



## UK Tax Strategy

Zendesk is publishing this tax strategy on 22 December 2021 for the financial year ended 31 December 2021. This tax strategy applies to Zendesk UK Limited and is reflective of the wider Zendesk group tax strategy and is published in compliance with Para 22(2) of Schedule 19 to UK Finance Act 2016.

When used in this tax strategy the term “tax” includes those taxes set out at Para 15(1) of Schedule 19 to UK Finance Act 2016 and the term “tax authorities” includes HMRC.

### Tax governance

Ultimate responsibility for the management of Zendesk’s tax risks sits with the Chief Financial Officer (CFO). Oversight is provided by the Audit Committee of the Board of Directors of Zendesk, Inc. Responsibility for governance for all matters relating to taxation is delegated by the CFO to the Vice President of Tax and Treasury. The Vice President of Tax and Treasury regularly reports to the Audit Committee of the Board of Directors on tax affairs and risks.

A team of qualified in-house tax and finance professionals, based in the U.S. and other key countries, support the Vice President of Tax and Treasury. These teams aim to ensure that appropriate monitoring of tax risks is maintained on an ongoing basis.

We continuously monitor changes to tax legislation, ensuring that we take advice where appropriate from professional advisers. However, given the complex nature of certain tax laws, it is inevitable that risks may arise with respect to the application of these laws. We do not have a pre-defined acceptable level of tax risk for all jurisdictions, instead we seek professional advice where the application of tax law to a material transaction or a given situation is reasonably unclear or uncertain, or where specialist knowledge is required.

Zendesk also has robust internal procedures and policies to ensure Zendesk meets its compliance and mandatory reporting obligations.

### Tax planning

Zendesk attaches great importance to complying with the tax laws in the jurisdictions in which it operates. Zendesk is committed to being fully compliant with all tax laws and regulations of local tax authorities.

Our tax planning approach is designed to ensure compliance with all relevant and applicable tax laws, and pay all taxes on time as required by law. The finance and tax teams support the needs of the business and its operating models. When there are changes in tax law, our approach is to consider what changes, if any, are required to ensure that we continue to be tax compliant.



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## UK Tax Risk Management

Zendesk is committed to compliance with tax laws and practices. We evaluate new tax laws and regulations and, where necessary, will implement changes to meet these new requirements, in order to ensure compliance and minimize tax risk.

Zendesk takes a low risk approach to UK tax planning and its strategic objective is to achieve a low risk status as determined by HMRC's Business Risk Review process.

## Working with Tax Authorities

Zendesk seeks to engage with tax authorities in a cooperative, transparent and collaborative manner. We maintain a professional and open relationship with tax authorities and seek to respond to all information requests in a timely manner. We seek to resolve any differences through transparent discussion.

