

# 2020 Impact Report

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# Letter from Anand



**Anand Eswaran**, President and  
Chief Operating Officer

2020 has been a truly difficult year. It has presented each of us with unprecedented challenges on so many levels. It is a year that many of us may even want to forget. Yet, it has also been a year of precious reminder. A reminder to step back and remember why we get up and "go" to work each day. A reminder to reevaluate the impact we can have for those around us. A reminder that we all have a purpose.

At RingCentral, purpose drives us. It guides us in all aspects of our business. It leads us towards understanding our impact. And it all starts with our people.

2020 has seen massive support for both existing and new Employee Resource Groups. These groups thrive as our employees show courage in respectfully standing up for their values and beliefs.

Those values and beliefs reverberate both inside and outside our organization as employees take action in their own communities. And as a company, we have invested heavily in many of these employee-driven initiatives. Whether it be fundraisers for the fight against homelessness to support for Black history education to cleaning up littered beaches, RingCentral has shown up for it all.

We have also invested in the targeted causes that affect our communities and goals the most. Environment. Social justice. And education. RingCentral is proud to have supported hundreds of nonprofits through both product donations and philanthropy over the past year.

In this social impact report, we share at a high level how RingCentral is leading with purpose. Using our technology for good. Promoting a community-driven culture. Making investments in philanthropy that matters most to our people. These are just a few ways we strive to make a difference.

It is a perpetual journey. One that is neither a process nor a destination—it's both.

# Letter from Tu-Han



**Tu-Han Phan**, Sr. Social Impact and Diversity Business Partner

As Senior Social Impact and Diversity Business Partner, I get the opportunity to help our RingCentral family make decisions to improve our business, people, and planet everyday. We take a holistic, human-focused approach to corporate social responsibility, because every piece of data has a story, and a person, behind it. This is truly just the beginning of our journey that we're taking, all together.

## Investing in diversity

At RingCentral, we believe in bringing your whole self to work because we recognize that our people are truly our greatest asset. That's why we've doubled down on our efforts to impact our global communities—it's now more important than ever to invest in diversity, equity, inclusion, and belonging for every single RingCentral family member. We see these efforts as imperative, not only to sustain our business model but also to move the needle on incredible social movements such as Black Lives Matter. To that measure, we've built several Employee Resource Groups here at RingCentral, with more in the pipeline to support microcultures for our dynamic workforce.

## Supporting underserved communities—together

RingCentral is all about being together. When the COVID-19 pandemic began, we were able to seamlessly transition hundreds of nonprofits to the cloud so they could continue their missions—uninterrupted. Since the beginning of 2020, over 900 nonprofits have benefited from RingCentral technology free of charge! We've also been able to engage with nonprofits on our blog by sharing tips, ideas, and resources to keep nonprofits—and their communities—engaged. [Read more about our free services and COVID-19 offer here.](#)

## Environmental impact

As a cloud-based product, RingCentral inherently makes connecting easier. We believe printing documents and driving to meetings—and therefore using non-renewable resources—can be a thing of the past by using our technology. But our efforts go far beyond our product because sustainability is ingrained in all of our operations. We want to make it easy for our employees and business partners to have an impact on the environment. We offer sustainable food options at all of our locations, as well as electric vehicle charging stations and composting programs. We've also made significant donations to conservation nonprofits over the past year.



# CSR at RingCentral

RCause is RingCentral’s signature corporate social responsibility program driving impact through three key pillars:



**Environmental  
Sustainability**



**Social Impact**



**Responsible  
Governance**



# Nonprofit donations and support

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Organizations benefited worldwide

**226** in 2019

**255** in 2020

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Hours volunteered by RingCentral employees

**5,600** in 2019

**7,757** in 2020

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Total RingCentral donations

**\$176,545.65** in 2019

**\$270,903.66** in 2020

RingCentral engages with a wide variety of causes and nonprofits working to solve global issues. Not only do we organize and support volunteering events, but we also offer volunteer grants for employees' favorite nonprofit organizations.

