

2023 Impact Report



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Introduction



A message from our CEO

In 2023, we continued to witness unexpected global events testing our collective resilience. Our teams steered through many challenges and rallied together in collaboration and support of one another, while maintaining diligence in the seamless flow of our operations. We are grateful for our employees, loyal customers, and valued partners—their unwavering passion fuels our onward journey.

As we forge ahead, innovation and progress remain our guiding stars, now more than ever intertwined with our commitment to environmental, social, and governance (ESG) principles. I'm proud to report that we've maintained and improved our ESG ratings from industry-leading agencies, including an AA rating from MSCI, a silver medal placing us in the top 13% from Ecovadis, and a prime rating from ISS.

Our dedication to diversity and inclusion is reflected in our \$15.1 million investment in diverse suppliers and the 28 awards recognizing our efforts in DE&I, partnerships, philanthropy, and culture. We've also taken significant steps in environmental stewardship by implementing a sustainability program for RingCentral workplaces and establishing our Commitment to the Environment as a guide to reduce our environmental impact.

As our company embraces corporate social responsibility, we continue to thread purpose and sustainability into the fabric of our business practices. Thank you for taking the opportunity to review our Social Impact report and the initiatives we've woven together to shape our dedication to sustainability in 2023. As we move forward, we remain committed to driving positive change while delivering innovative solutions for our customers and stakeholders.

Vlad Shmunis
CEO, Founder, and Chairman of the Board



Our commitment to Corporate Responsibility

As of Dec 31, 2023. For current leadership, see our [leadership page](#).

We are proud to continue our commitment to sustainability and corporate social responsibility. Being a strong corporate citizen is imperative for our employees, the customers we serve, our planet, the communities in which we operate, and our business.



Vlad Shmunis
Founder, Chairman, and Chief Executive Officer



Sonalee Parekh
Chief Financial Officer



Vlad Vendrow
Co-Founder and Chief Technology Officer



Kira Makagon
Chief Innovation Officer



Bobbie Grafeld
Chief Human Resources Officer



John Marlow
Chief Administrative Officer and General Counsel



Homayoun Razavi
Chief Business Development Officer



Carson Hostetter
Chief Revenue Officer



Akshay Srivastava
Chief Customer Officer



Srini Raghavan
Chief Product Officer



Richard Borenstein
Chief Strategic Partnerships Officer



Alex Shteyngolts
Product and Systems Engineering

2023 highlights

In 2023, we focused on strengthening our ESG programs.

Improved & maintained ESG ratings from industry-leading agencies:

- MSCI, AA rating
 - Ecovadis, Top 13% – silver medal
 - ISS, prime rating
-

\$15.1M invested in Diverse Suppliers

Implemented a **sustainability program** for RingCentral workplaces

Implemented the **RingCentral Commitment to the Environment** to serve as a guide to reduce environmental impacts

28 awards recognizing our diversity and inclusion, partnerships, philanthropy, and culture

6 product awards

18 channel awards - 9 company and 9 individual

200+ nonprofits benefited through volunteering and donations

Nearly **200 hours volunteered**

\$424K donations made by RingCentral & employees

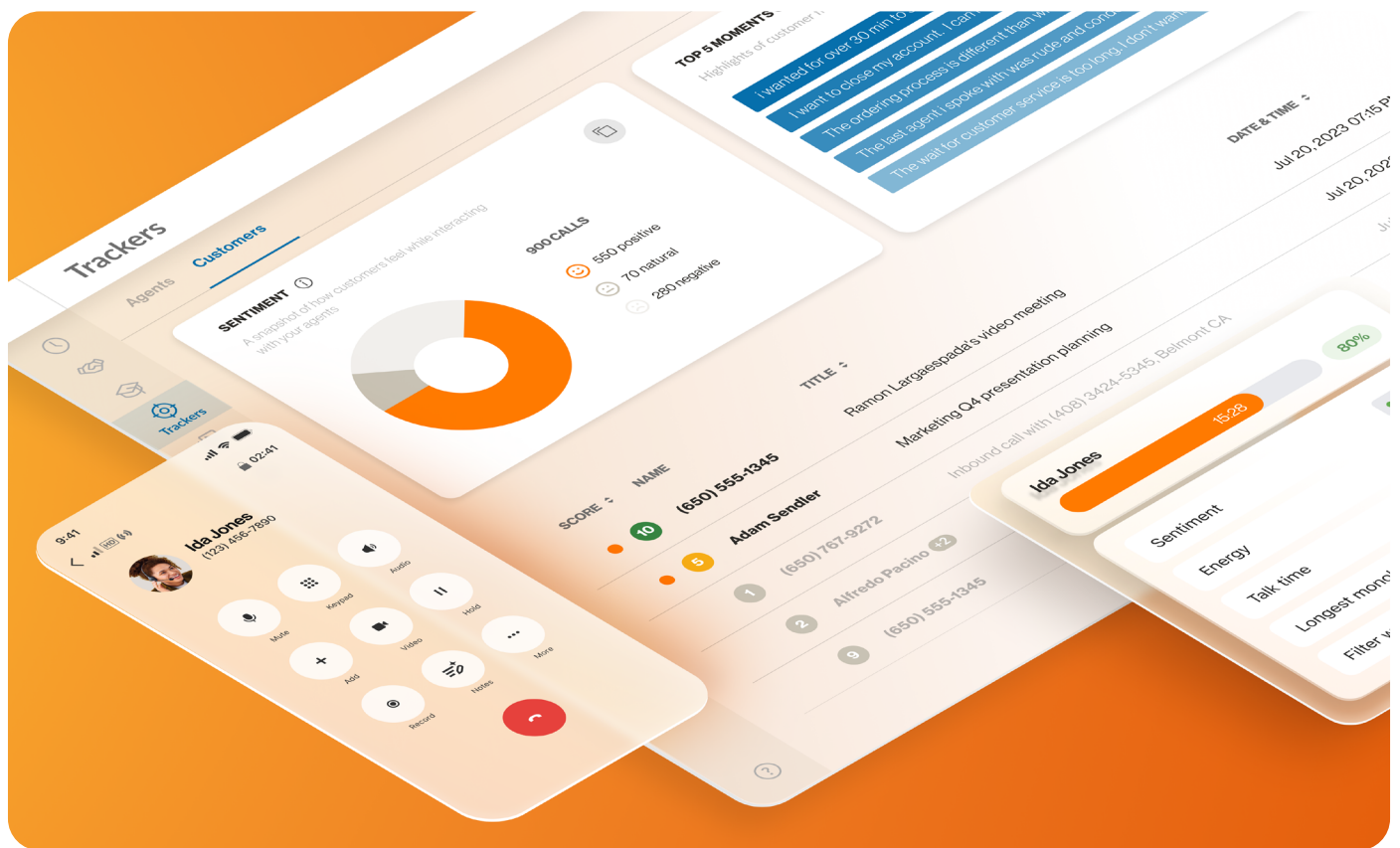
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Who is RingCentral?

