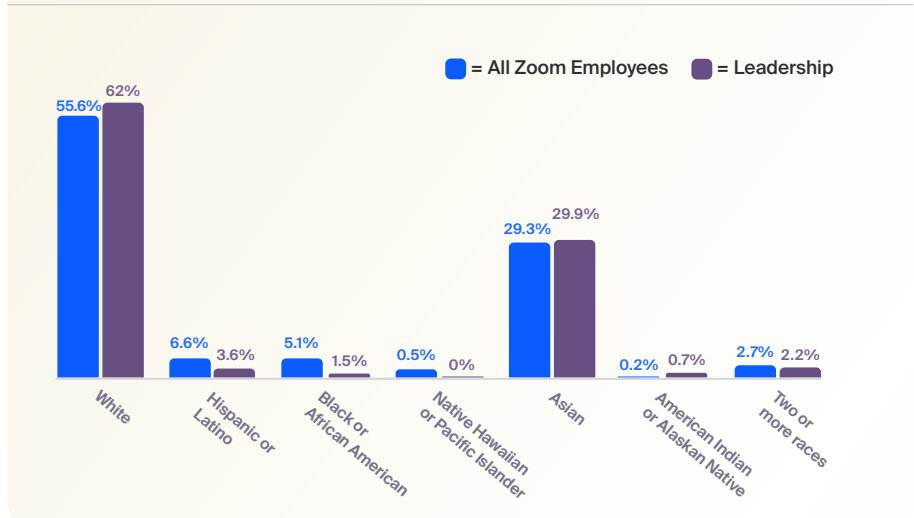
All Zoom Employees



Leadership



Race & Ethnicity at Zoom (US-based employees)



Methodology: Data represents Zoom's Fiscal Year 2023 and is as of 1/31/2023. "All employees" is identified as Zoom's regular (non-contract, non-intern) employee population. "Leadership" is defined as Zoom employees within the executive and senior manager levels; this definition has been updated from the FY2022 ESG Report to be more reflective of our upcoming 2022 EEO-1 reporting methodology. Data points may not add to 100% due to rounding or those that decline to identify.

Employee Engagement

Future of Work

Recognizing that employees value the flexibility afforded by new working models, we are now focusing on making proactive and positive contributions to reimagining the future of work.

To lead the effort to reopen our offices, we established an internal cross-functional team to gather employee feedback, understand local and country mandates, coordinate processes and policies for the new work reality, and incorporate tools to facilitate returning to offices, such as for workplace reservation and health checks.

In turn, we aim to advise our customers and support them in optimizing the dynamic relationship between their workforce, workplaces and work arrangements; it's not just where you work, but how and with whom you do it. We envision a future of employee-centric work practices that emphasize flexibility, and research-driven approaches as companies balance remote, hybrid, in-office and other dispersed work arrangements. The guiding principle of these efforts is to use research to examine and mature our practices to provide a collaborative, equitable, inclusive and agile working environment no matter where employees are based. Our products support customers embracing new and ever-evolving ways of working, and we hope to share our expertise with customers through thought leadership, blogs and other forums.

Routine Engagement Survey

We conduct biannual engagement surveys to take the pulse of our organization and track employee engagement. In 2022, we had an excellent 90% participation rate in our employee engagement survey. We also issue off-cycle surveys on specific topics that arise to make sure we're addressing the most current needs and concerns of our employees. Our engagement survey process is not only about understanding engagement but is also focused on action; our surveys are designed to

In 2022, we had an excellent 90% participation rate in our employee engagement survey.

provide actionable insights to managers and executives. We encourage managers to discuss results with their teams and commit to actions for effective change.



Above: Zoom employees in a coworking space at the San Jose headquarters



Community

- 2 Customers
- 2 Responsible Supply Chain
- 2 Social Impact



As a platform for everyone, enabling communication and collaboration globally, Zoom is honored to serve many communities around the world.

Our role in helping people communicate and collaborate with each other is a privilege and a responsibility. Reliable and secure communication powers productive workforces, builds communities and opens dialogue for human engagement and empathy. Our actions demonstrate Zoom's intent to play a fundamental role in supporting our world, not only through our products and services, but also by leveraging our partnerships, our passionate employees, and charitable giving.

In 2020, we launched Zoom Cares, our global social impact arm to support communities around the globe through a range of philanthropic efforts, both at a corporate level and by enabling our employees in their charitable pursuits. Through funding, product donations and technical expertise, we support these organizations as they build a future that is more just, more equitable, and more caring.



Zoom is instrumental in how those living in Opal HealthCare's network are connecting - and thriving

“At Opal HealthCare, our residents represent 26 different nationalities, who are used to talking in their own language. For those families to continue to connect and be able to speak together in their first language with no barriers, has been a great relief to them.”

Roseanne Cartwright

Director of Communications and Community Engagement,
Opal HealthCare

Customers

Care for Customers

We care about our customers, their successes and their ability to do great things. Zoom creates innovative products and services to make our customers' lives easier. We listen to our customers and strive to be proactive when possible, and promptly responsive otherwise. We recognize the diversity of individuals, industries and business types that need a secure and frictionless communications platform and have built solutions accordingly.