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# 2019 RingCentral sustainability snapshot

**3,2942,528** hours Spent on RingCentral Meetings and Video

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**36,987** kg Total greenhouse gas emissions saved

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**9,353** Total number of electric vehicle charging sessions

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**\$6,819.98** Total revenue generated and donated to charity

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**2** hours Average charging session length

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**127** Registered drivers for our electric vehicle charging stations

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## 2020 In-kind donations

**\$50K**

in PPE and supplies in response to COVID-19

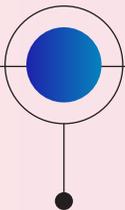
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**\$18M**

in product donations to nonprofits

## Other donation drives

2018



Coat drive: Winter

2019



Toy drive for Child Protective Services

2019



Arts supply drive: Over \$15K worth of donations and art supplies to support arts education

2020

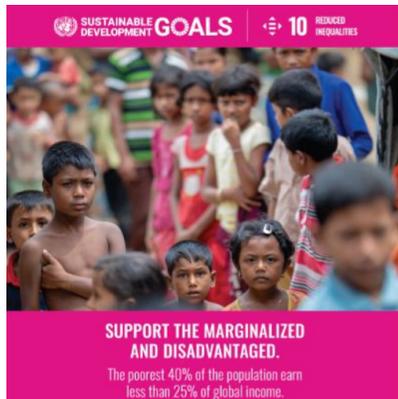


COVID donations: 50K+ worth of masks and supplies to hospitals and those in need in China, where we have a Xiamen office

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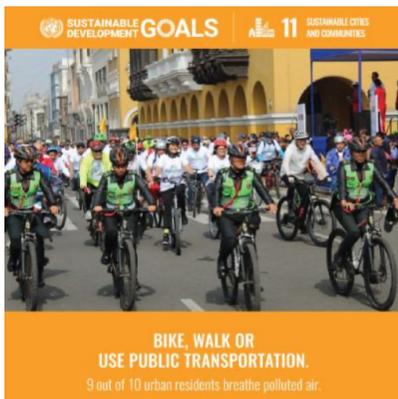
# RingCentral + Sustainable Development Goals. Together.

Addressing SDGs is a critical part of our business, and we leverage both philanthropy and our own technology to address global issues. Here are a few of our priorities:



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## Goal 10 Reduced Inequalities



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## Goal 11 Sustainable Cities and Communities



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## Goal 16 Peace, Justice, and Strong Institutions



# DIVE in at RingCentral

# What we value

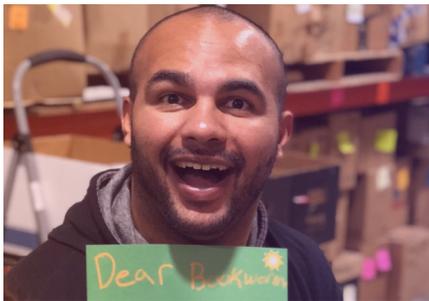
Diversity, inclusion, and equity are at the core of the RingCentral experience.



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## Diversity

Our product works for every country and industry—and success depends on the diversity of our team.



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## Inclusion

We're committed to developing an inclusive workforce, ensuring our employees are as diverse as the customers we serve.



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## Values

Our shared values bring us together and guide us forward as one team.



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## Equity

We're committed to hiring talent from underrepresented groups, reducing unconscious bias, and prioritizing every employee's career path.

# Our vision

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## Equity for historically underrepresented groups

- U.S. Veteran Representation
- Intentional Ethnic Diversity at All Levels
- Disability Inclusion



## Gender equality

- Equal Gender Representation
- More Women on Board
- Empower Women in Leadership
- Inclusion and Visibility of Non-Binary Genders



## Minority community advocacy

- Minority-Owned Business Advocacy
- Minority-Focused Community Support
- [RingCentral for Nonprofits](#)

# Employee Resource Groups

We aim to make RingCentral a place where everyone feels comfortable bringing their whole selves to work. That’s why we support our Employee Resource Groups (ERGs), which provide a safe space for employees to connect, support each other, celebrate together, and provide input to inform major business decisions.

## Our current ERG’s

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**The Rainbow Room**  
(LGBTQ)



**Women & Allies**  
(SaaSy Women, Women in Leadership, and RingCentral Lean In)



**HUGS—Help & Understanding Group Support**  
(Caregiver Support)

**Generations**  
(Mid-career and beyond)



**BE@R—Black Employees at RingCentral**

**HOLA—Hispanic Organization for Leadership & Achievement**

**U.S. Veterans & Service Members**

**EnviRingmentalists**

# Democratizing access

Our Employee Resource Groups are all inclusive: employees from traditionally underrepresented groups and their allies, or people who share a common purpose or background. These employee-led organizations are sometimes the first of their kind globally, giving all employees the opportunity to be a leader in their own right, creating new benefits, hosting company-wide events, and providing mutual aid.

Each organization plays a role in contributing to professional development and creating a space where employees can feel they truly belong.





RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company's free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral's open platform integrates with leading third-party business applications and enables you to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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