



Zendesk Modern Slavery Statement 2024

Introduction

This modern slavery statement explains the steps that *Zendesk, Inc.* and *Zendesk Pty Ltd.* (ACN 151 424 770), collectively **Zendesk**, take to ensure that modern slavery and human trafficking do not occur in our business or supply chains. Zendesk, Inc. is owned and co-governed by a consortium of investors led by private equity funds that are affiliates of Hellman & Friedman and Permira Advisers.

Zendesk makes this statement under the *Modern Slavery Act 2018* (Cth) (Australia) and other modern slavery legislation in countries where Zendesk operates.

Our business

Zendesk started the customer experience revolution in 2007 by enabling any business around the world to take their customer service online. Today, Zendesk's mission is to power exceptional service for everyone on the planet by simplifying the complexity of business and making it easy for companies and customers to create connections. We show companies how to unlock the power of everyday customer interactions so they can make those experiences extraordinary. Doing this, we connect more than 100,000 brands with hundreds of millions of customers over telephony, chat, email, messaging, social channels, communities, review sites, and help centres. Zendesk products are built with love to be loved.

Zendesk was founded in Denmark, built and grown in California, and today employs around 5,500 people across the world. Our headquarters are in the United States of America and we operate in more than 20 countries.

Our suppliers

Typically, our global suppliers generally fall into one of the following categories:

- hosting services providers who host our data and our customers' data processed in our software as a service (**SaaS**) offerings;
- third-party consultants (including subcontractors) we engage for services including accounting, legal counsel, IT applications, security, professional services; and
- service providers providing a range of services including IT, travel, employee payroll, and maintenance.

Where possible, we use preferred suppliers for our service providers and consultants. We use a range of annual to multi-year contracts with our suppliers. Zendesk reviews market options, pricing, utilisation, and need for contract growth at each supplier renewal. In addition, and where practicable, Zendesk carries out due diligence and strives to include appropriate contractual terms in supply contracts to prevent modern slavery.



Risks of modern slavery practices in our operations and supply chains

- ***Our services.*** Zendesk provides SaaS and professional services. Accordingly, we do not “manufacture” our products and solutions, at least not in the traditional meaning of that work (i.e., using workers and machines in factories). Nor do we directly engage third parties to perform such manufacturing on our behalf.
- ***Our human resource processes.*** Our human resources processes ensure that the people we recruit and employ have appropriate authorisations to work. We also verify legal age for employment prior to hiring.
- ***Our use of non-SaaS services contractors.*** We rarely use third-party contractors for professional services or non-SaaS services. Accordingly, we consider the risk of modern slavery related to such third parties to be very limited.
- ***Our largest suppliers.*** As a SaaS company, our largest suppliers typically consist of hosting and related cloud service providers. Our suppliers also include providers of online advertising services and various professional services.
- ***Where we operate.*** As of the date of this statement, most jurisdictions where our suppliers operate are in locations widely accepted by international non-governmental and human rights organisations (including the World Economic Forum, the International Labor Organization, and Walk Free) to be at low risk of illegal activities like modern slavery. When we expand into new jurisdictions, we undergo a robust diligence process to identify a broad spectrum of risks prior to investing in that jurisdiction, including general employment practices within the region.

After reviewing the nature of our operations and our supply chains, we consider the modern slavery risk they currently present to be low.

Actions taken to assess and address risks of modern slavery

Despite our assessment that the modern slavery risks arising from our operations and supply chains is low, we are committed in our absolute opposition to modern slavery, and we maintain robust standards of legal and ethical business conduct.

Governance

Together with our commitment to the highest standards of legal and ethical business conduct, we support the elimination of modern slavery and human trafficking as outlined in the United Nations Universal Declaration of Human Rights. Our Code of Conduct prohibits unlawful or unethical activity by our directors, officers, employees or consultants. We also expect our suppliers to acknowledge our Human Rights policy and ensure their employment practices comply with all applicable laws and regulations. Additionally, we regularly support organisations that align with our mission to promote dignity, inclusion and respect for all people, including through our employee volunteering, company donations, and products.

We believe that to deliver consistent growth to our stakeholders over the long term, we must commit to sustained improvement in our impact on the environment and in the communities where we operate. In early 2021, we established an Environmental, Social and Governance (ESG)



Committee, sponsored by executives across various key functions, to oversee and champion ESG-related initiatives across the company.

