

zoom



Impact Report

FISCAL YEAR 2025

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CEO MESSAGE

Reflecting on a year of progress and possibility

As Zoom continues to evolve, we remain committed to our core value of Care and embody our culture of delivering happiness to our customers. We're proud to provide an open platform that delivers limitless human connection, allowing people around the world to communicate, connect, and collaborate.

Fiscal year 2025 was an incredible year for Zoom, marked by major advancements in agentic AI, the evolution of Zoom into Zoom Workplace, an AI-first work platform spanning Phone, Chat, Docs, and more, and even our company's name change to Zoom Communications, Inc. We also saw strong momentum in Contact Center and Workvivo. A key high point has been the rapid adoption of our AI capabilities, demonstrating the real value our AI is providing to our customers.

We're excited to publish this report to share our story, priorities, and progress over fiscal year 2025. This year's impact report brings together our sustainability strategy and operations, governance approach, social impact, security and privacy practices, and how we care for our teammates and ourselves. Highlights include international product certifications, sustainability in our offices, and receiving the TrustRadius Tech Cares Award for Philanthropy for supporting our communities around the world.

We hope this comprehensive report serves our stakeholders well as they continue on their journeys to making a positive impact worldwide. We're excited and incredibly grateful for the trust and support of the entire Zoom team, our customers, and our investors!

Thank you for your partnership,

ERIC S. YUAN

Founder and Chief Executive Officer



"As I reflect on FY25 with gratitude, I'm incredibly proud of Zoom's continued positive and meaningful impact on the global community."

ERIC S. YUAN

COMPANY OVERVIEW

Zoom 2.0: Who we are and what we do

Zoom’s mission is to provide an AI-first work platform for human connection. Zoom Workplace —the company’s open and secure AI-centric collaboration platform built for modern work — helps streamline communications, increase employee engagement, optimize in-person time, and improve productivity. Zoom Workplace and Zoom’s Business Services, including Zoom Contact Center, help strengthen relationships throughout the customer lifecycle.

Founded in 2011, Zoom is publicly traded (NASDAQ: ZM) and headquartered in San Jose, California. Zoom's total revenue for the 2025 fiscal year was \$4.66 billion, up 3.1% year over year, and serving approximately 192,600 enterprise customers. Net cash provided by operating activities was \$1.94 billion for the fiscal year, up 21.7% year over year.



Our mission and vision
**AI-first work platform
for human connection**



Our core value: Care
**We care for our customers,
company, communities,
teammates, and ourselves**



Our Culture
Delivering happiness



Our story

Zoom began as a small company with a simple mission: to make video communications frictionless. Since then, Zoom has innovated rapidly and expanded to become a full AI-first collaboration platform. Here’s a snapshot of how we’ve grown over the years.



SUSTAINABILITY APPROACH

Our commitment to sustainable business practices

Zoom’s sustainability journey, which began with our 2019 public offering, continues to evolve and mature based upon customer engagements, industry best practices and compliance obligations. We address sustainability holistically across Zoom and in a way that extends beyond our carbon footprint. We’re committed to reducing our environmental impact where reasonably feasible, partnering with our customers to understand their priorities, and incorporating sustainability initiatives across our business.

The company identified key priorities through an initial issue priority assessment across environmental, social and governance focus areas and found six topics of high importance to stakeholders and the business. In conjunction with customer insights, these focus areas guide Zoom’s ongoing commitment to sustainable business practices and positive global impact.

Zoom’s Sustainability Issue Prioritization

● Social Focus ● Governance Focus ● Environment Focus

TIER 1	TIER 2	TIER 3
High importance to stakeholders and high importance to the business ● Data privacy and security ● Energy and climate ● Emerging technology and ethics ● Freedom of expression ● Responsible product use ● Systemic risks from technology disruption	High importance to stakeholders or high importance to the business ● Connecting for good ● Digital divide ● Employee health, safety, and well-being ● Ethical business practices ● Relationships with law enforcement agencies ● Workforce development	Moderate importance to stakeholders and moderate importance to the business ● Sustainable procurement ● Waste management ● Water management



HIGHLIGHTS FROM FY25

A year of impact

This report comprehensively represents our company and is structured to align with our company values. The chapters reflect our care for our company, customers, community, teammates, and ourselves. This annual impact report shares our progress on various facets of environmental, social, and governance topics.

This year’s report content has been informed by the priorities identified in our issue prioritization assessment and leading disclosure frameworks and standards, including the Sustainability Accounting Standards Board’s (SASB) Software and IT Services sector guide and corporate social responsibility best practices. This report covers Zoom’s Fiscal Year 2025, from February 1, 2024, through January 31, 2025.





02

Care for our company

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Creating limitless human connection

Zoom has established itself as a comprehensive, intelligent collaboration platform that transforms how businesses and individuals connect and work together.

Our platform integrates multiple solutions into a unified offering, including chat, phone, meetings, an omnichannel cloud contact center, docs, and whiteboard capabilities.

The AI-first Zoom Workplace platform is our flagship solution, designed to streamline communications, boost employee engagement, and optimize in-person and remote work experiences.

ENVIRONMENTAL SUSTAINABILITY

Reducing environmental impact through smarter operations

The Zoom platform inherently supports environmental conservation by enabling virtual collaboration, and reducing the need for physical office space and commuting. Our sustainability initiatives extend to practical operations and execution as we strive to minimize our environmental footprint around the world.

Workplace operations

By leveraging our innovative Zoom technology for customer demonstrations and fostering hybrid work environments, our offices reflect our mission while directly contributing to our employees (affectionately known as “Zoomies”), customers, and local communities. Our global real estate portfolio is fully leased space, and we’re committed to driving positive impact across all our locations through our global design standards.

