zoom

Environmental Social Governance Report

Fiscal Year 2022

At Zoom, we are dedicated to delivering happiness and caring for our community, customers, and employees. We seek to make the world a better place by providing technology that connects people and organizations, fosters open dialogue, enables education and inclusivity, enhances productivity, facilitates reductions in carbon emissions, and much more.

Our success rests on our culture. We believe that by creating an environment where people love to work and where all Zoomies feel a sense of belonging, we attract the best talent and realize the greatest benefits from their contribution. Our achievements have only been possible through the dedication and perseverance of our highly motivated and passionate team.

Our resolute commitment to our core value of Care has only strengthened with our rapid growth and deepening impact on society. Early in the COVID-19 pandemic, we made the decision to offer Zoom for free to primary and secondary schools globally, and more than 125,000 school domains across 25 countries took us up on our offer. We also launched our social impact program, Zoom Cares. In 2021, Zoom and Zoom employees provided over $16.5 million of funding and in-kind product donations to global nonprofits and charitable organizations, and Zoom provided our product at half-price to approximately 25,000 nonprofit organizations.

While it's no secret that our product has allowed companies to massively reduce their carbon footprint through reducing the need for travel, we want to also ensure the sustainability of our direct footprint. As such, we are committing to reaching 100% renewable electricity in our operations by 2030.

We care about the trust customers place in us and believe it is crucial for our long-term success. So we strive to be vigilant and proactive in addressing the unique and evolving security and privacy needs of our enterprise, government, and individual customers, and continuously strengthen the overall security, privacy, and transparency of our platform. In FY22, we more than doubled the size of our security team. Our digital Trust Center helps customers use our platform safely and securely. We will never rest in our commitment to protect our users' privacy and security when using our products.

Through our continued focus on innovation, we are excited to be a leader in the evolution toward a future of work that allows greater flexibility for both in-person and virtual connections. By untethering work from a physical location, Zoom contributes to a more equitable distribution of rewarding jobs across borders and empowers workers everywhere to make choices about their careers and lives that are best for them. Driven by our deep commitment to employee happiness, we recently announced that we will allow our employees to choose their workstyle whether it be in-person, remote, or hybrid. We are humbled by our opportunity to help build the future of work – a future we believe will enable greater employee happiness, choice, and mobility and benefit our communities and planet.

Looking forward,

Eric S. Yuan
Zoom founder, CEO, and stockholder

Corporate overview

Zoom was founded with a simple goal: to make video communications frictionless and secure. More than ten years later, this is still our mission. It is supported by our vision, core value, and culture. We deliver happiness to our customers, communities, and teammates with a platform of communication and collaboration technologies.

We have progressively built out the Zoom communications platform, adding services, features, and apps to respond to the needs of our customers. Our unified communications platform also includes Zoom Phone, a unique video-first cloud-based PBX system, and Zoom Rooms, a software-based conference room system that enables users to experience Zoom Meetings in their physical meeting spaces. A cornerstone of our offering remains Zoom Meetings, a full suite of products and features that provides an easy, reliable, and interactive video communication experience. Our user experience is enhanced by a suite of Zoom Apps available to customers along with our Zoom Events offering. Customers can take advantage of our professional services, and our Zoom Events team can support customers' organization and execution needs for small to large gatherings, whether fully virtual or hybrid in nature. We also recently launched

Zoom Contact Center, an omnichannel customer engagement solution that is optimized for video and integrated right into the Zoom client. It brings unified communications together with modern contact center capabilities, helps customers connect over video, and also supports channels like voice, SMS, and webchat.

Building on our initial enterprise focus, we quickly expanded to support the hundreds of millions of consumers who used Zoom during the past two years to stay connected in innovative ways we couldn't have predicted. To meet the accelerated growth in our user base, we scaled our infrastructure, enhanced our security features, and nearly tripled the size of our team in the space of two years.

We believe Zoom is well-positioned to deliver happiness to and enhance productivity for people everywhere. Our goal is to help our customers succeed and to enable global communities to engage across all types of workspaces, workstyles, and forums through our secure, scalable, global architecture.

OUR MISSION

Make video communications
frictionless and secure

OUR VISION

Video communications empowering
people to accomplish more

OUR CORE VALUE

Care for our Community, Customers,
Company, Teammates, and Ourselves

OUR CULTURE

Delivering happiness

Zoom stats and key figures

$4.1B Revenue in FY22 (55% YoY Growth)

6,787 employees

18 global offices

Awards and recognition

Gartner
Leader in Gartner's 2021 Magic Quadrant for Meeting Solutions (6 consecutive years) and UCaaS (2 consecutive years)

Comparably
Ranked by Comparably as among the best companies for Diversity, Women, CEO, Culture, Perks & Benefits, and 12 other awards in 2021

Interbrand
Among Interbrand's Best Global Brands for 2021 and 2020

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

Our approach to ESG responsibility

Over 10 years ago, Zoom was founded to build a better, simpler, and more efficient video communications platform. Our work since then has been underpinned by our culture of delivering happiness and empowering people to accomplish more. We care deeply about our employees, customers, community, and planet. And we strive to make a positive impact by delivering virtual connections to the global community. We also believe that Zoom can play an important role in building a more sustainable future for our environment and society.

Our employees share Zoom's commitment to sustainability and to making a positive impact both through their work at Zoom and more broadly in the community. We seek to support their organic efforts and nurture their drive.

We have developed an ESG framework to focus our efforts in the areas where we believe we can have the greatest impact. Importantly, this framework reflects our ambition to contribute to a more sustainable future for everyone and deliver happiness to more people. Looking ahead, we aim to continuously improve the sustainability of Zoom by measuring our progress against clear targets. When it comes to sustainability, there will always be more we can do, and this is a challenge we welcome at Zoom.

Creating a shared vision for ESG responsibility at Zoom

As Zoom has grown, the range of ESG activities across the company has naturally and intentionally expanded. As of the end of FY22, we had nearly 6,800 employees contributing to our fast-paced, energetic, and caring workplace culture. Our communications platform has enabled hundreds of millions of people around the world to work from home and dramatically reduce business travel, saving tens of millions of tons of carbon emissions. And our Zoom Cares philanthropic program donates to organizations globally. We are proud of the impact we have made by working together with our teammates, customers, and communities. Now, we are bringing all this great work together under an overarching ESG strategy.

