

zoom

Impact Report

FISCAL YEAR 2024

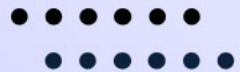
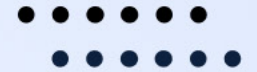


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CEO message

As we embark on the next phase of the Zoom journey, we remain committed to our core value of Care and embodying our culture of delivering happiness. We are excited about our evolution and our dedication to expanding the Zoom Workplace platform to advance collaboration and deliver limitless human connection. This year's Impact Report brings together our company strategy, sustainability, social impact, and diversity, equity and inclusion efforts into a single report. We hope this comprehensive approach serves our stakeholders as they continue on their own journeys in making a positive impact around the world.

We are proud to provide a platform that allows people to communicate, connect, and collaborate virtually, and ultimately contribute in the global effort to reduce emissions and carbon footprints. We're making more sustainable choices in our direct operations as well. Highlights of our work include implementation of a software platform to manage and track our ESG efforts, conducting a pay equity study, and leading our first Global Day of Care for Zoomies to support our communities across the globe.

We are excited and privileged to work with our customers and to contribute to a more equitable distribution of rewarding experiences across barriers and borders, and to empower people everywhere to share their best, most creative work from anywhere. We are humbled by the opportunity to serve people everywhere – a future we believe will enable greater happiness, choice, and benefit our communities and the planet.

Thank you for your partnership,

ERIC S. YUAN

Founder and Chief Executive Officer



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

ERIC S. YUAN

Corporate overview

Zoom’s mission is to provide one platform that delivers limitless human connection. Our culture of delivering happiness drives our mission and is fundamental to everything we do at Zoom. At Zoom we practice our value of Care by connecting people and facilitating seamless interaction through our collaborative platform. We believe that engaging communications lead to interactions that build greater empathy and trust, and that we are well-positioned to deliver happiness to, and enhance productivity for, people around the world.

Founded in 2011, Zoom is publicly traded (NASDAQ:ZM) and headquartered in San Jose, California; additional information is available at zoom.com.

MISSION AND VISION

One platform delivering limitless human connection

OUR CORE VALUE: CARE

We care for our customers, company, communities, teammates, selves

Zoom is dedicated to delivering happiness to



OUR COMPANY

We deliver and develop quality, intuitive products quickly



OUR CUSTOMERS

We listen to our customers and strive to deliver happiness through our innovations



OUR COMMUNITY

We support and connect our communities around the world



OUR TEAMMATES

We collaborate and build trust with one another



OURSELVES

We reflect on our accomplishments and challenges to improve every day

FY2024 Impact Report

This report comprehensively represents our company and is inclusive of our sustainability initiatives, social impact work, as well as our diversity, equity, and inclusion (DEI) efforts. This is Zoom's third issued report which shares our progress on different facets of environmental, social and governance topics at Zoom. This year, the report organization is restructured to align with our company values, rather than specific programmatic pillars, and the chapters reflect our care for our company, our customers, our community, our teammates, and ourselves.

Demonstrating our commitment to clear and comprehensive disclosure, the content of this report has been informed by the priorities identified in our materiality assessment, leading ESG disclosure frameworks and standards, including the Sustainability Accounting Standards Board's (SASB) Software and IT Services sector guide, and corporate social responsibility best practices. This report covers Zoom's Fiscal Year 2024 which is February 1, 2023, through January 31, 2024.

Key and first accomplishments in FY2024:

- Issued a combined FY2023 ESG Report and DEI Report
- Finalized our Pay Equity Study
- Published the Zoom Cares Impact Report
- Responded to CDP's Climate Change questionnaire
- Undertook analysis for a science-based, net zero emissions target
- Preliminary implementation of a software solution to serve as a central repository for ESG data and carbon calculator
- Established a cross-functional team to track, manage and execute upon ESG/climate related regulatory requirements

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.

FY2024 Year in Review

PARTNERSHIPS

11,300+

nonprofits accessed our discount program to use Zoom's product through our TechSoup partnership across

105
countries



PHILANTHROPY

\$3.77M

donated in grant funding to 50 organizations in 20 countries

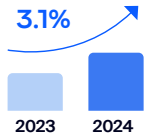
CUSTOMERS

220,400

enterprise customers

REVENUE

\$4.52B



ENVIRONMENTAL

15,800lbs

electronics repurposed and recycled

PRODUCT DONATIONS

\$1.7M

in-kind licenses donated to 70 organizations in 14 countries

Sustainability 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. Zoom began our sustainability journey as Zoom became a publicly traded company in 2019 and with the establishment of Zoom Cares, our corporate philanthropy program. With respect to governance, sustainability and ESG have always sat in the Finance organization, and most recently under Investor Relations.

In 2020 we conducted an ESG materiality assessment to identify topics that are both important to us and our stakeholders – customers, employees, and investors – and best aligned with our ability to make a positive impact. Stakeholders from a cross-section of internal functions were interviewed to capture a broad view of the activities and issues relevant to Zoom. We combined the findings from these stakeholder interviews with research into our company and the external landscape to identify key issues.

ESG issue prioritization

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

-  = Environment Focus
-  = Social Focus
-  = Governance Focus

Sustainability & ESG Program Timeline

- 2019**
 -  Zoom IPO
 -  Zoom Cares established
- 2020**
 -  ESG Materiality Assessment
 -  Sustainability strategy work
- 2021**
 -  First emissions inventory
- 2022**
 -  Published first ESG and DEI Reports
 -  Customer inquiry process established
 -  Hired dedicated program owner
- 2023**
 -  Procured Net Zero Cloud
 -  Issued a combined ESG & DEI Report
 -  Completed CDP Questionnaire

We care for our company

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Welcome to zoom Workplace



Zoom platform

Zoom is an all-in-one intelligent collaboration platform that makes connecting easier, more immersive, and more dynamic for businesses and individuals. Zoom technology puts people at the center, enabling meaningful connections, facilitating modern collaboration, and driving human innovation through solutions including team chat, phone, meetings, omnichannel cloud contact center, smart recordings, whiteboard, and more, in one offering.

Zoom Workplace – the company’s AI-powered, open collaboration platform built for modern work – streamlines communications, increases employee engagement, optimizes in-person time, improves productivity, and offers customer choice with third-party apps and integrations. Powered by Zoom AI Companion, Zoom Workplace includes collaboration solutions such as meetings, team chat, phone, scheduler, whiteboard, spaces, Workvivo, and more. Together with Zoom Workplace, Zoom’s Business Services for sales, marketing, and customer care teams, including Zoom Contact Center, customer relationships are strengthened throughout the customer lifecycle.

The happiness we deliver is recognized by our customers. Zoom has consistently earned high scores across customer review sites, Gartner Peer Insights, TrustRadius, and G2, including being recognized as a 2023 Top Rated Vendor in Unified Communications as a Service (“UCaaS”) by TrustRadius, and Leader badge for Zoom Contact Center by G2. Industry analysts also recognize our market leadership across our platform and products: Gartner has named Zoom a Leader in the Magic Quadrant for UCaaS for the fourth year in a row, and Workvivo was named a Leader in the Magic Quadrant for Intranet Packaged Solutions. Forrester published its Forrester Wave for Conversational Intelligence, where Zoom Revenue Accelerator debuted as a Strong Player. IDC named Zoom Events as a Leader in its IDC MarketScape for Worldwide Virtual Events Applications. Zoom was also named to Fortune’s 2023 Most Admired Companies list for the third year in a row, while Fast Company’s 2022 Next Big Things in Tech list highlighted Zoom Events.



AI
Driving impact with intelligence



DEVELOPER ECOSYSTEM
Enabling seamless workflow



CORE COMMUNICATIONS
Streamlining communications with an all-in-one platform



CUSTOMER EXPERIENCE
Strengthening customer relationships



EMPLOYEE EXPERIENCE
Making teamwork more meaningful

During our annual Zoomtopia conference in October 2023, we unveiled a visual representation of our platform that illustrates how we bring product innovation together to drive impact with intelligence. Employee experience is enhanced through flexible workspace solutions, productivity tools and meaningful peer engagements via Workvivo. Customer relationships are strengthened through marketing activities, valuable customer experiences and seamless workflows. Zoom marries these employee and customer experiences through its foundational products to deliver one platform that delivers limitless human connection. Additionally, trust is a cornerstone of the Zoom platform. We equip users with a comprehensive set of tools to make their interactions safe, secure, and private. We believe that strong security should never compromise a great user experience.



Zoomtopia 2023 in San Jose, California



Climate and operations

Through the very nature of our product and its global use, Zoom helps to minimize the impacts of climate change. With the continued urgency of the climate crisis, we are proud to provide a secure and seamless platform that allows people to communicate, connect and collaborate virtually, and ultimately contribute in the global effort to reduce emissions. Employees around the world have proven to be productive and successful working from anywhere, opening a myriad 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.