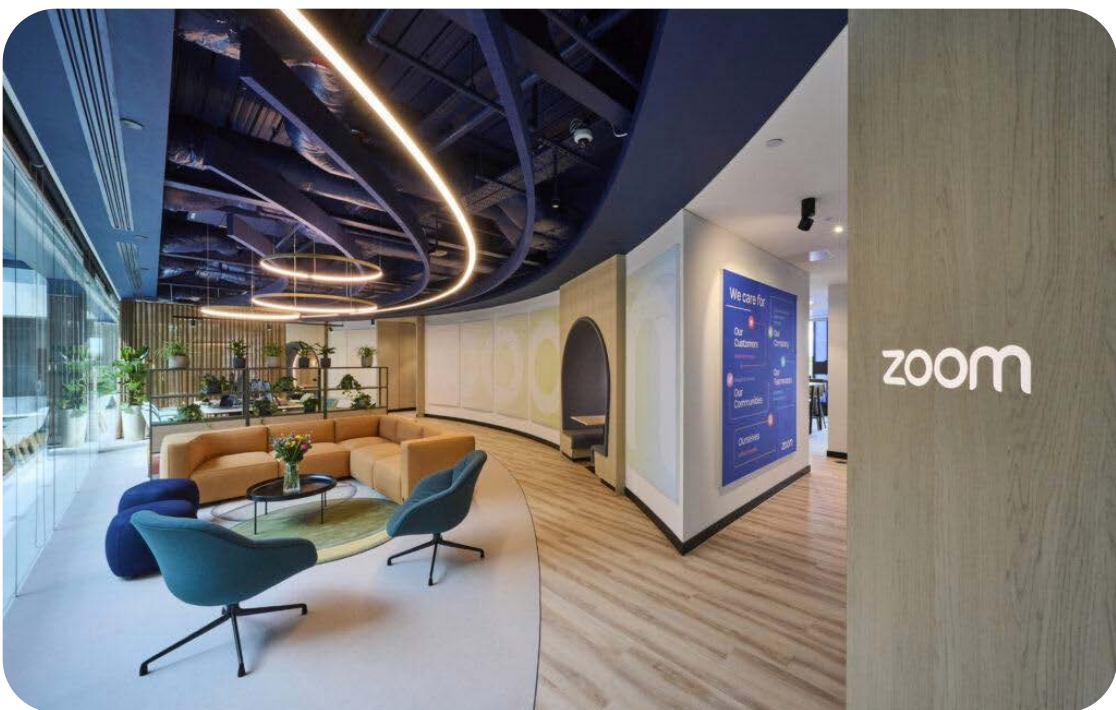
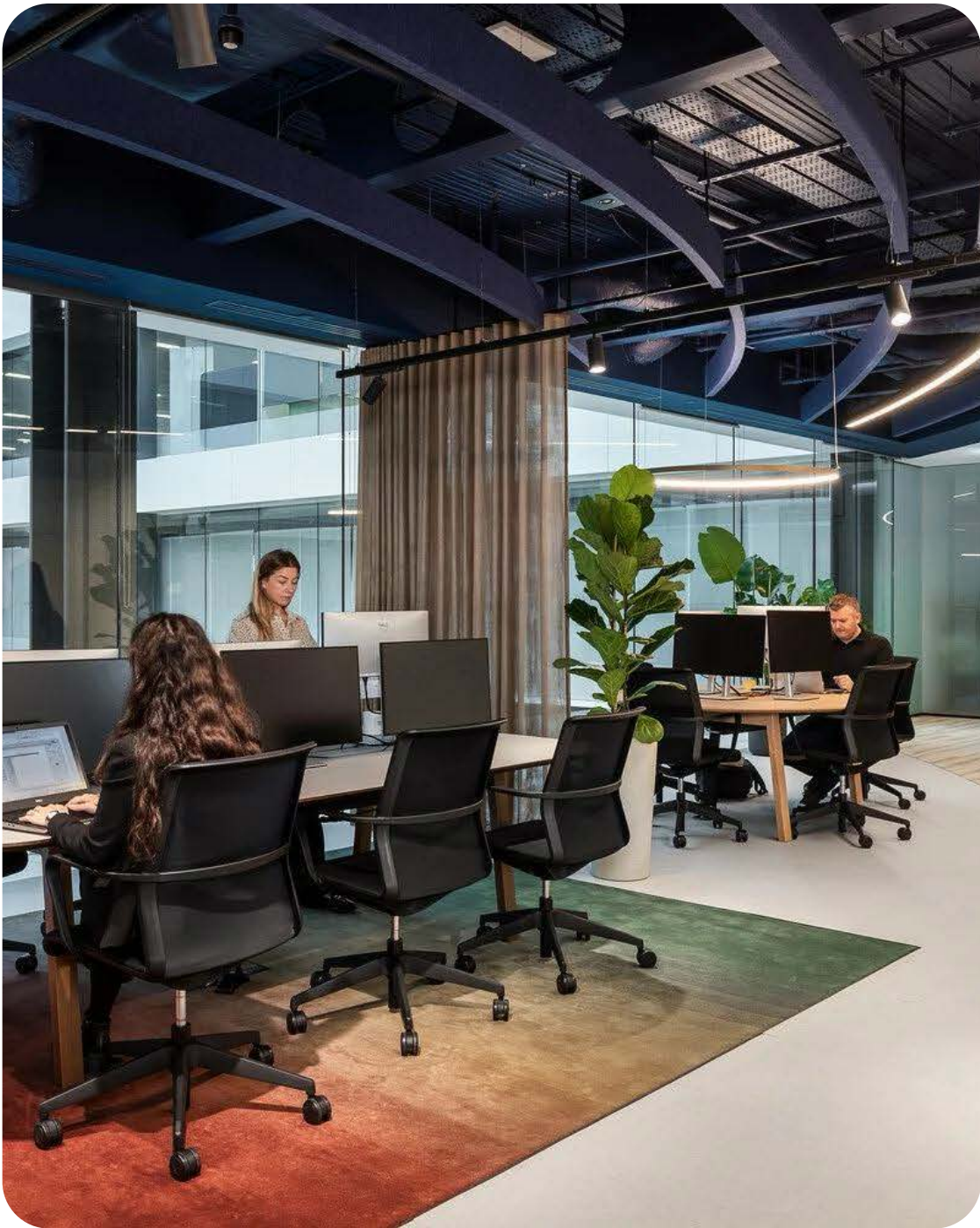
We collaborate with building owners and landlords who share our commitment to sustainability. With their partnership, we seek LEED/BREEAM-certified spaces, prioritize energy efficiency and healthy indoor air quality, utilize renewable energy sources and offer on-site electric vehicle charging stations when available. We give preference to locations with amenities within walking distance, further promoting healthy lifestyle choices.

A key example of our sustainability efforts is Zoom’s London Experience Center, which opened in 2024 and was designed to meet LEED v4 Gold certification standards.

This innovative space exemplifies low-carbon commuting with its proximity to public transit hubs and on-site bike parking. It also incorporates smart building technology to optimize energy use, setting a precedent for future workplace sustainability initiatives globally.

Zoom has implemented waste management programs, eliminating single-use plastics in our offices, adopting reusable alternatives, and executing composting activities. Our partnership with Revivn has been particularly successful in managing electronic waste. We donated nearly 2,000 computers to nonprofits for reuse, eliminating approximately 6,000 lbs of electronic waste from landfills. Plus, in instances where we couldn’t repurpose electronics, we recycled approximately 4,000 lbs of e-waste.

Whether through supporting ethical craftsmanship, reducing environmental impact, or promoting fair economic opportunities, our approach is centered on creating workplaces that leave a lasting positive impression on both the planet and its people.



New London Engagement Hub

94%

Global renewable energy coverage for Zoom operations in Equinix data centers for calendar year 2024.

Data center operations

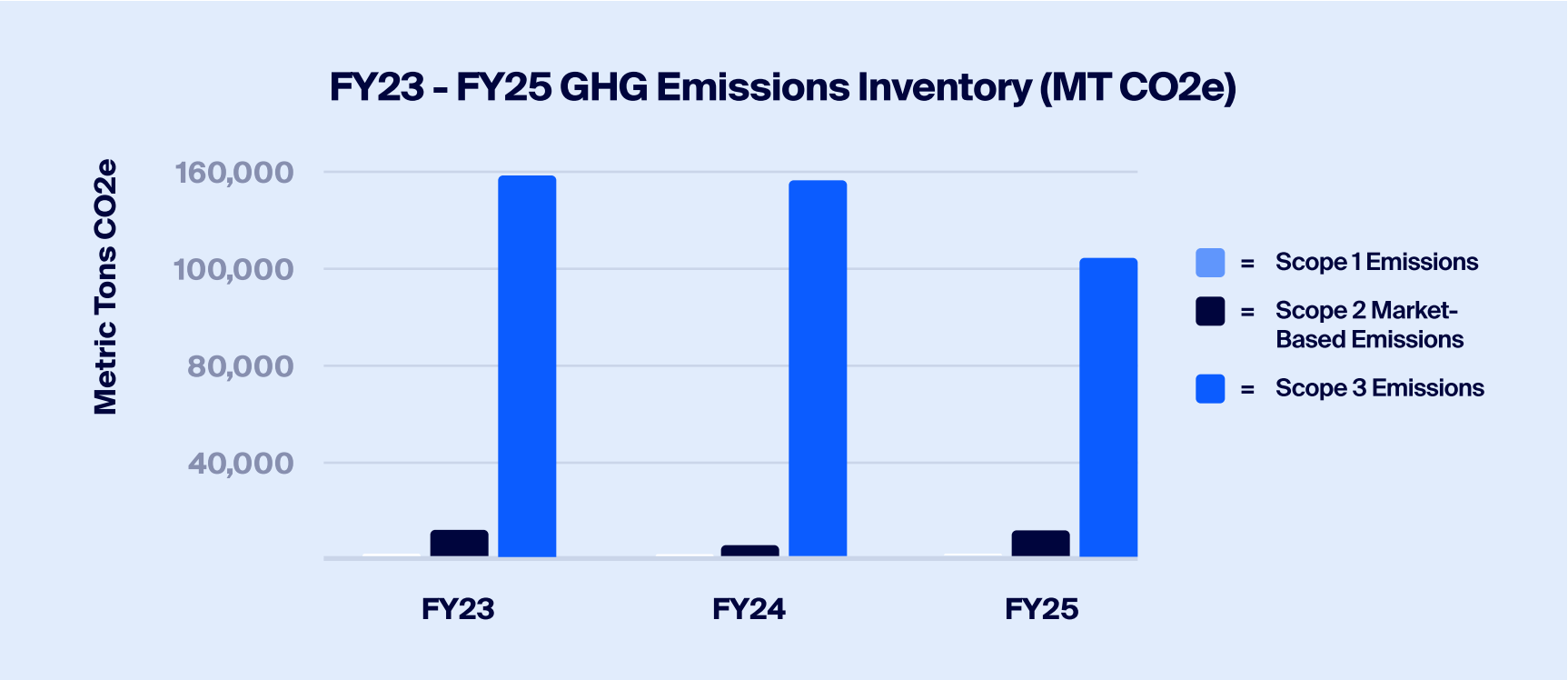
Zoom has two classifications for data centers: production (supporting external customers) and corporate (for our internal IT infrastructure). Zoom does not build, own or construct ground-up data centers.'

