

## MODERN SLAVERY STATEMENT

### ZOOM VIDEO COMMUNICATIONS, INC., FOR FISCAL YEAR ENDED 31 JANUARY 2020

#### 1. Introduction

Zoom's values are rooted in each individual caring for our community, customers, company, teammates and themselves. Our culture is incredibly important to us and our expressed priority in that regard is to care for and bring happiness to people, including to our employees, contractors and those in our supply chain. We are committed to treating everyone who works at or with Zoom with dignity and respect and we oppose all forms of modern slavery and human trafficking.

This statement is prepared pursuant to the UK Modern Slavery Act 2015 and describes Zoom's efforts in respect of modern slavery and human trafficking, as well as related human rights issues.

This statement is made by Zoom Video Communications Inc., and its subsidiaries, including its UK subsidiary.

#### 2. Our Business

Founded in 2011, Zoom Video Communications, Inc. (**Zoom**) is a multinational company incorporated under the laws of the state of Delaware and headquartered in San Jose, California, United States of America.

Zoom conducts business operations globally, with users and data centers located around the world. Zoom's offices are principally located in the United States; but also internationally, in Asia-Pacific, Europe, the Middle East and Africa. We also operate a research and development centre in Asia. Zoom has subsidiaries incorporated in Australia, Canada, China, France, Germany, Hong Kong, India, Japan, the Netherlands, Norway, Portugal, the United Kingdom, the United States and Singapore. Zoom has approximately 2300 employees in the United States and approximately 1500 located in other jurisdictions.

Zoom provides a video-first cloud-native unified communications platform, connecting users through frictionless video, phone, chat, and content sharing. Our products include Zoom Meetings, Zoom Phone, Zoom Chat, Zoom Rooms, Zoom Conference Room Connector, Zoom Video Webinars, Zoom for Developers, and Zoom App Marketplace. We also provide services, including professional services, consulting services, and online event hosting.

Our customers vary in size, from individuals to global Fortune 50 organisations. They also span numerous sectors, including education, media, finance, government, healthcare, retail and internet. We sell our products through our direct salesforce, online channel, resellers, and strategic partners.

More information about the nature of Zoom's business can be found in our 2020 Annual Report, available [here](#).

### **3. Supply Chain**

Zoom has active relationships with several thousand suppliers across the globe, including in Europe, the Americas and Asia, however the vast majority are based in the United States. While we expect the risk of slavery in our supply chain to be low, we recognise that such risks exist for organisations across the globe and we continue to enhance our supply chain selection and management processes with that in mind.

Given the nature of our business, over two thirds of our suppliers are technology and service vendors. Our spend, by value, is highly concentrated in 68 principal suppliers, which are generally mainstream, international companies, the majority of which are based in the United States. Only a very small percentage of Zoom's suppliers provide hardware, and those vendors are also typically large, multinational companies.

### **4. Policies**

Zoom expects all employees to adhere to Zoom's Code of Business Conduct and Ethics, which serves as the foundation of our company culture. This is the primary mechanism used to promote firm-wide ethical conduct within Zoom. The Code of Business Conduct and Ethics for the relevant time period may be found [here](#) and applies to all directors, executives, employees and its subsidiaries.

The Code of Business Conduct and Ethics details our commitment to diversity and inclusion, which is a cornerstone of our cultural values. Zoom does not tolerate discrimination against an individual on the basis of any non-performance-related characteristics, including race, religion, gender, age, marital status, national origin, sexual orientation, citizenship status, disability, and other protected characteristics. Zoom has also partnered with Time Inc. and the University of Southern California Race and Equity Center on a nine-part educational series on race in the workplace.<sup>1</sup>

The Code of Business Conduct and Ethics further stresses Zoom's commitment to comply with applicable laws and regulations in the jurisdictions where it operates. For example, the Code of Business Conduct and Ethics sets out our commitment against corruption in the jurisdictions where we operate, as is further detailed in Zoom's Anti-Bribery and Anti-Corruption Policy (addressed below).

As part of Zoom's escalation framework under the Code of Business Conduct and Ethics, Zoom has in place a third-party hosted hotline called "Speak Up", where concerns about compliance with the Code of Business Conduct and Ethics may be reported online through a third-party website, via telephone, or via SMS/text. Persons reporting may choose to identify themselves or remain anonymous. The report will then be reviewed by Zoom's Compliance & Ethics function, with input or assistance from other subject matter expert teams, as appropriate. For the fiscal year ended 31 January 2020, no reports made through this service related to modern slavery or human trafficking concerns.

All of Zoom's employees are required to read and sign an Employee Handbook. The Handbook strictly prohibits violence in the workplace and details Zoom's commitment to provide equal employment opportunity for applicants and employees. It explains our policy against discrimination and our prohibition against harassment.

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<sup>1</sup> See <https://time.com/race-in-the-workplace/>.

Zoom strongly believes in maintaining a culture of compliance, and our Board of Directors and senior management are committed to preventing corruption from tainting Zoom's business.

Zoom has implemented an Anti-Bribery and Anti-Corruption Policy that applies worldwide to officers and employees, as referenced in the Code of Business Conduct and Ethics. The Policy also states that third parties acting on Zoom's behalf are expected to comply with anti-bribery and anti-corruption laws applicable in the countries where they conduct business for Zoom. The Policy requires adherence to high ethical standards and compliance with applicable laws and it expressly prohibits the use of third party intermediaries to effect anti-corruption violations.

## **5. Due Diligence**

Technology and service vendors comprise the majority of Zoom's suppliers. Zoom's technology vendors (including software vendors) are subject to a selection process with committee oversight, and to due diligence in respect of data privacy, security and other legal and compliance matters.

Zoom also participates in a survey-based vendor diversity program in the United States, which tracks diversity within a vendor's leadership team and board.<sup>2 3</sup>

## **6. Training**

At Zoom, we train our employees on a range of topics including anti-harassment and how to comply with the Code of Business Conduct and Ethics. We consider additional training opportunities on an ongoing basis, including in respect of modern slavery and human trafficking.

## **7. Community Care**

At Zoom, we believe in caring for our communities and creating a future where all people and the environment are cared for. To that end, our philanthropic initiative, Zoom Cares (launched in 2020), provides grants to non-profit organizations in three core areas where we believe we can make a meaningful and lasting difference: education, social equity, and climate change.

## **8. Moving Forward**

Tackling modern slavery and human trafficking is a complex challenge. We are continuing our efforts to combat these practices and develop our policies and procedures accordingly, and expect this work to continue into 2021. This includes an on-going review of Zoom's procurement and due diligence processes.

## **9. Conclusion**

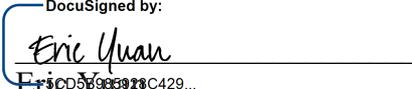
This statement is made pursuant to the UK Modern Slavery Act 2015 and constitutes our Group's slavery and human trafficking statement for the fiscal year ended 31st January 2020.

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<sup>2</sup> Source: Zoom Tweet, 3 August 2020: [https://twitter.com/zoom\\_us/status/1290331079686021120](https://twitter.com/zoom_us/status/1290331079686021120).

<sup>3</sup> Note: This initiative began on 3 August 2020.

It was approved on 25 February 2021 by the Board of Directors of Zoom Video Communications, Inc.

Signature:    
Chairman of the Board

Date: 25 February 2021