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

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> **Living our core value**
> "Zoom cares about the long-term benefits of our employees, customers, and community. We strive to make a positive impact by delivering virtual connections to the global community and committing to build a sustainable future for our environment and society."
>
> **Eric S. Yuan**

Reporting our progress

Trust is embedded in our culture and an integral part of our ESG framework, and we will be open and honest about our progress towards our ESG vision. This report is the first of its kind for Zoom and signals our intention to communicate regularly about our ESG efforts.

Demonstrating our commitment to clear and comprehensive disclosure, the content of this report has been informed by leading ESG disclosure frameworks and standards, including the Sustainability Accounting Standards Board's (SASB) Software and IT Services sector guide and the framework developed by the Task Force on Climate-Related Financial Disclosures (TCFD).
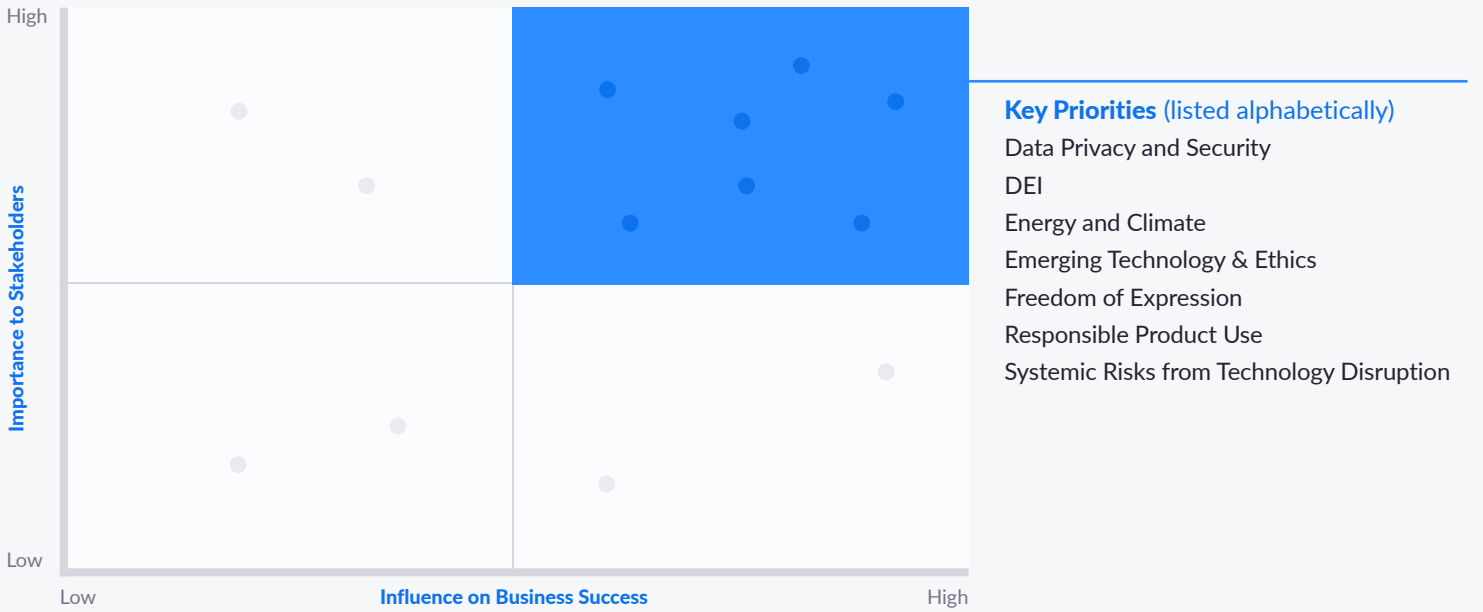
Our materiality assessment

We conducted a materiality study to identify the areas that are both important to us and our stakeholders – customers, users, employees, and investors – and best aligned with our ability to make a positive impact. We partnered with BSR, a sustainability consultant, to complete this assessment in line with ESG best practices.

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

By taking a comprehensive approach to identifying our material issues, we were able to develop a robust and resilient ESG strategy that is designed to adapt to the challenges and opportunities ahead. We intend to review and update our materiality assessment periodically as part of our ongoing reporting cycle to ensure we are ready to respond to any issues that should arise in our dynamic industry.

Key Priorities (listed alphabetically)
Data Privacy and Security
DEI
Energy and Climate
Emerging Technology & Ethics
Freedom of Expression
Responsible Product Use
Systemic Risks from Technology Disruption

Our ESG framework

We recognize ESG as a broadly defined term encompasses sustainable business practices across environmental, social and governance considerations. Aided by the takeaways from our materiality assessment, we have arrived at an ESG framework that encompasses these sustainable business practices across four key focus areas: People, Community, Environment and Trust.

People

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

Community

Zoom cares about the diverse array of communities we serve. Zoom's social impact arm, Zoom Cares, envisions a more just society for people and the planet we all share. We strive to leverage the full strength of our business to build a future that is more just, more equitable, and more caring.

Environment

We believe in caring for our environment. Our products help global businesses mitigate their carbon footprint by allowing them to reduce business travel. We minimize the impact of our operations through workplace programs and support global initiatives to make a direct positive impact on the environment.

Trust

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

The road ahead

We are pleased to be taking this next step in our evolution as a company and excited about how much more we'll be able to achieve by formalizing our approach to ESG. We are proud of the positive impact we have already made, and we know there is always more that can be done. ESG is an ongoing endeavor for Zoom, as we continue to build on our initiatives, identify opportunities to address our priority themes, and share our progress.

People

At Zoom, we focus on understanding how people will use and access our products and on meeting customer needs as central components of our product development process. We strive to deliver happiness to customers in every interaction with our products and with our people. Our employees' dedication and hard work are key to achieving this.

Great people are our strongest asset. We prioritize attracting, retaining, and developing talent. We offer robust training and career development opportunities. We seek broad and specific feedback regularly from our employees then iterate to meet evolving needs and trends. We focus on inclusivity. This includes accessibility in the design of our workspaces and use of our technology within our own organization, as well as programs designed to help employees feel comfortable and connected in their role and within Zoom as a whole.

