RingCentral, Inc. and RingCentral Canada, Inc.

Accessibility Plan
2023 to 2026

INTRODUCTION

RingCentral, Inc. and RingCentral Canada, Inc. (collectively, "RingCentral") are dedicated to providing our employees with an equitable workplace and enhancing the accessibility of our products and services. This Accessibility Plan, which has been prepared in accordance with the requirements of the Accessible Canada Act and its regulations ("ACA"), explains RingCentral's efforts to collect feedback from its employees, partners, and customers and to enhance its accessibility programs.

RingCentral is committed to ensuring equal access and participation for people with disabilities and treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunities for all. As described below, we are committed to meeting the needs of people with disabilities in a timely manner.

GENERAL

Our Accessibility Plan and a description of our accessibility feedback process are available in a variety of formats. Please contact RingCentral support or the Accessibility Team if you would like a copy of the plan in an accessible format.

CONSULTATIONS

Feedback Process
RingCentral welcomes feedback from its employees, users, and the general public. You can provide accessibility feedback (including feedback on this plan) by emailing our Accessibility Team at accessibility@ringcentral.com, calling our Support Team, posting an idea on our Community Ideas Page, or filling out our accessibility feedback form. Feedback can be provided anonymously via the feedback form. Becky Hensley of our Accessibility Team is responsible for responding to all feedback.

Employee Feedback
RingCentral actively requests feedback from its employees, including persons with disabilities, and provides them with avenues to ask questions and provide direct feedback to their Human Resources representatives, the Total Rewards team (which covers employee health and wellness, benefits, leaves and accommodations), and Workplace team. RingCentral sends surveys to its employees, including persons with disabilities, to gather feedback and understand areas of improvement related to recruitment, onboarding, training, and ongoing employee experience. RingCentral maintains an internal

system whereby employees can file a request for issues including IT support (software or hardware) and understanding how to request an accommodation or a leave of absence.

<u>Partner and Customer Feedback</u>
Over the past year, RingCentral has collected feedback on the accessibility of our products and services through discussions with employees with disabilities, by collecting customer and user feedback, and by working directly with our service provider partners to identify and rectify deficiencies in our accessibility features. In addition, RingCentral previously retained a third party to review the accessibility of RingCentral's commercial website.

EMPLOYMENT

<u>Identified Barriers</u>:

- There is an opportunity for greater engagement, promotion, and communications to support accessibility, encourage self-disclosure and enhance a supportive workplace culture and community.
- Managers and employees may not be sufficiently aware of the resources available for requesting and implementing accommodations. Without building this knowledge, managers may be less successful in accommodating employees and removing barriers.

<u>Actions Steps</u>:

- Our benefits team will review and identify opportunities to more clearly communicate to managers and employees what resources are available to employees who wish to request an accommodation, including by reviewing resources available on the Company's internal intranet.
- Further, the team will take action to elevate leaders' familiarity with accommodation processes and practical ways to increase inclusion and accessibility in the workplace.
- We will continue to actively evaluate how well our processes for workplace accommodation are performing, including exploring if additional training on when and how to request an accommodation would be of value to employees.

THE BUILT ENVIRONMENT

<u>Identified Barriers</u>:

- RingCentral does not have a physical office in Canada.

<u>Actions Steps</u>:

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- None at this time.

COMMUNICATIONS RELATED TO EMPLOYMENT AND THE BUILT ENVIRONMENT

Identified Barriers:

- Tools employees use for communication in the workplace including email, documents, the company intranet and RingCentral applications may be challenging to navigate because of the large volume of information and complexity of the information.
- Individuals may not be aware of how they can request assistance if they face challenges with this communication.

Actions Steps:

- RingCentral will evaluate its internal guidelines and communications to individuals with concerns, including those seeking accommodation and leaves, to ensure the process is accessible, understandable and effective.
- RingCentral will work on developing an information document that explains its practices to make the process for accessibility and accommodation requests easier and more transparent for employees.

