

2025

Zendesk Code of Conduct



Letter from our CLO, Shana Simmons

Zendesk is a company that cares. Our mission is to power exceptional service for every person on the planet.

To fulfil that mission, it's vital that we embody our values:

- Lead with exceptional customer service
- Deliver the simplest solution
- Show pride in our work
- Care for each other

These values are the core of our company, and we need to demonstrate them in everything we do, from the way we develop our products to the way we connect with our customers, partners, the communities where we work, and each other.

This Code of Conduct provides information to help us all align our actions with our values. The Code contains the resources and information we need to run our business responsibly and fairly as Zendesk representatives. It's crucial that as well as acting within the law, we behave ethically and strive to go above and beyond the minimum legal requirements.

We are all obliged to follow the Code, so I ask you to read it carefully and use it to guide your actions. I hope it serves as a useful reference as we work hard and grow this amazing company together.



Introduction

This Code of Conduct sets out the standards and behavior that we expect everyone at Zendesk to follow. The Code is based on our values, and it offers guidance about how to carry out your work ethically and responsibly.

This Code applies to everyone at Zendesk, including directors, officers, employees and temporary/contingent workers.

The topics covered in this document include:

- **The fundamentals**, including our mission, vision, values, and how to follow the Code.
- **Respecting each other** and ensuring we have a positive working environment.
- **Business practices**, including laws you must follow.
- **Protecting our company**, including maintaining confidentiality, protecting our assets and data, and using AI responsibly.
- **Connecting with our community and environment** and being good global citizens.

The Code concludes with information about further resources and places to get help or advice.



Your responsibility

It's very important that you read, understand and apply the Code of Conduct, because any violations of the Code could result in disciplinary action, up to and including termination of your employment. Each year, review the Code and acknowledge that you have read it.

The fundamentals

Our mission and values

Our mission and values help us focus on what matters most and guide how we show up for each other and what we stand for.

Our **mission** is to power exceptional service for every person on the planet.

Our **values** are:

- **Lead with exceptional customer service:** We model what it means to be the best in service. We honor our commitments. We meet customers where they are and take them where they need to go.
- **Deliver the simplest solution:** We aim to reduce complexity with as much elegance as possible. This means doing business with us is easy and frictionless, and our technology and processes are purpose built.
- **Show pride in our work:** We take pride in the impact of our work. Our enthusiasm instills confidence in our industry. We have skill and experience, and approach challenges with conviction.
- **Care for each other:** We practice kindness. We advocate for empathy, diversity, equity, inclusion and belonging – in the places we live and work, and the world at large.



Your responsibility

Understand the values and keep them in mind. Act with integrity. The values that underpin the Code of Conduct can help to guide you if you're uncertain about what to do.

The fundamentals

Respecting each other

Business practices

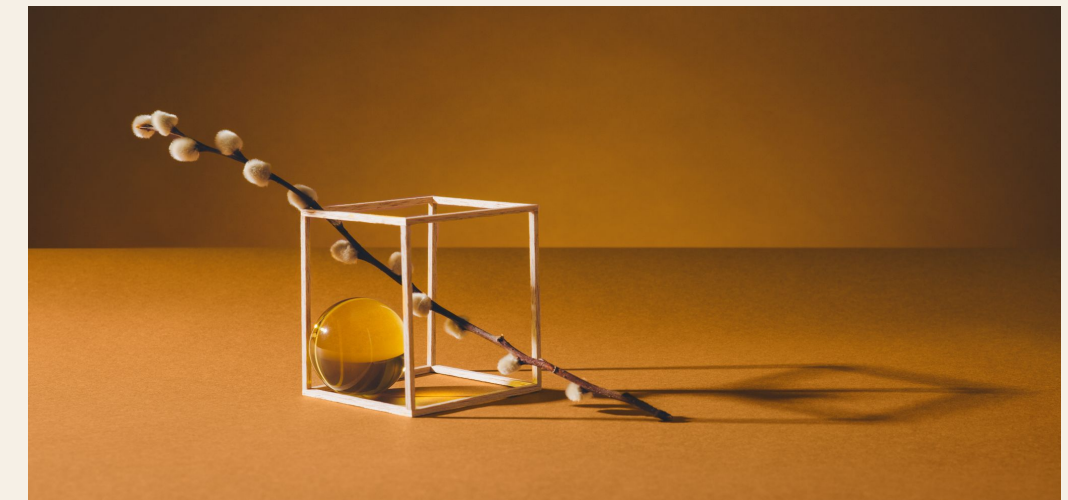
Protecting our
company

Following the Code

The Code presents the **bare minimum standards** that Zendesk expects from its directors, officers, employees, and temporary workers, and it doesn't replace any other legal or contractual obligations you have toward Zendesk.