We take great pride in our culture, with its emphasis on care and delivering happiness. We strive to facilitate a productive, fun, and friendly work environment and provide highly competitive benefits, as evidenced by Zoom being named one of Glassdoor's Employee Choice Best Places to Work in 2021 and 2022. In addition, Comparably awards for Best Company Happiness, Best Company Culture, and Best Company for Diversity in 2022 were welcome signs that our focus on our values and people are widely known and appreciated.

We continue to seek new ways to support our employees and create the optimal work environment. As our employee base has rapidly grown, we have invested heavily in implementing workforce programs to make sure we continue to provide the productive, engaging, and inspiring work environment that drives us all forward.

Workforce development

Recruitment and retention

Our continued success depends on attracting and retaining the best talent. One of the ways we do this is by showing our employees we care about their happiness and recognize their value. We offer competitive employee benefits and reward programs, and we regularly monitor the market to make sure our compensation and benefit packages remain competitive.

Another way we are able to attract and retain the best talent is through the flexibility we provide - enabled by our technology - for Zoomies to choose one of three workstyles: in-person, remote, and hybrid. By untethering our recruitment practices from office locations, we are able to hire the best talent wherever they may be.

All Zoomies are also given the chance 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). In 2020 and 2021, we made additional equity grants to substantially all of our employees to recognize them for their hard work during a pivotal time for the company.

We actively seek out talented candidates and use a customer relationship management marketing 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. A referral program helps us to leverage the networks of our workforce and expand the reach of our recruitment efforts. To make sure these measures are effective, we monitor key workforce planning metrics and adjust our approach as needed.

Developing happy careers

We believe that helping our team members pursue a rewarding and meaningful career is an important part of delivering happiness. A six-part program, Design Your Career, is offered to all employees to help them develop the knowledge and skills to develop their careers. Participants learn about different ways of crafting their careers during a series of discussions, breakout rooms, and other activities.

Our approach to talent management focuses on identifying and leveraging fundamental competencies that we call ZoomAbilities. These encompass competencies for individual contributors and for people leaders and provide a broad-based approach to employee development. As Zoom employees grow in their careers, the breadth and scope of competencies shift from a more tactical to a more strategic emphasis.

Developing leaders

We also offer a comprehensive leadership development program that spans all the stages of leadership. Modules include:

1. **Begin to Lead** – Focused on giving first-time leaders and leaders new to Zoom the skills needed to transition from an individual contributor to a people leader.
2. **Lead Forward** – Focused on providing all leaders with the key components of leadership success.
3. **Lead On** – Modules for all leaders and team leads focused on continuous skill building outside of the fundamentals taught in previous programs.
4. **Feedback Focus** – A four-part module designed to help all leaders build skills around giving and receiving feedback, including upward feedback.
5. **Leading at Scale** – Focused on helping senior leaders manage the complexity within a large organization.

This leadership training is reinforced through mentorship from a coaching cohort, consisting of small groups of managers that meet regularly to discuss the challenges of leadership, provide support and share best practices. Leaders can also access bespoke programs that target specific challenges, like integrating new hires or supporting employees during times of transition.

Employee health, safety and wellbeing

Care is our core value, and focusing on the health and wellbeing of our teammates naturally fits within this. We take a broad view of health and wellness and offer employee benefits to support the physical, mental, and financial wellbeing of our people.

We provide generous health, dental, and vision insurance, and contribute toward the total cost of the plans. Other benefits include a Family Building Benefit for employees, where Zoom pays up to $10,000 for care such as basic checkups, egg freezing, in-vitro fertilization, adoption, and gestational carrier support. A broad range of free therapy and coaching programs are also provided for employees and their families, as well as free membership to Northstar, a holistic financial planning and management platform that can help employees with budgeting, saving, debt management, investing, and insurance.

Employee engagement

We conduct biannual engagement surveys to take the pulse of our organization and track employee engagement. We also issue off-cycle surveys on specific topics that arise to make sure we're addressing the most current needs and concerns of our team.

Our engagement survey process is not only about understanding engagement but is also focused on action. The surveys are designed to provide actionable insights to managers, and we encourage managers to discuss results with their teams and commit to action items. In the last 12 months, we have had over an 85% participation rate in our engagement surveys, which is notably higher than the average for a typical company, and more importantly our engagement scores exceed the relevant benchmarks.

One of the ways we try to spread happiness across the organization is through our 'Happy Crew' of 200 employee volunteers who promote our values and create long-lasting bonds between employees. To do this, they host social events, coordinate volunteering efforts, and reward and recognize people across Zoom.

We offer a range of flexible working options to help our employees to establish work-life balance. All full-time exempt employees have unlimited paid time off, and we periodically give Zoomies additional company days off to recognize their hard work and allow them to recharge. In 2021, for example, we provided three of these company-wide days off.

Future of work

We're proud of how our product has helped so many organizations adapt and respond to the evolving nature of work caused by technological changes, generational shifts, and accelerated by the global pandemic. Having proven that so much can be achieved through new ways of working, we are now focusing on making proactive and positive contributions to reimagining the future of work.

Research has shown that employees value the flexibility afforded by new working models, and many do not wish to return to full-time in-office work. This certainly applies to our own employees. Recognizing these preferences, we introduced three employee-led workstyles. Going forward, the vast majority of employees will have the choice on where they work. Some of us will always work from a home office. Others will always work from a Zoom office. But for most of us, it will be a mix of both. Offering employee-led workstyles is in line with our strategy of delivering happiness to current and future Zoomies.

To lead the effort to reopen our offices, we established an internal cross-functional team to gather employee feedback, understand local and country mandates, coordinate processes and policies for the new work reality, and incorporate tools to facilitate returning to offices, such as for workplace reservation and health checks. We assessed utilization, tested the set-up of our office spaces, and gathered input through several proof of concept office re-openings. We have been pleased with the progress so far and will continue to iterate and improve our flexible, hybrid working model.