Additionally, we aim to make more sustainable choices for ourselves in our direct operations, which are informed by consistent evaluation of our office utilization rates and data center operational efficiency. We are committed to reporting our emissions data on a routine basis to serve our customers and to

continue making progress ourselves. We remain committed to achieving 100% renewable electricity in our direct operations (Scope 1 and Scope 2) by 2030. We strive to reduce our environmental impact through our operational initiatives and renewable energy contributions, and by reducing our waste through material reuse and non-profit partnerships.

In 2023, we undertook an analysis to understand what net zero GHG emissions might mean for Zoom. We partnered with Environmental Resources Management (ERM), a global sustainability consultancy, to conduct a science-based, net zero GHG emissions analysis targeting 2040. As a SaaS company, our largest emissions are our cloud and data center services through our Scope 3 spend. We are collaborating internally to evaluate decarbonization pathways, initial policy work, and emission reduction opportunities across our operations, specifically targeting workplace, data center providers, and procurement.

GHG emissions inventory

In FY24, Zoom invested in, and adopted, a software platform to collect, manage and forecast our energy and waste data, and calculate the subsequent carbon footprints. We engaged Environmental Resources Management (ERM), a global sustainability consultancy, to facilitate our implementation and support the calculation of our FY2024 greenhouse gas (GHG) emissions inventory 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. As we adopt a software solution for collecting, calculating and maintaining GHG data, we are building associated documentation and processes to ensure repeatability and completeness in our inventory.

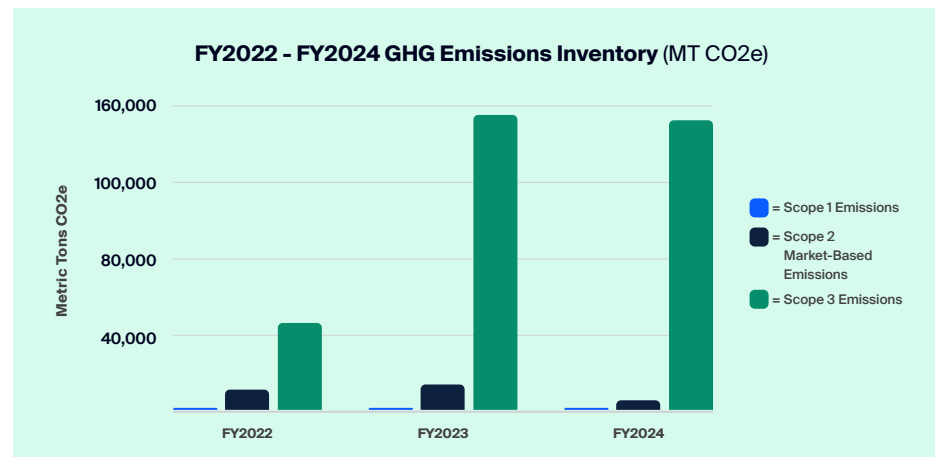
Our Zoom office spaces contribute to our scope 1 and scope 2 emissions through the fuel and electricity consumed by our leased assets. Where actual meter data is not available, our energy consumption/impact is measured by allocated square footage. Our workplaces also contribute to several scope 3 emission categories such as Purchased Goods & 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 EEIO emissions factors.

During FY24, our emissions footprint increased due to more comprehensive data collection processes and cross functional engagement. We have conducted substantial trainings, quality review processes and education across Zoom in order to implement our software platform and make reporting and disclosure more efficient and precise. 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 (see the Responsible Supply Chain portion of the Community section).

Emission Source	Emissions Inventory Year (MT CO2e)		
	FY2022	FY2023 ¹	FY2024
Scope 1 Emissions	377	328	59
Scope 2 Location-based Emissions²	18,766	21,045	20,614
Scope 2 Market-based Emissions³	8,882	10,854	4,839
Scope 3 Emissions	47,591	157,449	155,088
Category 1 Purchased Goods and Services	25,982	101,520	99,211
Category 2 Capital Goods	12,567	30,512	37,713
Category 3 Fuel and energy-related activities ⁴	2,263	6,615	6,615
Category 4 Upstream transportation and distribution	460	511	349
Category 5 Waste generated in operations	3	41	23
Category 6 Business travel	213	5,433	4,081
Category 7 Employee commuting ⁵	2,668	4,634	4,697
Category 8 Upstream leased assets ⁶	3,435	8,183	2,400
Total Emissions (MT CO2e)⁷	56,850	168,631	159,986



1. FY2023 Scope 3 Emissions have been restated from the FY23 ESG Report due to a more comprehensive inclusion of our procurement spend. 2. 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 Fuel and Energy Related Activities emissions are represented consistently with FY2023 due to calculation limitations for FY2024. 5. Scope 3 Employee Commuting includes emissions from employee commuting and remote work (i.e. electricity and natural gas consumption from employees working from home). 6. Scope 3 Upstream Leased Assets includes emissions from data centers non-IT electricity load (heating and cooling). 7. Total emissions includes scope 1, scope 2 market-based, and scope 3 market-based emissions.

Environmental sustainability

We strive to minimize our environmental footprint through our own 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, operationalize these efforts in execution and are developing best practices for suppliers and partners.

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.

In connection with the expansion of our global real estate projects during 2023 we've developed new strategies for our waste management globally. Our goal is to have a comprehensive understanding of the waste management services offered from each of our landlords, how Zoom may need to supplement those offerings and ensure we are able to collect data for each. These office related waste streams typically include recyclables (such as glass, plastics, paper/cardboard), organic materials and municipal solid waste. As we continue to collect the data and input into our software platform we will develop a more accurate account of our emissions attributable generation.

In our office space we use minimal single use plastic packaging and choose products in compostable or recyclable packaging. We ensure that 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.

Apart from typical office waste, the majority of Zoom's waste is electronic waste (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 ensures they are deconstructed and properly disposed. In FY2024, we donated nearly 3,000 computers to non-profits to be reused, thereby eliminating approximately 8,000 lbs of electronic waste going to landfill. Additionally, where electronics were unable to be repurposed, we recycled over 7,800 lbs of e-Waste.



Facility portfolio

Our journey to sustainability in our office spaces commenced by prioritizing our real estate portfolio and operations. With our global real estate fully leased space, we set ambitious goals to promote sustainability by leveraging our innovative Zoom technology and continuous efforts to encourage transition to a carbon-free future within hybrid work environments across all sites.

In early 2023, we operated 21 active offices across 13 countries along with three virtual experience centers. Acknowledging the significance of sustainable travel and commuting, we are providing our dispersed workforce with the opportunity to access a global network of co-workspaces.

This initiative enables our teams to select workspaces that foster productivity while being conveniently located near their residences, thereby reducing commuting times and unnecessary real estate expenses. This effort aligns with our commitment to integrating sustainability into the future of work.

We address our sustainability strategy holistically. We collaborate with building owners and landlords who prioritize energy efficiency, offer LEED/BREEAM-certified spaces, utilize renewable energy sources, and install on-site electric vehicle charging stations.

Where feasible, we actively reduce our environmental impact across our existing portfolio through operational enhancements. We employ energy management strategies, optimize space, and leverage data analytics to drive efficiency initiatives, such as upgrading lighting fixtures to lower energy consumption and increase occupant control, as well as retrofitting water fixtures to decrease water usage during office fit-outs.

In 2023 we opened the London Engagement Hub which was designed to meet LEED v4 Gold certification. Located near public transit hubs and featuring on-site bike parking, our office space encourages low-carbon commuting. The hub incorporates smart building technology to minimize energy consumption and sets a blueprint for the existing and upcoming workplaces worldwide.

With leasing office space comes the physical security mission of “Protect to Enable” to ensure 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 ensure our site utilization matches 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.

New London
Engagement Hub





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 FY2024, Zoom had 28 active data centers globally with our colocation partners. We additionally launched 14 'NextGen' data centers overlapping some of the 28 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 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. Equinix accounts for approximately half of our colocation data centers and our Global Renewable Energy Coverage with Equinix for calendar year 2023 was 94.5%.

Zoom Security team celebrating participation at hackathon

Physical Security Operations Center and Program

Zoom operates a Physical Security Operations Center (PSOC) for internal operations that 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. PSOC 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 and Safety platform for employee duty of care.

Zoom Security team
participating in hackathon



Governance

Zoom operates with an experienced, diverse executive management team overseen by a nine person Board of Directors. The Board consists of four committees: the Audit Committee, Compensation Committee, Cybersecurity Committee and the Nominating and Corporate Governance Committee. The Nominating and Corporate Governance Committee of our Board of Directors is responsible for overseeing ESG practices and initiatives. Our Sustainability and 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. For more information about our Corporate Governance, please visit our [Investor Relations website](#).

Risk assessments

Zoom's enterprise risk management (ERM) program 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 ensure we 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.