Our production data center profile consists of leased (colocation) facilities with top-tier global data center providers, and cloud services, where Zoom procures a specific capacity from cloud service providers. We partner with data center providers who are served by renewable energy (or acquire renewable energy offsets), track annual energy consumption, and optimize capacity to serve our customers best.

GHG emissions inventory

In 2024, Zoom invested in and adopted a software platform to collect, manage, and subsequently calculate the company’s greenhouse house gas (GHG) footprint measured in carbon dioxide equivalent (CO²e). This platform provides Zoom with a central repository for disparate data and for ongoing visibility into our energy consumption and procurement emissions. This helps ensure our data is comprehensive and audit-ready in anticipation of upcoming regulatory obligations.

Our emissions inventory is developed using accounting methodologies 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. These include the GHG Protocol Scope 2 Guidance and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.



Emission Source	Emissions Inventory Year (MT CO2e)		
	FY23	FY24	FY25
Scope 1 Emissions	328	69	84
Scope 2 Location-based Emissions	21,045	20,751	24,605
Scope 2 Market-based Emissions ¹	10,854	4,539	10,632
Scope 3 Emissions	157,449	155,065	123,303
Category 1 Purchased goods and services	101,520	99,211	75,436
Category 2 Capital Goods	30,512	37,713	25,415
Category 3 Fuel and energy-related activities ²	6,615	6,615	6,615
Category 4 Upstream transportation and distribution ³	511	349	0
Category 5 Waste generated in operations ⁴	41	0	0
Category 6 Business travel	5,433	4,081	6,465
Category 7 Employee commutings ⁵	4,634	4,697	6,943
Category 8 Upstream leased assets ⁶	8,183	2,400	2,400
Category 9 Downstream transportation and distribution	-	-	29
Total Emissions (MT CO2e) ⁷	168,631	159,673	134,019

1. Scope 2 Market-based emissions factor in renewable electricity procured by some of our colocated data center providers. 2. Scope 3 Fuel and Energy Related Activities emissions are represented consistently with FY24 due to calculation limitations for FY25. 3. Scope 3 Category 4 Upstream transportation and distribution decreased to zero, as the emissions were more appropriately categorized under Scope 3 Category 9 Downstream transportation and distribution. 4. Scope 3 Category 5 Waste generated in operations decreased to zero, as the quantities are less than 1 MT CO2e. 5. Scope 3 Employee Commuting includes emissions from employee commuting and remote work (i.e. electricity and natural gas consumption from employees working from home). 6. Scope 3 Upstream Leased Assets includes emissions from data centers non-IT electricity load (heating and cooling). Emissions are represented consistently with FY24 due to calculation limitations for FY25. 7. Total emissions includes scope 1, scope 2 market-based, and scope 3 market-based emissions.





GOVERNANCE

Strong governance for long-term responsibility

Zoom has well-established governance and has fostered a strong ethical culture through our comprehensive risk management and compliance and ethics programs. Zoom operates with an experienced [executive management team](#) overseen by a nine-person Board of Directors. The Board comprises four committees: Audit, Compensation, Cybersecurity, and Nominating and Corporate Governance. The Nominating and Corporate Governance Committee oversees environmental, social, and governance practices and initiatives, with the sustainability and ESG program reporting to the Legal function and up to the COO. For more information about Zoom's corporate governance, visit our [Investor Relations website](#).

Risk assessments

Zoom's enterprise risk management program undertakes an annual risk assessment based on information collected from key stakeholders throughout the year. The Chief Audit Officer presents the risk report, which is reported to the Audit Committee and includes top enterprise risks showing inherent and residual scoring, as well as key risk drivers and their mitigations. Environmental, social, and governance is specifically addressed as an individual risk and included as a lens through which other key risks are assessed, such as talent and business continuity.

Zoom has a formal security risk management program with processes in place to continuously assess, monitor, and mitigate security risks in its environment, including security risks associated with third-party service providers. Security risks are reported to executive leadership and the Cybersecurity Committee of the Board.

Additionally, Zoom undertakes compliance risk assessments periodically to help us effectively tailor the compliance and ethics program to our evolving risk profile. These regular reviews enable us to consider and implement appropriate updates or adjustments.

Compliance and ethics

At Zoom, our culture of delivering happiness emphasizes security, privacy, and safety, and goes hand-in-hand with a strong commitment to compliance and ethical business practices. Our [Code of Business Conduct and Ethics](#) sets forth expectations of Zoomies for conducting business with care and integrity. Our Code and policies address several topics, including whistleblowing, non-retaliation, conflicts of interest, political contributions, commitment to anti-corruption and international trade compliance, and human rights (also addressed in our [Modern Slavery Statement](#)).

Zoom’s commitment to compliance with anti-bribery and anti-corruption laws extends to our third-party partners. Prospective vendors and business partners undergo due diligence and must participate in a screening process that, among other purposes, seeks to identify past instances of bribery or corruption.

Vendors must agree to comply with anti-bribery and anti-corruption laws as a condition of doing business with Zoom, as described in our [Business Partner Code of Conduct](#), which applies to all third parties with whom Zoom does business, including Zoom channel partners, suppliers, and vendors. We maintain fair treatment of suppliers and competitive procurement processes.

Zoom is committed to ensuring employees understand our company’s policies and procedures. As part of Zoomie onboarding and annual training, we train employees on our Code of Conduct, Speak Up and non-retaliation, anti-bribery and anti-corruption, gifts and hospitality, conflicts of interest, data and security policies, and export controls and trade sanctions. We also train and communicate with employees on a number of key risk topics through leadership messages, bespoke web-based training in local languages, and live instructor-led training tailored toward specific regions, functions, and risks.

We believe there’s a correlation between having a healthy “speak up” culture and conducting business with integrity. Zoom has a third-party-hosted whistleblower hotline, which employees and third parties can use 24/7 to make anonymous reports to the company. We take reports seriously, treat them confidentially, and review them through a governance process that includes the Audit Committee of the Board of Directors.

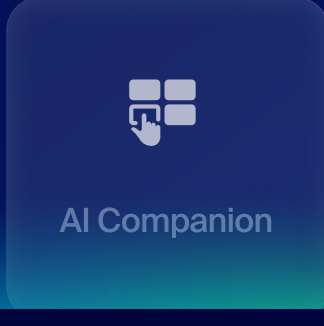
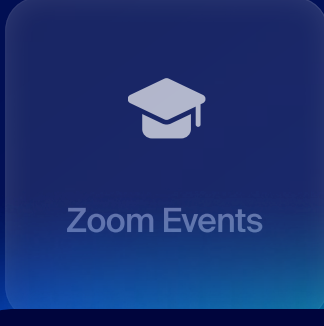
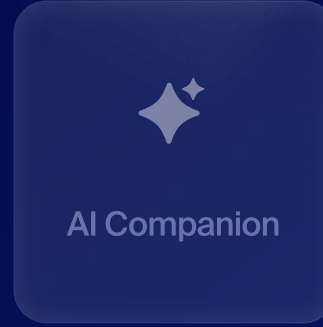
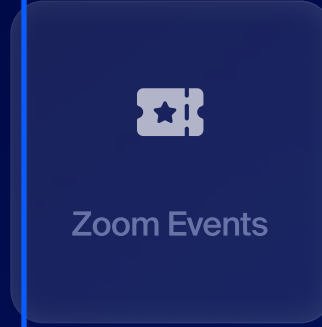


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Care for our customers

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Building innovation and trust

From day one, our mission has been to deliver happiness to our customers. That’s as true today as it was then. To deliver on our mission over the long term, we must stay ahead of trends, innovate rapidly, and develop solutions that reflect our customers’ biggest needs - which we see as going far beyond video conferencing in the future of work. Our impact spans every major market sector, and our commitment to product support and education has resulted in the phenomenal success of the [Zoom Learning Center](#).

Security and privacy form the foundation of the care we provide to our customers. Regular security audits and updates, and our active Bug Bounty program help us be proactive against potential threats. Additionally, our numerous [certifications and attestations](#) demonstrate that we meet international security standards which further enables customer use and worldwide adoption.

Unlock the full Zoom learning experience

Sign in to access the complete library of Zoom courses and learning plans.