Zoom removes communication barriers and offers free 40 minute video conference calls to everyone around the world. We strive to serve our customer needs and deliver happiness in real time, so they in turn, can serve our broader communities and the world. We have customers of all sizes, from individuals to global Fortune 50 organizations.

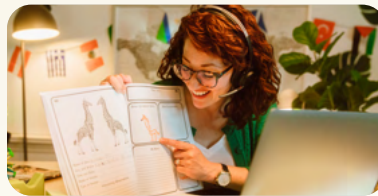
86% of the Fortune 100 choose Zoom (2022)

71% of the Fortune 500 choose Zoom* (2022)



Powering organization across industries and geographies

Zoom helps consolidate communications, connect people, and collaborate better together in the boardroom, classroom, operating room, and everywhere in between.



EDUCATION



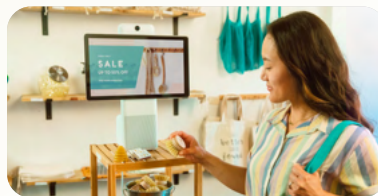
FINANCIAL SERVICES



HEALTHCARE



GOVERNMENT



RETAIL



MANUFACTURING

*For those companies with greater than \$1,000 MRR

Customers

Creating Inclusive Products

We have worked hard to embed DEI principles into our products. We have introduced a number of features to make our products more accessible and inclusive, including auto-generated captions, Sign Language interpretation view, emojis with diverse skin tones, a pronouns feature, and Smart Gallery. Smart Gallery is a Zoom Rooms feature that uses cutting-edge hardware and AI to create individual video feeds of in-room participants and gives remote participants a clearer view of their in-room counterparts.

We've introduced a translated captions feature to help remove language barriers, connect people, and promote inclusivity in meetings and webinars. Captions are currently available between English and the following eleven languages: Chinese Mandarin – Simplified (beta), Dutch, French, German, Italian, Japanese (beta), Korean

(beta), Portuguese, Russian, Spanish, and Ukrainian.

Our DEI team played an integral role in the development of Zoom's virtual [avatar feature](#). We wanted to make sure that every Zoom user could feel seen and represented by their designed avatar, so DEI partnered with our internal design team to test, build, and make recommendations on how to expand avatars. We are continually improving the feature and working closely with our ERGs to represent all identities within the avatars.

User Education

We want to educate our community of users about how best to leverage our products' many functional features and security measures. In December 2021, we launched our Zoom [Learning Center](#), a free and accessible platform to anyone interested in learning Zoom basics or how to use Zoom like a pro. In one year,

we have had over one million users on the Zoom Learning Center; offering on-demand courses, quick Show-Me Videos and learning in eight languages. Additionally, Zoom has sales support, product support and premier support teams to best serve our customers.

How You Used Zoom in 2022

We [aggregated anonymized Zoom usage data](#) from November 1, 2021 - October 31, 2022 to glean insights into how customers used Zoom.

We looked at the number of meetings held as well as meeting minutes, the number of phone calls made and call minutes, webinar and event sessions, as well as overall chat, whiteboard, and room activity. Here's what we found:



Tuesday was the top day for meetings



52 minutes was the average meeting length



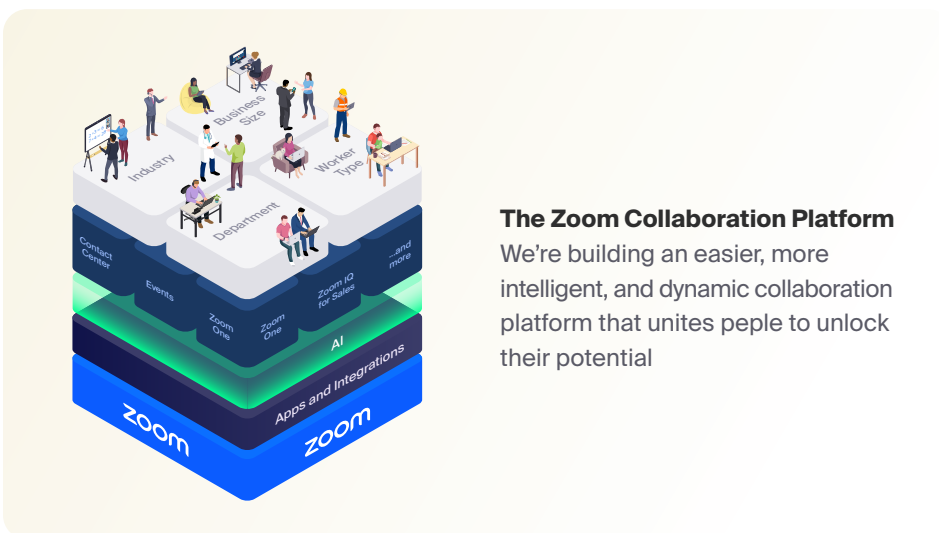
7 people was the average meeting size

47%

percent of meetings used screen sharing

55%

of people preferred real-life meeting backgrounds



The Zoom Collaboration Platform

We're building an easier, more intelligent, and dynamic collaboration platform that unites people to unlock their potential

Responsible Supply Chain

We view our third-party suppliers as part of the Zoom community and work with partners that share our values and our focus on sustainability and ESG responsibility. Our [Business Partner Code of Conduct](#) communicates our expectation that our suppliers will abide by our commitments to respect the privacy of our customers, protect human rights, and operate ethically.