Violations of the Code could result in disciplinary action, which could include warnings, probation, paid or unpaid suspension, demotions or termination of employment, in accordance with local law.

It's impossible to anticipate every situation or scenario you might find yourself in at work. That means that as well as following the Code, it's important that you understand the underlying principles, and follow them as you work. **Act with integrity; do the right thing.**



Your responsibility

- Follow the Code in your day-to-day work and complete the compliance training programs as requested.
- Comply with the law, including any local laws or regulations that are stricter than those in the Code.
- Ask for help if you have any questions about complying with the law or legal issues. The Legal Department and Compliance team are here to help.
- Speak up if you suspect a violation of the Code or the law, report it.

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Respecting each other

Fostering a respectful working environment

It's important to us that we build and maintain a respectful, kind, and supportive working environment. We care about your well-being and want you to have a fulfilling and rewarding relationship with Zendesk and with each other.

We aim to ensure everyone's identities and perspectives are seen, heard, and valued. Sustaining an inclusive and diverse culture is key to our continued success, and equity is our shared responsibility.

Equity and fairness at Zendesk

Zendesk is committed to establishing an equitable global workplace that drives a culture of respect, fairness, and inclusion. We prioritize ensuring that people have what they need to succeed. We rely on our employees to bring to life Zendesk's culture of equity and inclusion.

Additional resources:

[Global Equity Policy](#)

Your responsibility

- Take individual responsibility to integrate fairness into your daily work.
- Model inclusive behavior.
- Identify and interrupt actions which are inconsistent with these values.
- Ensure there is no retaliation against anyone who speaks up.
- Prevent and call out violations of our Global Equity Policy. We do not tolerate harassment or discrimination of any kind based on race, color, national origin, ancestry; religion; creed; sex/gender (including pregnancy, childbirth, breastfeeding and/or related medical matters), gender identity, gender expression, sexual orientation; marital status; medical condition; military and/or veteran status; mental and/or physical disability; genetic information; request for leave; age, or any other characteristics protected by law.

The fundamentals

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Business practices

Integrity, fairness, and ethics are key to the way we work. We aim to deal with integrity, fairly, and ethically with Zendesk's employees, our customers, our suppliers and partners, and our competitors. We expect all employees to act with integrity and do the right thing.

To help us do this, we follow a number of important business practices at Zendesk, some of which are legal obligations, and some are internal policies.



Your responsibility

- Never make statements about Zendesk's products and services that are untrue, misleading, deceptive, or fraudulent.
- Do not take unfair advantage of anyone through manipulation, concealment of information, misuse of privileged information, misrepresentation of material facts, or any other unfair or inappropriate practices.
- Do not misrepresent or make untruthful or unfair statements about our competitors' products or services.

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Business practices

Competition laws

We are proud of our services, and we expect to beat our competitors fairly and win because of the quality of our products, services, and people. We never resort to illegal practices to get ahead. Most countries have laws (called “antitrust,” “competition,” or “unfair competition” laws) that are designed to encourage free and fair competition. These laws ban deals with competitors that restrain trade in some way, misuse intellectual property rights, and use market power to unfairly disadvantage competitors.



Your responsibility

You **should**:

- Compete fairly and ethically.
- Communicate these values to any third parties.

You **should not**:

- Make agreements with competitors about prices, also known as price-fixing.
- Arrange with competitors to rig bids or to “share out” customers or markets or agreeing with competitors to boycott a supplier or customer or on pay scales for employees.

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Business practices

Competition laws, continued

Under these laws, some conduct is absolutely prohibited; breaking these laws could lead to prison for the individuals involved, and heavy fines for our company.

These activities might also be illegal if a partner acts on our behalf. Remember that you cannot ask our partners or other third parties to do things that you cannot do yourself.

If a competitor suggests any type of anti-competitive behavior, end the conversation immediately and notify the Compliance team at ethics@zendesk.com. Even the appearance of such behavior can harm Zendesk.



Your responsibility

You **should not**:

- Share information with competitors that could give them an advantage, for example information about pricing or costs.
- Create a business deal or pursuing a strategy designed to harm a competitor.
- Use unethical or unfair practices to obtain information about our competitors or their customers.