RingCentral is a leading global provider of cloud communications solutions that make it simpler for organizations to run and grow their businesses and communities.

Built on a trusted foundation of world-class global security, privacy, compliance, and industry-leading reliability, RingCentral has a leading global network of partners and far-reaching global solutions offerings.

We provide ground-breaking AI and cloud communications, supporting flexible migration through our bring-your-own-carrier (BYOC) and hybrid PBX solutions.



2023 Numbers at a Glance

Annualized Exit Monthly
Recurring Subscriptions was

\$2.3B in 2023

11

offices around the world and on three continents as of December 31, 2023



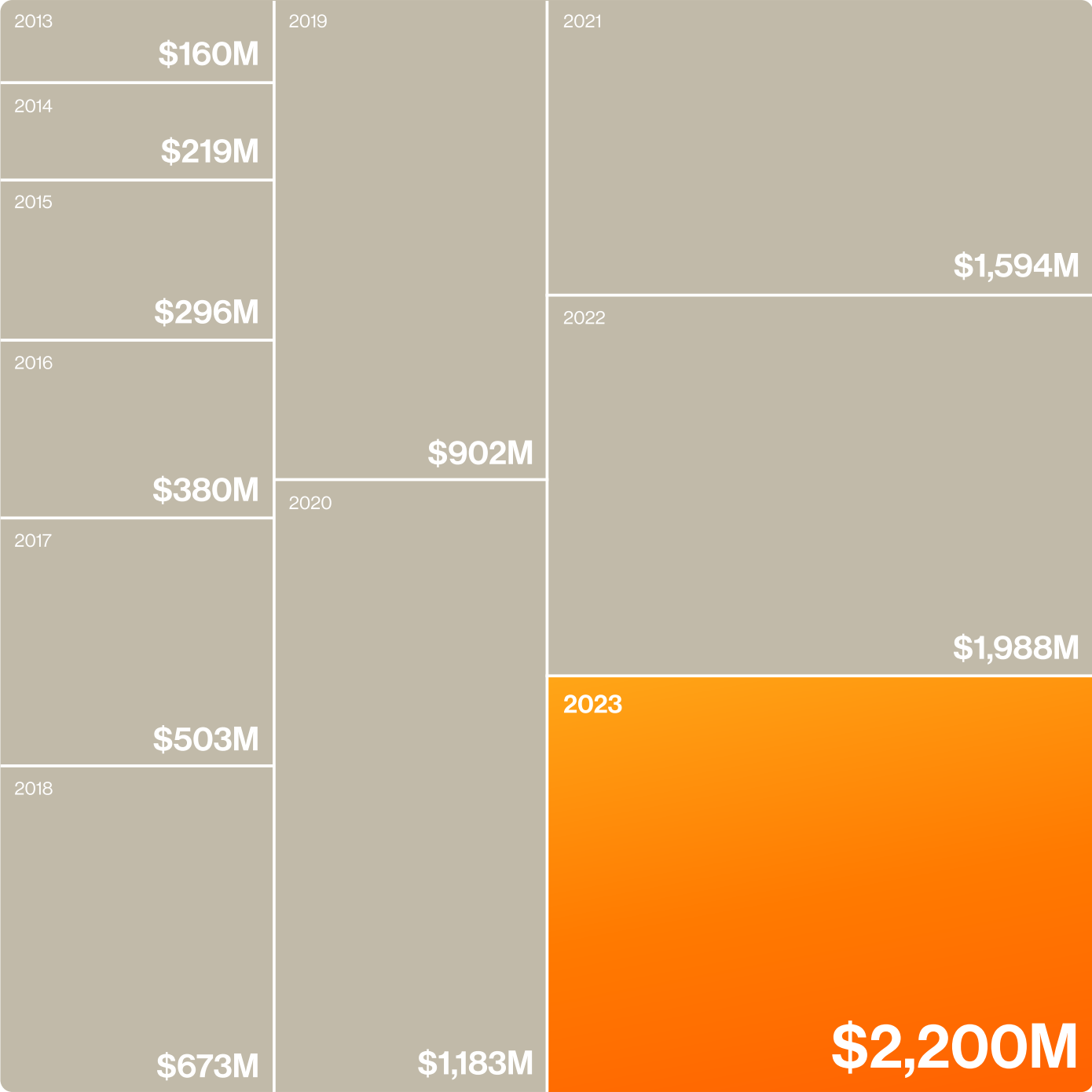
Headquarters:
Belmont, California

**Approximately 4,000
full-time employees**

Contractors not included

RingCentral defines its offices as locations owned by RingCentral through a direct lease, and RingCentral real estate manages and supports the site.