→ Start Learning

ARTIFICIAL INTELLIGENCE

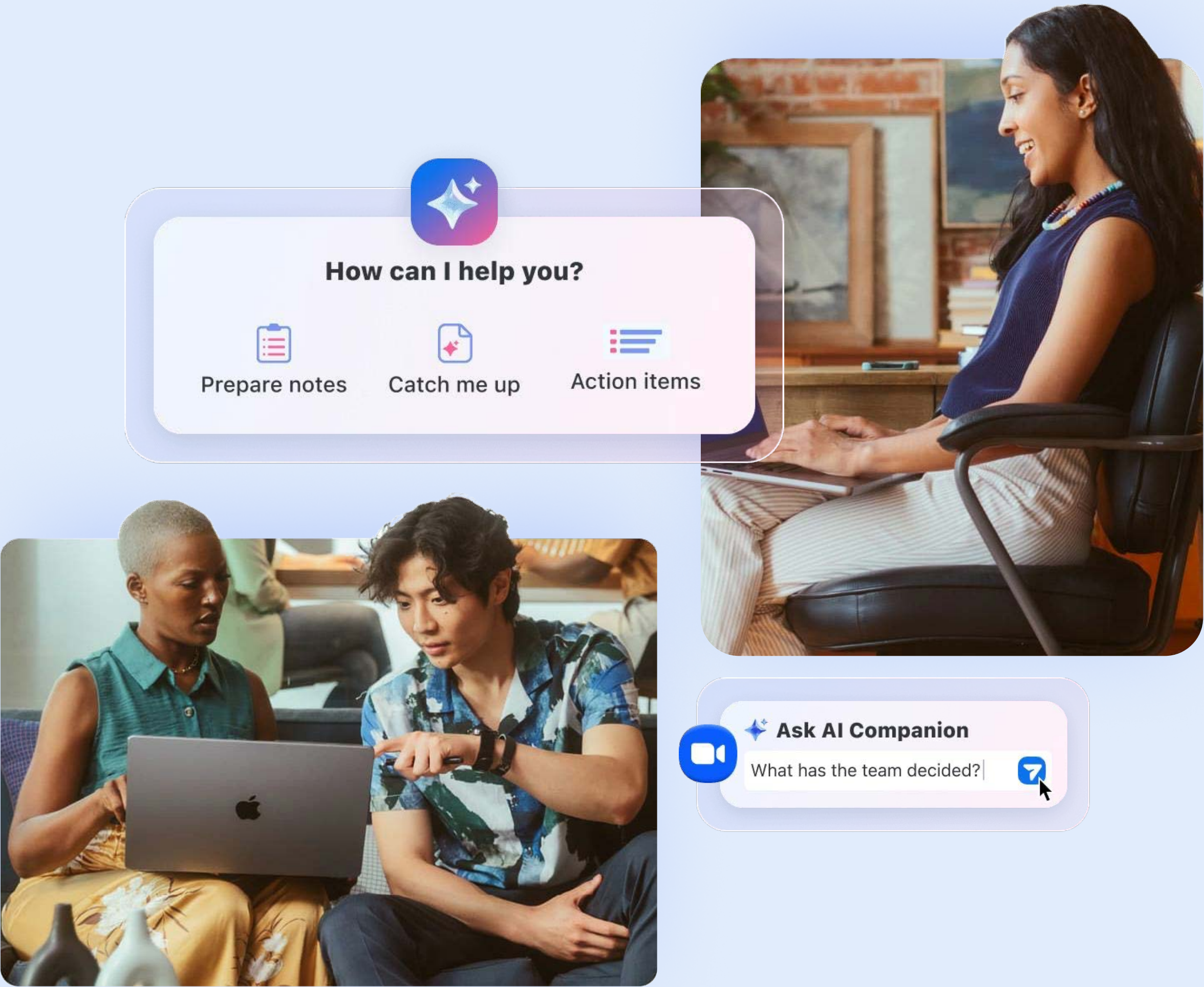
AI that supports human connection

At Zoom, we're using AI to improve human collaboration and productivity, and we believe the benefits of AI should be available to as many people as possible. Zoom AI Companion works behind the scenes to help users get more done, do their best work, and strengthen relationships. We understand that AI technology is changing rapidly, and our customers and users want clarity on how their data is handled by Zoom when using AI features. Read this [security and privacy whitepaper](#) for more information on how Zoom AI Companion handles customer data, as well as this [legal and compliance guide](#) to Zoom's AI.

We're dedicated to security and privacy. We aim to give customers the information they need to make informed decisions about the Zoom products and features enabled in Zoom Workplace. In line with our commitment to responsible AI, Zoom doesn't use any customer audio, video, chat, screen sharing, attachments, or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom's artificial intelligence models. Nor do we allow our third-party AI models to use customer data to improve or train their models.



zoom AI Companion



FREEDOM OF EXPRESSION AND TRANSPARENCY

Upholding openness and trust on our platform

Zoom supports the free and open exchange of thoughts and ideas, enabling meaningful conversations and professional collaboration worldwide. Just as we expect our Zoomies to honor our Code of Conduct, we expect our users to follow our [Acceptable Use Guidelines](#) to promote an open, collaborative environment. We allow users to appeal any actions that impact Zoom access for reasons related to our Acceptable Use Guidelines. Find more information about our commitment to freedom of expression in our [Safety Center](#).

Zoom's work to uphold its commitments to freedom of expression, privacy, and transparency is enriched by our membership in and support of numerous global organizations dedicated to improving the internet for everyone. To support transparency, Zoom publishes a comprehensive report about how we enforce our Community Standards and respond to government requests globally. We regularly update our government requests [Transparency Report](#) and our [Acceptable Use Guidelines Enforcement Report](#). During FY2025, the Trust and Safety team addressed over 42,500 notifications of misuse on the platform.



SECURITY PROGRAM

Keeping our platform and users safe

Zoom invests in transparency and assurance of our security and privacy programs to enable us to implement and improve upon customer needs and industry best practices. This transparency is evidenced by our comprehensive list of third-party certifications, attestations, and standards. Zoom’s information security framework is a governance and continuous improvement model based on ISO 27001.

We’ve based our information security program on the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), with our security objectives and priorities aligned to each area of the NIST CSF to enable continuous measurement of our program and progress.

Zoom has a Cybersecurity Committee to assist the Board in fulfilling its oversight responsibility. The committee meets quarterly to review risks related to the Company’s information technology use and protection, cybersecurity, and product security.

We’re focused on establishing a security-first mindset at Zoom. All employees must complete information security training upon hire and annually thereafter. Plus, through our Zoom Bug Bounty program, the independent security research community can submit vulnerability reports that identify and detail the exploitation of bugs in certain products and services.



DATA PRIVACY AND PROTECTION

Protecting customer data with privacy at the core

Zoom respects the privacy rights of individuals and implements measures aligned with leading data protection standards to comply with privacy laws, rules, and regulations applicable to Zoom. Our data privacy and cybersecurity professionals track global data protection standards and regulations to keep our practices current with evolving requirements, evaluate the data protection practices of our suppliers, and support our customers' compliance obligations. Find Zoom's full Privacy Statement [here](#), which outlines the types of data we collect, how we use that data, and how we protect our users' data and privacy.

The Zoom platform has extensive privacy and security features to help users protect their data and understand how it can be seen, shared, and stored. Customer data is protected by employing various security measures, including:

- Encrypting meeting content with 256-bit AES encryption when using the Zoom Workplace app or web browser
- Offering optional end-to-end encryption
- Utilizing waiting rooms to control participant access
- Allowing hosts to lock meetings
- Managing data collection practices with a focus on transparency and compliance with global privacy regulations.

Visit [Privacy at Zoom](#) and [Security at Zoom](#) for an overview of Zoom's privacy program and security features.

Through this comprehensive multi-sector approach and its strength in security and data privacy, Zoom continues to evolve while maintaining its core mission: enabling seamless, secure communication for everyone, everywhere. As we look to the future, our commitment to customer care remains unwavering, driving us to develop new solutions that meet the ever-changing needs of our global user base.





04

Care for our communities



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zoom cares ♥

Human connection driving positive impact

Fostering meaningful human connection is at the core of what we do at Zoom. Through [Zoom Cares](#), our social impact initiative, we harness the power of our products, resources, and Zoomies to support and connect communities, driving positive change for people and the planet.