TRANSPORTATION

RingCentral does not offer transportation services.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Identified Barriers:

RingCentral strives to provide products and services that can be used by all customers and users on an equal basis. Our goal is to remove barriers that prevent individuals from taking advantage of our next generation product and features. To that end, RingCentral continuously has conversations with its partners, employees, and users to identify limitations of our products and services. RingCentral identified the following barriers:

- Our products can be enhanced to provide more accessibility options including more consistent screen reader compatibility, better functionality for those who cannot use a mouse or trackpad; increased color contrasts within products.
- Our online ordering portal can be enhanced to provide more accessibility features.

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- We will enhance product functionality to work with screen readers, ensure products are usable by those who cannot manipulate a mouse or trackpad, and improve colored indicators so that they can be viewed by those with vision impairments.
- RingCentral will also work to enhance online ordering portal to include more accessibility features.
- We will continue to collect feedback from partners and users and modify products and services as necessary and audit products and services for accessibility compliance.

DESIGN AND DELIVERY OF PRODUCTS AND SERVICES (INCLUDING CUSTOMER COMMUNICATIONS)

RingCentral's goal is to offer clear communication and support options to all customers and potential customers. We want to ensure that our customer support services, marketing communications, and other communications provided to customers are available to people of all abilities and that those with disabilities have meaningful access to information and support. To do this, we must improve the accessibility of our communications and enhance our efforts to provide an exceptional customer experience.

Identified Barriers:

- Support team members have different levels of knowledge and awareness when it comes to the barriers experienced by customers with disabilities, such as how to respond to inquiries and requests for accommodations.
- Support and marketing documentation is not consistently provided in accessible formats.

Actions Steps:

- RingCentral will strive to make online support documentation available in accessible formats; explore additional training for support teams on responding to customers with disabilities.
- We will continue to monitor customer surveys and feedback to identify areas for improvement; train and coach team members on responding to individuals with accessibility challenges; and increase customer awareness of accessibility products and services.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

RingCentral prioritizes accommodating individuals with disabilities and providing them with the necessary tools so they can succeed at their jobs. We communicate our accessibility requirements to our vendors.

Identified Barriers:

- Existing procurement practices may not consistently meet accessibility requirements

Actions Steps:

- RingCentral will continue its efforts to launch a supplier diversity program and will continue to evaluate procurement policies to improve accessibility.

APPENDICES

Appendix A – The Principles of the ACA

In preparing this plan, RingCentral took into account the following Principles, which are set out in Section 6 of the ACA:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Appendix B - Telecommunications Act Requirements

As required by section 51(1) of the ACA, this Appendix lists the conditions imposed and regulations made under the Telecommunications Act to which RingCentral is subject that relate to the identification and removal of barriers and the prevention of new barriers.

- VoIP providers must provide Teletypewriter Relay (TTY Relay) Service and Internet Protocol Relay Service (IP Relay) Service 24 hours a day, 7 days a week. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must have an easy-to-find home page link to the accessibility section of the website and to promote, in an accessible manner, information on all of their disability-specific services and products. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers are to make the information on telecommunications services and products and any customer service functions on their websites available in an accessible manner. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers are to make their general call centres accessible by (a) training customer service representatives in handling enquiries from persons with disabilities, and familiarizing them with the service providers' products and services for persons with disabilities, and (b) making Interactive Voice Response systems accessible, which could be by transferring the call to a call centre. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must provide information on limitations on VoIP 9-1-1/E9-1-1 service in accessible formats and to explain information to those with disabilities upon request. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must make available to subscribers who are blind billing statements, billing inserts, dialing plan changes, and information setting out rates, terms, and conditions of service in accessible formats. Telecom Decision Telecom Regulatory Policy CRTC 2017-11.

- VoIP providers must provide paper bills upon request and at no charge to customers with disabilities. Telecom and Broadcasting Decision CRTC 2022-28.
- VoIP providers must provide communications regarding 988 and the transition to 10-digit dialing in ASL and LSQ. Telecom Regulatory Policy CRTC 222-234.
- Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be made available, upon request, in print, large print, braille, audio format, electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities, or any other format that the person and the regulated entity agree upon and for which there is proof of the agreement. CRTC Accessibility Reporting Regulations, SOR/20211-160.
- Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be published in a way that meets WCAG guidelines. CRTC Accessibility Reporting Regulations, SOR/20211-160.

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