A strong Speak Up culture

We believe there's a correlation between having a healthy "speak up" culture and doing business with integrity. Zoom has a third-party hosted whistleblower hotline, which can be used by employees and third parties 24/7 to make anonymous reports to the company. Beyond meeting public company requirements, our approach is to foster and promote a workplace with multiple avenues for employees to voice issues and concerns, and supported by multiple teams in addition to our Chief Compliance & Ethics Officer. These teams 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 Code of Conduct. Reports are taken seriously, treated confidentially, and are reviewed through a governance process that includes the Audit Committee of the Board of Directors.

CUSTOMER FEATURE

Flex reaches 70,000+ employees across 30 countries from the home office to the production floor



Photo courtesy of Flex

“Communication across our teams is important — it requires a high degree of collaboration and alignment for us to be successful. All of this collaboration and coordination is enabled by the Zoom platform.”

DIOFANTO “DIO” ROSALES,
Vice President, Digital Workplace and IT Infrastructure

Freedom of expression

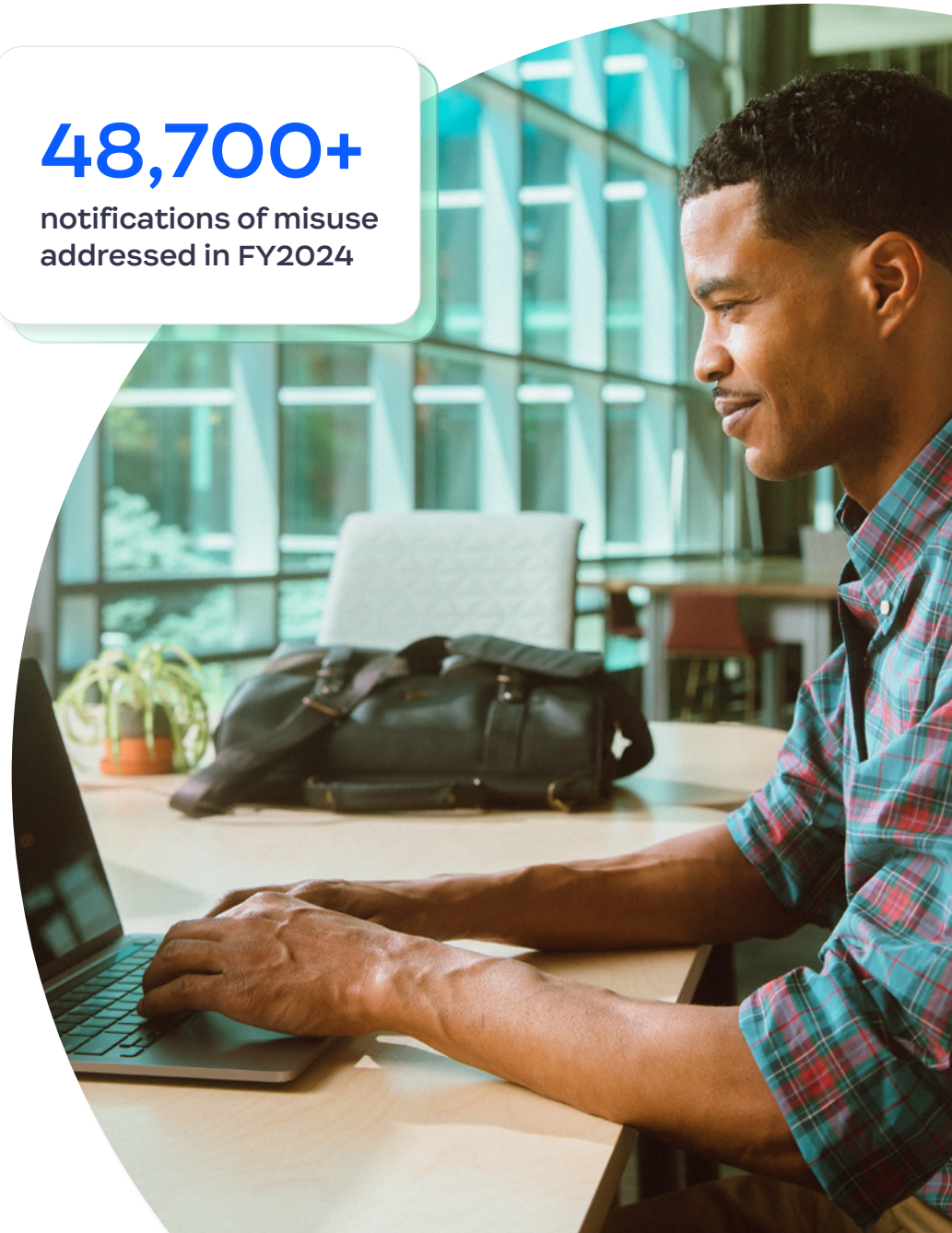
Today's technologies blend our physical and virtual worlds, giving us new ways to work, communicate, and express ourselves. Zoom is committed to supporting the free and open exchange of thoughts and ideas. We are proud to facilitate meaningful conversations and professional collaboration around the world. 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. 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 [Acceptable Use Guidelines enforcement reports](#) monthly. For FY2024, the Trust and Safety team addressed over 48,732 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 our membership in and support of organizations across the globe that are also dedicated to improving the internet for everyone. Below are just a few examples of the organizations we have collaborated with to create a safe experience for Zoom users.

- Christchurch Call
- National Center for Missing & Exploited Children
- Digital Trust and Safety Partnership
- Tech Against Terrorism
- Global Internet Forum to Counter Terrorism
- Tech Coalition
- Global Network Initiative
- WeProtect Global Alliance
- Internet Watch Foundation

48,700+
notifications of misuse
addressed in FY2024



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 prior to our 2019 IPO, and we continue to improve upon it as we focus 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 that, among others, seeks to identify past instances of bribery or corruption, and they are required to agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom, as described in our [Business Partner Code of Conduct](#), which is applicable to Zoom channel partners, suppliers, and vendors.

Zoom is committed to ensuring our employees understand our company's 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 train and communicate to employees on a 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 employee training. Among other topics, employees are required to complete annual 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.

NONPROFIT FEATURE

[350 Pacific Climate Warriors](#) fights climate change through solar panel education across island communities and are a Zoom Cares grant partner



Photo courtesy of 350 Pacific Climate Warriors

“

Climate change is threatening every aspect of my life for my home and my island of Tonga, and so we have launched our Solar Scholars training... It is still possible to create and maintain connections that we need to change this world via Zoom.”

JOSEPH SIKULU, Pacific Regional Managing Director

We care for our customers

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Our customer base

Since our inception, Zoom has put Care for our customers first. We empower our customers with innovative and secure communication solutions across our AI-powered platform. We create innovative products and services to enable our customers to achieve success and do great things. We listen to our customers, build solutions for their needs and deliver services that make their lives easier. We appreciate the diversity of our customer base, which comprises a vast array of individuals, industries and business types seeking a secure and AI-powered collaboration platform. Zoom removes communication barriers and continues to offer 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.

85%

of Forbes Cloud 100 choose Zoom

77%

of Fortune 100 companies choose Zoom

90%

45 out of the top 50 of the Fortune World's Most Admired Companies choose Zoom

HEALTHCARE

Connecting care, collaboration, and medical innovation



MANUFACTURING

Driving efficiencies in production, operations and development



GOVERNMENT

Improving productivity and collaboration between agencies, ministries and constituents



FINANCIAL SERVICES

Helping retailers increase customer service, improve customer satisfaction and streamline operations



RETAIL

Helping retailers increase customer service, improve customer satisfaction and streamline operations



EDUCATION

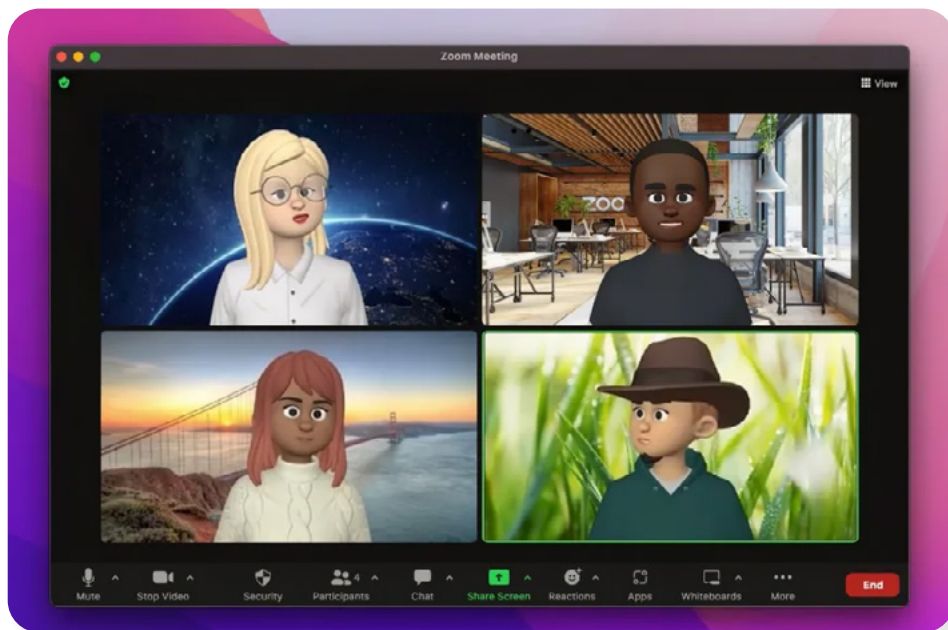
Enabling exciting new ways to teach, learn, and connect globally



Designing inclusive products

Zoom is intentional about developing inclusive products and embedding DEI principles into our platform. We have introduced a number of features to make our products more accessible, including auto-generated captions, Sign Language interpretation view, emojis with diverse skin tones, a pronouns feature, and Smart Gallery. We have a robust translated captions feature to help remove language barriers, connect people, and promote inclusivity in meetings and webinars. Zoom currently supports 36 languages for translated captions.