Since inception, Zoom's collective philanthropic efforts have supported:

\$25M

in product grants

\$35M

in monetary grants

\$4M

in employee-led giving



PRODUCT IMPACT

How technology helps our communities do more

We believe technology can help address some of the world’s most pressing challenges — particularly when it’s in the hands of those who understand them best. Zoom technology empowers nonprofits to work smart, expand their reach, and engage with supporters and communities. Whether it’s hosting global digital events, delivering impactful training and webinars, or driving advocacy initiatives, the Zoom platform enables nonprofits to connect, organize, and collaborate effectively.

In FY25, Zoom was chosen by more than 180,000 nonprofits to help them establish connections with the communities they serve and achieve their missions. In addition, our Zoom Cares team provided more than \$1 million in product donations to 37 partner organizations working in dozens of countries. We’re also making an impact with our nonprofit partnerships. With TechSoup, we enabled over 16,660 nonprofits in more than 100 countries to access our product at half price.

In FY25, Zoom was chosen by more than

180,000 nonprofits

to support their missions and connect their communities.



Here’s a sneak peek of how these organizations are using Zoom:

- [The World Around](#) is bringing the Young Climate Prize to life, empowering youth climate innovators the world over.
- [Myna Mahila Foundation](#) is connecting teams delivering women’s health education programs in India.
- [Millennium Campus Network](#) has interviewed over 52,000 Fellowship candidates across 280 campuses on Zoom. These candidates undertake projects to accelerate the United Nations Sustainable Development Goals (SDGs).



PHILANTHROPY IMPACT

Investing in communities through strategic impact

Zoom recognizes its responsibility to give back to communities on a global scale by directing resources and support to nonprofits working to address meaningful societal issues. The world is changing rapidly, and we’re investing philanthropic resources to build community resilience and opportunity across three key areas: education and economic opportunity, climate solutions, and Tech for Good.

During FY25, we committed \$3.2M in funding to 37 nonprofits in 11 countries to help further their impactful missions, including:

\$220K

in emergency relief grants

\$560K

in employee impact grants

\$2.6M

in community impact grants



Collaborating for impact

We do more when we work together. Zoom Cares is intentional about participating in communities, encouraging companies to be a force for good in the world through cross-sector learning and collaboration. We’re proud to partner with [Pledge 1%](#), a practitioner community that encourages member companies of all sizes to integrate philanthropy and social impact work into their DNA.

EMPLOYEE IMPACT

Zoomies making a difference around the world

Our Zoomies are at the heart of everything we do, driven by a shared passion for connecting as a community and supporting both local and global causes through fundraising and volunteer service.

FY25 highlights include:

- Organizing our annual Global Day of Care service event in November, bringing together employees worldwide to support causes like [Propel](#), [Technovation](#), [Project Open Hand](#), and [CodePath](#)
- Launching the Gift Forward employee recognition program with [Gifts For Good](#), allowing Zoomies to recognize each other with ethical gifts that benefit communities worldwide
- Doubling our annual employee donation match to \$1,000 per employee
- Launching the “Zoomies Helping Zoomies” relief program, offering financial assistance to employees facing personal crises, such as natural disasters, family emergencies, or unexpected hardships
- Contributing \$852,000 through employee-led giving to 1,245 nonprofits
- Hosting Tour de Zoom, our annual cycling and well-being fundraiser, which raised \$106,000 for nonprofits, including [Sierra Club Foundation](#), [IAM ALS](#), and [GiveWell](#)



NONPROFIT FEATURES

Spotlight on nonprofits driving change



An Cosán

[An Cosán](#) is Ireland's largest community education organization, dedicated to empowering women and children in socio-economically disadvantaged communities through transformative educational programs. Their 'One Generation Solution' is based on the approach that if you educate a mother, you empower her whole family to value and appreciate the benefits of education.

Our partnership and impact

An Cosán was awarded funding to support the Zoom Cares Education and Economic Opportunity giving pillar to support the Learner Bursary Fund. This grant has helped more learners, particularly those with low incomes or in challenging life circumstances, to access educational opportunities. The extra funding has also improved counseling services by making the employment of a specialist clinical counselor possible.

“

At An Cosán, we believe that education is the most powerful tool for breaking the cycle of poverty. With the support of Zoom Cares, we can reach more women and families who are often left behind—offering them not just education but hope, confidence, and the opportunity to transform their lives. This partnership helps us continue our 'One Generation Solution'—because when you educate a woman, you uplift an entire community.



HEYDI FOSTER
CEO



Arctic Eider Society

[Arctic Eider Society](#) is a Canadian nonprofit that works with Inuit and Cree communities across Hudson Bay and Inuit Nunangat to address environmental change that affects sea-ice ecosystems through research, education, and outreach.

Our partnership and impact

Through a multi-year grant and product support, Zoom is helping the Arctic Eider Society to build and manage [SIKU: The Indigenous Knowledge App](#). Created by and for Indigenous communities, this app provides tools and services to support Indigenous-led research and environmental monitoring.

“

“Zoom Cares funding has been instrumental in helping us scale our impact to reach over 30,000 users across 125 Indigenous communities and support their use of SIKU. SIKU is helping them lead and manage their conservation projects using their own language and knowledge systems.”



JOEL HEATH
Executive Director



Beyond Social Services

[Beyond Social Services](#) is an asset-based community development nonprofit in Singapore that works to build a strong sense of interdependence among neighbors so that families and communities can care for themselves and each other.

Our partnership and impact

Zoom is helping Beyond Social Services extend its programs through a multi-year grant and product support. These programs help youth from less privileged backgrounds break the poverty cycle and assist low-income families residing in government rental estates in Tiong Bahru.

“

“Having access to a Zoom account has significantly enhanced our work at Beyond Social Services. It has simplified communication with volunteers and donors, making it easier to engage and collaborate. Our youth engagement projects are now run in a hybrid format, providing more opportunities for meaningful touchpoints with youth. Staff meetings are more efficient, and the need for travel has decreased, saving time.”



JOLENE FOK
Community Relations Manager



National Forest Foundation

The United States Congress created the [National Forest Foundation](#) in 1992 to be the official nonprofit partner of the United States Forest Service.

Our partnership and impact

Zoom Cares extended funding to the National Forest Foundation to support the Northern Colorado Fireshed Collaborative, an initiative to drive cross-sector collaboration to reduce the risk of high-severity fires in hotspots that are highly likely to be catastrophic.

“

“The National Forest Foundation is grateful for partners like Zoom Communications for their dedication to wildfire resiliency efforts and reforestation across National Forests in need. This year, Zoom is supporting our Northern Colorado Fireshed Collaborative, which provides post-fire restoration, invasive species control, flood control measures, and reforestation across National Forests in Colorado.”



SARAH COLLINS
Conservation Partnerships Director



Southern California Wildfire Response

In January 2025, Southern California experienced devastating wildfires across Los Angeles County and San Diego County, resulting in widespread evacuation orders impacting close to 200,000 residents, and resulting in a tragic loss of life and tens of thousands of buildings being destroyed or damaged.

Our partnership and impact

In response, Zoom donated funds and IT equipment to four nonprofit organizations supporting the relief and recovery effort: the [California Community Foundation](#), the [California Fire Foundation](#), [Direct Relief](#), and [Human-I-T](#)

“

"Access to technology is essential, especially in times of crisis. The laptops donated by Zoom have allowed us to provide a lifeline to individuals and families who lost everything in the Southern California wildfires—helping them reconnect with loved ones, apply for aid, access education, and rebuild their lives. In moments like these, digital inclusion becomes a powerful tool for resilience and recovery."



ADAM SHARMA
Vice president of Strategic Innovation & Partnerships, Human-I-T



WeProtect Global Alliance

[WeProtect Global Alliance](#) is a nonprofit based in the U.K. with a vision of creating a world where every child can explore the digital landscape safely, free from sexual exploitation and abuse.

Our partnership and impact

As part of our Tech for Good program, Zoom Cares awarded WeProtect Global Alliance a product grant, which has been fundamental to their global communications and collaboration efforts.

“

"WeProtect Global Alliance works with more than 320 member organisations around the world to keep children safe online. One of the central pillars of our work is to foster collaboration between members to improve the global response to child sexual abuse and exploitation online. The ability to use professional high-quality video calls and host webinars using all the functionality Zoom offers is absolutely vital to our work."



POPPY REID
Senior Communications and Content Officer

05

Care for our teammates

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Fostering employee success

Great Zoomies form the cornerstone of our organizational success. We prioritize attracting, retaining, and developing our people through our competitive compensation and abundant benefits offerings. As our employee base has evolved, we've continued to invest in implementing health, safety, and workforce programs to pave the way for the productive, engaging, and fulfilling work environment that drives us all forward.