Our revenue growth



Note: Figures for FY16 and FY17 have been modified to reflect the adoption of ASC 606 (immaterial impact), which we adopted on January 1, 2018. Some prior-year impact report figures have been adjusted to maintain consistency with other publications.

A note from our Corporate Responsibility team

“In 2023, we expanded our ESG efforts by taking an in-depth review of our offices and how they impact our environment. We’ve developed a sustainability program for RingCentral workplaces, a multi-year endeavor to ensure that we are able to minimize the environmental impact of our offices.

I’m incredibly proud of RingCentral’s progress in 2023 as we’ve integrated ESG into our operations and initiatives. Thank you to our employees, partners, and customers for their passion and dedication to our vision.”

Signed by:

Katherine Bastianelli

VP, Operations – Legal, Global Real Estate & ESG/CSR



Our Journey



Our ESG roadmap

	Environment	Social	Governance
Our guides	Lower the environmental impact of our operations and those of our customers with virtual solutions	Aid underserved communities through our innovation, charitable focus, and thoughtful partnerships	Prioritize ethics and compliance in our business and our partnerships
Our priorities	<ul style="list-style-type: none">• Carbon reduction• Energy efficiency• Waste management and recycling	<ul style="list-style-type: none">• Diversity and equal opportunities• Amplify nonprofit impact• Data privacy and security	<ul style="list-style-type: none">• Ethical business practices throughout our supply chain• Formalize our ESG practices



We support the UN Sustainable Development Goals (SDGs)

Environmental sustainability in our workplaces is our active area of focus. In 2023, we crafted a detailed plan to ensure we are promoting environmental sustainability in every aspect of our business.

Sustainability at RingCentral offices.

We provide several programs for office sustainability:

- Recycling and composting options
- Electric vehicle charging stations at select office locations
- Locally sourced foods in our office cafes
- Automatic faucets in bathrooms and kitchen/ breakrooms

[Read more on page 33](#)

Diversity, equity, and inclusivity are the foundations of our culture. We prioritize equal pay, equal opportunity, and empowerment across all genders.

[Read more on page 24](#)



We adhere to the highest ethical standards with a ‘see something, say something, zero tolerance for retaliation’ policy. RingCentral is committed to standards of conduct that respect and uphold global human rights. We are aligned with and guided by international instruments that protect human rights, including the International Labor Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work and the United Nations’ Universal Declaration on Human Rights. RingCentral focuses its efforts on the salient human rights issues of Freedom of Association, Promoting a Safe & Healthy Work Environment, Providing a Fair & Inclusive Work Environment, and Combating Forced & Underage Labor.

Each of our employees undergoes annual training and has the resources they need to report suspicious or unethical activity in a safe environment.

[Read more on page 21](#)

ESG Oversight

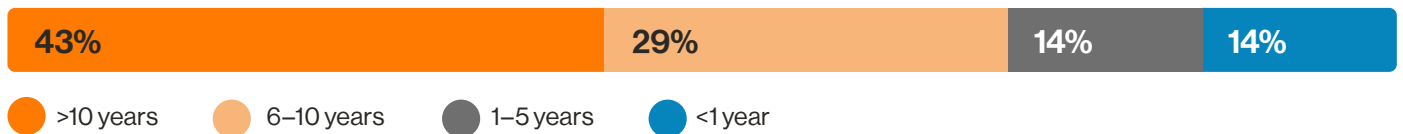
The Nominating and Corporate Governance Committee of the RingCentral Board of Directors has oversight of the Company's ESG strategy and performance. The Board receives semi-annual updates on the company's corporate responsibility and ESG strategies, priorities, and accomplishments.

The ESG Executive Committee makes strategic decisions about the Company's approach to ESG, and the ESG team executes daily activities and tracks performance related to ESG.

Governance

We have identified the areas of our business that are material to track, develop governance for, and to report. We intend to expand our governance processes, policies, management, and documentation and align them with SASB, GRI, and SBTi standards.

Board of Directors by tenure



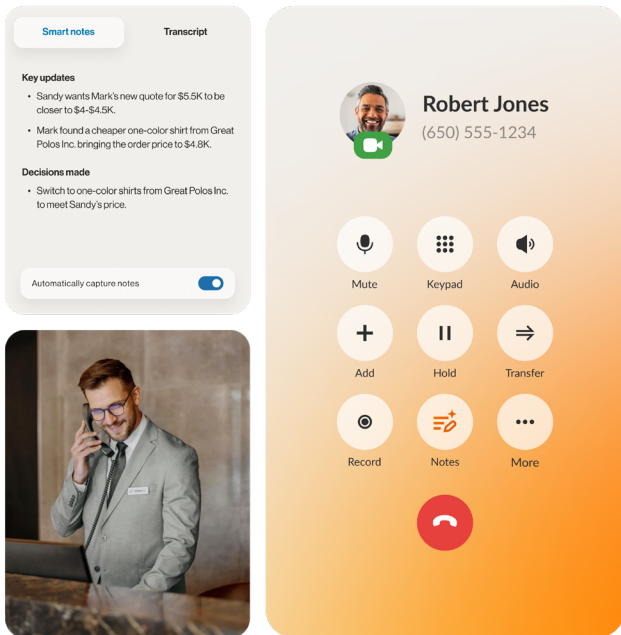
Leadership and diversity

As of December 31, 2023, the Board of Directors consisted of seven directors, six of whom are independent, based on the rules for director independence. We aim to maintain a well-distributed blend of director tenure, understanding that longer-serving directors have invaluable institutional knowledge of our company while new directors can bring a fresh outlook and approach.

For a list of our current directors, please see our [leadership site](#).

