



ZENDESK UK MODERN SLAVERY ACT STATEMENT

This statement is issued on behalf of Zendesk UK Ltd (“**Zendesk**”, “**we**”, “**us**” or “**our**”), under section 54 of the UK Modern Slavery Act 2015 ‘transparency requirement’.

This statement sets out how Zendesk seeks to ensure that its operations and its supply chains are kept free of slavery and human trafficking (“**Modern Slavery**”).

OUR BUSINESS

Zendesk is a service-first customer relationship management (“**CRM**”) company, with support, sales, and other software-as-a-service (“**SaaS**”) customer experience solutions designed to improve customer relationships. We were founded to democratize customer service software by making it easy to try, buy, and use our solutions, which are built on an open and flexible platform that is both quick to set up and customizable. With roots in service and a deep understanding of the customer mindset, Zendesk gives companies the technology they need to create easy, cohesive, and frictionless experiences for their customers. Through Zendesk, organizations of all sizes and across many industries can set their teams up for success and keep their businesses in sync, while making it easy for customers to do business with them. We also assist our customers and partners by providing support and other professional services in relation to our products and solutions. The result: better, more conversational experiences for everyone.

OUR SUPPLIERS

Typically, our major suppliers fall into one of the broad categories outlined below:

- hosting services providers who host our data and our customers’ data processed in our SaaS offerings;
- third-party consultants (including subcontractors) that we engage for services from time to time related to various work, including accounting work, legal counsel, IT applications, security, professional services; and
- service providers providing a range of services including relating to IT, travel, employee payroll, and maintenance.

MODERN SLAVERY RISKS

We continually monitor our supply chain to identify partners or vendors that may pose a risk with respect to engaging in illegal activities and Modern Slavery. Generally, our assessment follows a specific number of principles:

- *The type of services we engage in.* As noted above, our business focuses on the provision of SaaS and professional services. Accordingly, we do not “manufacture” our products and solutions, at least not in the traditional meaning of that word (i.e., through the 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 those recruited have appropriate authorizations to work. We additionally verify legal age for employment prior to hiring.
- *The nature of our usage of non-SaaS services outside contractors.* Our usage of outside contractors for professional services or non-SaaS services is generally very limited. Accordingly, we do not consider the Modern Slavery risk in the provision of our professional or other non-SaaS services to be high.
- *The nature of our largest vendors.* As a SaaS company, our largest vendors typically consist of hosting and related cloud service providers. Our vendors also include providers of online advertising services and various professional services.
- *The geographic locations in which we engage.* As of the date of this statement, the majority of the number of jurisdictions in which our customers and suppliers are located are geographical locations in which we do not consider the risk of illegal activities such as Modern Slavery to be high. As we consider expanding 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.

Having taken the time to consider the nature of our operations and our supply chains, we consider the Modern Slavery risk they present to be low.

OUR POLICIES

Despite our assessment that the Modern Slavery risk presented by our operations and supply chains is low, we remain committed in our absolute opposition to Modern Slavery and are committed to robust standards of legal and ethical business conduct.

In line with our commitment, we support the elimination of modern slavery and human trafficking as set forth in the United Nations Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights. Our [Code of Business Conduct and Ethics](#) (“**Code of Conduct**”) prohibits any unlawful or unethical activity by any of our directors, officers, employees, or consultants. We have also partnered with and donated our product to the International Rescue Committee and the Child Rescue Coalition, two organizations promoting human rights and ending human trafficking.

We expect our directors, officers, employees, and consultants to uphold the principles as set forth in our Code of Conduct and encourage reporting of any suspected violations by contacting our legal department or by submitting an anonymous complaint in our dedicated whistleblower hotline at www.zendesk.com/ethics.

As part of the Code of Conduct, we commit to acting ethically and with integrity in all our business relationships, including ensuring that Zendesk, its employees and our trading partners do not engage in any form of Modern Slavery. Our Code of Conduct

forms part of our employee handbook and is contained in our supplier terms and conditions.

Our Supplier Code of Conduct (the "**Code**") outlines our expectations regarding the practices and values that suppliers and vendors conform their practices to in order to do business with Zendesk. The Code should be viewed as the minimum standards that we expect from our supplier community. It is not intended to reduce, replace, or limit any other legal or contractual obligations that suppliers have to Zendesk. We expect that our suppliers share our commitment to human rights and equal opportunity in the workplace and conduct their employment practices in full compliance with all applicable laws and regulations.

Our business operations and policies uphold the principles of internationally recognized human rights. We respect human rights in the workforce, in our business operations, and in our supply chain. Additionally, through our employee volunteering, company donations, and products, we regularly support organizations which align with our mission to promote dignity, inclusion, and respect for all people.

Our management, with the oversight of our Board of Directors or the Audit Committee, will take reasonable steps from time to time to monitor compliance with the Code of Conduct and impose and enforce appropriate disciplinary measures for violations of the Code of Conduct or other company policies.

STAFF TRAINING

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

Also, in support of our internal ideals regarding Modern Slavery, we will provide training to key members of our sales and procurement teams on the importance of our partners reflecting 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 the values, policies and the Code of Conduct which our employees, directors and officers are required to adhere to, to the extent that a risk of Modern Slavery, or a potential Modern Slavery incident was identified within our business or supply chain, we would investigate and deal with that incident in accordance with our Code of Conduct.

FURTHER ACTIONS

During the coming financial year, we will:

- continue to update our personnel training programme in line with best practices;

- formalize and adopt our Human Rights Policy outlining our commitment to upholding human rights globally;
- continue to take steps where possible to ensure our operations and supply chains are and remain Modern Slavery-free; and
- monitor and review our assessment of the Modern Slavery risks our operations and supply chains present on a regular cadence.

APPROVAL

This statement has been prepared and published on behalf of Zendesk UK Limited pursuant to section 54 (Transparency in Supply Chains) Modern Slavery Act 2015 in respect of the financial year ending December 31, 2020.

/s/ John Geschke

John Geschke

Director

on behalf of Zendesk UK Ltd.

Date: September 30, 2021

/s/ Shanti Ariker

Shanti Ariker

SVP General Counsel

on behalf of Zendesk, Inc.

Date: September 30, 2021