

zoom

Life at Zoom



Zoom by the numbers

Daily meeting participants

●
10 million
December 2019



200 million
March 2020

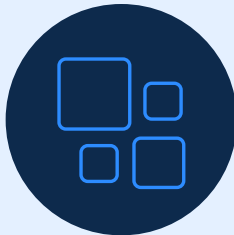


300 million+
Fall 2020

21 co-located data center locations worldwide



1,000+ Apps on the Zoom App Marketplace



Released more than **400** new features in 2020

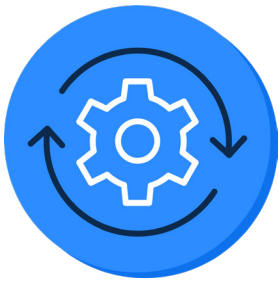


1 million Zoom Phone users in **2 years**



13 offices around the world





Our mission

Make video communications frictionless and secure



Our vision

Video communications empowering people to accomplish more



Our culture

Delivering happiness



Our value

Care



As long as we focus on caring and delivering happiness, Zoom will continue to be a special place to work and grow.”

Eric S. Yuan

Founder and CEO, Zoom



At Zoom, we believe that in order to deliver happiness to our customers, our employees should be happy at work. That's why we focus on cultivating a culture around our value of care.

We care for our **customers**
teammates
company
community
selves



Caring for our customers

Our customers are at the center of everything we do here at Zoom. We work hard to build innovative products that help people communicate, collaborate, and connect.

We listen to our customers and incorporate their feedback to improve our products and make their experience better.



Caring for our teammates

Zoomies work collaboratively across teams and locations to deliver happiness to our customers. We recognize our fellow teammates' actions and achievements through employee-nominated **Zoomie of the Quarter** awards and an **employee recognition program**. We also have fun together! Our volunteer, employee-led **Happy Crew** organizes meet-ups and global holiday celebrations throughout the year.



Caring for our company

Zoomies show care for our company by conducting business ethically and serving our customers and colleagues with integrity. We value transparency and welcome our employees to speak up, ask questions, and provide feedback so we can keep growing as an organization.



Caring for community

Zoom Cares is our philanthropic arm that focuses on making a difference in three key areas: Education, Social Equity, and Climate Change. We match employee donations to charitable organizations up to \$250 annually through our **Zoomies Care Employee Giving Program**. Read more about how we give back on page 8.



Caring for ourselves

We give employees the flexibility to care for themselves and their families with a comprehensive benefits program that includes **16 weeks paid parental leave, health and wellness benefits, retirement benefits, and no limit on paid time off**. Read more about our benefits on page 5.

Our Benefits

As part of caring for Zoomies and enabling them to care for themselves, we encourage employees to prioritize their physical, mental, emotional, and financial health. Our benefits program for full-time employees helps support you at work and in your personal life.



Health benefits

Comprehensive medical, dental and vision insurance, plus mental health



Generous time off

Paid company holidays and My Time Off, our rich vacation policy



Financial planning

Personal finance coaching and tools



Stock benefits

Employee Stock Purchase Plan (ESPP) and Restricted Stock Unit (RSU) Equity Program



Family benefits

16 weeks paid parental leave, fertility and family planning benefits



Wellness benefits

Wellness and fitness reimbursement, wellness resources, Thrive Global wellness app, TaskHuman wellness coaching app



Additional benefits

Book reimbursement program, pre-tax commuter benefits, electric vehicle reimbursement

Benefits packages may differ by location and eligibility. Please confirm with your recruiter.



Hear from Zoomies



“Keep it simple and keep the focus on the customer. That’s what makes Zoom different.”

Rag Bhagavatha,
Software Engineering



“The way people jump in to help is unlike any other company. The leadership here is phenomenal – how often they communicate, how transparent they are.”

Lindsay Sloden,
Enterprise Sales



“At Zoom, the release teams plan, groom, scope, develop, test, deploy and then start again resulting in efficient and successful releases at a very fast cadence.”

Bonnie Yang,
Release Architect

Grow Your Career at Zoom

At Zoom, we believe career development is a matrix, not a ladder. We support your professional growth at every level, whether you’re early on in your career or a leader in your field. Our ZoomBloom program allows you to explore your career interests; learn new skills through LinkedIn Learning; and continually have conversations about your career goals with your manager, guided by our Zoom Abilities framework.



Diversity, Equity & Inclusion

We want all Zoomies to feel comfortable bringing their whole selves to work. Our Diversity, Equity & Inclusion (DEI) team leads our company-wide effort to bring greater diversity and inclusiveness to our people and products, from our recruiting and hiring practices to the accessibility of our platform.

**We view our efforts within 4 pillars:
Workforce, Workplace, Marketplace, and Community.**

Workforce

Workforce is about who and how we hire. We actively engage with external sourcing partners to invite the best and brightest talent from the broadest backgrounds to consider working at Zoom. We continuously take stock of how we evaluate candidates to ensure that they are getting a fair and equal opportunity to share their capabilities.

