

Zendesk Modern Slavery Statement 2024

Introduction

This statement is issued on behalf of Zendesk, Inc. and its subsidiaries, including Zendesk UK Limited and Zendesk Pty Ltd. (collectively, "**Zendesk**," "**we**," "**our**," and similar terms), and sets out how Zendesk seeks to improve its practices to combat modern slavery and human trafficking (together, "**Modern Slavery**") and ensure that its operations and supply chains remain free of Modern Slavery.

This statement covers the period from January 1, 2024, to December 31, 2024.

Our business and organisational structure

At Zendesk, we are on a mission to power exceptional service for every person on the planet. As the industry leader in customer experiences, we help businesses bring together the best of AI agents, workflow automation, and human agents for their customers and employees. With our software and expertise, businesses deliver service that increases customer loyalty and drives revenue at a reduced cost. Learn more at www.zendesk.com.

Zendesk was founded in Copenhagen, Denmark, and built and grown in California. We now employ around 6,000 people globally. Zendesk is headquartered in the United States of America with operations spanning more than 20 countries. As of November 2022, Zendesk is owned and co-governed by a consortium of investors led by private equity funds that are affiliates of Hellman & Friedman and Permira Advisers.

Our supply chain

Typically, our major suppliers fall into one of the broad categories outlined below and are sourced from a global pool:

- hosting services providers that host our data and the data of our customers in our Software-as-a-Service ("**SaaS**") offering;
- third-party consultants (including subcontractors) that we engage for services such as accounting, professional advisors, IT applications, security, marketing and other professional services; and
- service providers offering a range of services including IT, travel, employee payroll, and maintenance.

Wherever possible, we engage preferred suppliers and establish contracts ranging from annual to multi-year terms. Zendesk has implemented a structured renewal process that includes a review of market options, pricing, utilisation and the necessity for contract growth at each renewal. In addition, Zendesk performs due diligence and seeks to include appropriate contractual terms in supply contracts to prevent, so far as is practicable, any practices of Modern Slavery.

Modern Slavery risks

We continually monitor our supply chain to identify partners or suppliers that may pose a risk of engaging in illegal activities or Modern Slavery. A defined set of principles guide our evaluation:

- **The type of services we engage in.** Our business focuses on the provision of SaaS and professional services. Accordingly, we do not "manufacture" our products and solutions in the traditional sense of the word (i.e., through use of workers and machines in factories), nor do we directly engage third parties to perform any such manufacturing on our behalf.

- ***Maintaining rigor in our human resource processes.*** Our human resources processes ensure that recruits have appropriate authorisations to work. We also verify legal age for employment prior to hiring.
- ***The nature of our usage of non-SaaS services outside contractors.*** Our use of outside contractors for professional services or non-SaaS services is generally very limited. Accordingly, we consider the risk of Modern Slavery in the provision of our professional or other non-SaaS services to be low.
- ***The nature of our largest vendors.*** As a SaaS company, our largest vendors typically consist of hosting and related cloud service providers. Additionally, our vendors include providers of online advertising services and various other professional services.
- ***The geographic locations in which we engage.*** As of the date of this statement, the majority of our customers and suppliers are located in geographical locations where we do not consider the risk of illegal activities, such as Modern Slavery, to be high. Additionally, as we consider expanding the company into new jurisdictions, we conduct a robust due diligence process to identify a broad spectrum of risks including general employment practices within the region, before investing.

After careful consideration of our operations and supply chains, we assess the risk of Modern Slavery as low.

Actions taken to assess and address the risks of Modern Slavery

Despite our assessment that the risk of Modern Slavery in our operations and supply chains is low, during the last financial year, we remained committed in our absolute opposition to Modern Slavery and to upholding robust standards of legal and ethical business conduct.

If we identified a risk or potential incident of Modern Slavery within our business or supply chain, we would investigate and address the issue in accordance with our [Code of Conduct](#) ("**Code of Conduct**"). This could range from seeking remediation from the relevant party or terminating the relationship, where appropriate. We did not identify any incident of Modern Slavery in our operations or supply chain in 2024.

