

## Zendesk UK Modern Slavery Act Statement 2023

### Introduction

This statement is issued on behalf of Zendesk, Inc. and Zendesk UK Limited (collectively, “**Zendesk**”, “**we**”, or “**our**”), under *Section 54* of the *UK Modern Slavery Act 2015* and sets out how Zendesk seeks to ensure that its operations and supply chains are kept free of modern slavery and human trafficking (together, “**Modern Slavery**”).

### Our business

At Zendesk, we’re 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](http://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.

### 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.

Where 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 to this and to the extent possible, Zendesk carries out 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. Generally, our assessment follows a specific set of principles:

- ***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 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 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 contractor.*** Our use of outside contractors for professional services or non-SaaS services is generally very limited. Accordingly, we consider the risk of Modern Slavery risk 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.

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

In the event that a risk or potential incident of Modern Slavery were identified within our business or supply chain (for clarity, no such incident was identified in the last financial year), we would investigate and address the issue in accordance with our [Code of Conduct](#) ("**Code of Conduct**"). This could range from seeking remediation by the relevant party or terminating the relationship, where appropriate.

### **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](mailto:ethics@zendesk.com) or by submitting an anonymous report via [www.zendesk.com/ethics](http://www.zendesk.com/ethics) or via our dedicated whistleblower hotline. Our Code of Conduct is part of our employee handbook and is referenced in our customer terms and conditions.

[Zendesk 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**

The Board of Directors oversees Zendesk's compliance program, which includes our Code of Conduct and Supplier Code. Executives are responsible for implementing appropriate policies, governance, and controls to ensure Zendesk's compliance.

## **Staff 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. 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 sales and procurement teams emphasising the importance of our partners aligning with our values.

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.

## **Approval**

This statement has been prepared by Zendesk, Inc. in consultation with Zendesk UK Limited pursuant to *Section 54 (Transparency in Supply Chains) of the Modern Slavery Act 2015* for the financial year ending December 31, 2023.

This statement is approved by Zendesk's Chief Legal Officer.

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Shana Simmons

Chief Legal Officer, Zendesk, Inc.