Prospective vendors are screened by our Compliance and Ethics team and must agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom. For our part, we commit to deal fairly with our suppliers and follow clear principles of fair competition when purchasing products and selecting suppliers.

We are working to embed sustainability further into our purchasing strategy, both in our selection processes as well as initiating ESG data collection from our suppliers. Additionally, as we serve as a supplier to hundreds of companies, we communicate our due diligence and complete the EcoVadis questionnaire to share our progress across ESG metrics.

Social Impact

Global Philanthropy Efforts

Zoom Cares brings together the best of Zoom to help solve some of humanity's biggest challenges. Our people are passionate about making an impact by deploying funds, technology, and technical expertise to address educational and social inequities and tackle climate change.

In 2022, Zoom donated over \$12.1 million in grants to 90 organizations in over 20 countries globally. Our four focus areas of contributions are education, social equity, environment and mental health and we make a conscious effort to give resources to organizations that typically receive less funding. Specifically grassroots organizations with a focus on youth, led by people of color, and serve marginalized communities, including low-income individuals, LGBTQ+, and people of color.

We recognize that the challenges facing our world are intersectional and overlapping. That's why, in 2022, Zoom Cares completed a grant round focusing on organizations taking an intersectional approach to systemic change on climate justice, social equity, youth mental health, and education. At Zoomtopia, we [announced \\$5 million in funding](#) to support 20 organizations delivering critical, intersectional impact around the world. We also support San Jose and the broader Bay Area, in California, where Zoom was founded and is headquartered.

We also try to amplify the passion and generosity of our employees through the Zoomies Care donation matching program. In 2022, Zoomies donated over \$440,000 to their causes and Zoom matched with over \$300,000 to nearly 980 organizations in 22 countries around the world.

Our employees are encouraged to donate their time to charitable causes, and one such way is through the newly introduced Nonprofit Clinics. These are volunteer-led sessions by Zoomies to help nonprofits build their digital expertise of the Zoom product. Another way in which Zoomies donated their time was through a partnership with Team4Tech to complete a pro bono consulting project for STEM From Dance, a nonprofit dedicated to transforming the STEM field by empowering girls of color with STEM skills through dance. Additionally, our event services team provided pro bono virtual event support to help our partner organizations connect with their audience, engage their community, educate, and share resources.

Social impact

In-kind Product Donations

Zoom is how the world connects and nonprofits across the globe trust and use our product to communicate with one another, build powerful connections, scale their reach, and deliver critical services. In 2022, we provided over \$17.8 million in product donations to 66 organizations in 16 countries, and we provided our product at a 50% discount to nearly 20,000 nonprofits in 100 countries through our TechSoup partnership.

We are proud of the critical role our platform played in powering remote education globally during the pandemic, and we realized quickly that educators in Ukraine, where hundreds of schools have been destroyed, might need our support with the conflict in Ukraine. Our partnership with Ukraine's Ministry of Education – the largest in our history to date – has involved Zoom providing our technology and technical expertise to help Ukrainian

students, faculty, and staff continue to learn and collaborate, with more than one thousand Ukrainian schools and colleges now using Zoom.



Left: AimHi Earth provides accessible and engaging live, online climate and sustainability training and education, curated for people and organizations, backed by data and delivered at scale.

AimHi Earth uses our in-kind product donation to provide greater access to its training sessions.

Photo courtesy of AimHi Earth.

