

# Accessibility Plan

(May 2023)

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## General

### Executive Summary

At Zoom, we want to make human connection easy for everyone, everywhere.

That's why we train our teams to sustainably build accessible products. We test our products with 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. For example, our platform includes accessibility features to facilitate communication for users with visual impairments, limited dexterity, or any other type of disability. A summary of these features is available on the Zoom Accessibility website (<https://zoom.us/accessibility>).

### Contact Information and Feedback

We welcome your feedback on this Plan or about Zoom Phone accessibility in general at [zoomphone-canada-access@zoom.us](mailto: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>, but please reference the Accessible Canada Act and Zoom Phone if you use this portal. 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

Information and communication technologies are various technological tools and resources used to transmit, store, create, share, or exchange information. Zoom employees primarily use Meetings and Team Chat to communicate and collaborate internally. Both technologies are compatible with assistive technologies, and have accessibility features. For instance, when sign language interpretation view is enabled, meeting hosts can designate up to 20 users as sign language interpreters either when scheduling the meeting or during the session. Team Chat users can send video messages instead of text-based communications.

Zoom also provides its employees with assistive technology and reasonable accommodations. Employees are able to request assistance and/or accommodations when attending internal and external Zoom events or when visiting client sites. Additionally, applicants seeking a position at Zoom may request an accommodation from their recruiter at any time during the hiring process.

Our ongoing goals for information and communication technologies include:

- Continue to build and test internal ICT technology with accessibility in mind to ensure that communication remains accessible for employees with disabilities.
- Continue to field requests from employees with disabilities about their specific communication needs, and provide them with the appropriate assistive technology and/or alternative accessible means of communications.

### Communication, Other than Information and Communication Technologies

Zoom communicates with current and prospective customers and users via Zoom's website at <https://zoom.us/>, which conforms to WCAG 2.1. Zoom also engages with users through social media and, where supported, is careful to provide alt text for images posted to its accounts. Videos posted to Zoom's YouTube account have closed captions and transcripts. To seek customer support, users can contact Zoom via a chat feature on its website or, depending on their support plan, by calling a support agent.

Our ongoing goals for communication, other than information and communication technologies, include:

- Continue to promote accessibility best practices to external communications teams to increase awareness on how to publish external corporate communications in an accessible manner.

## **The Procurement of Goods, Services, and Facilities**

The Accessible Canada Act requires us to consider accessibility requirements for procurement and include accessibility as part of the provision of goods, services, and facilities where appropriate (e.g., accessible technology, materials, and amenities).

When evaluating vendors, Zoom has on occasion requested that they provide Voluntary Product Accessibility Templates (VPATs), as well as information about conformance to WCAG guidelines.

Our ongoing goals for communication, other than information and communication technologies, include:

- Ensure accessibility inquiries are embedded into procurement processes. Further ensure that usability for people with disabilities is a deciding factor when procuring goods, services, and facilities.

## **The Design and Delivery of Programs and Services**

Zoom's software development process takes accessibility into account in the design phase. New features are tested for accessibility before we release them to customers, and we commit to continually maintain the accessibility of our products to ensure there is no regression.

In line with our software development processes, Zoom Phone was designed with accessibility in mind and has a simple, easy-to-use interface. Users can customize their display, including by changing font size and color, and the user interface is compatible with screen readers. Zoom Phone users can also enable live call transcription for supported languages, which converts the speakers' audio into text captions. During a call, users can scroll back to view captions rendered earlier in the conversation. Similarly, users can view transcriptions for recorded calls. Zoom Phone

also supports diverse input modalities, including keyboard shortcuts, speech input, and switch control.

Users can elect to use Zoom Phone on a compatible deskphone device, such as those offered by Poly. These devices are compatible with hearing aid devices and provide visual message indicators and call notifications. For users who are Blind or have low or limited vision, the deskphones have an adjustable backlight and tactile keys with discernible features.

Zoom conforms to WCAG 2.1 Level AA guidelines while designing and developing features to ensure that accessibility considerations are not just an asset, but part of our development processes.

Our ongoing goals for Zoom Phone include:

- Ensure that internal product teams stay up to date with new iterations of WCAG guidelines and embed new standards into design, development, and testing procedures.
- Ensure that Zoom Phone accessibility defects identified by customers or users with disabilities are investigated and addressed.
- Ensure that Zoom Phone accessibility defects and regressions are consistently identified through regular accessibility testing and auditing.

## Consultations

Zoom regularly consults with people with disabilities through several methods.

Since 2016, as part of a collaboration with several US universities, the Zoom accessibility team has participated in monthly meetings with a group of users with a variety of disabilities and accessibility experts. Additionally, Zoom frequently collaborates with a variety of customers, including financial services, government, and large enterprises, and their accessibility teams and employees with disabilities. 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 members organize training sessions and facilitate consultation 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.