

First Progress Report on the Accessibility Plan for Zoom Voice Communications, Inc. (May 2024)

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General

Introduction

At Zoom, we want to make human connection easy for everyone, everywhere. That's why we train our teams to sustainably build accessible products, which we test using assistive technologies, and continually listen to customer feedback to build products that fit your needs.

Zoom designs, develops, and tests its products with accessibility in mind to provide collaborative tools for all users. A summary of Zoom's accessibility features is available on our Accessibility page (<https://zoom.us/accessibility>).

Contact Information and Feedback

We welcome your feedback on this Progress Report for the first year of our Accessibility Plan or about Zoom Phone accessibility in general at zoomphone-canada-access@zoom.us or at (877) 662-1070. You may also submit feedback anonymously through our main feedback portal at <https://zoom.us/feed>, referencing the Accessible Canada Act and Zoom Phone. You may also submit feedback through our Feedback Process outlined on this [page](#). The feedback you

submit will be acknowledged in the same order and manner in which it was received, unless your feedback was provided anonymously.

Alex Mooc, Zoom's Head of Accessibility, is Zoom Phone's designated representative to receive feedback under the Accessible Canada Act.

Areas Described Under Section 5 of the ACA

Information and communication technologies (ICT)

In the first year of implementing Zoom's Accessibility Plan, ICT Pillar progress focused on barriers related to making internal ICT technology more accessible for our employees with disabilities in a way that addresses their individual needs.

ICT Pillar progress is on track. Since we published our Accessibility Plan in May 2023, Zoom continued to build and test internal ICT technology with accessibility in mind so that communication remains accessible for employees with disabilities. Zoom also fielded requests from employees with disabilities about their specific communication needs to provide them with the appropriate assistive technology and/or alternative accessible means of communication.

The current priority for the ICT Pillar is to continue to scale our culture of care towards accessibility as we expand our product portfolio, while working to ensure all new developed products and features meet accessibility standards.

Communication, other than ICT

In the first year of implementing Zoom's Accessibility Plan, Communication, other than ICT Pillar progress focused on barriers related to accessible external corporate communications.

ICT Pillar progress is on track. Since we published our Accessibility Plan in May 2023, Zoom continued to promote accessibility best practices to external-facing employees who interact with customers with disabilities — in particular, our Customer Success Managers — to increase awareness, including through an accessibility course available to Zoom customer support staff.

The current priority for the Communication, other than ICT Pillar is to continue to work with our customer-facing teams to help improve their working knowledge of accessibility best practices.

The procurement of goods, services, and facilities

In the first year of implementing Zoom's Accessibility Plan, The procurement of goods, services, and facilities Pillar progress focused on barriers related to accessibility awareness when defining procurement requirements.

The procurement of goods, services, and facilities Pillar progress is on track. Since we published our Accessibility Plan in May 2023, Zoom continued to consider accessibility in its procurement actions and provide consistent guidance on applying considerations during the procurement process.

Zoom's priority for The procurement of goods, services, and facilities Pillar for the next year is to continue to embed accessibility inquiries into our procurement processes to include usability for people with disabilities as a deciding factor when procuring goods, services, and facilities.

The design and delivery of programs and services

In the first year of implementing Zoom's Accessibility Plan, The design and delivery of programs and services Pillar progress focused on barriers related to accessible external corporate communications.

The design and delivery of programs and services Pillar progress is on track. Since we published our Accessibility Plan in May 2023, In the first year of implementing Zoom's Accessibility Plan, Zoom continued to focus on the following goals:

- Helping internal product teams stay up to date with new iterations of WCAG guidelines and embedding new standards into design, development, and testing procedures.
- Investigation and, as needed, remediation of Zoom Phone accessibility defects identified by customers or users with disabilities.
- Regular accessibility testing and auditing to consistently identify Zoom Phone accessibility defects and regressions.

Zoom's priority for The design and delivery of programs and services Pillar for the next year is to continue to work to meet the aforementioned goals.

Consultations

Zoom regularly consults with people with disabilities through several methods. Since 2016, as part of a collaboration with several U.S. universities, the Zoom Accessibility Team has participated in monthly meetings with a group of users with a variety of disabilities, as well as accessibility experts. Additionally, Zoom frequently presents on its accessibility practices and philosophy to customers and collaborates with accessibility teams and employees with disabilities who work for a variety of customers — including large enterprises and customers in financial services and government. Topics of discussion include:

- Upcoming product plans and their impact on accessibility
- Personal experiences of users with disabilities while using Zoom products and features
- New and existing accessibility design best practices and trends

Zoom also employs people with disabilities on its Accessibility Team. These individuals organize training sessions and facilitate consultations with Zoom product management teams in an effort to promote accessibility best practices. Additionally, they regularly identify accessibility gaps and areas of improvements in Zoom's products through their own personal day-to-day use.

Insights gathered from each of the aforementioned methods of consultation are used to drive specifications for accessibility improvements, to build an accessibility roadmap for Zoom products, and to develop accessibility best practices for Zoom employees to follow.

To provide the best possible experience for our customers, Zoom is constantly gathering user feedback to identify areas where we can better align our products with our users' abilities.

In the past year, Zoom has continued to undergo accessibility audits and receive feedback from customers from the educational, government, enterprise, and healthcare sectors. Zoom has used the provided feedback to build accessibility improvements

across our product portfolio, including those mentioned in the Feedback section below. An accessibility specialist who has a disability and works on Zoom's Accessibility team reviewed this Progress Report prior to its submission in May 2024.

Feedback

Zoom values feedback on its accessibility efforts, which we receive through the means described in the General section of our Accessibility Feedback Process, Accessibility Plan, and this Progress Report. Throughout the year, we seek feedback internally and welcome it externally through the provided channels described in the Consultations section of our Accessibility Plan and this Progress Report.

With the feedback received from customers and users, we have made improvements to many areas including, but not limited to: screen reader accessibility, keyboard accessibility, and automatic closed captioning.

As we continue to receive feedback, we will continue to respond and take action to address it. The feedback we receive is essential to continuous improvement.