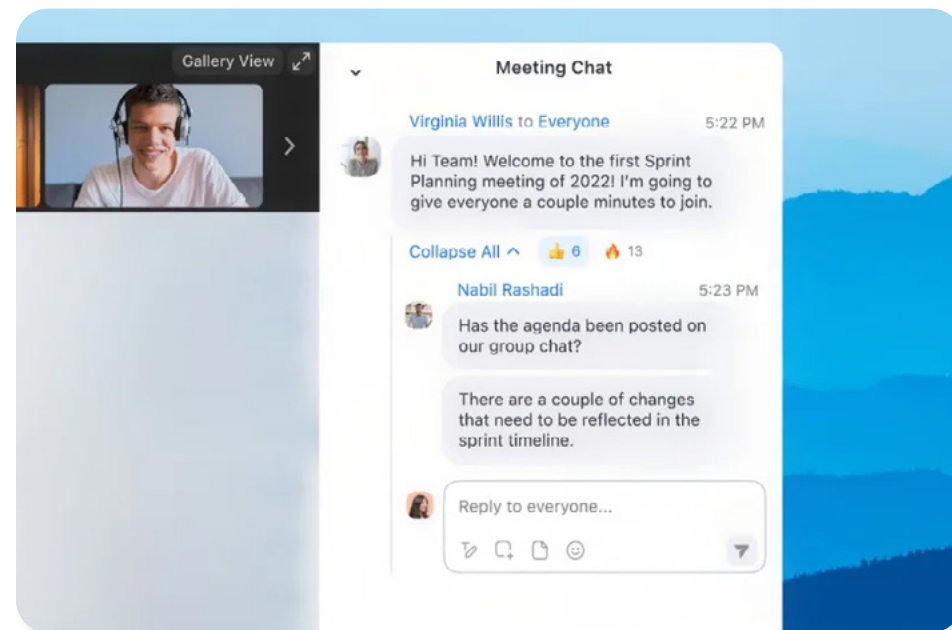
Our DEI team played an integral role in the development of Zoom's virtual [avatar feature](#). We wanted to make sure that every Zoom user could feel seen and represented by their designed avatar, so DEI partnered with our internal design team to test, build, and make recommendations on how to expand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



Use of Zoom's avatar feature

User education

The [Zoom Learning Center](#) is a free and accessible website for everyone, no matter where they're starting in their Zoom user journey. Customers can learn from quick Show Me Videos, on-demand courses, and comprehensive learning plans in eight languages. This resource is a self-paced, a la carte format, in order to remove barriers and help our customers get up and running quickly so they can focus on doing their best work, and get the most out of Zoom. In 2023, we reached 2 million registered users and launched new courses on products such as AI Companion, Zoom Contact Center, Zoom Virtual Agent, and more. We will look for additional courses as we continue to expand our catalog to reach our customers across the globe. Additionally, Zoom has sales support, product support, and premier support teams to best serve our customers.



Use of Zoom's emojis

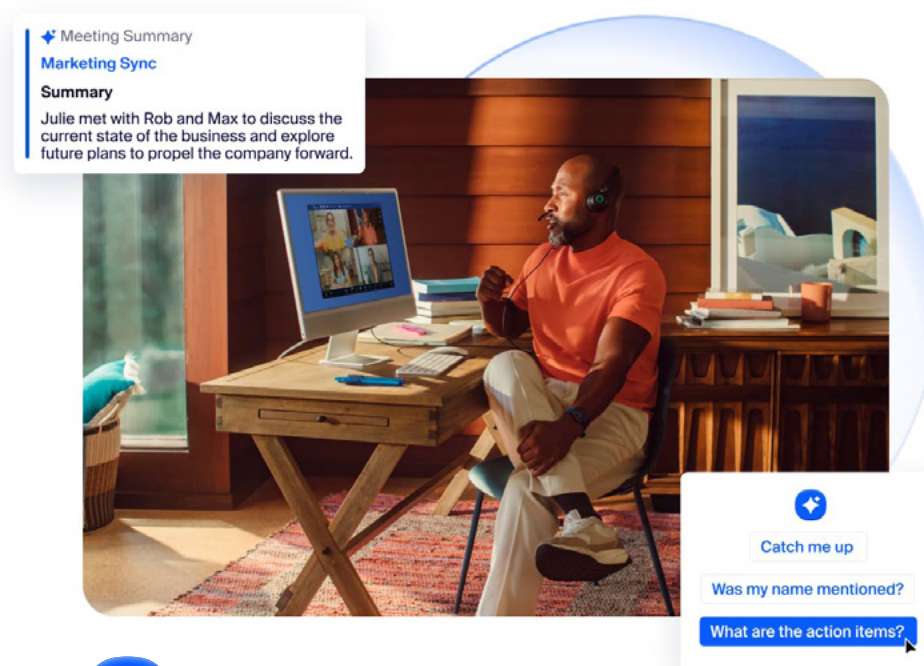
Artificial Intelligence (AI)

Embarking on the transformative AI journey from conceptualization to realization resembles a winding road, marked by continuous disruption, adaptation, and innovation. At Zoom, we're using AI to improve human collaboration and productivity, and we believe the benefits of AI should be widely available to as many people as possible. [Zoom AI Companion](#) is a cornerstone of our innovation, designed to help increase productivity, facilitate seamless collaboration, and derive deeper insights to enhance how you work across the Zoom platform. Zoom's federated approach to AI enables us to provide AI Companion at no additional cost with the paid services assigned to your Zoom user account.*

AI tools supporting accessibility

Zoom has offered AI services such as speech recognition, computer vision, machine translation, and large language models (LLMs) to enhance communication for years. We adhere to a cost-effective strategy that first employs a lower-cost LLM most suitable for the task. The power of our models is further demonstrated in AI Companion's multilingual performance, which now supports 32 languages (in preview) beyond English. Recognizing that most LLMs are primarily pre-trained with English-dominated data, we added translation models to expand our multilingual capabilities. By translating non-English transcripts into English using Zoom's translation models for Zoom AI Companion's multilingual meeting summarization, we consider not only translated data but also the original data simultaneously.

In line with our commitment to responsible AI, Zoom does not use any customer audio, video, chat, screen sharing, attachments, or other communications like customer content (such as poll results, whiteboard, and reactions) to train Zoom's or its third-party artificial intelligence models. We're committed to security and privacy, and our aim is to provide customers with the information to make informed decisions about the Zoom products and features they enable in their Zoom Workplace. For more information about how Zoom AI Companion handles customer data, visit our support page or read our [security and privacy white paper](#).



zoom AI Companion

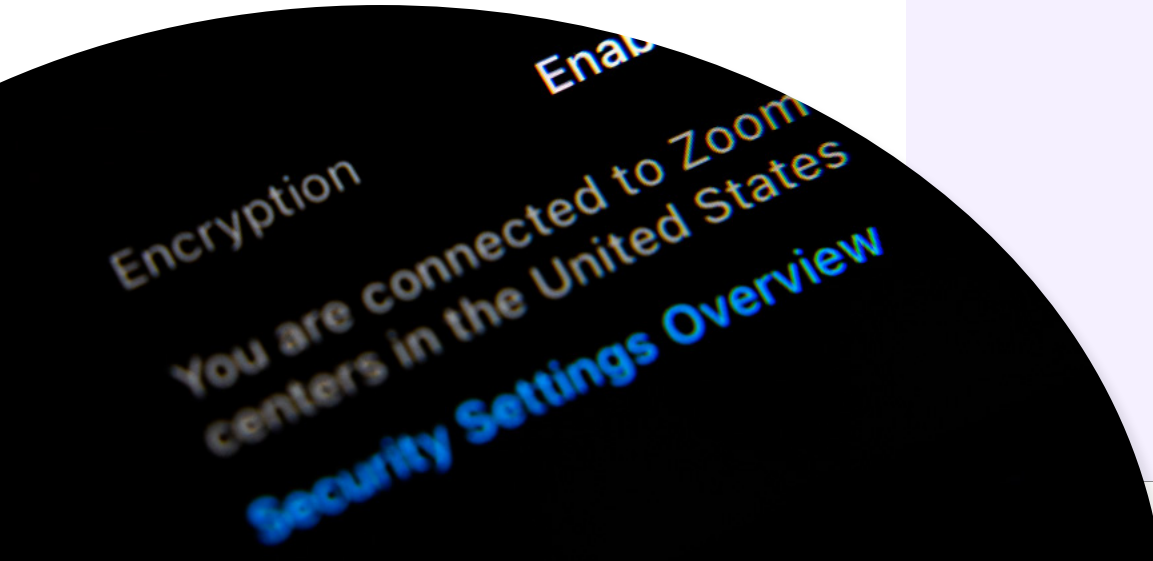
Data privacy and security

Zoom is committed to protecting the security, privacy, and integrity of our technology infrastructure and data, including personal data. 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 further strengthen the security of our platform and continue to invest in the development of an enterprise platform that provides assurance through transparency.