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Anti-bribery and anti-corruption

Bribing anyone, at any time, for any reason, is not allowed.

Corrupt actions don't have to include the offer or receipt of money. A bribe is offering, giving, requesting, or accepting *anything of value* to or from any person to improperly retain or obtain business.

This prohibition applies to both government and non-government third parties.

Additional resources:

[Global Anti-Bribery and Corruption Policy](#)



Your responsibility

You **should**:

- Read, understand, and apply our [Global Anti-Bribery and Corruption Policy](#).

You **should not**:

- Offer or take any bribes or kickbacks directly or through someone you know, including partners.
- Offer, take, or allow third parties (like partners or vendors) to offer or take any money, special treatment, or things of value with the aim of winning or keeping business.
- Pay facilitating payments, even if they are legal or common in your working location.

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Gifts

We must be responsible for our gifts. We build relationships based on the strength of our products and services and not on the offer or receipt of gifts. While gifts may be a traditional way of establishing relationships, certain gifts may improperly influence the recipient and are prohibited.

Additional resources:

[Global Anti-Bribery and Corruption Policy](#)

[Gift Policy](#)

[GMET Request](#)

[Benevity](#)



Your responsibility

You **should**:

- Review and apply our [Gift Policy](#).
- Obtain pre-approval from the Compliance team through a [GMET Request](#) when you are planning to offer or receive gifts, meals, entertainment, or travel (GMETs) over \$150 USD (or local equivalent) per person or per activity.

You **should not**:

- Donate to a charity owned by or at the request of a government official, customer, or prospect without prior written approval from the Compliance team at ethics@zendesk.com. If you wish to donate through Zendesk, create a giving opportunity at [Benevity](#).
- Provide any gifts, meals, entertainment, or travel to government officials without prior written approval from the Compliance team.



Political activities and lobbying

Political engagement is important, and we expect that many of our employees are politically engaged as private citizens. However, political engagement works differently for businesses than for individuals. National laws heavily regulate business donations to political campaigns, so we must ensure that if we engage in politics, we do so responsibly and ethically. Private actions must be kept separate and apart from authorized corporate actions. We must follow all legal requirements to prevent any damage to our reputation.

If you have any questions or doubts about this topic, please contact the Compliance department by emailing ethics@zendesk.com. We are here to help you comply with registration and reporting requirements.



Your responsibility

You **should**:

- Follow campaign election and finance laws wherever we operate.
- Prior to contribution or commitment of Zendesk funds, obtain approval from the Legal Department or Compliance team.
- Notify your manager or the Compliance team before making plans to campaign or serve in public office.
- Clarify that any personal donations are your own and not from or on behalf of Zendesk.
- Participate in these activities in your personal time, keeping your personal political activities separate from your work at Zendesk and use only personal resources to conduct those activities.

You **should not**:

- Recruit other Zendesk employees.
- Participate in lobbying activities on behalf of Zendesk without prior written approval from the Legal Department or Compliance team.

The fundamentals

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Trade laws

Global trade can be complex. While Zendesk does not ship physical products, many laws still govern the import or export of our product and services around the world such as:

- Export controls which restrict the provision of cloud services to designated countries, individuals or entities.
- Economic sanctions that prohibit any interaction with countries under an embargo or with companies that may be sanctioned.

If you or your manager have questions regarding import-export regulations, please contact the Compliance team by emailing ethics@zendesk.com.

Additional resources:

[Global Anti-Bribery and Anti-Corruption Policy](#)

[Global Trade and Sanctions Policy](#)



Your responsibility

- Review and follow the [Global Anti-Bribery and Anti-Corruption Policy](#) and the [Global Trade and Sanctions Policy](#), which explain the trade restrictions that apply to us.
- Ensure that when you are providing our services or transferring data between countries that you comply with our Trade and Sanctions Policy and stay within the limits of the law.

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Conflicts of interest

We all have a responsibility to act in the best interest of Zendesk.

A "conflict of interest" is when a personal interest clashes with, or appear to clash with, the interests of Zendesk. These conflicts could influence your decisions, harm our reputation or erode trust. We fully support any personal, professional, and community interests and activities that you have outside work, as long as they do not affect your job performance or stop you from acting in Zendesk’s best interest.

Sometimes just the appearance of a conflict of interest can cause harm, so if you have any doubts about whether something is a conflict of interest, you should also talk to your manager, the People team, or the Compliance team immediately. They will review the situation and work with you to resolve it. Also be mindful that as things change, a situation that once did not present a conflict of interest may start to pose one.