We also regularly advise our customers and support them in optimizing their workforce approach. We envision a future of employee-centric work practices that emphasize education, flexibility, and choice, as companies balance remote, hybrid, and in-office experiences. The guiding principle of these efforts is to learn and evolve our practices to ensure an equitable and inclusive working environment no matter where employees are based or what their workstyle is. We are viewed as a leader in enabling hybrid work. Our products support customers embracing this new way of working, and we frequently share our expertise with customers and publish thought leadership on our blog and through other forums. We recently ran a series of Work Transformation Summits to support our partners in creating successful remote, hybrid, and co-located working models.

Labor practices

We comply with all regulatory labor practices in all jurisdictions where we operate. We offer competitive compensation and benefits packages that support our employees' overall wellbeing. These packages include base pay, bonuses, flexible benefit plans, and equity. None of our U.S. employees are represented by a labor union. Employees in one of our non-U.S. subsidiaries have the benefit of a collective bargaining agreement and are represented by a workers' council. We have not experienced interruptions of operations or any work stoppages due to labor disagreements.

Promoting diversity, equity and inclusion (DEI) at Zoom

A key part of providing an environment where people can thrive is encouraging individuals to contribute fully by being their authentic selves. Zoom strives to provide a safe and welcoming environment, where all employees belong and are treated equally. Recently, we released our first DEI Report, which includes a breakdown of our employees across various diversity metrics (summarized below) – an important step as we look to further enhance the diversity and sense of belonging across our expanding employee base.

Advancing DEI

In 2020, we formalized our DEI program and developed a four-pillar DEI strategy focused on workforce (who and how we hire), workplace (how it feels to work at Zoom), marketplace (how we include our customers), and community (how we help to make the world more equitable). We conducted our first global DEI survey of Zoom employees in 2021, and the results will become our baseline for tracking our progress and informing current and future strategy. Additionally, in 2021, over 2,000 Zoomies attended DEI "town hall" sessions to build awareness and understanding of DEI at Zoom.
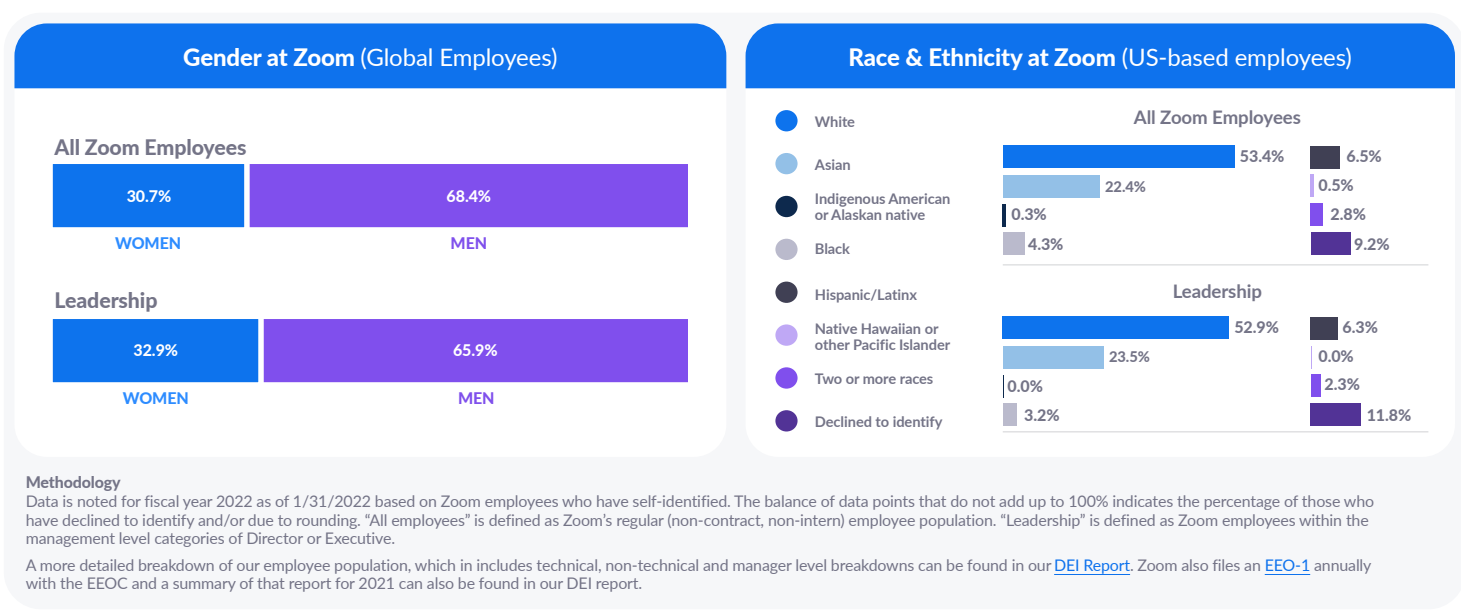
Building a diverse workforce

A core focus of our DEI strategy is to embed diversity-focused initiatives into our recruitment processes. Our Global Emerging Talent team, responsible for university recruiting at Zoom, has taken steps to diversify our candidate outreach through engagements of a number of diversity events and conferences, as well as campus initiatives. Our university and campus strategy encompasses partnerships with nearly a dozen top universities throughout the US, such as Claflin University, where we have built a five-year strategic partnership. Our recruiters are trained in inclusive recruitment and hiring practices. In addition, we use tools designed to ensure we post inclusive job descriptions and mitigate bias in candidate evaluations. We've also taken steps to broaden our candidate pool by forging external recruiting partnerships, and participating in programs like Next Chapter to provide apprenticeships for formerly incarcerated individuals re-entering the workforce.

Belonging and inclusion at Zoom

Last year, we formally launched our Employee Resource Group (ERG) program, forming affinity groups for employees focusing on Asian and Pacific Islander, Black, Latinx, LGBTQ+, Veteran, and Women at Zoom communities. Each ERG has its own mission and vision that link to Zoom's broader DEI strategy. Already, nearly one-quarter of Zoomies are members of at least one ERG, with the potential for more to form in the future as interests and needs arise within the organization.