Ensuring private information stays private

Privacy and transparency



At RingCentral, our respect for customers' data privacy is paramount. Our teams work year-round to ensure the following principles are upheld:

- Data Security
- Accountability
- Transparency
- Data Minimization
- Privacy by Design and Default
- Protection of Data Subject Rights
- Safeguards of Data Transfers

Our products are designed with robust features to keep data and information private and secure. Every stage of the product development process includes a rigorous privacy and security review, and our enterprise IT security operations implement the highest security standards to protect the confidentiality and integrity of our customers' data. In 2023, RingCentral self-certified compliance with the EU-US Data Privacy Framework.

Trustworthy AI

At RingCentral, trustworthy AI means protecting our customers and their data while maintaining our commitment to privacy, security, and transparency. In 2023, we created a cross-functional AI governance council with a broad representation of executives to ensure collaboration, communication, and transparency. Our team also rolled out our Artificial Intelligence Policy, identifying risks and mitigation strategies and determining how best to increase the trustworthiness of our AI use and capabilities.

AI at RingCentral must adhere to the following principles:

Safe

At RingCentral, we believe AI-enabled systems should not endanger human life, property, privacy, or the environment.

Secure

AI-enabled systems should maintain confidentiality, integrity, and availability through protection mechanisms that prevent unauthorized access and use.

Transparent

Information about AI-enabled systems and their outputs should be available to users interacting with the systems.

Explainable and interpretable

AI-enabled systems should enable the provision of information that describes how they function.

Privacy enhanced

AI-enabled systems should be developed and used in compliance with privacy laws and RingCentral privacy policies.

Fair

The development and use of AI-enabled systems at RingCentral should consider equality and equity by addressing issues such as harmful bias and discrimination.

[For more details, visit our Trust Center](#)

Data security



From product design to business operations, we employ rigorous security and data best practices in everything we do. We provide our customers with a robust security platform by integrating security principles into the development process, and have obtained the following certifications:

ISO 27001/27017/27018 (ISMS) for RingEX and RingCX ISO 27001 Certificate

The ISO/IEC 27001 standard is widely known, providing requirements for an information security management system (ISMS). ISO 27001 certification demonstrates a robust security program, with rigorous management



activity and technical controls in place to meet the confidentiality, integrity, and availability (CIA) principles of information security. RingCentral's ISO/IEC 27001:2013 certification also extends to the additional requirements described within both ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

ISO 27017 Certificate

ISO/IEC 27017 gives guidelines for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that specifically relate to cloud services.

This international standard provides controls and implementation guidance for both cloud service providers and cloud service customers.

ISO 27018 Certificate

ISO/IEC 27018 establishes commonly accepted control objectives, controls, and guidelines for implementing measures to protect personally identifiable information (PII) in accordance with the privacy principles in ISO/IEC 29100 for the public cloud computing environment. In particular, it takes into consideration the regulatory requirements for the protection of PII, which might

be applicable within the context of the information security risk environment(s) of a provider of public cloud services. It is applicable to all types and sizes of organizations, including public and private companies, government entities, and not-for-profit organizations, which provide information processing services as PII processors via cloud computing under contract to other organizations.

[Read more about security at RingCentral](#)



ISO 22301 (BCMS) for RingEX and RingCX

ISO 22301 is the international standard for Business Continuity Management (BCM). ISO 22301 is designed to help organizations prevent, prepare for, respond to and recover from unexpected and disruptive incidents. To do so, the standard provides a practical framework for setting up and managing an effective business continuity management system. ISO 22301 aims to safeguard an organization from a wide range of potential threats and disruptions.



SOC2/SOC3/C5 Reports for RingEX and RingCX

These reports validate the effectiveness of operating controls as a service organization against the criteria set forth by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. RingCentral annually undergoes a third-party audit to certify our services against this standard. The reports cover controls around the availability, security, and confidentiality of customer data.



HiTrust Certification for RingEX and RingCX

This report verifies RingCentral's compliance with implementing the necessary controls and safeguards required by the HiTrust CSF to protect sensitive health information. This would include measures related to data security, privacy, risk management and regulatory compliance. Compliance with HiTrust CSF standards aligns with regulations such as the Health Insurance Portability and Accountability Act (HIPAA) Security Rule and the Health Information Technology for Economic and Clinical Health (HITECH) Act.



UK Cyber Security Essentials and UK Cyber Security Essentials Plus certification

The certification is designed to help continue to improve our cybersecurity posture and reduce the risk of cyber attacks by implementing recommended cybersecurity measures to safeguard sensitive data and assets.



PCI - DSS certification for RingCX and EU Contact Center (EUCC)

This Attestation of Compliance (AoC) confirms that RingCentral has undergone a Payment Card Industry Data Security Standard (PCI DSS) assessment and is compliant with the standard. The PCI DSS is a set of security standards developed by the major credit card companies to ensure the protection of credit card data.



Business ethics and compliance

We hold ourselves and our vendors to high standards when it comes to business ethics and compliance.

We have a 'see something, say something, zero tolerance for retaliation' policy at all our offices. In 2023, all employees engaged in up to 7 hours of training, covering:

- Anti-Bribery & Anti-Corruption
- Business Conduct and Ethics
- Defeating Unconscious Bias
- Diversity & Inclusion
- Export Compliance
- Information Security & Cybersecurity
- Insider Trading
- Privacy
- Workplace Harassment

Each module included information on available resources for asking questions and reporting non-compliant activity in a safe environment.

Whistleblower policy

We require directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties. Employees and representatives must practice honesty and integrity in fulfilling RingCentral's responsibilities and comply with all applicable laws and regulations. We forbid retaliation of any kind against any employee for reporting any perceived violation of law or for participating in an investigation of a possible violation. Several mechanisms are in place to allow for reporting such a complaint, including on a confidential and anonymous basis via a service outside of RingCentral's systems and servers.