Directors or executives should report any actual or potential conflicts to the Legal Department.



Your responsibility

If you think you may have a conflict of interest, ask yourself:

- Would this situation make it tempting for me to benefit myself, my friends, my family, or a related business?
- Could this situation harm my or Zendesk’s reputation, affect my job performance, or harm Zendesk?
- Would this situation embarrass me or Zendesk if it made news headlines or was posted about on the internet?

If the answer to any of these questions is “yes,” you could have a conflict of interest. Please complete the [Outside Opportunity Request](#) to request pre-approval for any secondary work or professional external activities outside of Zendesk.

Additional resources:

[Global Conflict of Interest Policy](#)

[Policy for Service by Executives on Boards of Directors](#)

[Outside Opportunity Request](#)



Conflicts of interest, continued

Common potential conflicts of interest

Outside employment. Avoiding outside employment that conflicts with your Zendesk work or working hours is essential to prevent conflicts of interest. Do not use Zendesk resources for other businesses and refrain from working for competitors or partners while employed at Zendesk. Before you take any paid side jobs or activities, get prior approval through [Outside Opportunity Request](#) or email the People & Places team at peopleandplaces@zendesk.com.

Personal benefit or gain from business. Never use Zendesk information or services to benefit anyone other than Zendesk. Avoid situations that can lead to a close friend or relative receiving an improper personal benefit from your position at Zendesk. If you, or a family member, have a business opportunity or investment related to Zendesk, a competitor, customer, partner, or supplier, disclose this to the Compliance team. Do not conduct business on behalf of Zendesk with any third party in which you or your family members have an interest without pre-approval from the Compliance team by emailing ethics@zendesk.com.



Relationships with colleagues/vendors/partners. Avoid having romantic or physical relationships with colleagues that report to you, and disclose any romantic, physical, or familial relationship with a Zendesk colleague, vendor, or partner to the Compliance team or the People & Places team. Do not hire family members into a role that reports directly to you. You can contact the Compliance team at ethics@zendesk.com or the People & Places team at peopleandplaces@zendesk.com.

Serving on a board. If you are thinking of serving on a Board of Directors or the Advisory Board of an organization, email the People & Places team at peopleandplaces@zendesk.com.



Working ethically with third parties

Zendesk relies on partners, suppliers, and other third parties to help us grow a thriving global business. We choose to work with partners and suppliers that share our values. When we choose or recommend a partner or a vendor, we must review factors that could impact our brand, for example the quality of their products, their reputation, their business practices, their past actions, and their core values.

Additional resources:

- [Global Policy on Working With Partners](#)
- [Global Anti-Bribery and Corruption Policy](#)
- [Supplier Code of Conduct](#)
- [Contingent Workforce Policy](#)
- [Human Rights Policy](#)
- [Environmental Policy](#)

Follow the [Due Diligence Process](#) to work with new partners

Follow the [Onboarding Process](#) to work with new suppliers



Your responsibility

You **should**:

- Ensure our third parties meet our high ethical standards such as our [Global Anti-Bribery and Corruption Policy](#), our [Supplier Code of Conduct](#), [Human Rights Policy](#), and [Environmental Policy](#).
- Work with the Procurement, Legal, and Compliance teams to carry out appropriate checks on potential third parties before undertaking any formal negotiations by following our (a) [Due Diligence Process](#) to work with new partners, or (b) [Onboarding Process](#) to work with new suppliers.

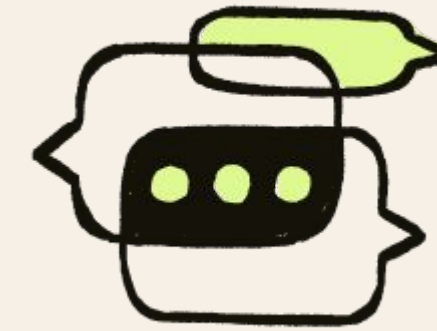


Responding to external inquiries

We are committed to providing truthful and accurate information about our business. This means that we only allow authorized employees to represent Zendesk and respond to questions from the media, government, or regulatory agencies.