To create an open space for our employees to learn more about one another's unique backgrounds, we hosted a nine-part series called Race in the Workplace as part of our Zoom Talks initiative. Zoom Talks consists of 60-to-90-minute facilitated sessions, in which internal and externall experts are invited to cover topics such as gender, sexual orientation, being an upstander, and mental health, among others. Since the start of the program, we have held 20 sessions. These have been very popular with Zoomies.

Gender at Zoom (Global Employees)

All Zoom Employees

WOMEN	MEN
30.7%	68.4%

Leadership

WOMEN	MEN
32.9%	65.9%

Race & Ethnicity at Zoom (US-based employees)

- ● White
- ● Asian
- ● Indigenous American or Alaskan native
- ● Black
- ● Hispanic/Latinx
- ● Native Hawaiian or other Pacific Islander
- ● Two or more races
- ● Declined to identify

All Zoom Employees

53.4%	6.5%
22.4%	0.5%
0.3%	2.8%
4.3%	9.2%

Leadership

52.9%	6.3%
23.5%	0.0%
0.0%	2.3%
3.2%	11.8%

Methodology

Data is noted for fiscal year 2022 as of 1/31/2022 based on Zoom employees who have self-identified. The balance of data points that do not add up to 100% indicates the percentage of those who have declined to identify and/or due to rounding. "All employees" is defined as Zoom's regular (non-contract, non-intern) employee population. "Leadership" is defined as Zoom employees within the management level categories of Director or Executive.

A more detailed breakdown of our employee population, which in includes technical, non-technical and manager level breakdowns can be found in our DEI Report. Zoom also files an EEO-1 annually with the EEOC and a summary of that report for 2021 can also be found in our DEI report.

Community

As a platform for everyone, enabling communication and collaboration globally, Zoom is honored to serve many communities around the world. Caring for our communities is an integral part of our core value of Care.

Our role in helping people communicate and collaborate with each other is a privilege and a responsibility. Our actions demonstrate Zoom's intent to play a fundamental role in supporting communities, not only through our products and services, but also by leveraging our voice, our passionate employees, and charitable giving.

In 2020, we launched Zoom Cares, our global social impact arm, to put the full weight of our company behind our commitment to a future where all people and the environment are cared for. We are passionate about supporting communities around the globe through a range of philanthropic efforts, both at a corporate level and by enabling our employees in their charitable pursuits.

We are seizing the opportunity to help support these organizations as they build a future that is more just, more equitable, and more caring. Our 2021 Social Impact Report highlights our phenomenal partners and grantees and their enormous efforts, with a particular focus on those supporting youth, LGBTQ+ individuals, and communities of color. It also looks back at the work of Zoom Cares and how our employees are making a collective difference.
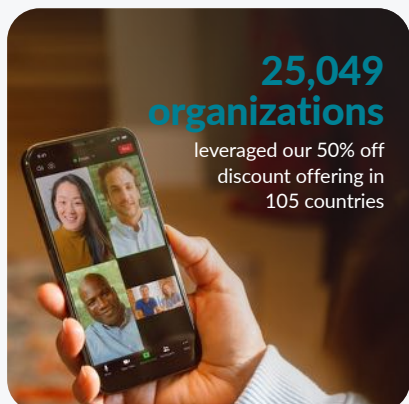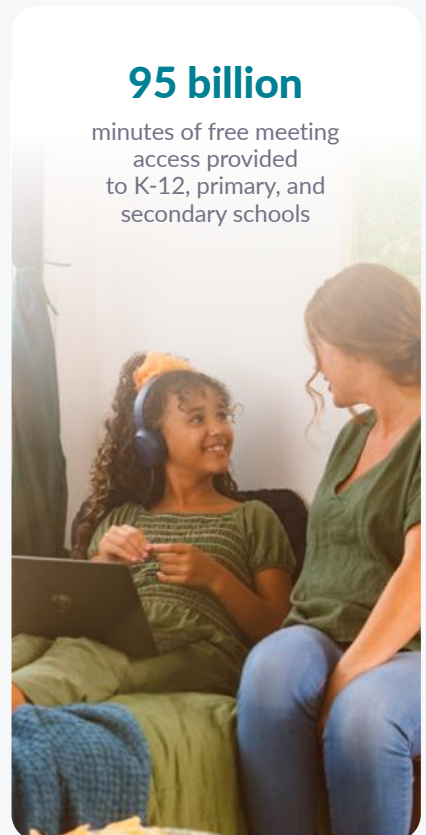
Community achievements:

1,090 organizations

supported globally – donated through our Zoomies Care company-match program

$942,077

in employee giving

$901,271

matched by Zoom

95 billion

minutes of free meeting access provided to K-12, primary, and secondary schools

25,049 organizations

leveraged our 50% off discount offering in 105 countries

$3,429,519

of in-kind product donations to charitable organizations

$11,383,500

of grants funded by Zoom

Amplifying the impact of our philanthropy

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

In 2021, Zoom donated $11,383,500 in grants to 192 organizations across countries globally. We also asked our top customers to nominate a nonprofit of their choice to receive a $100 donation from Zoom. As part of this effort, we donated $250,000 on behalf of our customers.

We make a conscious effort to give resources to organizations that typically receive less funding. Therefore, we look for opportunities to fund Black, Indigenous, People of Color (BIPOC)-led organizations and smaller-budget, grassroots organizations that might not attract major corporate grants due to their size. Recently, we announced $5.5 million in funding to support organizations delivering critical impact around the world. We also believe in uplifting San Jose and the broader Bay Area, where Zoom was founded and is headquartered. Our latest local grant portfolio directs $500,000 to 10 nonprofits working in three strategic areas: education, climate change, and social inequities. All of these are grassroots organizations with a focus on youth, led by people of color, and serve marginalized communities, including low-income individuals, LGBTQ+, and people of color.

We also try to amplify the passion and generosity of our employees through the Zoomies Care donation matching program. In 2021, Zoomies donated $942,077 and Zoom matched $901,271 to 1,090 organizations globally. Our employees are also encouraged to donate their time to charitable causes.

We believe education is a fundamental right. One way we are contributing to creating a brighter future is supporting and increasing the quality of education in under-resourced communities globally. To support virtual learning and promote greater educational equity, we launched our EdInnovation Awards, which in 2021 provided six winners with a combined $1 million in grant funding, plus Zoom technology and support. These recipients turned the challenges of the pandemic into an opportunity, scaling their reach and deepening their impact via video communications.

