

Zendesk Human Rights Policy



Our Commitment

At Zendesk, we believe businesses can play a critical role in promoting, respecting, and advancing human rights. Guided by our company values as well as the [UN Guiding Principles on Business and Human Rights](#), we are committed to upholding human rights in our workforce, in our business practices, and within our broader global communities.

Our community of employees, customers, investors, partners, and vendors include a diversity of race, ethnicity, language, religion, political affiliation, sexual identity, sexual orientation and more. We celebrate the diversity of our people and are committed to practices and policies that support dignity and respect for all.

Respect for Human Rights

Zendesk's 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.

In line with our commitment to the highest standards of legal and ethical business conduct, we support the elimination of modern slavery and human trafficking as set forth in the [United Nations Declaration of Human Rights](#). Our [Code of Business Conduct and Ethics](#) (the "Code") reflects these values and prohibits any unlawful or unethical activity by any of our directors, officers, employees, or consultants. We require completion of training on our Code for every employee. 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 global policy applies to all the jurisdictions in which we operate.

In our workforce:

- We prohibit the use of any forms of forced labor, modern slavery, and any form of human trafficking.
- Following all applicable local government regulations in the markets we operate in, we prohibit the hiring of individuals under the age of 18.
- We support the protection of the human rights of underrepresented communities and women's rights. We strictly prohibit discrimination or harassment of any kind on the basis of race, color, religion, creed, sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions), gender identity, gender expression, sexual orientation, marital status, medical condition, military or veteran status, national origin, ancestry, mental or physical disability, genetic information, request for leave, age or any other characteristics protected by law.
- We support employees with a safe, healthy, inclusive, and equitable workplace.
- We are committed to a fair or living wage for all employees.
- We believe that our global [diversity equity and inclusion](#) efforts start with our people knowing that they are valued where they work. We also know social justice will take partnership with our customers, suppliers, stakeholders, and communities. We are committed to increasing representation to reflect our customers, regularly reviewing our progress against accountability measures to build an inclusive and equitable culture and investing with our external partners to address social justice.
- Pay equity is a priority. We commit to reviewing, no less than annually, our pay practices and parity in markets where we have a significant presence and making adjustments where needed. We offer market competitive and relevant benefits globally in each market. We strive to find ways to meet local practices and provide global solutions to enable our values. Our goal is to consistently build an equitable and inclusive workplace experience for all our employees globally, offering all our employees opportunities to thrive--from parental leave to mental health support to opportunities to volunteer and develop their professional skills.
- We respect the rights of our employees to associate, bargain collectively, join or not join trade unions, seek representation, and join workers' councils in accordance with local laws, free from intimidation or retaliation.

Governance and Stakeholder Input

We review our Human Rights Policy annually. This statement is approved by our Environmental, Social and Governance Committee, composed of executive leadership and under the oversight by the nominating and corporate governance committee of the Board of Directors of Zendesk.

We take the input of our stakeholders seriously. We have incorporated and will incorporate feedback we receive in engagements with our investors and customers regarding human rights in the development and implementation of this policy. As we build upon and monitor the effectiveness of our policies, our commitment is to continue to be transparent regarding that process with that stakeholder community.

Reporting and Grievance Processes

For any suspected violations of this policy by a member of our community (employee or an employee of our supplier) please report your concerns through our online ethics hotline at Online at www.zendesk.com/ethics or by emailing legal@zendesk.com.

In our business operations:

- We respect each individual's right to privacy with all of our data sources: the personal data of customers, candidates or employees, and ticket content.
- All information related to our business and customers is considered proprietary and confidential unless it has been publicly released.
- We prioritize customer trust. We know that the security and integrity of customer data is important to our customers' values and operations. That is why we keep it private and safe.
- In an effort to maintain customer trust, we inform Zendesk customers and the public about valid governmental requests for personal information. For more information, please visit our [Transparency Report](#).
- We have developed security protections and control processes to help our customers ensure a secure environment for their information. Independent third-party experts have confirmed Zendesk's adherence to high industry standards.
- We maintain an internal risk assessment process based on the ISO 27001 standard, which is updated on an annual basis. Risks related to cybersecurity are revised on a quarterly basis.
- To protect the interests of companies that use Zendesk and their customers, our [User Content and Conduct Policy](#) makes it clear that engaging in or supporting objectionable or harmful activity and content is prohibited on our products, and anyone can report a suspected [violation](#). We take both this policy and any reported violations seriously.

In our supplier and vendor process:

- We believe in respecting human rights beyond our own business practices and expect the same level of effort in our suppliers.
- Per our [Supplier Code of Conduct](#), suppliers must share Zendesk's commitment to human rights and equal opportunity in the workplace and must conduct their employment practices in full compliance with all applicable laws and regulations.