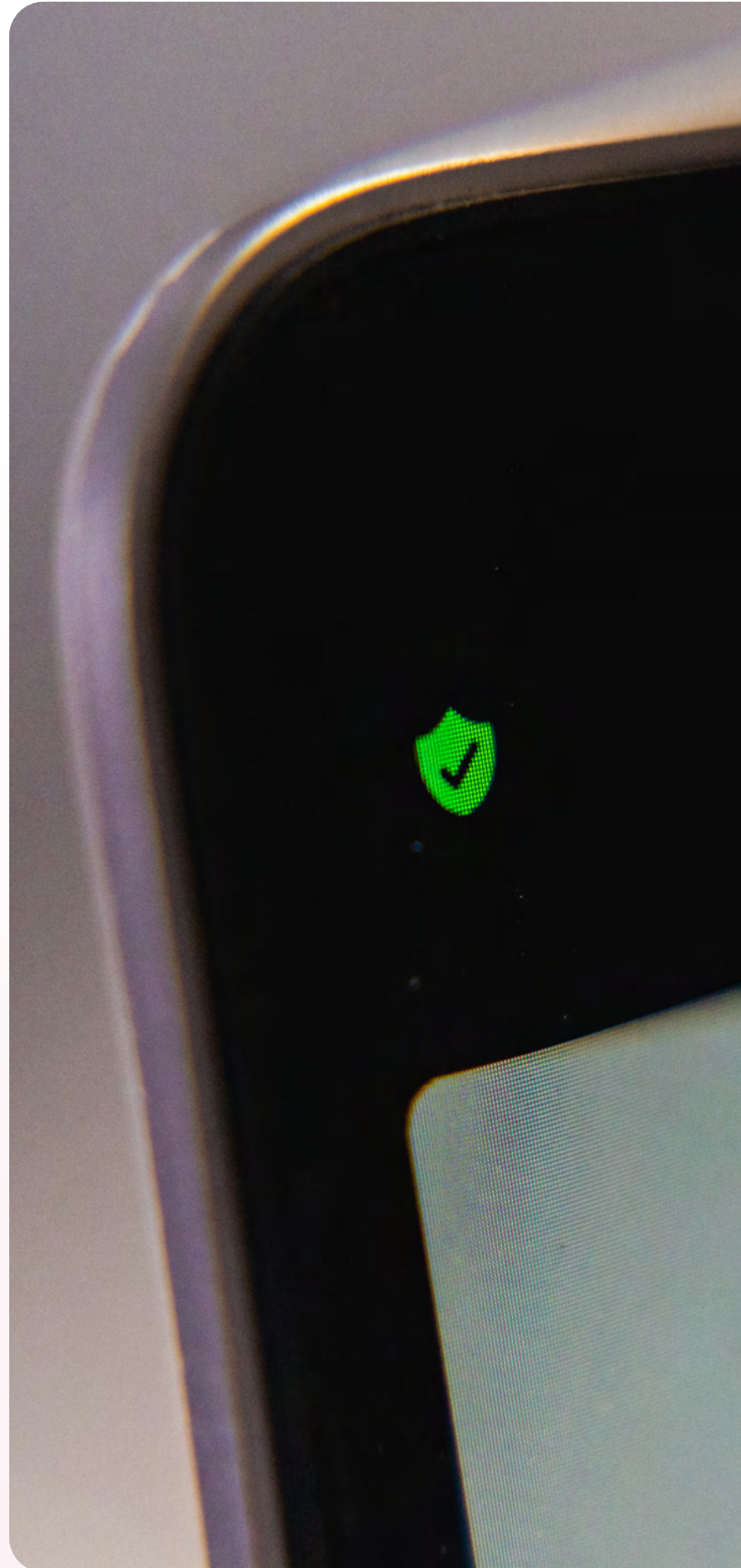


Trust

29 Data Privacy & Cybersecurity

2 Proactive Solutions

Compliance & Ethics



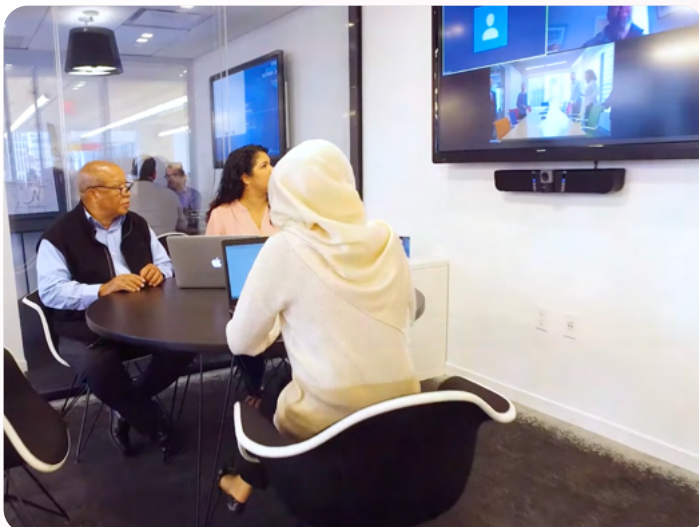
Providing a frictionless and secure collaboration platform is our mission, and to execute on our mission, we must ensure our customers feel safe and confident sharing their data, including personal and confidential business information over our platform.

Trust is central to our platform and flows from our value of care. Zoom's service has become essential to enabling businesses, educators, and families to connect, communicate, and collaborate. This is a responsibility we take seriously, and the reliance and faith our customers place in Zoom only serves to strengthen our commitment to provide a safe and secure service for all users. We have invested to enhance and scale our privacy and security measures and achieved certifications demonstrating our commitment to maintaining a secure platform.

We also have a dedicated Zoom Trust & Safety team of lawyers and analysts, as well as engineers, data science, security, privacy, product, and various other technical experts who support the safety mission. We've built safety features and tools -- such as Report a User, Suspend Participant Activities, and our At-Risk Meeting Notifier -- and work relentlessly to keep our users and our platform safe.

We are committed to operating our business ethically and expect our business partners do the same. Zoom has a robust SpeakUp whistleblower program to support a culture where

employees are comfortable reporting questions and concerns, leading to more efficient and transparent operations. Further, we support the free and open exchange of thoughts and ideas. We are proud to facilitate meaningful conversations and professional collaboration around the world, while also working to keep our users and their communities safe.



Nasdaq breaks down communications barriers with Zoom

“The whole Zoom interface is very intuitive and easy to use – it works well with somebody like me, who doesn’t want to spend a long time trying to figure something out.”

Greg Martin
Senior Manager, NASDAQ

Data Privacy and Cybersecurity

Zoom is committed to protecting the security, privacy, and integrity of our technology infrastructure and data, including personal data related to our customers, users, employees, vendors, business partners, and other relevant parties. One of the most important ways we protect our users and earn their trust is by protecting their information. As demand for our platform has grown, we have invested to enhance and scale our privacy and security measures. We have introduced a number of new features to strengthen the security of our platform and continue to invest in the development of an enterprise platform that provides assurance through transparency.