Additional resources:

[External Communications Policy](#)



Your responsibility

- If you receive any external questions about Zendesk's business, do not answer them, and direct all inquiries to Zendesk's Press Relations team at press@zendesk.com.
- Never speak on Zendesk's behalf unless a member of the Zendesk external communications team has given their approval. You can reach the team at externalcomms@zendesk.com.
- Do not give the impression in any personal communications or on social media platforms that you are speaking on behalf of Zendesk. If you need more guidance about this, contact our Social Media team at socialmedia@zendesk.com.

The fundamentals

Respecting each other

Business practices

Protecting our
company

Using social media

Make sure that your posts on social media don't damage Zendesk's reputation.

If you believe you have witnessed an inappropriate use of Zendesk technologies or electronic communications on social media, notify the Social Media team at socialmedia@zendesk.com immediately.



Your responsibility

You **should**:

- If you talk about Zendesk, be transparent about the fact that you work for us.

You **should not**:

- Give the impression that your personal views represent Zendesk.
- Use Zendesk logos or email addresses when expressing personal opinions.
- Disclose confidential or proprietary information, such as our financial performance, tools/apps used at Zendesk, client wins or losses, new products, or other corporate developments (such as acquisitions, leadership changes, etc.)
- Let time spent on social media disrupt your work.

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Accounting

Making sure Zendesk's books, records, and reports are honest and accurate helps us make responsible business decisions and meet our regulatory requirements. If you spend money on behalf of the company, you have some additional responsibilities.

Contracting

Only people authorized to do so by Zendesk's [Spend and Signature Approval Policy](#) may sign documents. If you are unsure about a contract or need help, contact the Legal Department at legal@zendesk.com.

Additional resources:

[Spend and Signature Approval Policy](#)

[Sales Process](#)



Your responsibility

If you are **selling to a customer**:

- Follow the correct [Sales Process](#).
- Do not make any side agreements or off-books transactions.

The fundamentals

Respecting each other

Business practices

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Accounting, continued

Records

- You must submit accurate expenses in a timely manner and with reasonable detail, as outlined in the [Global Travel and Expense Policy](#).
- Make sure your records and documents are full, complete, and maintained according to our policies and guidelines.
- If you have been informed of a legal hold (i.e., an instruction to preserve documents), make sure to adhere to it, and do not destroy or discard information subject to the hold.
- All reports filed with government agencies or third parties must be complete and accurate and must not mislead or omit information.
- You must report any instances of incorrect or fraudulent record keeping, false representations, or hiding of Zendesk funds, assets, or transactions.

Additional resources:

[Global Travel and Expense Policy](#)

[Purchase Process](#)



Your responsibility

If you are **buying goods or services for the company**:

- Follow the [Purchase Process](#).
- Work with the Procurement team to process invoices - they will help you obtain the necessary approvals, signatures and generate purchase orders.



Upholding human rights

At Zendesk, we believe businesses have a crucial role to play in promoting, respecting, and advancing human rights. Our approach is guided by our values as well as the United Nations’ Guiding Principles on Business and Human Rights. We commit to upholding human rights in our workforce, business practices, and across our broader global communities.

Our community of employees, customers, investors, partners, and suppliers includes a broad and diverse spectrum of race, ethnicity, language, religion, political affiliation, sexual identity, and orientation. We celebrate our community’s diversity and aim to implement practices and policies that uphold dignity and respect for everyone.



Your responsibility

Report any concerns you have about a violation of human rights, either in our own business or in a third party business, by:

- Reporting it to your manager.
- Reporting it to the Compliance team at ethics@zendesk.com.
- Making a report through [FaceUP](#) (access code “Zendesk”). This report can be made anonymously.



Upholding human rights, continued

We collectively care about human rights by:

- Prohibiting all forms of child labor, forced labor, modern slavery, and any form of human trafficking in our business and our supply chain.
- Acknowledging our employees’ rights to organize and decide on collective bargaining.
- Ensuring decent working conditions, hours, and compensation to all Zendesk employees.
- Requiring our suppliers to share our commitment to human rights and equal opportunity in the workplace and to fully comply with all laws and regulations in their own employment practices.



Additional resources:

[Supplier Code of Conduct](#)

[Human Rights Policy](#)

[Modern Slavery Statement](#)



Guidance for managers

If you are a manager at Zendesk, you have important additional responsibilities. Employees look to managers for cues about our work culture and for creating the conditions which promote and facilitate ethical decisions.

Additional information for directors and executive officers

Loans

Loans from Zendesk to directors and executive officers are not allowed.

Competing with Zendesk and conflicts of interest

If you are a member of our Board and also work for an entity that pursues a transaction or opportunity with Zendesk, we don't consider it to be competing, provided you haven't learned about it just because you are on our Board.