Policies

Our Supplier Code of Conduct (**Supplier Code**) outlines our ethical standards and expectations for suppliers when they do business with us. The Supplier Code is available via our Intranet, public facing pages, and supplier portal.

The Supplier Code contains the minimum standards we expect from our supplier community in addition to the legal and contractual obligations they owe Zendesk. We expect our suppliers to share our commitment to human rights, equal opportunity in the workplace, and to ensure their employment practices comply with all applicable laws and regulations.

Internally, we maintain our Code of Conduct, Whistleblower Policy, and a grievance mechanism applicable to our employees and third parties.

Due diligence

Our Compliance Team is made up of: a Chief Legal Officer; an Integrity, Governance, Risk, & Compliance Counsel; a team of compliance analysts reporting to the Chief Legal Officer; a Human Resources Compliance Specialist; an Associate Employee Relations Consultant; an Employment Relations Manager; and an HR Risk Management Director reporting to the head of HR. Together, this team is responsible for managing our policies, governance, risk assessment, controls, investigations, and third party due diligence.

The Board of Directors has an oversight role for Zendesk's compliance program, including our Codes of Conduct and Supplier Code. The executives have management responsibility to implement appropriate policies, governance, and controls to ensure compliance by and on behalf of Zendesk.

All employees certify that they have read and will abide by Zendesk's Code of Conduct. Zendesk has a process for removing customers if we become aware of a breach of our User Content and Conduct policy, which expressly references and strictly prohibits illegal activity, including Child Exploitation and Human Trafficking.

Staff training

We provide regular training on the employee handbook and Code of Conduct to our personnel.

All employees and some contractors complete an annual on-demand Code of Conduct training. Some third parties (selected on a risk-based approach) who act on Zendesk's behalf also certify that their employees undertake the same or substantively similar training.

Zendesk's employee and partner ecosystems are global, operating in different time zones and working in many languages. We provide on demand training for all, including the option to provide some of the training in languages other than English, via local suppliers.



In support of our internal ideals regarding modern slavery, we also provide training to key members of our sales and procurement teams on the importance of our commitment against modern slavery.

Adherence to our values and ethics

The risk of modern slavery in our supply chain is low due to:

- the sector in which we operate;
- the nature of our supply chains and values; and
- policies and the Code of Conduct to which our employees, directors and officers must adhere.

If we identify a risk of modern slavery or a potential modern slavery incident within our business or supply chain, we investigate and deal with that incident in accordance with our Code of Conduct and all applicable laws. This may range from seeking remediation by the relevant party to terminating the relationship where appropriate.

Update on Further Actions

During the 2023 financial year, we:

- Revamped our internal enforcement policy to be quicker and more decisive on identifying and addressing violations of our User Content and Conduct Policy, which expressly references child exploitation and human trafficking;
- Introduced a new third-party due diligence process for our global resellers and partners, which includes media searches in various environmental, social, and corporate governance related databases; and
- Reviewed our Human Rights policy to reflect Zendesk's current policy on modern slavery risk management, investigation, and remediation.

Future actions

During the coming financial year, we intend to:

- Redesign our corporate compliance function to integrate our compliance program into the day-to-day operations of our business more effectively; and
- Synchronise our global approach to human rights and modern slavery risks to ensure our approach complies with applicable regulatory regimes, including the UK *Modern Slavery Act*, the German *Supply Chain Act*, and to prepare for the EU's *Supply Chain Law*.

Assessing effectiveness of actions

While Zendesk has implemented various measures to prevent modern slavery, including ongoing industry benchmarking to align with our competitors, conducting annual reviews of our Human Rights policy, and enhanced third party due diligence tooling and procedures, we do not yet have any specific mechanisms to assess the effectiveness of our controls established regarding our workforce and hiring practices.



Our ESG committee currently provides oversight and recommendations on the content and effectiveness of the policies, and our compliance and internal audit teams conduct periodic risk assessments.

Zendesk awaits further time and information before we can accurately evaluate the effectiveness of our measures to address the risks of modern slavery.

Consultation

Zendesk, Inc. has prepared this joint statement in consultation with Zendesk Pty Ltd for the financial year ending 31 December 2023.

Our procurement, human resources, legal, and compliance functions contributed to the preparation of this statement.

This statement is approved by Zendesk, Inc.

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Shana Simmons
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Zendesk, Inc.

Signed: 6/26/2024 _____