One of the most important ways we protect our users and earn their trust is by protecting their information.

Data Privacy Program

Zoom respects the privacy rights of individuals and we have implemented measures aligned with leading data protection standards to comply with the data protection and privacy laws, rules, and regulations applicable to us in the jurisdictions where we operate. We maintain dedicated Privacy and Cybersecurity compliance teams responsible for the management and development of our external and internal privacy programs. Our data privacy and cybersecurity professionals track global data protection standards and regulations to keep our practices current with evolving requirements, evaluate the data protection practices of our suppliers and support our customers' compliance

obligations. Find Zoom's full Privacy Statement [here](#) that explains the types of data we collect, how we use that data, and how we protect our users' data and privacy.

In April 2022, we [announced the publication](#) of our Data Protection Impact Assessment (DPIA) from SURF, the collaborative organization for IT in Dutch education and research. The DPIA provided a detailed technical and legal review of data collection and use practices to determine compliance with EU data protection laws on Zoom's Meetings, Webinar, and Chat services. Zoom agreed to several actions in the course of collaborating on the DPIA, including new features, improved transparency and documentation, enhanced practices, and a measurement plan.

Protecting Customer Data

Zoom maintains an extensive array of privacy and security features to help our users protect their data and understand how their data can be seen, shared and stored. Below is a sampling of some of our customer data protection, privacy and security features.

Enhanced Encryption: Zoom offers 256-bit AES-GCM encryption by default for all meeting, webinar and messaging content in transit.

Optional End-to-end Encryption:

When enabled, Zoom's end-to-end encryption (E2EE) ensures that communication between all meeting participants using Zoom clients is

encrypted using cryptographic keys known only to the devices of those participants. While the actual encryption is the same (256-bit AES-GCM), it's the key management that changes with E2EE. Now the Zoom client generates the key (stored locally) instead of Zoom generating the key.

Authentication: Zoom offers a range of authentication methods such as SAML, OAuth, and/or Password based which can be individually enabled/disabled for an account. Users authenticating with username and password can also enable two-factor authentication (2FA) as an additional layer of security to sign in.

Transparency: Before joining a meeting, attendees can preview their video and decide to join without video, and the platform also provides attendees with a meeting recording notice.

Storage Choices: Recordings can be stored on the host local device with the local recording option or on Zoom's cloud with the cloud recording option.

In-Product Privacy Notifications:

These notifications are designed to make it easier to understand who can see, save, and share their content and information when they join meetings and experiences hosted on Zoom. They are designed to help users make informed decisions about how they use Zoom without disrupting the frictionless Zoom experience our users count on.

Data Privacy and Cybersecurity

Cybersecurity Program

Zoom has a [Cybersecurity Risk Management Committee](#) that meets at least quarterly, to assist the Board in fulfilling its oversight responsibility with respect to the management of risks related to the Company’s information technology use and protection, cybersecurity, and product security.

We continuously improve our cybersecurity program to implement, and improve upon, industry best practices, as evidenced by our growing

list of [third-party certifications, attestations and standards](#). Zoom has invested heavily in providing transparency and assurance over its security and privacy programs through obtaining globally recognized certifications and attestations, such as ISO/IEC 27001:2013, SOC 2, SOC 2 + HITRUST and CSA STAR Level 2. Over the last year, we have also increased our footprint of international certifications, including CyberEssentials Plus in the United Kingdom, iRAP in Australia, C5 in Germany, ACN in Italy, and ENS High in Spain. Additionally,

the Zoom Meeting Client is the first video communications client to [attain certification](#) for Common Criteria Evaluation Assurance Level 2 (v3.1 rev. 5), issued by the German Federal Office for Information Security.

Cybersecurity awards and recognition:



Global InfoSec Awards
“Cutting Edge Security Team of the Year”



Fortress Cyber Security Awards
“Compliance” for Zoom In-Product Privacy Notifications



SIA Women in Security Forum
“Power 100” for Tammie Kim



BSIMM Community Award
“Zoom’s Engineering Security Champions Program”



SANS Institute Difference Maker Awards
“Innovator of the Year” for Andy Grant

SC Awards
“Best Pandemic Pivot”

CSO50 Awards
“In-Product Privacy Notifications”

Data Privacy and Cybersecurity

Ongoing Cybersecurity Investment

Zoom continues to invest in cybersecurity, ensuring that we have the right people, processes, and technology to mitigate cybersecurity risks. Our information security program is based on the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), and security objectives and priorities are aligned to each area of the NIST CSF so that we can continuously measure our program and progress. Progress against security objectives and the NIST CSF is measured quarterly, with an independent third party assessment occurring at least annually.