Through our Zoom Cares focus on addressing social inequity, we also support many programs tackling the digital divide, including the San Jose Digital Inclusion Fund and the EducationSuperHighway.

A sample of the nonprofits we supported during the year:

EDUCATION	SOCIAL EQUITY	ENVIRONMENT	MENTAL HEALTH
STEM from Dance	Oakland Kids First	Seed Mob	Black Girls Smile
Re:Coded	The Rise Fund/Rosa UK	Native Movement	The Friendship Bench
Ignite Reading	The YP Foundation	MPP Haiti	iCall

In-kind product

Zoom is how the world connects. Nonprofits across the globe use our product to build powerful connections, scale their reach, and deliver critical services. In 2021, we provided $3,429,519 in product donations and provided our product at a 50% discount to 25,049 nonprofits in 105 countries through our TechSoup partnership.

We also led with our product to help support education over the past two years by waiving the 40-minute limit upon request for schools globally. As part of this initiative, we provided roughly 95 billion minutes of free meeting access to K-12 schools. We also provided free training and resources on using Zoom to over 35,000 educators.

Responsible supply chain

We view our third-party suppliers as part of the Zoom family, so we look to work with partners that share our values and our focus on responsibility. Our Code of Business Conduct and Ethics (Code of Conduct) sets out our expectation that our suppliers will abide by our commitments to respect the privacy of our customers, protect human rights, and operate ethically. Prospective vendors are screened by our Compliance and Ethics team and must agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom. In return, we commit to deal fairly with our suppliers and follow clear principles of fair competition when purchasing products and selecting suppliers.

Promoting DEI outside of Zoom

Our efforts to support diverse communities are part of our drive to make a real difference and be a powerful force for positive change. We are proud of the impact we have achieved so far, and we want to continue to use our platform and voice to help create a more equitable world.

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

Promoting DEI through facilitating conversation
To do this, we partner with and sponsor a range of organizations to advance causes about which we are passionate. Through one of these partnerships, we supported a series of Zoom workshops hosted by the UK-based charity If Chloe Can. The charity works with schools to provide girls ages 12-14 with career advice and female role models. Similarly, in partnership with TIME, we used our platform to host a series of conversations on Race in the Workplace to address racism, bias, and systemic inequality. We have also partnered with leading Black women artists and organizations like Color of Change and Mobilize to host "The Zoom Where it Happens" sessions to support voter equity and ensure communities of color have their votes counted.

Environment

Zoom has played an important role in enabling remote working for millions of people around the world every day. We estimate that our product has helped our customers reduce their carbon emissions by millions upon millions of metric tons, and we will continue to help take cars off the road for commutes as hybrid becomes the new work reality.

With the growing urgency of the climate crisis, we plan to continue to enable new and more sustainable ways of working. Employees around the world have proven that they can be productive and successful working from anywhere, opening up a range of possibilities for the future of work. Offices with smaller footprints will require less power, while fewer days spent in a physical office means less commuting, thus reducing emissions. We are proud to provide secure, frictionless services that allow businesses to communicate,

connect and collaborate virtually, and ultimately contribute to the global effort to address climate change.

We're also making more sustainable choices for ourselves in our direct operations. As we have grown considerably over the last two years, we've also been mindful of our own impact on the environment. We're in the process of implementing a sustainability program. As part of this, we have examined our global operational carbon footprint, with the support of independent consultants, to identify mitigation opportunities and pursue initiatives to reduce our impact and improve our sustainability.

Energy and climate

We have engaged Anthesis, a global sustainability consultancy, to help us accurately measure our carbon footprint by conducting an audit of our direct and indirect greenhouse gas (GHG) emissions. Our FY21 GHG emissions inventory was developed using emission factors and accounting methodologies in line with established best practices 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. Our FY21 GHG inventory includes our scope 1, scope 2, and all of our relevant scope 3 emissions.

We will use this audit as a baseline to measure the effectiveness of our efforts to reduce our emissions, help us identify where we can make meaningful improvements, and set targets to hold ourselves accountable.

We have already launched initiatives to reduce our emissions by improving the energy efficiency of our offices. During 2021, we completed audits and retrofits where necessary of our lighting and HVAC systems for all of our global office space. We also conducted

an audit of our energy usage and providers to identify opportunities for reducing usage and purchasing green energy instead of fossil fuel energy.

We monitor the energy use of our data centers, and were pleased to find that there was no increase in GHG emissions arising from our data center during 2021. Our largest data centers by energy usage are located in Virginia and California, both of which use 100% renewable energy. We are also investing to build out our own clean data center footprint, reducing the amount of cloud storage needed.

Although we are just starting out on this journey, we will hold ourselves accountable by reporting transparently on the evolution of our ESG strategy, goals, and targets. As part of this effort, we intend to align our upcoming ESG reports to selected standard reporting frameworks such as Task Force on Climate-Related Financial Disclosures (TCFD) and set ambitious, yet achievable environmental targets. As of this year, we have committed to achieving 100% renewable electricity in our operations (scope 2) by 2030. We are working toward setting broader ESG goals and targets that will ensure credibility and transparency along the way.

Emission Source	Emissions (MT CO2e)
Scope 1 Emissions[1]	**460**
Stationary Fuel	459
Mobile Combustion	1
Scope 2 Location-based Emissions[2]	**22,282**
Scope 2 Market-based Emissions[3]	**9,198**
Scope 3 Emissions	**43,834**
Category 1 Purchased Goods and Services	30,970
Category 2 Capital Goods	3,448
Category 3 Fuel and Energy Related Activities[4]	2,392
Category 4 Upstream Transportation	340
Category 5 Waste Generated in Operations	1
Category 6 Business Travel[5]	258
Category 7 Employee Commuting[6]	3,852
Category 8 Upstream leased assets[7]	2,573
Total Emissions[8]	**53,492**

Zoom FY2021 GHG Emissions Inventory (MT CO2e)