Our talent development program trains employees annually on how to file reports, and our full policy has been in our Employee Handbook for nearly a decade.

Vendor code of conduct



Vendors must conduct their business interactions and activities with integrity and must, without limitation:

- Honestly and accurately record and report all business information and comply with all applicable laws regarding their completion and accuracy.
- Treat workers with the utmost dignity and respect and uphold the highest standards of human rights. RingCentral believes all workers in our supply chain deserve a fair and ethical workplace.
- Provide a safe and healthy work environment and fully comply with all safety and health laws, regulations, and practices, including those applicable to occupational safety, emergency preparedness, occupational injury and illness, industrial hygiene, physically demanding work, machine safeguarding, sanitation, food, and housing.
- Avoid giving gifts to RingCentral employees because even a well-intentioned gift might be considered a bribe in certain situations or create conflicts of interest. Gifts, meals, or entertainment must comply with applicable law, must be consistent with local custom and practice, and must not violate the giver's and/or recipient's policies on the matter.
- Avoid the appearance of actual improprieties or conflicts of interest. Vendors must not deal directly with any RingCentral employee whose spouse, domestic partner, or other family member or relative holds a significant financial interest in the Vendor.
- Avoid insider trading by not buying or selling RingCentral or another company's securities when in possession of information about RingCentral or another company that is not available to the investing public and that could influence an investor's decision to buy or sell the security.

[Read our full code of conduct](#)

Our Impact

We prioritize a people-centric work environment at RingCentral, fostering inclusivity and diversity to support the professional and personal well-being of our RingCentral family.



Our people

RingCentral is a place for everyone. Working with a broad range of views helps us be our best at every level, so we invest in hiring programs targeted at sourcing diverse talent.

Within RingCentral, our Employee Resource Groups serve as a way to come together, take action, and shape policy. As we grow internationally, our RingCentral family circles the globe, and we welcome new team members to our new offices in India, Spain and Bulgaria. We continued to invest in diverse hiring programs that all work towards achieving our diversity goals.

In 2023, we took these key actions toward improving our work experience.



Our methodologies

All reporting on race, unless otherwise stated, reflects U.S. data. RingCentral uses global self-identified data to report global diversity numbers. In these instances, some race-related categories have changed to be more globally relevant.

We do not collect data where it is expressly prohibited by local law or would put our employees' safety at risk.

Historical numbers may differ slightly due to rounding and corrections in methodology year over year.

1. Diversity-led recruiting

More than ever, we are focused on improving the diversity of our workforce. We continually evolve our hiring programs to meet underrepresented communities where they are and reflect the places where we operate.

In 2023, 37 interns participated in our RingTerns internship program globally through diverse programs from various universities. Survey participants may identify with multiple categories. Total figures represent the singular trait against the total number of survey participants.

Diversity Recruitment Programs:

Military Recruitment Fellowship with Hiring Our Heroes (HOH)

100%

diverse (military status)

100%

conversion rate for 2023
(we had 67% conversation rate in 2022)



3 fellows

Transition N2 Tech

100%

diverse (gender, ethnicity, veteran, and LGBTQ status)



4 fellows hosted in 2022 with a 75% conversion rate in 2023

DEI Awards

- Military Friendly Employer, silver rank
- Top 25 ERGs, U.S. Service Member #15
- Top 25 ERGs, BE@R #17
- Impact Spotlight, WISE
- 2023 Workplace Impact Award for TN2T
- Women Impact Tech 2023 Honoree
- Comparably Best CEO for Diversity (#3)
- Comparably Best CEO for Women
- Comparably Best Company for Diversity (#14)
- Comparably Best Company for Women

U.S. Interns

Diversity breakdown of our 2023 interns (US only)