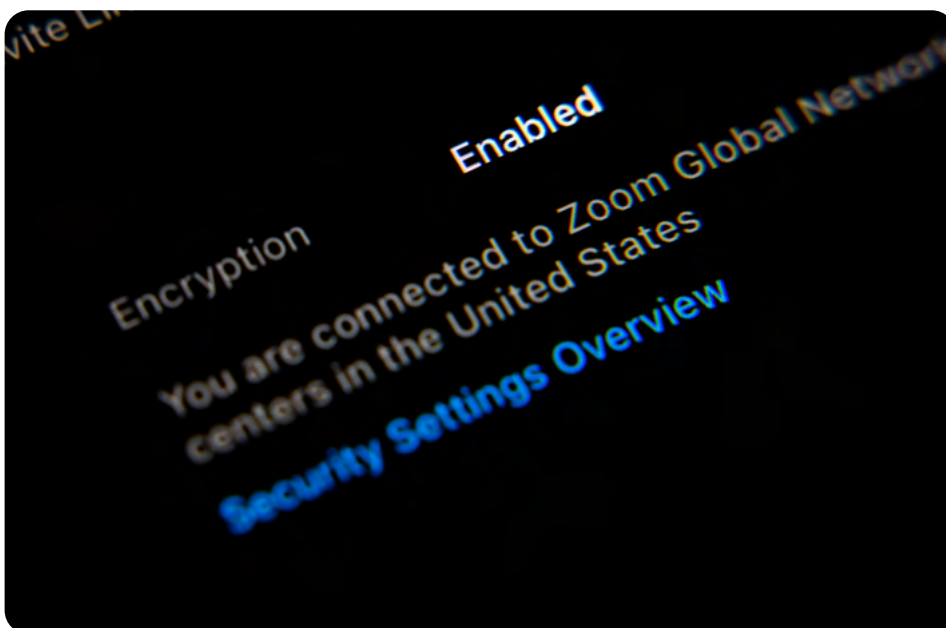
Overarching Zoom's information security framework is a governance and continuous improvement model based on ISO 27001. This includes ongoing measurement and evaluation

of the effectiveness of the program, assessing priorities and objectives to continuously improve the program, and reviewing program priorities and performance with executive leadership and the Cybersecurity Risk Management Committee of the Board at least quarterly.

We continue to add features to the Zoom platform that allow our customers to implement additional security measures. We implemented automatic updates in the Zoom client, enabling users to receive important security fixes and other features in real-time. Additionally, we implemented Zoom Customer Managed Key, which allows customers to manage the encryption keys for certain data stored in Zoom's environment. We also extended end-to-end encryption options to Zoom Phone and Zoom Phone Voicemail.

A Cybersecurity Mindset

We focus heavily on establishing a strong security mindset at Zoom, with all employees required to complete information security training upon hire and annually thereafter. Additional risk-based security training sessions are required for specific roles. For example, developers are required to complete secure code training prior to being granted access to develop production code and annually thereafter. These trainings are reinforced through ongoing awareness campaigns to address specific cybersecurity risks. Zoom conducts phishing exercises and awareness campaigns at least quarterly. We also work with external security researchers through our bug bounty program, which rewards them for identifying vulnerabilities.



Left: Encryption enabled in meetings on a mobile device

Proactive Solutions

Risk Assessments

Zoom's enterprise risk management (ERM) includes an assessment of risks reported to the Audit Committee of the Board of Directors annually. It is based on risk information collected from key stakeholders throughout the year. This risk report is presented by the Chief Audit Officer and includes top enterprise risks showing inherent and residual scoring as well as key risk drivers and their mitigations. ESG is specifically addressed as an individual risk and included as a lens through which other key risks are assessed, such as talent and business continuity.

Zoom has a formal security risk management program with processes in place to continuously assess, monitor, and mitigate security risks in its environment, including security risks associated with its third party service providers. Security risks are reported to executive leadership and the Cybersecurity Risk Management Committee of the Board.

Additionally, Zoom undertakes compliance risk assessments on a periodic basis to effectively tailor our compliance and ethics program to our evolving risk profile and can consider and implement appropriate updates or adjustments to the compliance and ethics program.

Zoom and Customer Resiliency

We are determined to provide a reliable and resilient communications platform to our customers, and protect our

customers and our business against technology disruptions. We recognize that interruptions, delays, or outages in our services can disrupt our customers' critical operations, therefore protecting our users from technology disruption is extremely important to us and an extension of our value of care. We endeavor to prevent and protect against disruptions caused by a range of factors, including infrastructure changes, human or software errors, viruses, ransomware or cyber extortion, fraud, general internet availability issues, spikes in usage, and denial of service issues. We maintain and update a [service status website](#) to keep our customers apprised of any disruptions to our services and apps in real time.

We endeavor to prevent and protect against disruptions caused by a range of factors

To protect against and minimize the impact of these disruptions, we have business continuity management and disaster recovery programs in place. Business continuity and disaster recovery plans are established and maintained for key services. These plans are tested at least annually, ensuring capacity can be shifted easily between resources.

Emerging Technology and AI

The ambitious promises of AI over the past few decades are rapidly coming to fruition today. With these new capabilities to automatically process

data quickly, processes become streamlined, and communication with coworkers, teams, and customers becomes more effective.

Many existing Zoom products already incorporate AI. Zoom Meetings includes AI-powered features such as virtual backgrounds, avatars, gesture recognition, and background noise suppression — all of which make meetings more engaging and inclusive. Zoom Virtual Agent with Contact Center, and our conversation intelligence solution Zoom IQ for Sales use AI as a foundation to help customer-facing teams deliver great customer experiences.