- Scope 1 emissions
- Scope 2 Market-based emissions
- Scope 3 Emissions
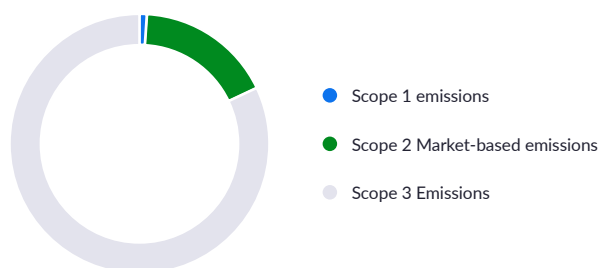
1. Scope 1 emissions are related to natural gas and diesel consumed in our offices, and mobile emissions from gasoline consumed by our company-operated vehicles.
2. Scope 2 emissions include purchased electricity, estimated refrigerant leakage, and estimated natural gas consumption in our offices and data centers IT load. Scope 2 is calculated using location-based and market-based methodologies.
3. Scope 2 market-based emissions factor in renewable electricity procured by some of our colocated data center providers.
4. Scope 3 Fuel and Energy Related Activities emissions are calculated using location-based and market-based methodologies. Zoom reports the market-based emissions.
5. Scope 3 Business Travel includes emissions from air travel, car rental, rail transportation and hotel stays.
6. Scope 3 Employee Commuting includes emissions from employee commuting and remote work emissions (i.e. electricity and natural gas consumptions from employees working from home).
7. Scope 3 Upstream Leased Assets includes emissions from data centers non-IT electricity load (heating and cooling) and is calculated using location-based and market-based methodologies. Zoom reports the market-based emissions
8. Total emissions include scope 1, scope 2 market-based, and scope 3 emissions.

Environmental management system

As we develop our future working model, we will explore how to best integrate environmental principles into our organization's strategy and operations. In future ESG reports, we plan to address the following topics, among others:

- Recycling and reuse in the workplace
- Waste management and minimization
- Water management
- Energy management
- Sustainable procurement criteria
- Product lifecycle management

Trust

Zoom was originally created to provide a video conferencing service that people could count on to 'just work.' Making video communications frictionless and secure is still our mission. To do this, we have to make sure our customers feel safe and confident sharing their data, personal information, and confidential business information over our platform. Trust is an essential feature of our platform and service.

As growth in our daily meeting participants exploded over the last two years, by as much as 30x pre-pandemic levels, we served hundreds of millions of users. In many ways, our service has become essential to enabling businesses, educators, and families to connect, communicate, and collaborate. This is a responsibility we take seriously, and the reliance and faith our customers place in Zoom only serves to strengthen our commitment to provide a safe and secure service for all users. Trust is also an integral part of our values and culture.

Data privacy and cybersecurity

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

We strive to continuously improve our cybersecurity processes and program effectiveness and ensure we remain aligned with industry best practice, as demonstrated by our growing list of third party certifications and attestations. Zoom continues to demonstrate its ability to nail the basics through certifications like ISO/IEC 27001:2013 and SOC 2 + HITRUST, while also raising the bar with the Common Criteria Certification. The Zoom Meeting Client is the first video communications client to attain certification for Common Criteria Evaluation Assurance Level 2 (v3.1 rev. 5), issued by the German Federal Office for Information Security.

Global privacy program

Zoom is committed to respecting the privacy rights of individuals and strives to comply with the privacy and data protection laws, rules, and regulations applicable to us in the jurisdictions where we operate, including GDPR and the CCPA. We have a dedicated Privacy Team responsible for the management and development of our external and internal privacy programs. Our Privacy Statement can be found here, along with a range of resources that explain the types of data we collect, how we use that data, and how we protect our users' data and privacy.

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

Zoom has an extensive array of privacy and safety features to help our users control who attends their meetings, webinars, and events and how those attendees participate, such as whether, when, and where to store their content and who has access to it. Zoom offers end-to-end encryption for meetings, which gives users the ability to host meetings where nobody except each participant has access to the encryption keys being used to encrypt the meeting data in transit. In April 2021, we launched in-product notifications designed to make it easier for users to understand who can see, save, and share their content and information when they join meetings and experiences hosted on Zoom. Shortly after, we added additional notice and consent options in the product.

Ongoing investment in cybersecurity

Zoom continues to invest heavily in cybersecurity, and we have taken significant steps to grow and mature our information security program. In FY22, we more than doubled the size of our information security organization and invested heavily in hiring top talent in key domains, such as security engineering, threat intelligence, vulnerability management, offensive security, detection and response, security risk management, and compliance.

Our information security framework is based on the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), and team objectives are aligned to each area of the NIST CSF so that we can continuously measure our program and progress on such objectives. Overarching Zoom's information security framework is a governance and continuous improvement model that is based on ISO 27001 and includes ongoing measurement and evaluation of the effectiveness of the program, assessing priorities and objectives to continuously improve the program, and regularly reviewing program priorities and performance with executive leadership and the Board of Directors.

We have also invested heavily in security features for our customers and users and have implemented measures to address meeting disruptions, introduced end-to-end encryption and two-factor authentication features, and rolled out comprehensive education campaigns to let users know how to use our security features. In November 2021, we also released automatic updates in the Zoom client, enabling users to receive important security fixes and other features, improving their overall experience with the Zoom platform.

Data privacy and cybersecurity (cont.)

A cybersecurity mindset

We focus heavily on establishing a strong cybersecurity mindset at Zoom, with 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 tackle specific cybersecurity risks. Zoom conducts phishing exercises and awareness campaigns at least quarterly. We also work with external security researchers through our bug bounty program, which rewards them for identifying vulnerabilities.

We conduct annual risk assessments of assets, including customer information, and we undergo external cybersecurity audits on both a regular and ad hoc basis.

User education

We strongly believe in educating our community of users about our security policies and on how best to leverage all of our products' many security features. The Zoom Trust Center offers a plethora of Zoom security, privacy, and safety information. In December 2021, we launched our Zoom Learning Center, a free and accessible platform to anyone interested in learning how to Zoom like a pro. It offers a "Zoom Security Basics" training.

Protecting our customers and
our business from technology disruptions

We are determined to provide a reliable and resilient service to our customers, many of whom have come to see Zoom as an indispensable means of communication. We know that interruptions, delays, or outages in our services can disrupt our customers' critical operations, so protecting our users from technology disruption is extremely important to us. 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.