At its foundation, Zoom upholds stringent ethical standards and human rights principles throughout its operations and supply chain. Employees receive access to learning resources, regular career discussions, and recurring and specialized training programs. This comprehensive framework of protection and support creates a workplace culture that attracts and empowers Zoomies to bring their most innovative and productive selves to work every day.





FUNDAMENTAL HUMAN RIGHTS

Protecting human rights in our workplace

Zoom is committed to respecting and promoting fundamental human rights across its business operations and supply chain, and complies with applicable regulatory labor practices in the jurisdictions where we operate. Ethical business conduct and decision-making sit at the heart of our organization, and we expect it from all Zoomies. Zoom is committed to operating with respect for internationally recognized human rights. We’re strongly opposed to human trafficking and any form of modern slavery, involuntary labor, child labor, or unethical or abusive conduct, as stated in our [Modern Slavery Statement](#). As our [Business Partner Code of Conduct](#) outlines, we expect the same from our suppliers and partners, including distributors, resellers, and other channel partners.

If these parties become aware of any issue or misconduct (or its risk), they must immediately report such concerns to Zoom’s Compliance and Ethics team.

Additionally, hateful conduct is prohibited on the Zoom platform. Zoom has strict [Acceptable Use Guidelines](#), which explain that users and/or organizations may not promote violence against, threaten, or harass other people based on race, ethnicity, national origin, caste, sexual orientation, gender, gender identity, religious affiliation, age, disability, or severe disease.

“

“This is my second year participating in Zoom's Global Day of Care and I can genuinely say that it is one of the most important days of the calendar year. Bringing employees together to express shared values in supporting our communities creates unity and connection and reminds us of the vitally important role that local nonprofits like [Bread For The City](#) play.”



DONTE SMALL
Developer Advocate, United States



HEALTH AND SAFETY

Creating safe, supportive work environments

Zoom strives to provide a safe and healthy working environment for our employees, whether that work environment is one of our global offices, a coworking space, or their home workspace. We’ve specifically designed programs with safety and ergonomics in mind, as these areas have the most significant impact on physical well-being.

Our ergonomics program is designed to evaluate current workspaces, specifically home offices, through a self-assessment inventory. We employ a preventative approach, using this self-assessment as a starting place for adjustments to offset the potential damage from repetitive motion and other musculoskeletal disorders. On a request basis, we provide further individual assessments for specific issues and fully comply with any mandated accommodations.

From a physical space perspective, we also partner with property management to review maintenance records for vital mechanical systems outside our direct control, such as fire detection and suppression, elevators, and security systems.

Additionally, Safe at Zoom is an internal resource where Zoomies receive outreach before, during, and after incidents to support their physical safety and well-being. The incident might be an upcoming weather storm, political unrest, or something else. In all these external situations, the team serves as a resource and communication hub to support employees.

Zoom implements a comprehensive illness and injury prevention program focused on the following business areas:

- Responsible oversight of our spaces
- Effective safety communications
- Correction of unsafe and unhealthy conditions
- Accident/incident investigation
- Proper role-based training and instruction
- Thorough recordkeeping and documentation
- A periodic review of the overall program

**Comprehensive
benefits for Zoomie
well-being and growth**

Our benefits program supports physical, mental, and financial health while promoting work-life balance and community engagement.

[View Benefits By Location](#)

RECRUITMENT AND RETENTION

Bringing in and developing the best talent

Zoom is committed to fostering an environment of equal opportunity employment. Our continued success depends on attracting and retaining the best talent. We actively seek talented candidates using a strategic sourcing process and a candidate relationship management platform to broaden the recruitment pool and build relationships with prospective candidates.

We hire and promote without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, protected veteran status, or any other characteristic protected by local, state, or federal laws, rules, or regulations. Zoom’s policies and practices provide that employees and applicants shall not be subject to harassment, intimidation, threats, coercion, or discrimination in the workplace.

Zoom offers above-market compensation and a robust benefits package. Our benefits provide a variety of perks and options to help employees maintain their physical, mental, emotional, and financial health, support work-life balance, and contribute to their community in meaningful ways. Employees in two of our non-U.S. locations are able to participate in and be represented by a works council.





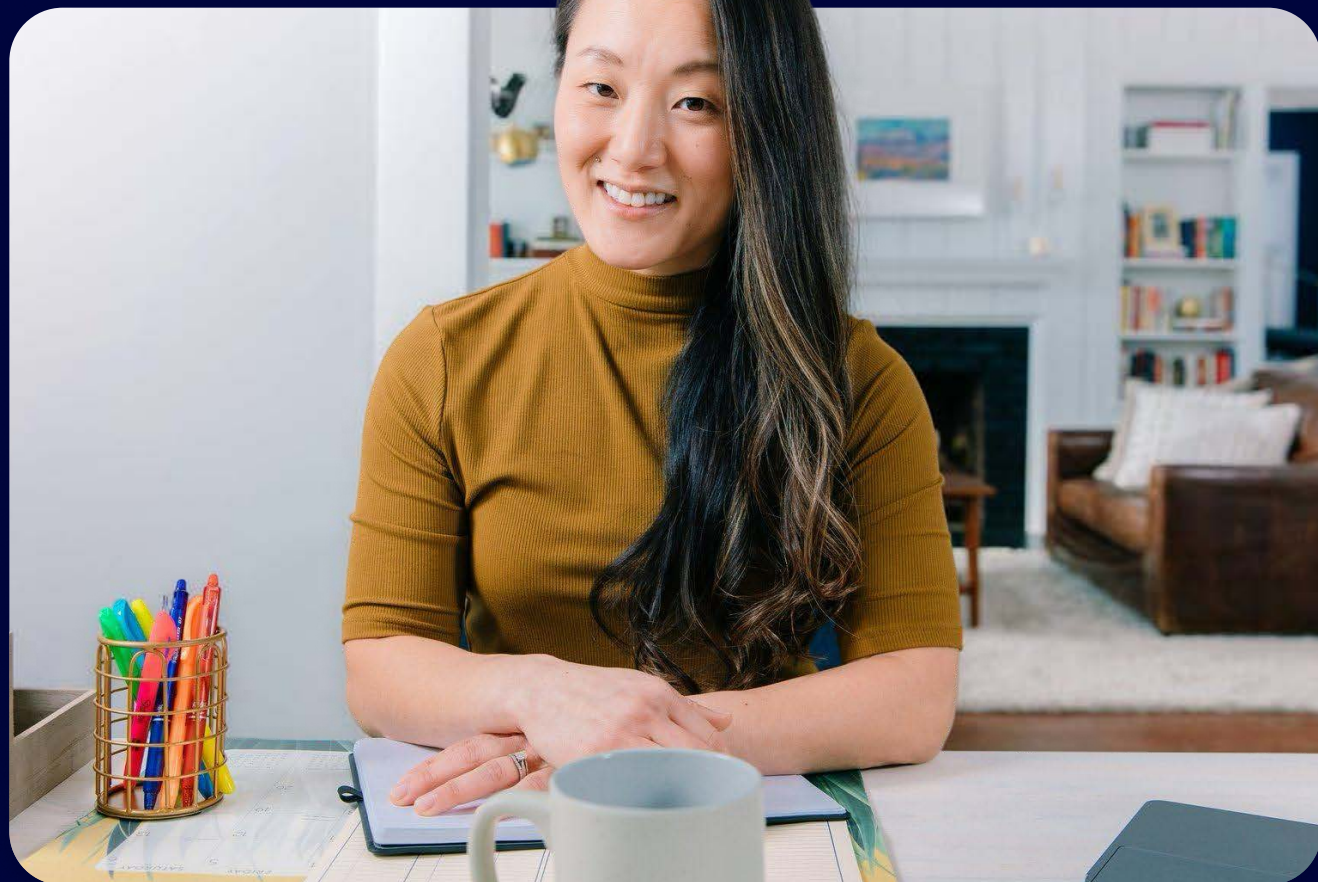
CAREER DEVELOPMENT

Supporting career growth and learning at every stage

Once Zoomies are part of the team, we continue to support their growth and career development. Our approach to talent development focuses on identifying and leveraging competencies specific to Zoom and supporting a culture of accountability. These competencies encompass general and role-specific behaviors for individual contributors and people leaders, providing a broad-based approach to employee development. As employees grow in their careers, the breadth and scope of competencies shift from a more tactical to a more strategic emphasis.