We are researching exciting ways AI-powered products can add value for our customers, including an AI-powered training environment and additional features in Zoom IQ for Sales and extending real-time translation to additional Zoom platform products, including Chat.

As we continue to invest in AI, Zoom remains committed to ethical and responsible AI development. Our AI approach derives from our culture of putting security and trust at the center of what we do. We will continue to build products our customers love that are consistent with that culture of delivering happiness and core value of Care.

Compliance and Ethics

At Zoom, our culture of delivering happiness emphasizes security, privacy and safety, and goes hand-in-hand with a strong commitment to ethical business practices. Our compliance and ethics program has been in place since before our 2019 IPO, and we continue to improve upon it as our company grows, focusing on the program's design, good faith application, and effective implementation. Along with internal standalone policies, our [Code of Business Conduct and Ethics](#) sets forth our business expectations for conducting business with care and integrity. Our policies and Code address a number of topics, including whistleblowing, non-retaliation, conflicts of interest, political contributions, human rights (which are also addressed in our [Modern Slavery Act Statement](#)), and we encourage the use of our SpeakUp (whistleblower) hotline.

One topic addressed in our Code of Conduct and standalone policies is anti-bribery and anti-corruption compliance. Zoom's anti-bribery and anti-corruption program includes standalone policies on anti-bribery and anti-corruption, gifts and hospitality, and conflicts of interest. Zoom's commitment to compliance with anti-bribery and anti-corruption laws extends to our third party partners. Prospective vendors and business partners are required to participate in a screening process to confirm they do not have a history of bribery or corruption, and they are required to contractually agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom. We have also implemented a [Business Partner Code of Conduct](#),

applicable to Zoom channel partners, suppliers, and vendors.

Zoom is committed to ensuring our employees understand our company policies and procedures, such as our Code of Conduct, Anti-Bribery and Anti-Corruption Policy, Conflicts of Interest Policy, and our Export Controls and Trade Sanctions Policy, among others. As part of our employee onboarding program, we train employees about our Code of Conduct, our data and security policies, and our SpeakUp culture. We also regularly train and communicate to employees on any number of key risk topics through messages from leadership, bespoke web-based training in local languages, and live instructor-led training. We have implemented an enterprise-wide learning management system designed to facilitate regular employee training and attendance. Among other topics, employees are required to complete regular training on our Code of Conduct, Speak Up and non-retaliation; anti-bribery and anti-corruption, gifts and hospitality and conflicts of interest; and export controls and trade sanctions, and more.

Whistleblower Program

We believe there's a correlation between having a healthy "speak up" culture and ethical business practices. We have a third-party hosted whistleblower hotline, which can be used by employees and third parties 24/7 to make anonymous or confidential reports to the Company. Beyond meeting public company requirements, our approach is to design and promote a workplace with multiple

We believe there's a correlation between having a healthy "speak up" culture and ethical business practices.

avenues for employees to voice issues and concerns -- one where speaking up is driven and supported by multiple teams in addition to our Chief Compliance and Ethics Officer, which include: direct managers, the People Experience Team, the Legal Department, Internal Audit, and the Audit Committee of the Board of Directors (for reports related to the accuracy of Zoom's financial statements or recorded transactions). Employees are also regularly reminded about the Company's non-retaliation policy as part of the SpeakUp hotline. Reports are taken seriously, treated confidentially, and are reviewed through a governance process that includes the Audit Committee of the Board of Directors.

Compliance and Ethics

Freedom of Expression

Today's technologies blend our physical and virtual worlds, giving us new ways to work, communicate, and express ourselves. Zoom is committed to supporting the free and open exchange of thoughts and ideas. We are proud to facilitate meaningful conversations and professional collaboration around the world. You can find more information about our commitment to freedom of expression in our [Safety Center](#).

At Zoom, we enable these activities on our platform, while also working to keep our users and their communities safe. We have a dedicated team of lawyers and trust and safety professionals that are another key team in our Compliance function along side compliance and ethics. Just as our Zoomies are expected to honor our Code of Conduct, we expect our users to follow our Acceptable Use Guidelines in order to promote an inclusive and healthy collaborative environment. We notify our users when we take actions that impact their ability to use Zoom, and we allow users to appeal these actions. As part of our commitment to transparency, we publish comprehensive reports about how we respond to government requests globally and enforce our Community

Standards. We update our [government requests transparency report](#) semi-annually, with reporting periods from January to June and July to December, and we update our [Community Standards enforcement reports](#) monthly. For FY23, the Trust and Safety team addressed over 155,700 notifications of misuse on the platform.

Zoom's work to keep our users and platform safe while upholding commitments to freedom of expression, inclusion, privacy, and transparency is enriched by organizations across the globe that are also dedicated to improving the internet for everyone. To the right are just a few examples of the organizations we have collaborated with to create a safe experience for Zoom users.