Female

72%

Black or African American

11%

Hispanic or Latino

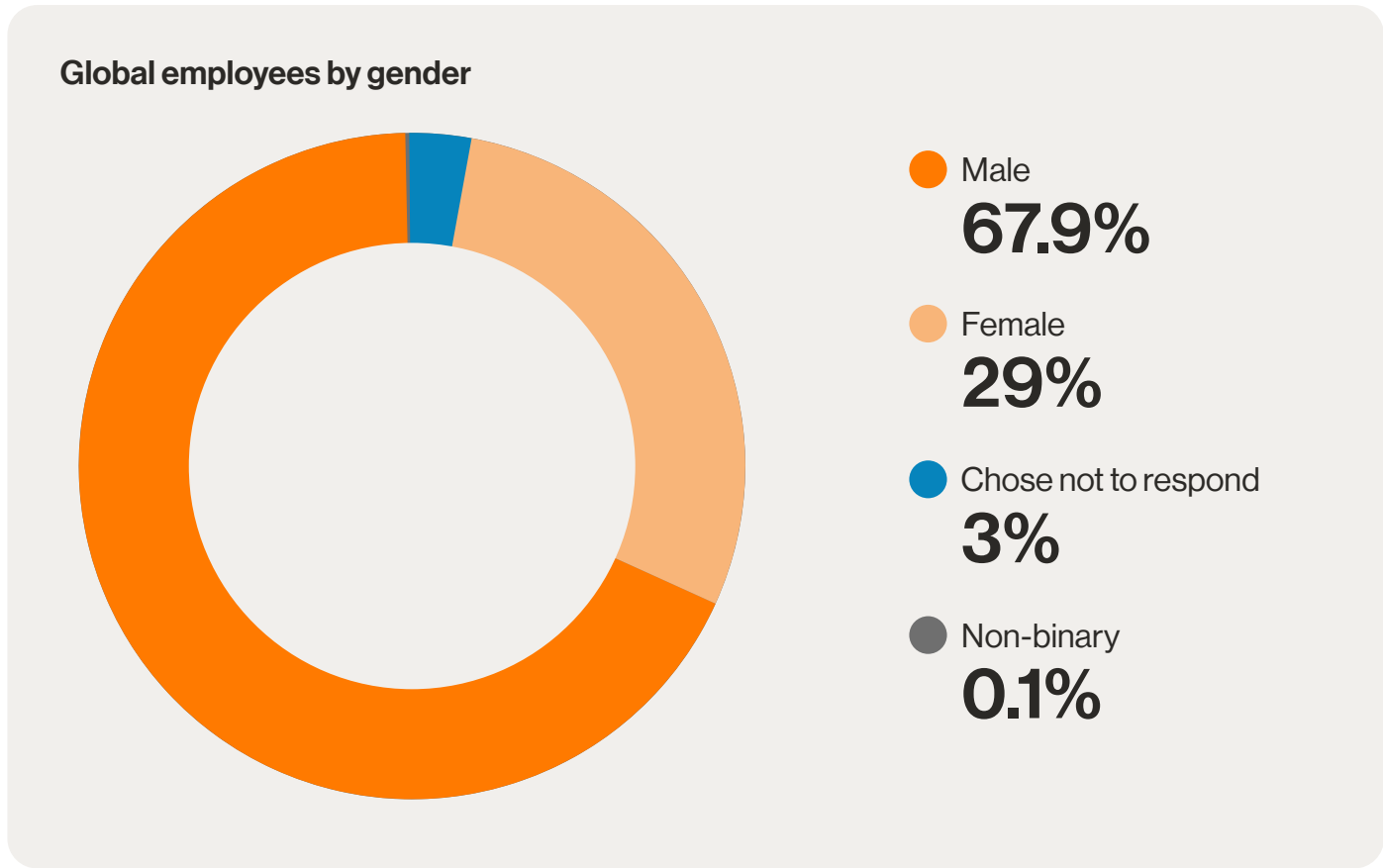
14%

Non-white

68%

Of our eligible interns (seniors or already graduated), we converted 27% to FTE

Of the employees who have self-identified globally, we see:



Pay Equity

We conduct pay equity audits with the assistance of a specialized third-party vendor to ensure fair compensation. These audits are performed before approving salary adjustments, and if any discrepancies are identified, we make changes based on the recommendations received. The updated numbers are then reevaluated to confirm there are no statistically significant differences in proposed compensation between men and women who perform substantially similar work.

Global employees by race

Chose not to respond	White	Asian or Pacific Islander	Hispanic or Latino
47.9%	35%	8.7%	3.6%
Black or African American	Mixed	American Indian or Alaska Native	
2.6%	1.9%	0.3%	

Of the employees who have self-identified globally, we see:

Global employees by age

18-29

465

30-39

1822

40-59

1492

60-79

161

Chose not to respond

2

2. Progression

We focus on assisting employees in charting a clear career path and giving them the tools needed to accomplish their goals.

Performance appraisals and feedback

Employees conduct quarterly self-assessments that help align goals to manager expectations and rapidly changing business conditions. We encourage managers to provide real-time feedback to their teams.

New hire integration

In 2022, we extended the new hire onboarding process to include more integration and cultural wellness and have continued developing this program in 2023.

3. Belonging and allyship

RingCentral's nine Employee Resource Groups (ERGs) connect our employees worldwide to take action on issues that are important to them and contribute to building communities where we all belong. Our ERGs champion inclusivity, allyship, and professional growth for all members and allies. We encourage our ERGs to shape policies that better serve our employees, customers, and communities.

Events **70** Total participants **10,000**

In 2023, we hosted over 70 events with over 10,000 total participants, resulting in an overall 10% ERG growth. Some notable events include the International Women's Day Leadership Panel featuring our CFO Sonalee Parekh, CMO Kira Makagon, and Board Member Mignon Clyburn and Culture Week which included a kickoff with Reverend and activist Al Sharpton.

Our ERGs have also established partnerships with the Global ERG Network, "a learning ecosystem that encompasses connection, research, best practices, tools and training to support both individual and organizational development". This resulted in our ERGs being globally recognized within the Top 25 ERGs (U.S. Service Members ranked 15 out of 25, the Black Employees at RingCentral ranked 17 out of 25, and the Women in SaaS Empowerment was awarded with an Impact Spotlight Award).



Black Employees at RingCentral (BE@R)



Help and Understanding Group Support (HUGS)



Hispanic Organization for Leadership and Achievement (HOLA)



Generations



Indigenous Group



Pan-Asian Network



Rainbow Alliance



Women in SaaS Empowerment (WISE)



U.S. Service Members

4. Caring for our people



Our people are our most valuable asset, so we prioritize providing support to them and their families throughout their professional and personal journeys.

We strive to consistently enhance our culture, employee engagement, and satisfaction.

Health and Wellness

In 2023, we increased some of our U.S.-based benefits coverage, including the following:

- Specialty Prescription drug program
- Increased our Individual Contributors' basic life insurance and accidental death and dismemberment company-paid coverage
- Implemented Executive benefits programs
- Provided on-site dental services, including cleanings and whitening
- Transitioned to a new perks and discount program to increase the variety of offerings

The RingCentral benefits team condensed ancillary benefits to eliminate redundant program offerings, resulting in cost savings for the entire company while also extending our Global wellness 1:1 coaching program.

5. Diverse supply chains

Having an inclusive and diverse organization goes beyond our employees and internal culture. In 2023, we continued to ensure that our values extend across our full supply chain.

Our Vendor Code of Conduct and Supplier Terms & Conditions provide vendors with a clear set of guidelines that cover legal and regulatory compliance, business practices and ethics, labor practices and human rights, health and safety, environmental regulations, and protections.