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 Zoom. We maintain dedicated Privacy and Cybersecurity compliance teams responsible for the management and development of our privacy program. 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](#), which explains the types of data we collect, how we use that data, and how we protect our users' data and privacy.

In April 2022, SURF, the collaborative organization for IT in Dutch education and research, in cooperation with Zoom, published a Data Protection Impact Assessment (DPIA). The DPIA provided a detailed technical and legal review of data collection and use practices for Zoom Meetings, Webinar, and Chat services to assess compliance with EU data protection laws. From that time to the present, SURF evaluated Zoom's capabilities and made recommendations in the DPIA for improvement in practices, all of which were designed with the goal of strengthening data protection for European residents. Zoom has successfully implemented those recommendations, resulting in improved transparency of our data processing and a notable increase in the amount of personal data exclusively processed within the European Economic Area (EEA). As a result, SURF's updated DPIA, published in April 2024, allows the use of Zoom's video conferencing tool (including chat) by important Dutch public entities, including universities and governmental institutions.



Encryption
You are connected to Zoom
centers in the United States
Security Settings Overview

Optional End-to-end Encryption

When enabled, Zoom's end-to-end encryption (E2EE) ensures that communication between all meeting participants using a Zoom client 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 on the user's device instead of Zoom generating and storing 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

Video preview before joining a meeting and attendee notice of meeting recording.

Enhanced Encryption

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

EU-US Data Transfers

Since 2023 Zoom is certified with the EU US Data Privacy Framework.

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 seamless Zoom experience our users count on.

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.



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.

Security program

Third-party certifications

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 security cybersecurity program to ensure we 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 27001/17/18, SOC 2 Type 2, SOC 2 + HITRUST and CSA STAR Level 2. Zoom has also increased our footprint of international certifications, including ISMAP in Japan, CyberEssentials Plus in the United Kingdom, iRAP in Australia, C5 in Germany, and ENS High in Spain. In April 2024, Zoom received an extension of its ISO 27001 certification to include ISO 27701, certifying Zoom's Privacy Information Management System (PIMS) supporting Zoom's Workplace.

Zoom and customer resiliency

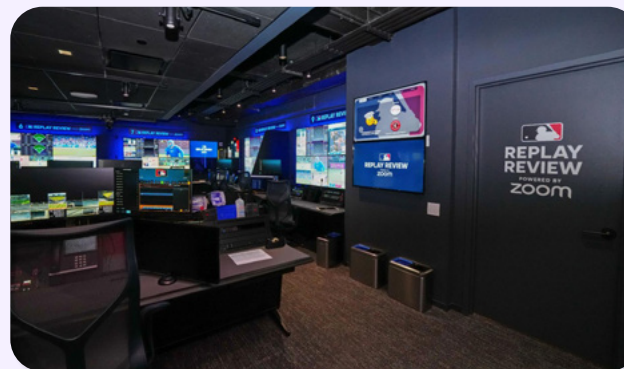
We are determined to provide a reliable and resilient communications platform to our customers, and protect our customers and our business against technology disruptions. We recognize that interruptions, delays, or outages in our services can disrupt our customers' critical operations, therefore protecting 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.

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

CUSTOMER FEATURE

[Major League Baseball™](#) re-envisioned the fan experience via the [Zoom Replay Operations Center](#) to provide viewers instant access to real-time field decisions like never before

Photo courtesy of Major League Baseball



“Zoom has allowed us to continue a tradition of really being a technology-focused company and making sure that we're using cutting-edge technology not only to advance our business but also for our fans.”

NOAH GARDEN, Deputy Commissioner

Ongoing security mindset and investment

Zoom continues to invest in security, 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 by an independent third party 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.

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.

Zoom believes the independent security research community is a key contributor to the security of the internet and welcomes reports of potential security issues. The Zoom Bug Bounty program encourages qualified individuals to submit vulnerability reports that detail identification and exploitation of bugs in certain "in scope" products and services so we can fix them and keep our users safe.

NONPROFIT FEATURE

[STEM From Dance](#) is transforming the STEM field by engaging girls of color through dance and are a Zoom Cares grant partner and in-kind product donation recipient



Photo courtesy of STEM From Dance

“

Through this partnership, STEM From Dance is amplifying its impact, empowering girls of color with the skills and confidence to pursue STEM careers, all through the transformative power of dance.”

YAMILÉE TOUSSAINT, Founder and Executive Director

We care for our communities

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zoom cares ♥

Caring for our customers, partners and communities is an integral part of our core value of Care. As a platform for everyone, enabling communication and collaboration globally, Zoom is honored to serve many communities around the world and considers it a privilege and responsibility. Zoom Cares, the global social impact arm of Zoom, was launched to leverage Zoom's resources to combat the issues facing our communities in the areas of innovative learning, climate solutions, youth mental health, and social equity. Impact is driven through our product donation and product discount program, philanthropic giving, and employee donations and volunteering.

Zoom is proud to serve nonprofits to fulfill their missions and reach their goals to create long lasting systemic change. As a further commitment to social impact, Zoom joined the Pledge 1% movement in 2023 to strive towards donating 1% of product, equity, and time to social impact causes, alongside other leading technology companies who are equally committed to the cause.

Right: Feature on the Nasdaq Board in Times Square to share the collective impact of Zoom's social impact efforts in partnership with Pledge 1%.



Product impact

Zoom is how the world connects and nonprofits across the globe trust and use our platform to collaborate, build strong relationships, and scale their programs to create positive impact. In FY2024, Zoom provisioned \$1.7 million of in-kind product donations to 70 organizations in 14 countries. These organizations spanned the globe and focused their work on a variety of causes including:

- [Asian Pacific Environmental Network](#), dedicated to environmental justice for Asian American communities in the Bay Area who use Zoom to communicate with the various Asian diaspora communities with closed captions and translations
- [Ready Set Push](#), committed to educating Black mothers during and after their pregnancy for greater equity in the healthcare space

In FY2024, our partner, TechSoup, distributed nearly 24,000 product discount coupons to over 11,000 nonprofits in 105 countries, enabling these organizations to access a 50% discount to deliver critical services for their communities.



Zoomies volunteering at St. Mary's Food Bank in Phoenix, Arizona on Global Day of Care

NONPROFIT FEATURE

[Re:Coded](#) helps remove systemic barriers to reskill students to build sustainable careers in the digital economy



Photo courtesy of Re:coded

“Re:Coded and Zoom partnered on a remote skills volunteering initiative to provide over 60 students with mock technical and behavioral interview practice. Zoom Cares also provided a product donation enabling them to upskill over 1200 students in 2023.”

ALEXANDRA CLARE, CEO and Co-founder

Philanthropy impact

Just as Zoom focuses on listening to customers when developing our products, Zoom Cares believes in the power of listening to community leaders to identify how to best support solving the world's problems. Zoom follows a trust-based philanthropic approach, and strives to serve nonprofit partners that are led and served by BIPOC leaders with lived experience, that serve youth, and that support initiatives for historically marginalized groups.

Zoom's philanthropic focus areas are innovative learning, climate solutions, and youth mental health through the lens of social equity to serve groups that are historically underrepresented and underfunded. We seek to support grassroots organizations that include youth service and leadership, led by people of color that serve marginalized communities, including LGBTQ+ folks, women, low-income individuals, and communities of color.

We welcomed three new grant partners leading work that support their communities to fight the increasing effects of climate change and advocate for Black empowerment across the UK and US. [350 Pacific Climate Warriors](#), a youth-led grassroots network, works with communities to fight climate change from the Pacific Islands and diaspora. [The Ubele Initiative](#) operates across the UK to empower Black and underrepresented communities to act as catalysts for social and economic change, and [BOLD](#) (Black Organizing for Leadership and Dignity) is a national training intermediary focused on transforming the practice of Black organizers in the US to increase their alignment, impact, and sustainability to win progressive change.

