

MODERN SLAVERY STATEMENT

ZOOM VIDEO COMMUNICATIONS, INC., FOR FISCAL YEAR ENDED JANUARY 31, 2023

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, Korea and Singapore. As of the date of Zoom's Annual Report for the fiscal year ending January 31, 2023 (the 2023 Annual Report), Zoom had 8,484 employees globally.

Zoom provides a unified communications and collaboration platform that delivers happiness and fundamentally changes how people interact, connecting them through frictionless and secure meetings, phone, chat, content sharing and more. Our core products are grouped under the following categories: Zoom One (Zoom Meetings, Zoom Phone, Zoom Team Chat, Zoom Mail and Calendar, and Zoom Whiteboard), Zoom Spaces (Zoom Rooms and Workspace Reservation), Zoom Events (Zoom Events, Zoom Sessions and Zoom Webinars), Zoom Contact Center (Zoom Contact Center and Zoom Virtual Agent), Zoom AI (Zoom IQ for Sales), and Zoom Developers (Zoom Developer Platform, Zoom App Marketplace and Zoom Apps). We also provide other 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 [2023 Annual Report](#).

Given the nature and location of Zoom's business and operations, we consider the risk of modern slavery arising in our operations to be low. Supply chain risks are addressed separately below.

3. Business Partner Code of Conduct and Speaking Up

In 2023, Zoom adopted a Business Partner Code of Conduct (available [here](#)) which sets forth Zoom's commitment to respecting and promoting fundamental human rights across its business operations and supply chain. Zoom does not condone any form of modern slavery, human trafficking, child labor, involuntary labor or unethical or abusive conduct. If a Zoom Business Partner becomes aware of any such issue or conduct (or the risk of it), they must report concerns to Zoom immediately. Ethical business conduct and decision-making sit at the heart of Zoom, and we expect the same from our business partners.

Business partners working on behalf of Zoom must not use any forced labor, involuntary labor (including prison labor), or unlawful child labor, and must comply with all applicable labor and child labor laws and regulations. Furthermore, Zoom's business partners must treat their employees with dignity and respect, and act in accordance with the standards set out in the International Labor Organization's Declaration on the Fundamental Principles and Rights at Work. They should comply with the letter and the spirit of all applicable laws and regulations.

Zoom has in place a third-party hosted hotline called "Speak Up", where business partners and Zoom employees can raise concerns about compliance with the law, the Business Partner Code of Conduct, our Code of Business Conduct and Ethics or a Zoom policy. They may report 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.

4. 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. More than 90% of our supply chain expenditure is on software and services, such as marketing and legal services. Our hardware supply is sourced from large multinational corporations, whose own policies frequently already require ethical and legally compliant business conduct, including human rights commitments. In any event the Business Partner Code of Conduct requires each partner's own policies, procedures and contractual terms to reflect its compliance with the Code and applicable laws and regulations. While we expect the risk of slavery in our supply chain to be low, given the vendor due diligence we carry out (see Section 5 below) and our vendor selection process, we recognize such risks exist for organizations across the globe and we continue to review our supply chain selection and management processes with that in mind.

5. 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. This due diligence may include screening prospective vendors against watchlists and conducting media monitor searches in order to capture any negative media or allegations on human rights concerns. The nature and scope of due diligence will depend on the perceived risk level of the potential vendor. Concerns identified as part of Zoom's diligence process are raised with prospective vendors prior to contracting.

6. Zoom Culture and Policies

We are focused on delivering happiness to our employees and customers. We strive to change the way business is done through our communications technology and our company culture.

We take happiness so seriously that we have an employee-led happiness committee and crew to facilitate and amplify our efforts to deliver happiness to our employees and customers.

Our culture of delivering happiness drives our mission, vision, and values and is fundamental to everything we do at Zoom:

- Mission: Our mission is to make video communications frictionless and secure.
- Vision: Our vision is to empower people to accomplish more through video communications.
- Values: We care for our community, our customers, our company, our teammates, and ourselves.

Our ESG framework encompasses sustainable business practices across four key pillars: Environment, People, Community, and Trust. On May 1, 2023, Zoom published its second 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 2022-2023. Zoom was prominently featured in the computer software category on Fortune's 'Most Admired Companies' list for the second year in a row and Fast Company's 2022 Next Big Things in Tech list highlighted Zoom Events. Additionally, it was named by Variety500, an award that recognizes the most influential business leaders shaping the industry. Zoom was also named in Newsweek's "America's Greatest Workplaces 2023 for Diversity" list.

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.

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 any 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) develop a product inclusion council to consult on upcoming product launches to ensure inclusion and accessibility.

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.

7. 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.

8. Community Care

We believe in caring for our communities and creating a future where all people and the environment are cared for. Our Zoom Cares program, 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 addressing interconnected challenges that are often experienced simultaneously by low-income, immigrant, LGBTQ+, and Indigenous communities, as well as communities of color. Following our efforts in the 2022 financial year, in April 2023 we published our [third Zoom Cares Social Impact Report](#). The Report details Zoom's significant contributions to a wide variety of important causes such as shining a light on mental health and ending inequity.

9. 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 identify and describe the risks of modern slavery practices in our operations and supply chains, assess and address these risks and how best to assess and monitor the effectiveness of our existing policies and procedures in addressing those risks across our operations and supply chains.

10. 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, 2023. 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 May 17, 2023.

Signature:

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Zheng (Eric) Yuan
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Eric Yuan, Chairman of the Board