In 2024, we intend to put an action plan in place to achieve supplier diversity targets.

Awards

In 2023, we are humbled to have won the following awards for our programs:



Our community

RingCentral supports organizations that align with our corporate responsibility strategy, and we encourage employees to give back through donation matching, volunteer grants, and volunteer hours.

Company donations

Beyond supporting the causes our employees care about, we contribute to causes aligned with our corporate responsibility strategy.

Donation matching

All employee donations made to nonprofits through our RCause program are matched one-to-one (up to \$1,000 per employee annually). Additionally, in some circumstances, we offer special donation incentives, such as double matching and no-limit matching opportunities.

\$424K

**Total we donated
to charitable organizations
in 2023.**

\$175K

**RingCentral employees
and donation matching**

Volunteerism

Our employees can take all the time off they need to dedicate to charities that mean the most to them. We further employee impact with volunteer grants through our Dollars for Doers program.

200

Volunteer hours served by RingCentral employees



Our Commitment to the Environment

At RingCentral, our goal is to promote environmental sustainability throughout our business globally, including our operations, our sourcing practices, and our products.

- Measuring major greenhouse gas emissions from our operations to inform emission-reduction strategies.
- Engaging employees, customers, partners, and suppliers in our efforts to reduce our environmental impacts.
- Complying with or exceeding the requirements of environmental legislation and regulations where we do business.
- Building and enhancing digital communications so that our customers can reduce travel, close office locations, and reduce physical infrastructure, which creates the potential for a significantly lower environmental impact.

LEED (Leadership in Energy and Environmental Design) Green Building Ratings

RingCentral is proud to announce two of our offices have received best-in-class LEED certifications:



- LEED Silver: Tollway Center, Texas.
- LEED Gold: Space Tower, Bulgaria, with a spectacular 11/11 rating for Water Efficiency.

The following highlights our efforts to manage environmental impacts across key areas of our business

Real Estate

- Prioritize site selection with better environmental profiles, such as specific amenities to help reduce environmental impacts and proximity to public transportation.

- Consider environmental sustainability in the design of workspaces to minimize environmental impacts.
- Evaluate the environmental profile of the materials, furniture, and fixtures we buy, favoring suppliers and products with better environmental performance (assuming they meet our business requirements).
- Work with property management teams to influence the reduction of environmental impact where we do not have operational control over environmental factors.

Facilities Management

- Procure environmentally preferable office products such as recycled paper and sustainable cleaning products.
- Reduce office waste through reduction, recycling, and composting programs.
- Increase our sourcing of sustainable, healthier foods and beverages for our offices; minimize packaging in the sourcing of our food and beverages, where possible.

Data Centers

- Procure the most energy-efficient servers and equipment that meet our business requirements.
- Include environmental criteria in the consideration of new co-location facilities and in renegotiated leases through the RFP process, where possible.
- Responsibly manage (reuse, recycle, properly dispose of) all leased and owned IT equipment at the end of their useful lives with RingCentral.
- Prioritize data centers that can be managed remotely and/or with the support of locally-based personnel, when such arrangements meet performance requirements.

RingCentral Solutions

- Our digital communications solutions enable customers to become more sustainable, thus reducing travel and physical infrastructure needed for their businesses.

Employees

- Provide our employees with opportunities to manage their environmental impacts, including helping them to reduce business travel.
- Provide opportunities through our RingCentral Foundation and Dollars for Doers program to promote employee engagement with environmental organizations and initiatives that support our local communities.

Travel & Events

- Engage our travel and event suppliers (hotels, conference centers, rental car agencies) to identify greener choices for our travel and events.
- Reduce business travel where feasible through the use of technologies such as videoconferencing.
- Look to minimize the environmental impacts of our events by including environmental considerations in RFPs and contracts, where possible, and show preference to those suppliers that can meet our business requirements in environmentally preferable ways.

Sourcing

- Include environmental criteria in our vendor selection process, giving preference to vendors with better environmental performance, where possible.
- Include our environmental expectations in master service agreements and contracts with vendors, where relevant.

Waste Management:

- Replaced single-use plastic beverage containers with reusable cups and bulk beverage dispensers.
- Replaced plasticware with reusable dishware
- Reusing all IT equipment until they reach end of life, properly disposing via e-recycling
- Required separation of all garbage into separate landfill, recycling, and compostable containers

Approach

The numerical values and calculations contained in this report were derived from data collected on the energy usage in RingCentral’s offices during the calendar year 2023. Data was obtained from one or more of the following sources:

- Data exported from building energy systems
- Utility invoices for natural gas and electricity usage
- Account statements from property managers

At most sites, RingCentral occupies a portion of the building or floor and shares utility meters with other building tenants. In those instances, account statements from property managers, which contained utility and operating expense charges on a “pro rata share” percentage (as defined in RingCentral’s lease), were used as the data sources.

This report includes 11 sites (12 buildings) within RingCentral, Inc.’s operational boundary.

Some of these locations were not in operation for the entire 2023 calendar year. These calculations include only the portion of 2023 when offices were in operation. Other sites from RingCentral subsidiaries or co-working vendors are not included.

Calculations followed guidelines from the World Resources Institute’s (WRI) GHG Protocol. If exact data did not exist, reasonable estimations were made.

Calculations and data sources are documented for each site.

2023 energy usage:

**3,614,004.17
kWh**

across RingCentral,
Inc.’s operational boundary.

The environmental benefits of cloud-based solutions

RingCentral provides software as a service (SaaS).

Our solutions allow customers to reduce or eliminate on-premises hardware, which increases the opportunities to reduce environmental impact. Great news for the environment, our customers, and users.

We're working to make remote or hybrid just as meaningful as in-office collaboration through tireless innovation designed to bring virtual communication closer to the in-person experience. As a result, companies can reduce travel, office space, and physical infrastructure, which creates the potential for a significantly lower environmental impact.