FY2024 grant making at a glance

Zoom donated

\$3,775,000
in total grant funding to

50
organizations in

20+
countries

Partnership grants

\$3,372,500
were strategic grants to support

34
organizations in

11+
countries

Crisis response grants

\$402,500
for disaster response efforts to

16
organizations in

13+
countries

Local grants

\$250,000
in contribution to

6
Bay Area organizations where Zoom is headquartered

Crisis response grants

In addition to our strategic partnerships, we continued to support communities impacted by disasters with over \$400,000 in crisis response grants to 16 nonprofits across 13 countries. These grants allow Zoom to respond in critical moments to support nonprofits with timely resources and disaster relief in ways that best serve their needs. Examples include:

- [Hawai'i Community Foundation](#), supporting relief and recovery efforts following the Lahaina Wildfires in Maui.
- [Urban Society for Aboriginal Youth \(USAY\)](#), supporting Indigenous communities with the wildfires throughout Calgary, Canada.

“

We are working with 150 community members and emergency responders to create a series of recommendations to move forward an Indigenous parallel approach to emergency response. A new climate change report has shown that Calgary might be one of the worst affected cities in the country.”

LEEANNE IRELAND, Executive director

Photo courtesy of Urban Society for Aboriginal Youth



Employee impact

Our Zoomies have a direct and positive impact on our communities as well. They bring our core value of Care to life, not only in the work they do for our customers but also in how they serve communities.

Since 2020, employees and Zoom have contributed more than \$3 million in employee-led giving, serving 2,600 nonprofits worldwide.



FY2024 At A Glance

Total value of donations and volunteer support was over

\$770,000

Skilled and unskilled volunteer support valued at over

\$130,000

Zoomie donations and Zoom matching combined totaled over

\$670,000

Global Day of Care

We encourage employees to volunteer. Why? Because we care for our communities and know that we have the power to improve the world and ourselves when we donate our time together. At Zoom we offer opportunities to volunteer throughout the employee experience, from team events to New Hire volunteering.

This year, Zoom hosted its inaugural Global Day of Care on November 3, bringing together employees in their local communities and virtually to create positive impact all over the world, utilizing our world-class technology. More than 800 employees volunteered in 80 cities, giving their time to causes including:

- [Keep Coyote Creek Beautiful, San Jose](#) - a community-based organization that focuses on Coyote Creek in the largest watershed in the southern San Francisco Bay.
- [You're Not Alone, Dublin](#) - a nonprofit that works with all older people, including those who are lonely, isolated, frail or ill, homeless, living in poverty, or are facing other challenges
- [Greater Vancouver Food Bank, Toronto](#) - one of Canada's critical nonprofit food assistance providers assisting over 16,000 individuals each month.
- [The Ubele Initiative, London](#) - a nonprofit dedicated to empowering Black and marginalized communities in the UK, to act as catalysts for social and economic change.
- [Project Open Hand, San Francisco](#) - a nonprofit organization that provides meals with love to critically ill neighbors and seniors.

Zoomie volunteers, supporting Food & Friends in Washington D.C. on Global Day of Care



Employee giving

We believe in the power of employees to create lasting impact by giving back thoughtfully to causes that resonate with them. To support these efforts, all full time employees have up to \$500 in donations for any qualifying nonprofit matched annually by Zoom. In 2023 we were excited to introduce a \$25 giving benefit for all new hires that can be pledged to a cause of their choice.

Tour de Zoom

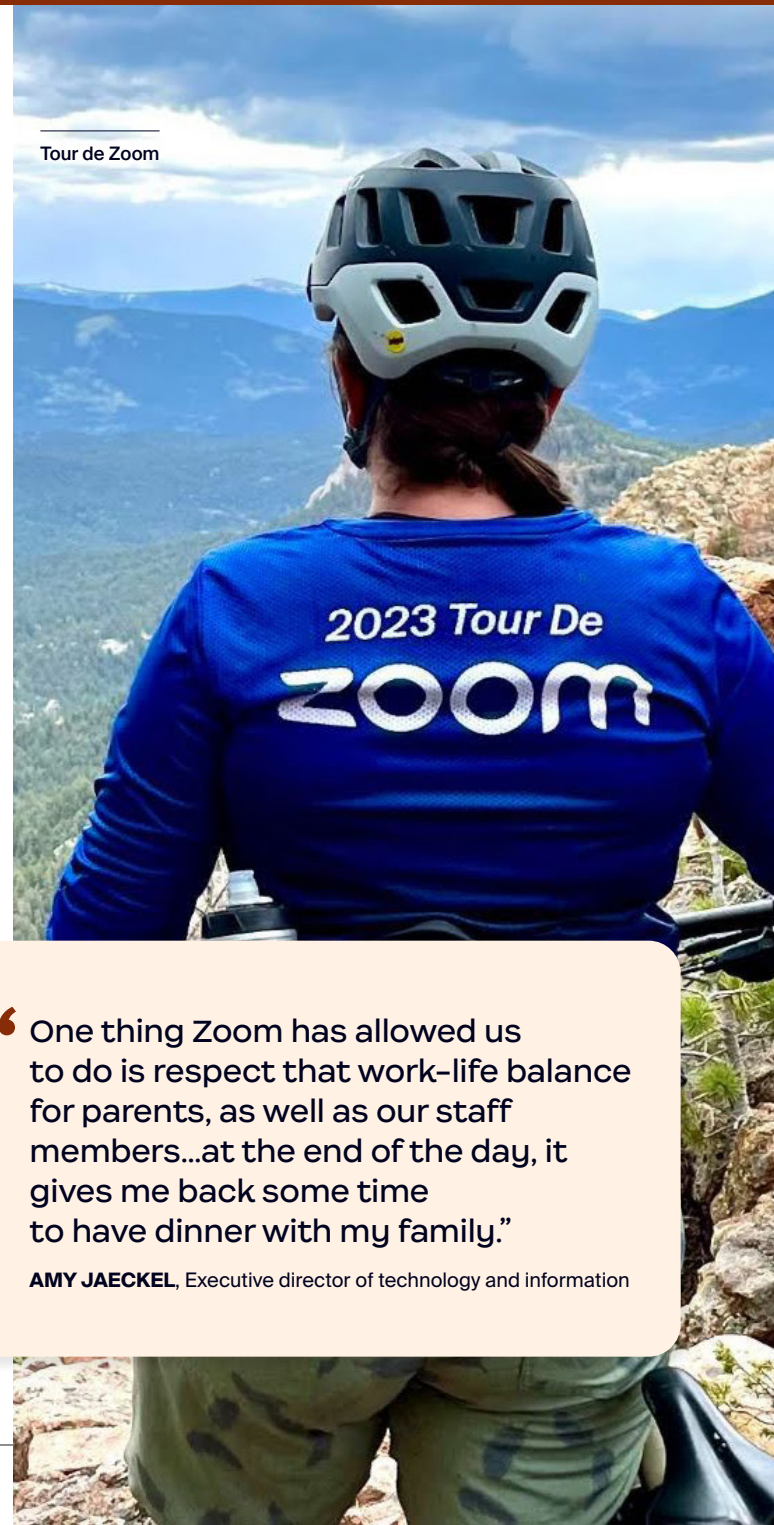
Tour de Zoom brings together Zoom employees around the globe to raise funds for charity over one week in the European and North American summertime. This year, Zoomies strapped on their helmets to raise \$58,000 for employee-nominated nonprofit causes including [The Sandy Hook Promise Foundation](#), [The Hunger Project](#), and [Midwest Special Services](#).

Giving Tuesday

On Giving Tuesday (an annual philanthropic movement on the Tuesday after Thanksgiving), Zoom Cares partnered with our diversity, equity, and inclusion (DEI) team to raise \$48,000 for nonprofits selected by our six identity-based employee resources groups (ERGs): [Rainbow Railroad](#), [Veterans Community Project](#), [Ready Set Push](#), [Palestine Children's Relief Fund](#), [Center for the Pacific Asian Family](#), [Madre](#), [Hispanic Scholarship Fund](#), [The Foundation to Combat Anti-Semitism](#).

We were thrilled to celebrate the collective generosity of our employees and fellow Pledge 1% companies committed to dedicating employee time, equity, and product in service of social good by ringing the closing bell at NASDAQ.

Tour de Zoom



CUSTOMER FEATURE

Providing hybrid solutions for instructors and students alike at the [Green Bay Area Public School District \(GBAPS\)](#)

Photo Courtesy of Green Bay Area Public School District



“One thing Zoom has allowed us to do is respect that work-life balance for parents, as well as our staff members...at the end of the day, it gives me back some time to have dinner with my family.”

AMY JAECKEL, Executive director of technology and information

Earth month

Since 2020, Zoom has donated over \$7 million to nonprofit organizations supporting local climate solutions, ecological awareness, and environmental protection. In April, Zoomies embarked on 30 days of global community service and learning to build connections with the organizations we fund, promote sustainability, and care for our local environments. Together, Zoomies contributed volunteer time to organizations including [Denver Urban Gardens](#), [Valley Verde](#), [Surf Rider Foundation](#), and [Calthorpe Community Garden](#). Zoom joined a panel discussion with [Climate Resilient Communities](#), [WWF](#), and [Harlem Grown](#) unpacking how climate change impacts ecosystems, lives, and livelihoods, and what companies and individuals can do to make a difference.