Additional resources:

[Policy for Executives Service on Boards of Directors](#)



Your responsibility

- Be a good role model by demonstrating ethical conduct and recognize your reports' commitment to integrity when providing feedback.
- Treat all employees fairly and ensure their reports understand our Code and expectations.
- Speak up and encourage your reports to promptly escalate any known or suspected violations or concerns related to the Code or Zendesk policies.
- Complete and ensure employees under your supervision complete all required compliance training programs.
- Create a culture of integrity by fostering a psychologically safe environment that encourages open communication and ensures employees can raise concerns without fear of retaliation.



Protecting our company

Keeping things confidential

Confidentiality is very important to us. You might have access to confidential information from Zendesk, our customers, partners, or third parties, and it is critical to always protect this information. Keeping information confidential is critical to maintaining the trust and confidence of our employees, our customers, and our partners.

When you began your employment or engagement with Zendesk you signed an agreement to keep all internal company information confidential and to use it only in your work, and it's important that you keep this agreement. You also agreed to respect the terms of confidentiality agreements between Zendesk and third parties, and to safeguard the confidential information that third parties give to Zendesk. It is so important that your obligation to maintain confidentiality continues even after you leave Zendesk.



Your responsibility

- Never share any confidential information externally unless the correct non-disclosure agreements are in place.
- Ask the Legal Department or your manager about current or new non-disclosure agreements.
- Only share confidential information internally with people who genuinely need to know it to do their job. Although we have a culture of openness and transparency, we should be careful about what we share within Zendesk.
- Keep in mind that improper use or disclosure of confidential information could seriously harm our reputation with customers, business partners and the community. It could also expose us to liability or cause other damage to our business.

The fundamentals

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Protecting our company

What is confidential information?

Confidential information includes all private or proprietary information from Zendesk. It includes data, trade secrets, unique knowledge like software and product designs, sales numbers, revenue data, development plans, customer information and data, personal data of customers, candidates or employees, ticket contents, information marked as confidential, and your user ID, passwords and similar security tools to access computers, data processing resources and facilities. If you're not sure whether a piece of information is confidential, please review the [Information Classification & Data Protection Policy](#). You can also ask for guidance by sending an email to infosec@zendesk.com or posting a Slack in #zendesk_data_governance.

Additional resources:

[Information Classification & Data Protection Policy](#)

[Global Privacy Policy](#)

[Zendesk Generative AI Guidelines](#)



Your responsibility

- Only use approved Generative AI tools and follow the [Zendesk Generative AI Guidelines](#). Use them responsibly.
- If the nature of your job requires you to come into contact with personally identifiable information, you must treat it with special care.
- We only want access to confidential information that we are rightfully entitled to have. If you find you have access to any unlawfully or improperly obtained confidential information from third parties, including our competitors, or if you think the confidentiality of our information has been compromised, notify your manager and the InfoSec team at infosec@zendesk.com.

The fundamentals

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Protecting data

Protecting data is key to keeping the trust that our customers, job applicants, employees, and partners have in Zendesk. We are also required by various laws and regulations to guard the privacy and security of certain kinds of information.



Your responsibility

- Complete the corresponding training.
- Read and follow our information security policies, privacy policies, and privacy notices.
- Make sure that only authorized employees with a business need have access to confidential information, especially customer data.
- Only process personal information from job applicants, employees, customers, or other third parties if there is a legitimate business reason.
- Secure physical and digital spaces where confidential or personal information is kept.
- Never leave confidential information unsecured in a workspace.
- Only use and work with authorized tools, systems, apps, and software.

The fundamentals

Respecting each other

Business practices

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Protecting data, continued

We protect the privacy and security of information we gather while working at Zendesk, including business information from our customers and partners, and personal data. We have various security measures to protect and secure customer data such as firewalls, password controls, encryption, penetration testing, physical security controls, and more. But you are also a vital part of our data protection efforts.

Additional resources:

[Data and Information Security policies](#)



Your responsibility

- When you are working remotely, never print protected information unless you absolutely must. If you do need to print it, destroy the printed copies (for example by shredding them) when you do not need them anymore.
- Keep your passwords secret and do not reuse them across multiple systems.
- Immediately report any suspected or actual unauthorized use of Zendesk systems, any compromised passwords or other access control mechanisms, or unusual system behavior such as missing files, misrouted messages or frequent system crashes to infosec@zendesk.com.
- Safeguard confidential information and personal data, making sure to collect, use, and access it only as needed and as authorized.