Our policies

In line with our commitment to the highest standards of legal and ethical business conduct, we support the elimination of Modern Slavery as set forth in the United Nations Declaration of Human Rights. Our Code of Conduct prohibits any unlawful or unethical activity by our directors, officers, employees, or consultants and we encourage the reporting of any suspected violations. Reports can be made by contacting our Compliance team by email to ethics@zendesk.com or by submitting an anonymous report via www.zendesk.com/ethics or via our dedicated whistleblower hotline, [FaceUp](#) (Access Code: Zendesk). Our Code of Conduct is part of our employee handbook and is referenced in our customer terms and conditions.

[Zendesk's User Content and Conduct Policy](#) ("**User Content and Conduct Policy**") applies to our customers and end users and strictly prohibits child exploitation and human trafficking. Zendesk has a process in place for removing customers if it becomes aware of a breach of the User Content and Conduct Policy.

Our [Supplier Code of Conduct](#) ("**Supplier Code**") outlines our expectations that suppliers adhere to practices and values that align with our standards in order to do business with us. We expect our suppliers to acknowledge the [Zendesk Human Rights Policy](#) and to conduct their employment practices in

compliance with applicable laws and regulations. The Supplier Code is not intended to reduce, replace, or limit any other legal or contractual obligations that suppliers have to Zendesk.

Additionally, through employee volunteering, company donations and products, we have supported organisations that align with our mission to promote dignity, inclusion and respect for all people.

Governance

In 2024, we appointed a Chief Compliance Officer to oversee Zendesk's compliance program, which encompasses our Code of Conduct and Supplier Code. The Chief Compliance Officer leads the members of the Compliance and Litigation team and reports directly to our Chief Legal Officer. The Compliance and Litigation team is responsible for implementing appropriate policies, governance, and controls to ensure Zendesk's compliance with laws and regulations.

Further supporting Zendesk's compliance program is our Human Resources Compliance Manager.

The Board of Directors has an oversight role in Zendesk's compliance program. Executive staff hold management responsibilities for implementing appropriate policies, governance, and controls to ensure compliance on behalf of Zendesk.

Training

Zendesk provides regular training on the employee handbook and Code of Conduct to its personnel. All employees and selected contractors are required to complete annual on-demand Code of Conduct training and certify that they have read and comply with the Code of Conduct. Given the global scope of Zendesk's employee and partner ecosystems, spanning different jurisdictions and languages, we offer certain training sessions in native languages. Additionally, live trainers are available to deliver training in the local or native languages of the recipients. Our Compliance and Litigation team responsible for developing the training is constantly seeking to improve engagement and learning retention.

Select third parties (chosen based on a risk-based approach), who act on Zendesk's behalf are also required to certify that their employees have undertaken the relevant training, or otherwise have their employees complete Zendesk's training.

Furthermore, to support our commitment against Modern Slavery, we provide training to key members of our partner sales and procurement teams emphasizing the importance of our partners aligning with our values.

Assessing effectiveness of actions

The Chief Compliance Officer plans to measure the effectiveness of the compliance program tracking metrics such as training completion rate, whistleblower investigation trends, and partner and third party diligence. As we continually seek to improve and uphold high ethical standards, the CCO brings a wealth of compliance program execution and implementation experience and intends to report according to best practice in the compliance community.

Furthermore, specific introduction of this role strengthens our internal due diligence and organisation practices to centralise and make more consistent our review, assessment, and reporting on our compliance requirements in accordance with applicable laws and regulations.

Consultation and Approval

This statement has been prepared, issued and is approved pursuant to:

Section 54 of the Modern Slavery Act 2015 (United Kingdom) by Zendesk, Inc. and its subsidiaries, including and in consultation with Zendesk UK Limited (07622459); and

Section 14 of the Modern Slavery Act 2018 (Cth) (Australia) by Zendesk, Inc. and its subsidiaries, including and in consultation with Zendesk Pty Ltd (ACN 151 424 770).



Shana Simmons

Chief Legal Officer, Zendesk, Inc.

June 12, 2025