Trust collaborators:

Christchurch Call

Digital Trust and Safety Partnership

Global Internet Forum to Counter Terrorism

Global Network Initiative

Internet Watch Foundation

National Center for Missing & Exploited Children

Tech Against Terrorism

Tech Coalition

WeProtect Global Alliance

Appendix

- 6** Awards and Recognition
- 7** Policies and Statements
- 7** Forward-looking Statements
- 8** SASB Index Table

Awards and Recognition

Top 100 most purposeful brands

Ranked #3 amongst the top 100 most purposeful brands in Inc's Purpose Power list this year.

Most Admired Companies List

Prominently featured in the computer software category on Fortune's 'Most Admired Companies' list.

Named to the Variety500

Named to the Variety500, an award that recognizes the most influential business leaders shaping the industry.

A leader in Gartner's 2022 Magic Quadrant for UCaaS Worldwide

(3 consecutive years).

Best Company Outlook, Best Sales Team and Best Places to Work

Ranked by Comparably as among the Best Company Outlook, Best Sales Team and Best Places to Work in the Bay Area in 2022.

Fast Company's 2022 Next Big Things in Tech

Named to Fast Company's 2022 Next Big Things in Tech list highlighting Zoom Events.

Leader in two IDC MarketScapes for Collaboration Tools in Education

(North America and Worldwide).

Leader in the 2022 APAC Team Collaboration and Videoconferencing MarketScape

IDC recognized Zoom as a leader in the 2022 APAC Team Collaboration and Videoconferencing MarketScape.

Leader recognition in two Aragon Research Globes

Received Leader recognition in two Aragon Research Globes: Unified Communications and Collaboration as well as Video Conferencing.

Aragon's Innovation Award

Received Aragon's Innovation Award for Video Conferencing for the third year in a row (2020, 2021 and 2022).

2022 North American Virtual Care Customer Value Leadership Award

Frost & Sullivan recognized Zoom with its 2022 North American Virtual Care Customer Value Leadership Award

2022 Global SMB Customer Experience Customer Value Leadership Award

Frost & Sullivan recognized Zoom with its 2022 Global SMB Customer Experience Customer Value Leadership Award.

Employee Choice Best Places to Work

Awarded as one of Glassdoor's Employee Choice Best Places to Work in 2022 and 2021.

High scores across customer review sites

Consistently achieved high scores across customer review sites, including Gartner Peer Insights, TrustRadius, and G2 Crowd.

2022 Gartner Peer Insights Customers' Choice

Recognized as a 2022 Gartner Peer Insights Customers' Choice for Meeting Solutions, Zoom Rooms and Zoom Video Webinars.

Top Rated Web Conferencing Software Award

Recognized for TrustRadius' Top Rated Web Conferencing Software award along with nine other recognitions.

Policies and Statements

[Acceptable Use Guidelines](#)[Modern Slavery Act Statement](#)[Trust Center](#)[Code of Business Conduct and Ethics](#)[Transparency Report](#)[Zoom Privacy Statement](#)

Forward-looking Statements

This report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws.

The information covered by this report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG framework, including goals, commitments, and strategies and related business and stakeholder impacts. These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements, including any failure to meet stated goals and commitments in our ESG framework, and execute our strategies in the time frame expected or

at all, as a result of many factors, including changing government regulations, continued uncertainty regarding the extent and duration of the impact of the COVID-19 pandemic and the responses of government and private industry thereto, uncertainty regarding customer and workplace behavior trends as the COVID-19 pandemic tapers, particularly as vaccines become widely available and distributed, and users return to work or school or are otherwise no longer subject to limitations on in-person meetings, delays or outages in services from our co-located data centers, failures in internet infrastructure or interference with broadband access which could cause current or potential users to believe that our systems are unreliable, market volatility, and global security concerns and their potential impact on regional and global economies and supply chains. More information on risks, uncertainties, and other potential factors that could

affect our business and performance is included in our filings with the SEC, including in the “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” sections of Zoom’s most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings. Forward-looking statements speak only as of the date the statements are made and are based on information available to Zoom at the time those statements are made and/or management’s good faith belief as of that time with respect to future events. Zoom assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

Sustainability Accounting Standards Board (SASB) Index

Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	See “Energy and Climate” section (page 11)
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Zoom does not currently report on water consumption; we will monitor and consider reporting in the future
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See “Energy and Climate” section (page 11)
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	Zoom does not disclose this metric at this time, but we will evaluate for future reporting efforts
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	See “Data Privacy and Cybersecurity” (page 29)
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Zoom Privacy Statement
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Zoom Privacy Statement
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Zoom does not currently report on legal proceedings related to user privacy; we will monitor and consider reporting in the future
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Transparency Report
	(1) Number of law enforcement requests for user information, (2) number of users whose List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Transparency Report

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

Topic	Accounting Metric	Code	Response
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are foreign nationals	TC-SI-330a.1	See “Human Capital & Labor Practices” (page 17)
	Employee engagement as a percentage	TC-SI-330a.2	See “Employee Engagement” section (page 19)
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	See “Employee Engagement” section (page 19)
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	Zoom has not had any significant fines or losses as a result of legal proceedings associated with anti-competitive behavior regulations
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	See “Data Privacy and Cybersecurity” section (page 29)
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See Risk Assessments (page 32) and the “Risk Factors” section of Zoom’s most recently filed Form 10-K