

The 2018 Zoom®

Safety and Equity Report™

a fact-based examination of how ZOOM+Care® holds its leaders and employees accountable for a safe, harassment free, and fair workplace



Letter from ZOOM+Care Leadership

August 22, 2018

Dear Zoom Community -

Today, ZOOM+Care published its first annual Zoom Safety and Equity Report.

Entering 2018, we set out to make significant progress toward our long-standing vision for transparency as a means to healthcare transformation and company health. So far this year, we have published the Zoom Transparency Report, which shed light on our clinical performance and our health insurer relationships; we expanded the number of Zoom managers with access to detailed financial results; and we invested in our capability to deliver performance data to our providers. The Zoom Safety and Equity Report is another modest step toward transparency.

The Safety and Equity Report is particularly meaningful in the context of the #MeToo movement, which has exposed the endemic nature of harassment and inequity in the U.S. workplace. No workplace is immune from these damaging behaviors.

This initial ZOOM+Care 2018 Safety and Equity Report asks and answers basic questions about safety and equity at Zoom. While #MeToo has focused our attention on sexual harassment, our aim is to eradicate all forms of harassment. To that end, we are reporting on all formal complaints of harassment and Zoom's response to these reports in the Safety Section of the Report. The Equity section answers the question: are there hiring and wage disparities that correspond to gender and race by specific types of jobs?

This Report is one part of a broader transparency movement at Zoom. It is a modest step toward the transparency that brings and sustains workplace safety and equity by holding each of us accountable. We invite you to challenge the facts presented in this Report. By challenging the facts, you fuel accountability and progress.

Sincerely,

Dave Sanders, MD, Co-founder and CEO
Albert DiPiero, MD, MPH Co-founder and Chief Medical Officer
Adrienne Whitworth, Director, People and Legal Counsel
Kathy McAleer, Senior Vice President, Operations
Bill Frerichs, Senior Vice President, Retail
Jason Drucker, Chief Revenue Officer

2018 Safety Report

Zoom is committed to a safe workplace free of all forms of harassment. As a reminder, Zoom's employee handbook and all policies, including Zoom's [Policy Against Discrimination, Harassment and Retaliation](#), are published on The ZOOM+Care Hive. Please click here to review Zoom's [Policy Against Discrimination, Harassment and Retaliation](#).

Below, we report current data on reported incidents from June 30, 2017 through June 31, 2018.

1. Harassment Report

This section of the Report only includes formal claims reported to Zoom's People Team. Claims may include multiple reported incidents.

| | |
|---|---|
| Number of Alleged Harassment Claims Reported to the People Team | 2 |
| Number of Investigations Conducted by the People Team | 2 |
| Number of Investigations Currently Open | 0 |
| Number of Investigations Closed | 2 |

The number of remedial and/or corrective actions were not included in this Report in order to protect the confidentiality of the parties involved. These actions may include, but are not limited to: retraining, employment status modification, or termination.

2018 Equity Report

Zoom is committed to a diverse workforce that is reflective of the communities we serve. Zoom is committed to an equitable workforce where opportunities are available to all based solely on merit and entirely free of prejudice and bias. Below, we report on employee diversity by gender and race and earnings variance by gender. This is not a comprehensive view of equity at Zoom, but it is a starting point that should catalyze improved understanding and actions.

This Report includes data for active, full-time employees from June 30, 2017 through June 31, 2018.

1. Employee Diversity by Gender By Team

| | MALE | | | FEMALE | | |
|-------------------------------|--------------------------|---------------------------|--|--------------------------|---------------------------|--|
| | NUMBER OF ZOOM EMPLOYEES | PERCENT OF ZOOM EMPLOYEES | PERCENT OF EMPLOYEES AT COMPARABLE EMPLOYERS | NUMBER OF ZOOM EMPLOYEES | PERCENT OF ZOOM EMPLOYEES | PERCENT OF EMPLOYEES AT COMPARABLE EMPLOYERS |
| Billing and Credentialing | 1 | 7% | 22% | 14 | 93% | 88% |
| Central Operations | 0 | 0% | --- | 3 | 100% | --- |
| Clinic Associates | 26 | 27% | 21% | 70 | 73% | 79% |
| Executive Officers | 4 | 80% | 77% | 1 | 20% | 23% |
| Finance | 3 | 50% | 36% | 3 | 50% | 64% |
| Imaging | 6 | 50% | --- | 6 | 50% | --- |
| Lab | 1 | 25% | 28% | 3 | 75% | 72% |
| Medical and Retail Management | 7 | 41% | 29% | 10 | 59% | 71% |
| Medical Providers | 36 | 30% | 46% | 83 | 70% | 54% |
| People | 0 | 0% | 27% | 4 | 100% | 73% |
| Pharmacy | 3 | 75% | 45% | 1 | 25% | 55% |
| Product | 1 | 25% | --- | 3 | 75% | --- |
| Real-Time Operations | 7 | 32% | 35% | 18 | 68% | 65% |
| Technology | 15 | 88% | 77% | 2 | 12% | 23% |

Industry Benchmark Data Source: [U.S. Census Bureau Survey, 2016 American Community Survey](#) and [Korn Ferry](#).
 “---” indicates data not available.