Marketplace

Our DEI Marketplace efforts are all about how we include and consider our customers, with the ultimate goal of creating better products and experiences with them in mind.

An example of our Marketplace efforts include leveraging our ERGs and strategic partners to provide feedback on product designs and features.

Workplace

Workplace is how Zoomies experience Zoom once they are here. Do they feel a sense of belonging to the organization? Do they have an opportunity to build networks and connections outside of their day-to-day roles?

Examples of our Workplace efforts include our **Employee Resource Groups**, employee-driven, volunteer groups that foster DEI in the workplace and encourage employee engagement and support.



Somos Zoom



Veterans at Zoom



Women at Zoom



Zoom Pride



Zoom Soul



Zoom PACT

Community

Our DEI Community efforts are focused on how we do our part to make the world more equitable for all. In partnership with our internal teams and external strategic partners, we forge partnerships that advance our DEI mission and Zoom's core value of Care.



Social Impact



We believe that caring for community means giving back — through the power of our product, philanthropy, people, policy advocacy, and voice. Our efforts are based on long-established values of care and commitment to resourcing leaders and organizations in our communities around the globe. Zoom Cares is our philanthropic and charitable arm that aims to make a positive difference in three core areas:



Education

We fund innovations that help enable access to high-quality education for all children.



Social equity

We fund innovations that help disrupt disparities in race, power, and wealth.



Climate change

We fund innovations that help decrease greenhouse gas emissions and create healthy communities for all.

In 2020, Zoom Cares:

- Granted over \$5.1 million to 600+ nonprofit organizations globally
- Supported 125,000 K-12, primary, and secondary schools in 25 countries with Zoom's product to advance 95 billion minutes of virtual learning
- Partnered with 29,500 nonprofits in 103 countries to provide discounted Zoom products

We asked our employees what inspires them to make charitable donations through our Zoomies Care Employee Giving Program. Here's what they had to say:



"I am from Colombia, a country with amazing people but very few opportunities, especially in the north and the Pacific area. This program is a great way for me to help indigenous communities (I am indigena myself) in La Guajira and kids who have been injured from the mines in conflict areas."

Paola R.



"I was so happy to see that Zoom included giving opportunities for causes in Nepal. ... Many lives are lost each year in Nepal due to poverty and lack of access to healthcare. With these donations, I hope I am able to make a difference in at least one person's life. Thank you to Zoomies Care for providing me with this opportunity."

Shrijana G.

Learn more about our commitment to our communities by visiting [Zoom Cares' first social impact report](#) and [website](#).

Our History

Zoom began as a small company with a simple mission: to make video communications frictionless. Here's a look at how we've grown over the past 10 years.

2011 ● Eric Yuan founded Zoom with a goal to build the best video conferencing solution on the market. With a team of 40 engineers, he spent two years doing just that.

2013 ● **First public release of Zoom Meetings.**

2014 ● Launched Zoom Chat, Zoom Video Webinars, and Zoom Rooms.

2015 ● Revolutionized mobile screen sharing; introduced Breakout Rooms in Zoom Meetings; welcomed Zoom's 100th employee.

2017 ● Reached \$1B valuation and raised \$100M from Sequoia Capital; announced Zoom Developer Platform; hosted our first user conference, Zoomtopia.

2018 ● Launched Zoom Phone and Zoom App Marketplace.

2019 ● **Completed an IPO to become a public company traded on the NASDAQ under the ticker ZM.**

2020 ● Experienced 30x growth in daily meeting participants between December 2019 and April 2020 as people and businesses turned to Zoom to stay connected during the pandemic; launched OnZoom beta, a virtual events marketplace; and announced Zoom Cares, Zoom's philanthropic and charitable arm focused on making a difference in education, social equity, and climate change.

2021 ● Zoom Phone reached 1 million licenses and availability in 40+ countries; Zoom App Marketplace surpassed 1,000 apps.

★ **And beyond: Supporting the future of hybrid work with our frictionless communications and collaboration platform.**

The Zoom Platform

There's a good chance you've used Zoom Meetings to connect with friends, family, colleagues, and clients over video. But we're more than meetings: we're a leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems.

Here's a look at our products:



[Zoom Meetings](#) offers secure HD video and audio for up to 1,000 participants, and powerful collaboration features to help you do more.



[Zoom Chat](#) is our instant messaging hub for real-time communication.



[Zoom Phone](#) is a modern cloud phone solution for organizations of all sizes and industries, with business phone features designed to support flexibility and mobility.



[Zoom Video Webinars](#) enables customers to host large-scale virtual events up to 50,000 people and 100 interactive panelists with high-quality audio and video.



[Zoom Rooms](#) is a software-based conference room solution that allows companies to transform any space into a modern, easy-to-use, powerful collaboration hub.



[Zoom App Marketplace](#) is where Zoom users and IT administrators can discover and deploy more than 1,000 best-of-breed, secure third-party apps and integrations.



[Zoom Developer Platform](#) offers solutions that enable third-party developers to leverage APIs, SDKs and webhooks to build applications and integrations on the Zoom platform.





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