



ZENDESK MODERN SLAVERY STATEMENT 2025

Introduction

Zendesk, Inc. and its subsidiaries, including Zendesk UK Limited and Zendesk Pty Ltd. (collectively, “**Zendesk**,” “**we**,” “**our**,” and similar terms), issue this statement to outline our commitment to combat modern slavery and human trafficking (together, “**Modern Slavery**”). We continuously improve our practices to ensure our operations and supply chains remain free from these abuses.

This statement covers January 1, 2025, to January 31, 2026. This period includes a one-month bridge as we transition to a new financial year. Starting February 1, 2026, our annual statements will align with our new February-to-January fiscal cycle.

Our business and organizational structure

Zendesk is an AI-first technology company that empowers businesses to deliver exceptional customer experiences through AI agents, automation, and human support. We operate globally with approximately 6,000 employees. Zendesk is owned by a consortium of investors led by Hellman & Friedman and Permira Advisers.

Our supply chain

Our supply chain primarily consists of companies that fall into three categories:

- Cloud hosting providers for our SaaS platform;
- Professional services (including IT, security, marketing, legal, and accounting); and
- Operational vendors (assisting with payroll, travel, maintenance, etc.)

We hold our suppliers to high standards, conducting regular due diligence and requiring contractual commitments to prevent Modern Slavery.

Modern Slavery risks

We actively screen our third parties to mitigate risks. Our risk profile remains low due to the following:

- **Digital business model:** As a software provider, we do not engage in physical manufacture.
- **Verified hiring:** We confirm employment eligibility for all candidates including work authorizations and legal age verification before hiring.
- **Direct workforce:** We maintain a simple supply chain by limiting our use of external contractors. Accordingly, we consider the Modern Slavery risk in the provision of our professional or other non-SaaS services to be low.
- **Vetted partners:** Our largest vendors provide professional and cloud-based services.
- **Geographic market:** As of the date of this statement, most of our customers and suppliers are located in low-risk geographical locations. Additionally, we perform rigorous due diligence before entering new markets.

Actions taken to assess and address the risks of Modern Slavery

We maintain a low-risk environment by focusing on digital services and maintaining rigorous diligence processes during hiring and contracting. We remained committed to absolute opposition to Modern Slavery and deepened our commitment to lead with integrity by upholding robust standards of legal and ethical business conduct. We did not identify any incident of Modern Slavery in our operations or supply chain in 2025.

If we identify potential risks, we investigate and address them according to the principles stated in our [Code of Conduct](#). Our response can range from remediation to terminating the relationship, where appropriate.

Our policies

We are committed to combating Modern Slavery, consistent with the UN Declaration of Human Rights. Our Code of Conduct prohibits unethical practices and mandates reporting, supported by our anonymous whistleblower tool, FaceUp, accessible at www.zendesk.com/ethics. We enforce a strict anti-retaliation policy for all reporters and investigation participants. Our commitment is embedded in our employee handbook and customer terms.

Our [Supplier Code of Conduct](#) and [Human Rights Policy](#) outline our expectations that suppliers adhere to our values and comply with all applicable employment laws.

Governance

Our Chief Compliance Officer reports to the Chief Legal Officer and oversees Zendesk's compliance program, with oversight from the Board of Directors. The Compliance and Litigation team manages and implements appropriate policies, governance, and controls across the organization to ensure Zendesk's compliance with applicable laws and regulations.

Training

Zendesk requires annual Code of Conduct training, delivered in multiple languages to ensure global accessibility for all employees and relevant contractors. Our Compliance and Litigation team responsible for training development constantly seeks to improve engagement and learning retention.

Zendesk also requires select third parties (chosen based on a risk-based approach) to certify that their employees have undertaken relevant, substantially similar, training, or otherwise have their employees complete Zendesk's training.

Assessing effectiveness

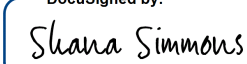
The Chief Compliance Officer, with the Compliance and Litigation team, monitors and reports key metrics such as training completion rate, whistleblower investigation trends, and third-party diligence outcomes. We ensure our practices and reporting align with evolving global compliance standards and benchmark our metrics against industry standards. The Compliance and Litigation team continuously improves the compliance program to ensure Zendesk upholds high ethical standards in compliance with all relevant laws and regulations.

Consultation and Approval

This statement is 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).

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Shana Simmons

Chief Legal Officer, Zendesk, Inc.

Date: July 22, 2026