Zoomies volunteering with the Surfrider Foundation in Sydney, Australia on Global Day of Care



Responsible supply chain

We consider our third-party suppliers integral to Zoom's success, and we prioritize collaborating with partners who share our values and commitment to environmental, social, and governance (ESG) responsibility. Our [Business Partner Code of Conduct](#) sets forth our expectations for suppliers to uphold our commitments, including respecting customer privacy, safeguarding human rights, and conducting business ethically. We're actively exploring the integration of ESG criteria into our Global Procurement Policy to bolster our operational and environmental sustainability initiatives.

Prospective vendors undergo screening by our Compliance and Ethics team and must agree to adhere to respective anti-bribery and anti-corruption laws to engage in business with Zoom. Concurrently, we pledge to treat our suppliers fairly and adhere to principles of fair competition in our procurement processes. We're dedicated to furthering sustainability within our procurement strategy, both through refining our selection processes and initiating ESG data collection from our suppliers.



We care for our teammates

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Fundamental rights

Our Zoomies

Great employees, affectionately known as 'Zoomies', 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, collaborative and engaging work environment. 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.

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 and labor practices

As of January 31, 2024, Zoom had over 7,200 full-time employees, with approximately half in the United States and half 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 two of our non-U.S. locations have the benefit of a collective bargaining agreement and are represented by a works council. We have not experienced interruptions of operations or any work stoppages due to labor disagreements.



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 ensure compliance 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](#).



Pay equity

In an effort to build a more equitable workplace and further demonstrate our commitment to fair and equal pay, we conducted our first-ever global pay equity study, comparing the salaries of Zoomies in similar roles, based on factors including gender, race (only in the U.S.), work location, tenure, and experience. Our study revealed minimal pay variances among Zoomies globally. We plan on conducting similar analysis in the future as part of our commitment to fair and equal pay.



Talent acquisition

Our continued success depends on attracting and retaining the best talent. We actively seek talented candidates and utilize a strategic sourcing process, combined with a candidate 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 at a number of diversity-focused events and conferences, as well as campus initiatives, which we continue to scale across Zoom.

A core focus of our DEI commitment 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 pools and reach 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 exempt employees in the United States who are regularly scheduled to work at least 30 hours a week are eligible for 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 pays up to \$10,000 for care such as fertility preservation, assisted reproduction (e.g. in vitro fertilization), adoption, gestational carrier support, and access to a large network of medical experts and specialists.

We offer a range of flexible working options to help our employees navigate work-life balance. 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.

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. Managers are provided with extensive training opportunities to deepen their leadership skills that include both live training as well as asynchronous learning opportunities.

CUSTOMER FEATURE

[BAYADA Home Health Care](#) creates a hybrid workplace for its almost 30,000 employees across its 380 offices in 8 countries



Photo courtesy of BAYADA Home Health Care

“Zoom Rooms enable much more streamlined communications. You can walk into a room with your laptop, hit the share button from your Zoom client, and then start wirelessly screen-sharing onto the TV through the Yealink system.”

DENNIS VALLONE, Director, Enterprise Video, Collaboration and Telehealth Services (VCT)

Employee engagement

We are proud of our culture of engaged employees. We have a group of active ERGs who help us celebrate our differences through events and activities aimed at inclusion. We grew our Employee Resource Groups (ERGs) in FY2024 with the founding of Coexist at Zoom, a group dedicated to interfaith and intercultural conversations across faith and cultural communities. We have founded groups in the last year for Interfaith, Muslim and Jewish employees. Our other ERGs consist of: Asian and Pacific Islander, Black, Latinx, LGBTQ+, Veteran and Women at Zoom. In addition, 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.

We conduct biannual engagement surveys to take the pulse of our organization and track employee engagement. In 2023, we had an excellent 91% participation rate in our employee engagement survey. Our engagement survey process is not only about understanding engagement but is also focused on action; our surveys are designed to provide actionable insights to managers and executives. We encourage managers to discuss results with their teams and commit to actions for effective change.



The Asian American Foundation



Zoomies attending The Asian American Foundation Heritage Month Summit & Celebration

NONPROFIT FEATURE

Powering love, hope and belonging for children living in out of home care with [ID. Know Yourself \(IDKY\)](#), a Zoom Cares volunteer partner

Photo courtesy of IDKY



“ The absence of this [Zoom] technology would mean the loss of a lifeline that allows us to bridge physical distances and create a virtual space where our kids can interact, share their thoughts, and receive the guidance they need... ”

ISAIAH DAWE, CEO

We care for ourselves

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Advancing diversity, equity and inclusion

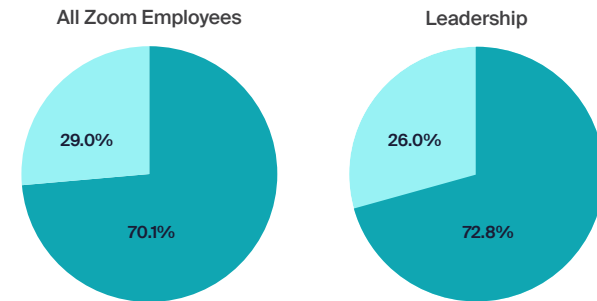
Zoom's diversity, equity, and inclusion (DEI) program embodies our core value of Care by helping to create an inclusive workforce, workplace, marketplace, and community for our employees. In FY2024 we introduced more training in partnership with [Hone](#) focused on different aspects of DEI, and partnered internally with our talent and organizational development team to bring training on unconscious bias and inclusive leadership to Zoomies as well as our managers.

Finance & Workplace Zoomies volunteering with Foster Love to build skateboards for foster youth at Zoom HQ in San Jose, California.



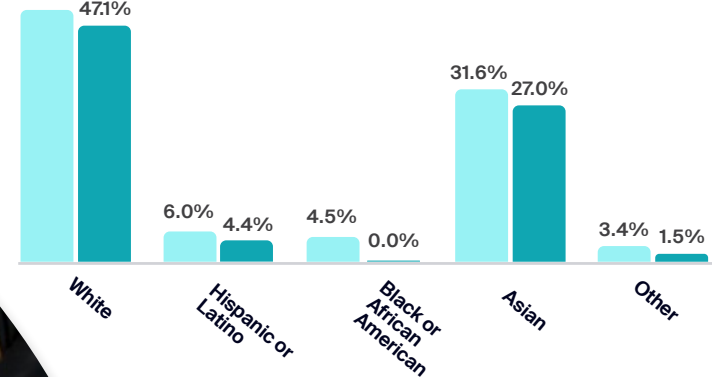
Gender at Zoom (Global Employees)

Female = Male



Race & Ethnicity at Zoom (US-based employees)

All Zoom Employees = Leadership



Methodology: Data represents Zoom's Fiscal Year 2024 and is as of 1/31/2024. "All employees" is identified as Zoom's regular (non-contract, non-intern, long-term) employee population. "Leadership" is defined as Zoom employees within the executive and senior manager level. Data points may not add to 100% due to rounding or those that decline to identify.

Employee health and wellness

Health and 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 these areas are the most impactful to physical wellbeing. We are increasing our focus on mental health and self-nurturing, in partnership with our People Experience team, to ensure that employees have an abundance of resources to address such concerns, as seen in our Wellness Programs listing below.

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 the overall program.

Our key areas of focus for in-person workspaces include: emergency response and evacuation, medical and first aid, ergonomics and lifting techniques, identifying actions adverse to safety, safety storage of materials, and reporting of hazards and incidents. Required training modules have been prepared to

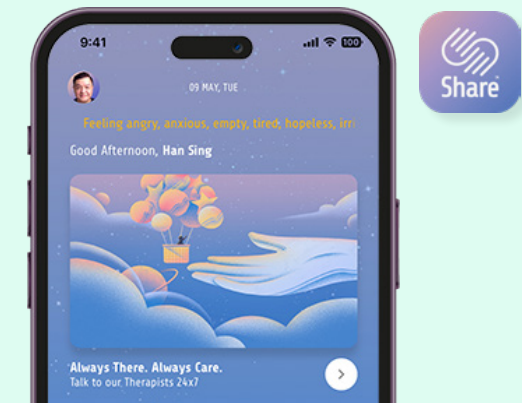
address these topics. Additionally, all Zoom-leased facilities underwent an annual physical inspection in 2023 to determine any gaps in compliance, or to review alignment with best practices developed by our Global EHS Program Manager. Following these audits we work to remediate any deficiencies or risks observed. Partnering with property management, we also review maintenance records for vital mechanical systems outside of our direct control such as fire detection and suppression, elevators, and security systems.