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Protecting our intellectual property

Intellectual property laws give important legal rights to many aspects of our work, like patents for technical advances, or trademarks and copyrights for creative work. We encourage innovation and we have created a bonus program that rewards participation in Zendesk’s patent program. We ask that you think about your work product to identify assets that might need intellectual property protection.

Additional resources:

[Information Classification & Data Protection Policy](#)

[Trademark Usage Guidelines](#)

[Brand Asset Guidelines](#)



Your responsibility

- Use Zendesk’s trademarks in accordance with our trademark usage and brand asset guidelines.
- Respect the intellectual property rights of third parties.
- Consult the Legal Department if you want to use intellectual property belonging to third parties such as third-party logos, trademarks, patented and copyrighted materials, and software Code.



Protecting our physical assets

Misusing Zendesk property could cause harm to the company. If our physical assets are misused, stolen or used carelessly, we could lose money or competitive advantage. It could damage our reputation and negatively affect our business operations. At worst it could result in criminal, administrative, and civil liability.



Your responsibility

- You must protect all property and resources entrusted to you, including equipment, facilities, funds, data, and documents to which you have access.
- If you become aware of any potential threats to Zendesk's property or have physical security and safety concerns, please immediately notify the Global Security and Safety team at gss@zendesk.com. The sooner we can react, the more likely we can avoid or minimize harm.

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Protecting health and safety

Health, safety, and environmental responsibilities are fundamental to Zendesk’s values. It’s important that we avoid actions that could result in an unsafe or unhealthy work environment.

Additional resources:

[Physical and Electronic Security Policies](#)

[Life Safety Policies](#)

[Workplace Violence and Intervention Policy](#)

Your responsibility

- Review the [Physical and Electronic Security Policies](#) and [Life Safety Policies](#).
- Report workplace injuries or unsafe conditions promptly.
- Don’t allow unauthorized visitors onto company property.
- Never threaten acts of violence, intimidate others, or exhibit hostile behavior.
- Never bring weapons on company premises.
- Never possess or use illegal drugs or other controlled substances (except as prescribed by a doctor) while on Zendesk property or while working.
- Don’t joke about damaging property or violence.
- Review the [Travel Safety & Security Guide](#) before traveling for work and contact Global Security and Safety with any security or safety concerns before or during your trip.
- Report any perceived or actual threats to our Global Safety and Security team at gss@zendesk.com.



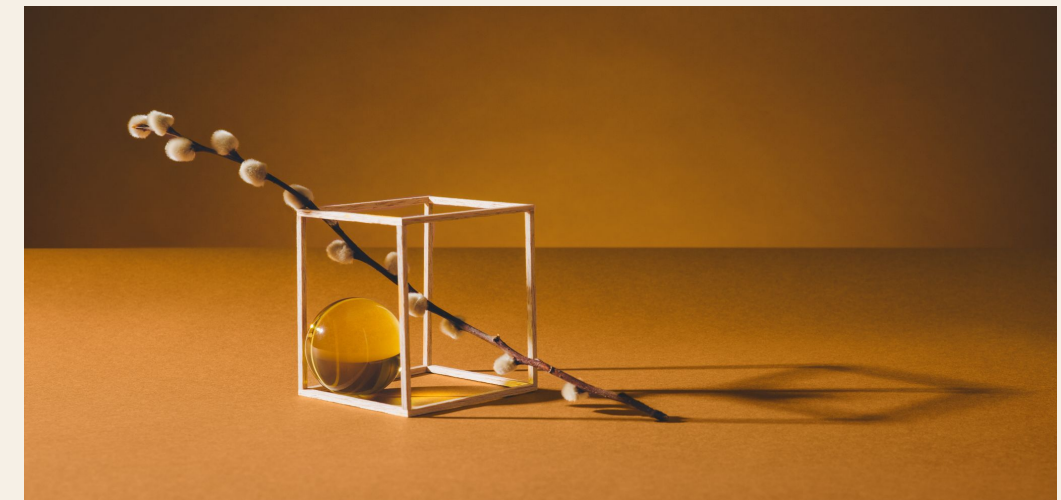
Ask for help and report potential violations

If you need advice about ethics-related issues or need to report a potential violation of the Code, it is usually best to start with your manager or team leader. If you are uncomfortable doing this, you can report your concerns by contacting our teams:

- Email Employee Relations or the People Team at peopleandplaces@zendesk.com
- Email the Compliance Team at ethics@zendesk.com

You can also make anonymous reports by:

- Accessing [FaceUP](#), our third-party reporting tool (access code “Zendesk”)
- Sending a letter to *Global Compliance Department c/o Zendesk, Inc., 181 Fremont Street, San Francisco, CA 94105 USA*



Your responsibility

Help to make sure that everyone around you follows the Code. If you notice any behavior that doesn't align with our values or this Code, or if you believe that someone has violated our Code, **you must report** it to your manager, the People team, or the Compliance team.

