

MODERN SLAVERY STATEMENT

ZOOM VIDEO COMMUNICATIONS, INC., FOR FISCAL YEAR ENDED JANUARY 31, 2022

1. Introduction

Zoom's values are rooted in caring for our community, customers, company, teammates and selves. Our culture is incredibly important to us and our expressed priority in that regard is to care for and deliver 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 the Australian Modern Slavery Act 2018 and describes Zoom's efforts in respect of modern slavery and human trafficking, as well as related human rights issues.

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 and Europe. We also operate a research and development center in Asia. Zoom has subsidiaries incorporated in Australia, Canada, China, France, Germany, Hong Kong, India, Japan, the Netherlands, the United Kingdom, the United States and Singapore. As of the date of Zoom's Annual Report for the fiscal year ending January 31, 2022 (the 2022 Annual Report), Zoom had 6,787 employees globally.

Zoom provides a video-first cloud-native unified communications platform, connecting users through frictionless video, phone, chat, and more. Our products include Zoom Meetings, Zoom Phone, Zoom Chat, Zoom Rooms, Zoom Conference Room Connector, Zoom Webinars, Zoom Events, Zoom Developer Platform, Zoom App Marketplace and Zoom Hardware-as-a-Service. In February 2022 we introduced the Zoom Contact Center. We also provide services, including professional services, consulting services and online event hosting.

Our customers vary in size, from individuals to global Fortune 50 organizations. 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 [2022 Annual Report](#).

3. Supply Chain

Zoom has active relationships with several thousand suppliers globally, 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 recognize such risks exist for organizations 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 supplier spend, by value, is highly concentrated with less than 30 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, with their own company codes of conduct, often including human rights commitments.

Our Code of Business Conduct and Ethics (available [here](#)) 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.

4. Due Diligence

Technology and service vendors comprise the majority of Zoom’s suppliers, as stated above. 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.

5. Zoom Culture and Policies

Our ESG framework encompasses sustainable business practices across four key focus areas: People, Community, Environment and Trust. In May 2022, Zoom published its first ESG (environmental, social, governance) report (available [here](#)) which emphasizes our commitment to caring for our community, customers and employees. Our core value of care is also reflected in numerous accolades received by Zoom in 2021-2022. Zoom was honored as the winner of Glassdoor’s Employees’ Choice Award for “Best Places to Work” in both 2021 and 2022, and has been recognized by Comparably as among the best companies for Diversity, Women, CEO, Culture, and Perks & Benefits in 2021.

Zoom expects all employees to adhere to Zoom’s Code of Business Conduct and Ethics (available [here](#)), which serves as the foundation of our company culture. This is the primary mechanism used to promote firm-wide ethical conduct within Zoom and applies to all directors, executives and employees of Zoom, Zoom’s subsidiaries, and joint ventures in which Zoom owns a 50% or greater interest or has managerial control.

The Code of Business Conduct and Ethics sets out Zoom’s commitment to respecting and promoting fundamental human rights across its business operations and supply chains, making clear that Zoom is against human trafficking and any form of modern slavery, involuntary labor or unethical or abusive conduct. Zoom expects the same of its suppliers and partners, including distributors, resellers and other channel partners. Zoom’s employees must report concerns about this issue or conduct (or the risk of such conduct) to Compliance and Ethics immediately.

The Code of Business Conduct and Ethics also 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’s Diversity, Equity and Inclusion team has taken a number of initiatives to ensure that Zoom is

an inclusive community for both our employees and customers. These include (i) the formal launch of our global Employee Resource Group (ERG) program; (ii) hosting of global DEI Town Halls; (iii) cross-functional internal partnerships designed to improve hiring equity, enhance employee onboarding, and provide ongoing manager education; and (iv) launch of Zoom Talks, a live discussion series providing an opportunity to learn more about our respective backgrounds, experiences, and perspectives. You will find more information in the inaugural 2022 DEI report, available [here](#).

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 law, the Code of Business Conduct and Ethics or a Zoom policy 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.

In addition to Zoom’s Code of Business Conduct and Ethics, all of Zoom’s employees are required to read and sign an Employee Handbook. The Handbook strictly prohibits violence or harassment in the workplace and details Zoom’s commitment to provide equal employment opportunity for applicants and employees.

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

6. Training

At Zoom, we train our employees on a range of topics including discrimination and anti-harassment and how to comply with the Code of Business Conduct and Ethics. In addition to regular online training sessions, we consider additional training opportunities on an ongoing basis.

7. Community Care

We believe in caring for our communities and creating a future where all people and the environment are cared for. Launched in October 2020, Zoom Cares, the social impact arm of Zoom, leverages the full strength of our business to foster equity, democratize opportunity, and address some of humanity’s biggest challenges.

Zoom Cares focuses on advancing success for young people and students in the areas of education, environment, social equity, and mental health. We approach these issues knowing they are intersectional; young people from marginalized communities might experience multiple and overlapping challenges at the same time.

Following our efforts in the 2021 financial year, in April 2022 we published our [second Zoom Cares Social Impact Report](#). The Report details Zoom’s significant contributions to a wide variety of important causes such as disaster relief and children’s charities.

8. Moving Forward

Tackling modern slavery and human trafficking is a complex challenge. Our efforts are ongoing to combat these practices. We continue to keep under review the processes and policies at Zoom, including how best to assess and address modern slavery risks (and the effectiveness of our existing policies).

9. Conclusion

This statement is made pursuant to the UK Modern Slavery Act 2015 and the Australian Modern Slavery Act 2018 and constitutes Zoom Video Communications, Inc's slavery and human trafficking statement for the fiscal year ended January 31, 2022. This statement was prepared by the Group's Compliance and Ethics team, in consultation with key areas of the Group's business. It was approved by the Board of Directors of Zoom Video Communications, Inc. on 17 August 2022.

Signature:  DocuSigned by:
Eric Yuan, Chairman of the Board