We have enhanced our preparedness with a more extensive emergency response playbook tailored to the needs of each location and country. 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. Our ergonomics program is designed to evaluate current workspaces for all Zoom employees 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 other musculoskeletal disorders. We provide further individual assessments as requested for specific issues, and fully comply with any mandated accommodations.

There were three (3) recordable illnesses or injuries in the US last year, two (2) with lost time and four (4) incidents requiring medical attention internationally, three(3) with lost time.

CUSTOMER FEATURE

[TheShareCo](#) makes therapy affordable, accessible, and free from stigma, ensuring mental well-being is just a click away



“

In alignment with Zoom’s philosophy of connecting people during challenging times, we explored solutions that could yield meaningful, mental health-specific outcomes, and Share™ was conceived.”

TAN HAN SING, Founder and CEO of TheShareCo

Photo courtesy of The ShareCo

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 below is a sampling of just a few of the free employee benefits to support the physical, mental, and financial wellbeing of our Zoomies.

Mental/Personal Growth

Lyra Health

therapy or coaching sessions

Task Human

broad offering of coaching including professional development, goal setting, mental and emotional support, spiritual practice and guidance, home and family coaching.

Unum Employee Assistance Program (EAP)

legal questions, reducing medical or dental bills, issues with child or elder care, overcoming addiction, and combating stress

Resources for Life/Workplace Options (EAP)

counselors for 1:1 consultation, work-life balance, building resilience, navigating family relationships, and developing mindfulness

Physical

Carrot

family-building benefit to support adoption, donor assisted reproduction, fertility care, and more

Omada for Musculoskeletal Care

provides US employees with virtual consultations with trained physical therapists



Financial

Northstar

holistic financial planning and management platform

Fidelity

manages Zoom's 401(k) program

SmartSpend

discounts on items such as gym memberships and travel.

SoFi

low rates for student loan refinancing, obtaining or refinancing mortgages, or personal loans.

Safe @ Zoom

Additionally, Safe at Zoom is an internal chat resource whereby Zoomies receive outreach in advance of, during, and after incidents to ensure their safety. It might be an upcoming weather storm, political unrest or other event, but the team serves as a resource and communication hub to support employees during these external occurrences.

Zoomies helping Zoomies – Employee relief fund

At Zoom we believe in taking care of each other, and in this spirit, in August we launched the Zoomies Helping Zoomies Employee Relief Fund in partnership with [E4E Relief](#). Our Employee Relief Fund provides financial support to employees facing extraordinary personal crises resulting from catastrophic events and/or urgent personal hardships. This can include expenses such as housing, food, and childcare during emergencies as well as any incurred costs resulting from domestic or physical abuse, death of a loved one, or evacuation due to wartime events.

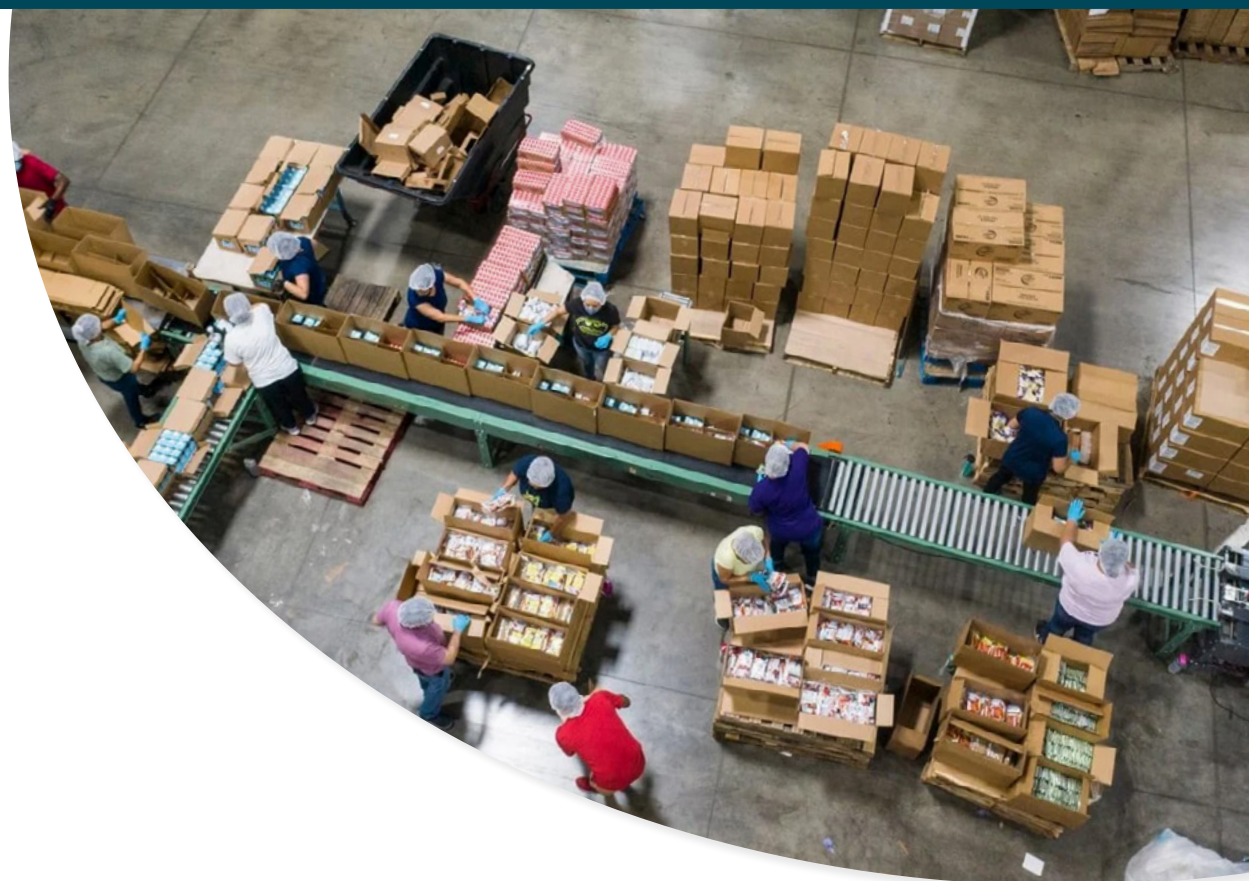


Photo courtesy of E4E Relief

NONPROFIT FEATURE

[Black Girls Smile](#) supports the mental health and well-being of young Black women and girls and is a Zoom Cares grant partner.



Photo courtesy of Black Girls Smile

“Through partnership with Zoom Cares BGS was able to provide 1000 therapy sessions to Black women and girls across the country and provide Mental Health literacy programming and workshops to over 1500 Black girls and their caregivers.”

LAUREN CARSON, Founder and Executive Director

Appendix

- 47 Policies and forward-looking statements
- 48 SASB index table
- 49 Social impact data methodology

Policies and statements

[Acceptable Use Guidelines](#)

[Code of Business Conduct and Ethics](#)

[Business Partner Code of Conduct](#)

[Modern Slavery Act Statement](#)

[Transparency Report](#)

[Trust Center](#)

[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, Delaware General Corporation Law, or any other regulatory framework[, even where we use words such as “material” or “materiality]. Our approach ESG disclosures is informed by impacts on communities, the environment, and stakeholders such as employees, customers, and suppliers, and, therefore, the inclusion of topics in this document does not indicate that such topics are material to the Company’s business, operations, or financial condition. 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. ESG-related metrics included in this report may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change in the future. Numbers and percentages in this report include estimates or approximations and may be based on assumptions or incomplete data. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates. 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.

SASB index table

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 Climate and operations, and environmental sustainability sections (pages 11-16)
	(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 Climate and operations, and environmental sustainability sections (pages 11-16)
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 security (page 23)
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

SASB index table continued

Topic	Accounting Metric	Code	Response
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are foreign nationals	TC-SI-330a.1	As of January 31, 2021, approximately 5% of our US-based employees were foreign nationals.
	Employee engagement as a percentage	TC-SI-330a.2	See Employee engagement section (page 40)
	Percentage of gender and racial/ethnic group representation for (1) management, technical staff, and all other employees	TC-SI-330a.3	Please see our DEI Report or our EEO-1 Report
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 Transparency Report (linked from page 49)
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See Security program (page 27)

Social impact data methodology

Product

Product donation numbers were compiled leveraging ticket requests submitted by employees, as well as employee self-reporting. We calculated the value of our donated product using the current pricing model as of March 2023. The value of pro bono hours donated by Zoom’s event services team for charitable events was calculated leveraging per-project standard costs implemented for paid events.

Philanthropy

Zoom Cares grants are reported with support from our partners at the Tides Foundation, who manage and administer funding for Zoom’s charitable program. Some charitable giving comes directly from Zoom and is tracked and reported manually.

Employee

Employee dollars donated through our Zoomies Cares giving program, along with Zoom’s matching donations, are tracked on the Benevity platform. The value of Zoomies’ skilled and unskilled volunteer support was calculated using Taproot Foundation’s hourly value estimates.