Zoom facilitates ongoing and routine career conversations between Zoomies and their managers through quarterly discussions, which ensure a shared understanding of each employee's performance and outcomes. Employees can also access LinkedIn Learning for specific courses and learning opportunities in their field or other areas of interest. Managers are provided with extensive training opportunities to deepen their leadership skills, including live training and asynchronous learning opportunities.

Through this holistic approach to employee care, Zoom has built more than just a workplace — it has created a community where employees can thrive professionally. Our investment in human capital continues to drive the company's innovation and success in the global technology landscape.



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Care for ourselves

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Supporting our well-being

One principle at Zoom is to continuously learn and strive to improve ourselves every day. Through ongoing learning, accountability, and self-reflection, we are able to become better versions of ourselves and, in turn, embody the innovative and caring culture that represents Zoom.

We strive to facilitate a productive, collaborative, and engaging work environment. We embrace programs designed to help employees feel comfortable and connected, both personally and professionally. These programs work together to create a safety net that supports Zoomies through life's challenges while fostering their professional growth.



WELLNESS PROGRAMS

Taking care of Zoomies

Care is our core value. We embody this value by going above and beyond to support Zoomies’ health and well-being. Zoom’s wellness programs tell a story of holistic care with ample opportunities for Zoomies to obtain the individual and specific support they may need. To support mental health, employees in the United States have access to Lyra Health for therapy and coaching. At the same time, all global Zoomies benefit from TaskHuman, which offers guidance on professional development and personal growth.

We prioritize physical and family well-being with benefits such as Omada in the United States for musculoskeletal care and Carrot for family building. Zoomies’ financial security is also prioritized and supported through a partnership with Northstar for holistic, comprehensive financial planning. Along the theme of ‘always be learning’, Zoom also provides book reimbursement whereby employees are reimbursed 100% for book purchases.



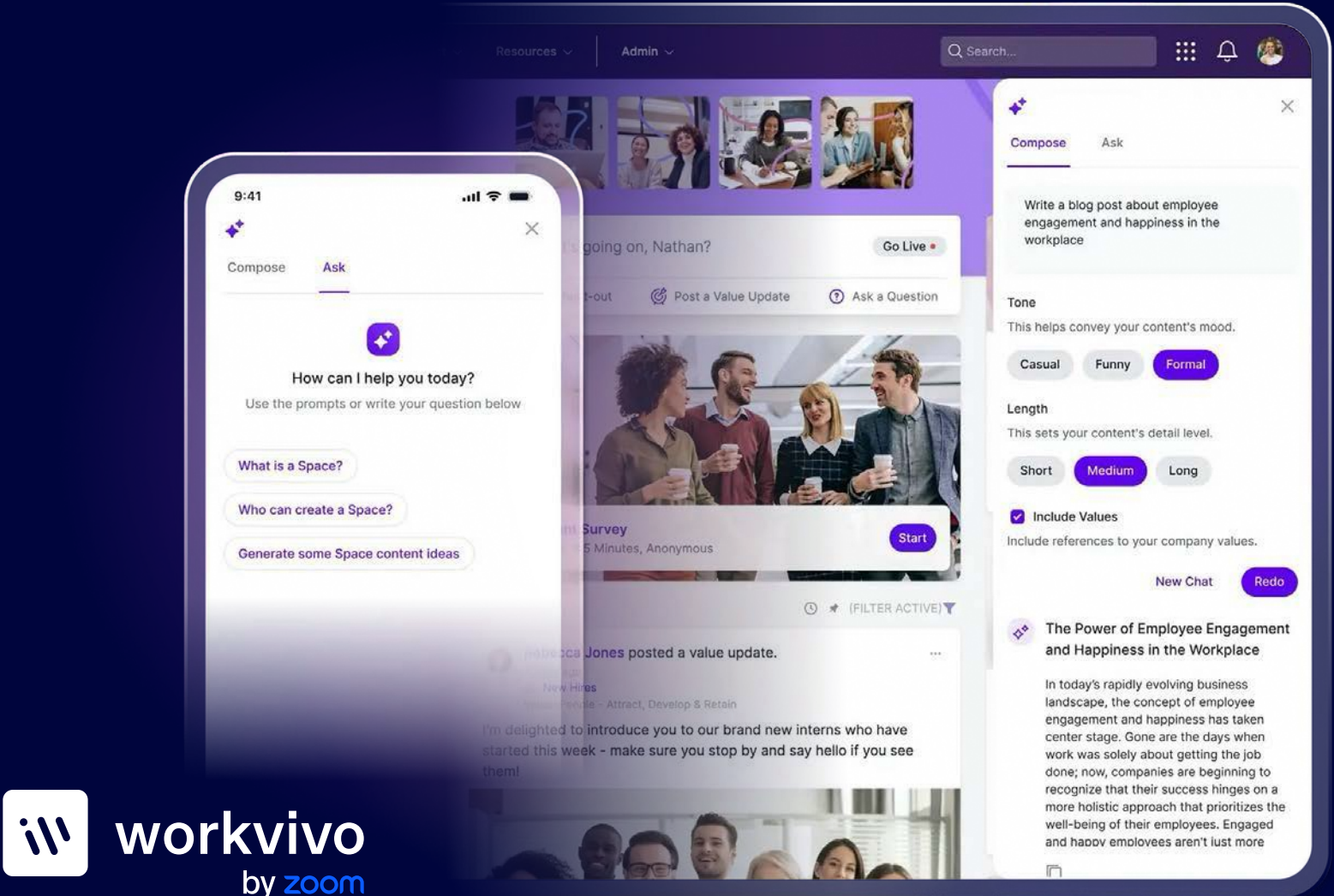
EMPLOYEE ENGAGEMENT

Fostering belonging and connection at work

At Zoom, we believe our Culture of Care comes to life when Zoomies feel heard, supported, and connected. That’s why we’re committed to creating a workplace where everyone has a voice and feels a sense of belonging. Engagement isn’t just a policy—it’s who we are. We care, we connect, and we succeed together.

We want every Zoomie to feel empowered to participate. To make this a reality, we host in-office, cluster, and virtual get-togethers, offer opportunities to give back through our Zoom Cares program, welcome inspiring and thought-provoking guest speakers, and develop our Employee Community Groups. These groups offer spaces for camaraderie, education, and celebration. On top of that, our employee-led Happy Crew helps spread joy and walks the walk, modeling initiatives that strengthen our company culture.

Our leadership team is at the center of Zoom’s culture, modeling our values and making themselves accessible to Zoomies. One way Zoom’s leaders show up every day is by hosting bi-weekly global All Hands meetings to share strategy and initiative updates, along with dedicated Q&A sessions. They also engage directly with Zoomies by championing specific initiatives, sharing content on Workvivo, and jumping into conversations across our chat channels.



Stronger community through Workvivo

Zoom fosters a sense of belonging via the Workvivo employee experience platform, where Zoomies:

- Share relevant stories, articles and newsletters
- Experience peer recognition and shout-outs to support one another
- Engage with user generated content and real time communications for global interactions

Physical Security Operations Center

Zoom’s Physical Security Operations Center (PSOC) is a strategic hub for activating critical resources during emergencies or crises, providing a proactive, coordinated, and integrated safety net.

The PSOC centralizes and streamlines real-time awareness and response efforts, facilitates communication during significant incidents, and continuously monitors physical security technologies. It also manages incoming reports, dispatches security events, and issues event-driven notifications. Additionally, the PSOC supports our Mass Notification System and Travel Tracking and Safety platform, reinforcing our commitment to our duty of care for our Zoomies.

 PSOC

Zoom’s Safety Hub

Always on. Always ready.
Zoom’s PSOC protects Zoomies through:

- Crisis response and real-time alerts
- Global safety tools (Mass Notifications, Travel Tracking)
- 24/7 monitoring & incident coordination

Keeping Zoomies safe, informed & supported – wherever they are.

07

Appendix

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Policies and statements

[Acceptable Use Guidelines](#)

[Business Partner Code of Conduct](#)

[Code of Business Conduct and Ethics](#)

[Modern Slavery Statement](#)

[Privacy Statement](#)

[Trust Center](#)

Forward-looking statements

This report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws, Delaware General Corporation Law, or any other regulatory framework, even where we use words such as “material” or “materiality”. Our approach to ESG disclosures is informed by impacts on communities, the environment, and stakeholders such as employees, customers, and suppliers, and, therefore, the inclusion of topics in this document does not indicate that such topics are material to the Company’s business, operations, or financial condition.