2. Employee Diversity by Race

| RACE | DIVERSITY | | |
|---|---------------------|---------------------------|--------------------------|
| | ZOOM+Care EMPLOYEES | PORTLAND U.S. CENSUS DATA | SEATTLE U.S. CENSUS DATA |
| White | 67.8% | 71.6% | 65.7% |
| Black or African American | 1.3% | 5.6% | 7.0% |
| American Indian and Native Alaskan | 0% | 0.5% | 0.5% |
| Native Hawaiian or Other Pacific Island | 0.4% | 0.6% | 0.4% |
| Asian | 8.2% | 7.5% | 14.1% |
| Hispanic/Latino | 5.6% | 9.7% | 6.6% |
| Two or More Races | 2.1% | 4.3% | 5.6% |
| Not Specified or Other | 14.6% | 0.3% | 0.2% |

All ZOOM+Care employees were included in this table.

Portland and Seattle Diversity Data Source: [U.S. Census Bureau Survey, 2016 American Community Survey](#)

“---” indicates data not available.

3. Gender Pay Variance By Job

This section of the Report only includes jobs with the same job description. Any role that was 100% female or male was not included in this analysis.

| JOB | FEMALE’S EARNINGS AS A PERCENT OF MALE’S | |
|--------------------------------------|--|----------------------|
| | ZOOM+Care | COMPARABLE EMPLOYERS |
| Primary Care Physician Assistants | 93% | 90% |
| Primary Care Nurse Practitioners | 106% | 90% |
| Primary Care Naturopathic Physicians | 102% | ---- |
| Supervising Physicians | 107% | 72% |
| Chiropractors | 95% | 66% |
| Physical Therapists | 106% | 88% |
| Clinic Associates | 100% | 95% |
| Help Team Associates | 94% | 87% |
| Billing Specialists | 127% | 86% |
| Director Level Managers | 88% | 75% |

Analysis only included comparable jobs. Analysis excluded any role that was 100% one gender.

Industry Benchmark Data Source: [U.S. Census Bureau Survey, 2016 American Community Survey](#)

“---” indicates data not available.

Learnings and Questions

On Safety

Low Reporting Rate

Studies conducted by the [Equal Employment Opportunity Commission \(EEOC\)](#) in 2016 reported that approximately 70% of individuals who experience harassment did not discuss it with a supervisor or manager. Additionally, anywhere from 87% to 94% of individuals surveyed did not file a formal complaint.

Is ZOOM+Care any different?

We assume that Zoom is no different. Zoom recognizes the actual alleged harassment incidents are likely greater than the number reported above. It is possible, and understandable, that employees have not reported incidents for a number of reasons, including: fear of retaliation, fear of confronting colleagues, or lack of faith in the reporting program. We want to highlight that Zoom has a zero tolerance retaliation policy - retaliation against an employee for raising a good faith concern will not be tolerated under any circumstances.

On Equity

Our Workforce Diversity

Our workforce is primarily female. The U.S. healthcare industry is approximately 75% female and Zoom is no different. Our workforce is predominantly white. Zoom is located in Portland and Seattle areas - two metropolitan areas with primarily white populations.

Female's Earnings as a Percent of Male's

Earning Disparity Findings

- Women earn more than men in five out of ten job categories.
- Men earn more than women in four out of ten job categories.
- Women and men earn the same in one of ten job categories.

Due to the small sample size, Zoom was not able to conclude these findings were statistically significant.

Why do some women make more than men? Why do some men make more than women?

Nine of the ten jobs analyzed have **standardized compensation plans** that are based on job responsibilities and business performance targets. Zoom has documented the variance is, in part, explained by prior experience, performance based bonuses, and tenure.

Zoom Income Disparity Compared to Other Companies

In nine jobs compared, Zoom's female employees earn a higher percentage of a male's earnings for the same job relative to comparable employers based on federal census data. Comparable employer data can be a useful benchmark but are not targets.