To protect against and minimize the impact of this type of disruption, we have comprehensive business continuity management and disaster recovery programs in place. These programs are tested annually across more than 20 co-located data centers and public cloud services, ensuring capacity can be shifted easily between resources. We activated parts of our business continuity plan in March 2020, when we sent our employees to work from home. We were pleased that we not only ensured continuity of service, but we also successfully managed the astonishing growth in our customer base during this time.

In January 2021, we appointed a new Head of Physical Security and Business Resilience to focus on further mitigating the risks of disruption and protecting our customers. Thereafter in 2021, we formalized our Business Resilience processes through establishment of a Business Resilience Team under cybersecurity. This team helps improve Zoom's capability to protect its employees and continue the delivery of our products and services following a disruptive incident. The program encompasses crisis management, business continuity, and disaster recovery for all enterprise operations globally. Moving forward, the team will focus on annually conducting business impact assessments, building new planning tools, and testing our capabilities through scenario-based testing.

Emerging technology, compliance and ethics

At Zoom, our culture of safety and cybersecurity goes hand-in-hand with a strong commitment to ethical business practices. Our compliance and ethics program has been in place since before our 2019 IPO, and we continue to improve it as the company grows, focusing on the program's design, the good faith application of it, and how it works in practice. Along with standalone policies, our Code of Conduct sets forth our business expectations for conducting business with care, integrity, and high ethical standards. It addresses a number of compliance topics, including our non-retaliation policy and how to use our SpeakUp (whistleblower) hotline. All employees and directors are subject to and periodically acknowledge our Code of Conduct.

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 and agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom.

Zoom is committed to making sure our employees understand our compliance policies and procedures and are aware of our SpeakUp (whistleblower) hotline. We train employees about our SpeakUp culture and key policies upon joining the company, as part of our employee onboarding program. We also regularly train and communicate to employees through messages from leadership, and bespoke web-based training in local languages and live instructor-led training that address key compliance risk topics. We have implemented an enterprise-wide learning management system to facilitate training and maintain attendance records across the business.

Whistleblower program

We believe there's a correlation between having a healthy "speak up" culture and ethical business practices. At Zoom, we have a third-party hosted whistleblower hotline, as required for public companies, which can be used by employees and third parties 24/7 to make anonymous or confidential reports to the Company. Beyond meeting public company requirements, our approach is to design and promote a workplace with multiple avenues for employees to voice issues and concerns -- one where speaking up is driven and supported by multiple teams in addition to Chief Compliance and Ethics Officer, which include: direct managers, the People Experience Team, the Legal Department, Internal Audit, and the Audit Committee of the Board of Directors (for reports related to the accuracy of Zoom's financial statements or recorded transactions). Reports are taken seriously, treated confidentially, and are reviewed through a governance process that includes the Audit Committee of the Board of Directors. Employees are also regularly reminded about the Company's non-retaliation policy as part of the SpeakUp hotline.

Freedom of expression

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

At Zoom, we enable these activities on our platform, while also working to keep our users and their communities safe. We promote open dialogue through our public commitments, our business practices, and our engagement and memberships in civil society groups such as the Global Network Initiative. To help maintain an

inclusive environment that safeguards the speech, we are transparent about how we handle reports of user abuse and government requests from around the world.

As part of our commitment to transparency, we notify our users when we take actions that impact their ability to use Zoom, and we allow users to appeal these actions. Finally, we publish comprehensive reports on how we respond to government requests globally and enforce our Community Standards. We update our government requests transparency report semi-annually, with reporting periods from January to June and July to December, and we update our Community Standards enforcement reports monthly.

Oversight of ESG at Zoom

Embodied in Zoom's core value of Care, is caring for our people, community, and environment. In 2021, the Board of Directors amended the charter of the Nominating and Corporate Governance Committee to include oversight of ESG practices and initiatives.

Our management team reports on these matters to the Nominating and Corporate Governance Committee on a regular basis.

We intend to share updates on our ESG efforts on a regular basis via our website and reports like this one.

zoom

Appendix

Policies and statements

[Zoom Privacy Statement](#)   [Trust Center](#)   [EEO-1 Report](#)

[Transparency Report](#)   [Social Impact Report](#)   [Code of Conduct](#)

[Community Standards Enforcement](#)   [DEI Report](#)

Forward-looking statements

This report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. The information covered by this report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG framework, including goals, commitments, and strategies and related business and stakeholder impacts. These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements, including any failure to meet stated goals and commitments in our ESG framework, and execute our strategies in the time frame expected or at all, as a result of many factors, including changing government regulations, continued uncertainty regarding the extent and duration of the impact of the COVID-19 pandemic and the responses of government and private industry thereto, uncertainty regarding customer and workplace behavior trends as the COVID-19 pandemic tapers, particularly as vaccines become widely available and distributed, and users return to work or school or are otherwise

no longer subject to limitations on in-person meetings, delays or outages in services from our co-located data centers, failures in internet infrastructure or interference with broadband access which could cause current or potential users to believe that our systems are unreliable, market volatility, and global security concerns and their potential impact on regional and global economies and supply chains. More information on risks, uncertainties, and other potential factors that could affect our business and performance is included in our filings with the SEC, including in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of Zoom's most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings. Forward-looking statements speak only as of the date the statements are made and are based on information available to Zoom at the time those statements are made and/or management's good faith belief as of that time with respect to future events. Zoom assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

Sustainability Accounting Standards Board (SASB) Index

Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	See "Energy & climate" section (page 22)
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Zoom does not currently report on water consumption; we will monitor and consider reporting in the future
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See "Energy & climate" section (page 22)
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 & cybersecurity" (page 26)
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](#)
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 13)
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Please see our [DEI Report](#) or our [EEO-1 Report](#)

Sustainability Accounting Standards Board (SASB) Index (cont.)

Topic	Accounting Metric	Code	Response
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 "Protecting our customers and our business from technology disruptions" section (page 28)
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See "Protecting our customers and our business from technology disruptions" section (page 28) or in the "Risk Factors"section of Zoom's most recently filed periodic reports on Form 10-K and Form 10-Q