The information covered by this report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG framework, including goals, commitments, and strategies, and related business and stakeholder impacts. ESG-related metrics included in this report may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change in the future.

Numbers and percentages in this report include estimates or approximations and may be based on assumptions or incomplete data. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates.

These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements, including any failure to meet stated goals and commitments in our ESG framework, and execute our strategies in the time frame expected or at all, as a result of many factors, including changing government regulations, delays or outages in services from our co-located data centers, failures in internet infrastructure or interference with broadband access which could cause current or potential users to believe that our systems are unreliable, market volatility, and global security concerns and their potential impact on regional and global economies and supply chains.

More information on risks, uncertainties, and other potential factors that could affect our business and performance is included in our filings with the SEC, including in the “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” sections of Zoom’s most [recently filed periodic reports](#) on Form 10-K and Form 10-Q and subsequent filings. Forward-looking statements speak only as of the date the statements are made and are based on information available to Zoom at the time those statements are made and/or management’s good faith belief as of that time with respect to future events. Zoom assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

SASB index table

Sustainability Disclosure Topics and Metrics

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	Reference page 12
	(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 directly withdraw water and does not currently report on water consumption
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	Reference page 12
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted 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
	(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	Zoom Transparency Report
	List of countries where core products or services are subject to government- required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Zoom Transparency Report
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Zoom does not publicly disclose this information at this time
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Reference pages 18-20
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	TC-SI-330a.1	As of January 31, 2025, approximately 8% of our US-based employees held a work visa
	Employee engagement as a percentage	TC-SI-330a.2	Zoom does not publicly disclose this information at this time
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	Reference page 43
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour 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	Zoom Transparency Report
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Reference page 13 and Zoom's Annual Report

Table 2. Activity Metrics

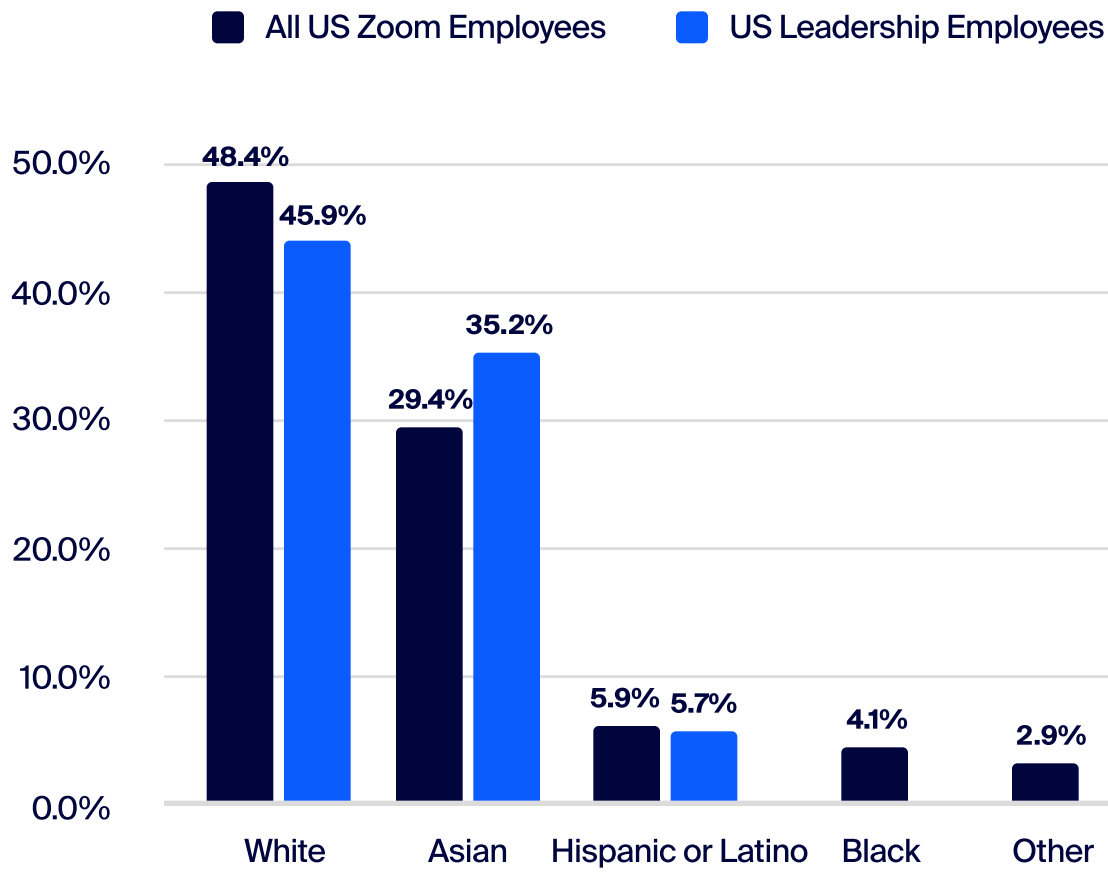
Activity Metric	Code	Response
(1) Number of licences or subscriptions, (2) percentage cloud-based	TC-SI-000.A	Reference page 8
(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	Zoom does not publicly disclose this information at this time
(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	Zoom does not publicly disclose this information at this time

Workforce composition

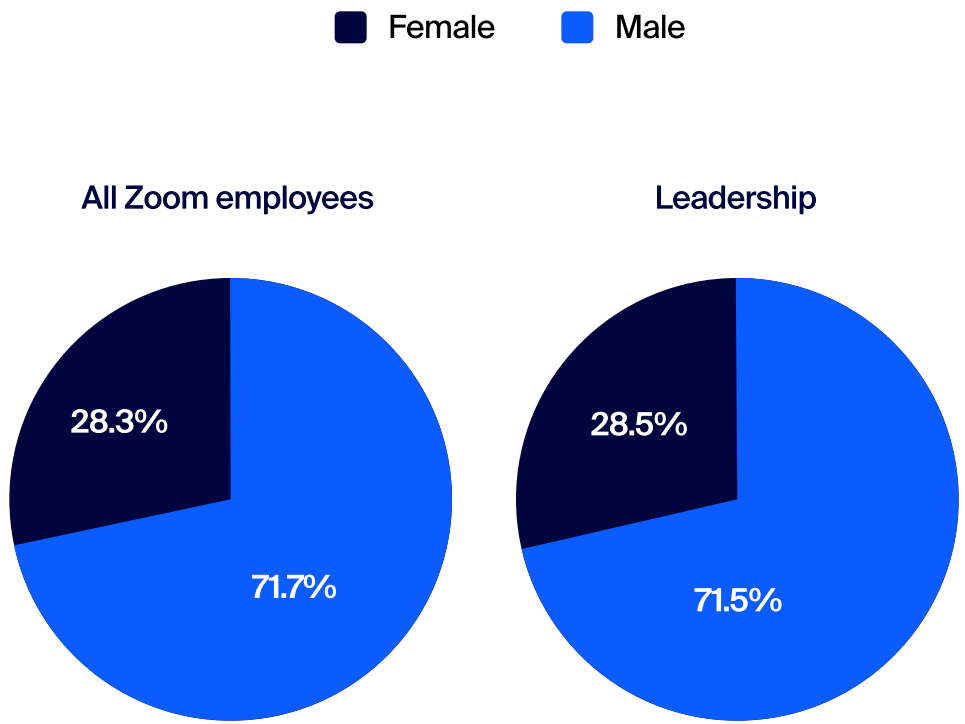
Zoom employees reside all over the world, representing varying cultures and supporting Zoom across all business needs. Below is our workforce composition for FY25.

Methodology: Data represents Zoom’s Fiscal Year 2025 as of 1/31/2025. “All employees” is identified as Zoom’s regular (non-contract, non-intern, long-term) employee population. “Leadership” is defined as Zoom employees within the executive and senior manager level (ZE1-ZE5 + ZM5). Data points may not add up to 100% due to rounding or those who decline to self-identify.

Workplace composition at Zoom (US-based employees)



Gender at Zoom (Global employees)



Social impact data methodology

Philanthropy

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

Product

Product donation numbers were compiled leveraging ticket requests submitted by employees, as well as employee self-reporting. We calculated the value of our donated product using the pricing model as of March 2024.

Employee

Employee dollars donated through our Zoom Cares giving program and Zoom’s matching donations are tracked on the Benevity platform.