Our product

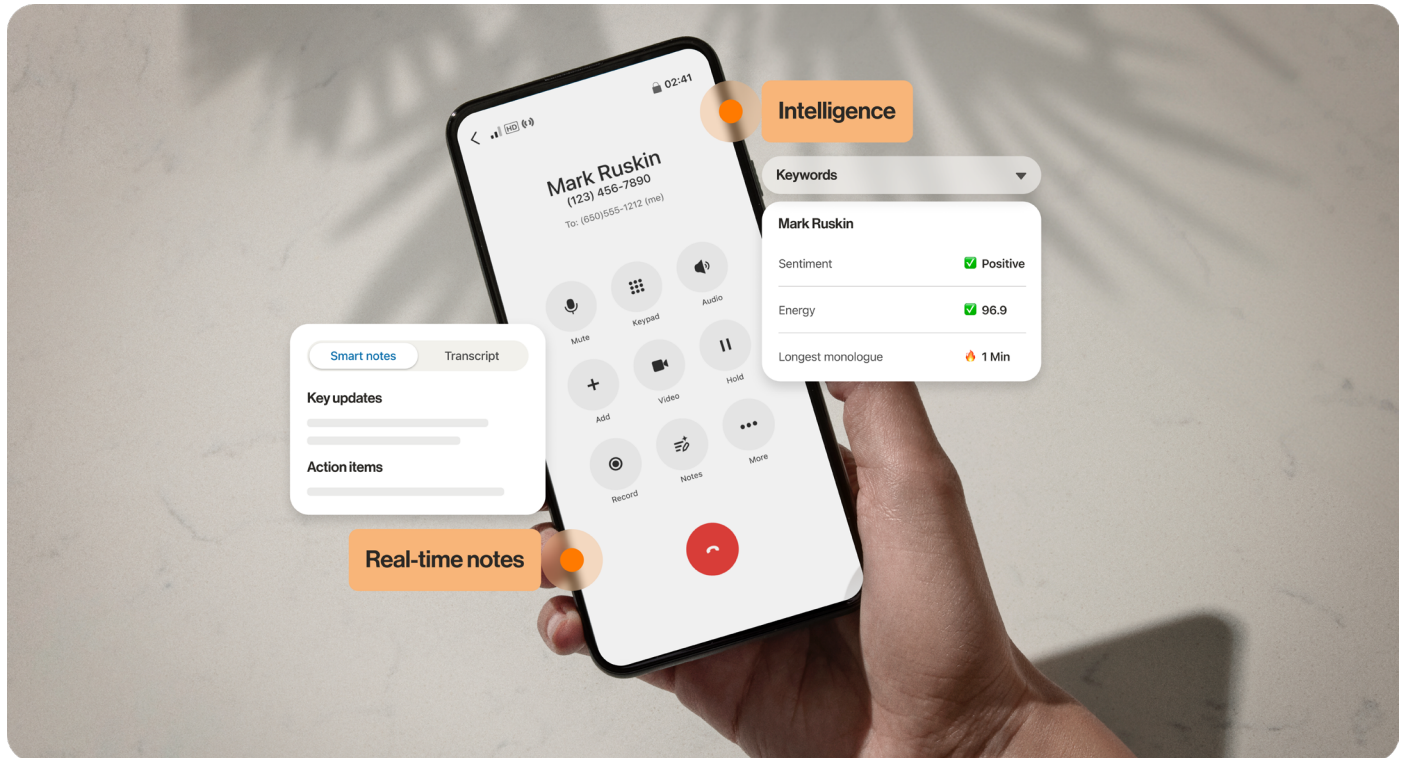


Product Responsibility

Our approach to corporate responsibility extends through to our product's social impacts.

Our products are thoroughly tested with advanced human assistive technologies, which meet or exceed accepted / market / general digital accessibility standards. Our multi-year mission is to ensure that everyone can effortlessly communicate and collaborate with one another, no matter their language or way of communicating.

We also offer industry-specific solutions designed for the best customer experiences in education, healthcare, and nonprofit organizations.



Product accessibility features

RingCentral is committed to designing for accessibility compliance. We use an independent third party to perform assessments and validations for major releases of all our products.

In addition, RingCentral uses self-assessment tools to evaluate accessibility when designing our products. We use Voluntary Product Accessibility Templates (VPATs) to evaluate our products against WCAG 2.0 AA and GSA 508.



Accessibility settings

Quickly customize font size for easier legibility.



Keyboard accessibility

Navigate all major workflows with common keyboard keys and shortcuts.



Screen reader support

Enable quick navigation for those with vision limitations.



Color and high contrast

Improve readability for everyone, including those impaired with poor eyesight.



TRS 711 service

Our products generally adhere to the TRS 711 communications assistance service.



Voicemail-to-text

Visual voice messages for everyone, including the hearing impaired.



Active speaker highlights

Automatically highlight interpreter and speaker videos or create a custom view.



Closed captioning

Automatically transcribe meetings in real time to make meetings more accessible for everyone, including those with language or hearing impairments.



Custom video layouts

Create your own custom video gallery with the choice of several options.

Product awards

In 2023, we were proud to receive the following awards:

Gartner

9th year in a row, a Gartner® Magic Quadrant™ Leader for UCaaS, Worldwide, 2023. Ranked highest in 3 of 6 Use Cases in the 2023 Gartner Critical Capabilities for UCaaS, Worldwide 2023

3 TrustRadius 2023 Best of Awards

Feature Set, Value for the Price, Relationship

DevPortal Awards'

Best Community Outreach and Support for 2023

DevPortal Awards'

Industry Digital Innovation Award



Questions?

We'd love to hear from you.

Email us: corporateresponsibility@ringcentral.com

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