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company

What happens next?

We will act to review and resolve reports as quickly as possible. In most cases, we can't disclose details of an investigation to the person that reported it. If the investigation uncovers misconduct, the person or people responsible will be held accountable. Appropriate actions will be taken based on the specifics of each case, including a thorough review of any lessons we may be able to learn. You must cooperate with Zendesk in any investigation, audit, or review.

Anonymity and confidentiality

If you need to report a suspected violation of the Code, we encourage you to disclose your identity, because it makes it easier for us to address your report. Zendesk will do its best to protect your confidentiality as much as the law allows.

However, we understand that sometimes you might feel more comfortable reporting anonymously. If you choose to make an anonymous report, please provide enough detail to let Zendesk evaluate, and if necessary, investigate the situation.

No retaliation allowed

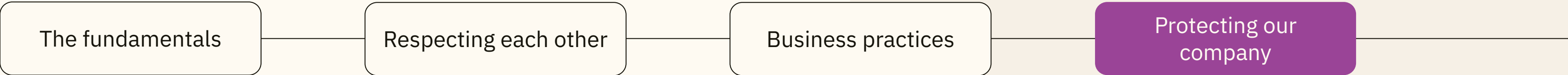
We do not tolerate retaliatory actions against anyone who reports a violation in good faith, or anyone who participates in an investigation. We take measures to ensure that everyone involved in an investigation understands the consequences of retaliatory behaviors.

A report might not always prove to be true or accurate, but what is important is that the person genuinely believed the information they shared to be true. Deliberately making false reports will not be tolerated.

Though we prefer to resolve issues internally, we don't intend to deter you from reporting any illegal or unethical behavior to the appropriate regulators.

Additional resources:

[Global Whistleblower and Speak Up Policy](#)



Further resources

Help us improve. If something isn't right, let us know.

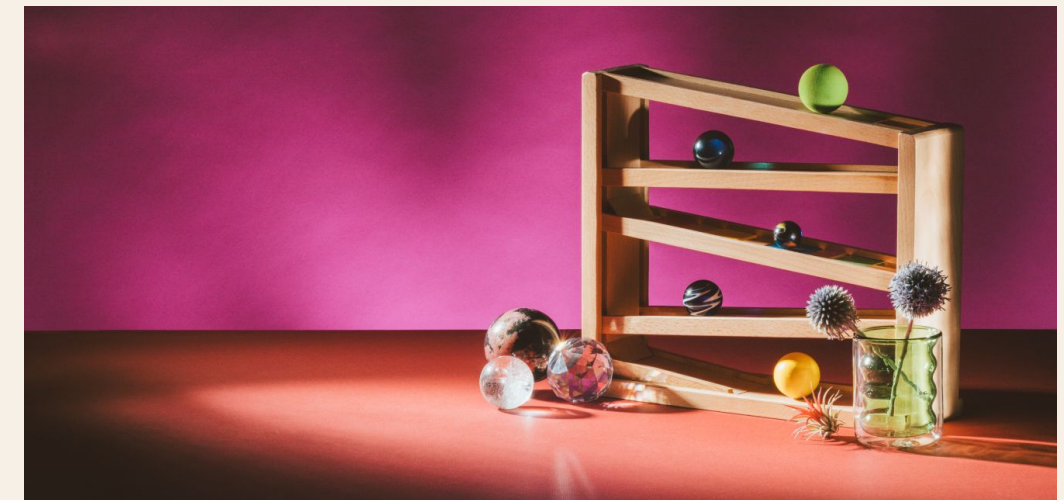
At Zendesk, we're proud of who we are and what we have accomplished together so far, but we are always looking for ways to improve. If you have ideas, we want to hear them! Let us know how we can improve.

We want you to operate with ease and peace of mind at Zendesk. We trust your judgment and ask you to continue applying it, alongside this Code, in your everyday decisions and actions. Do the right thing, be clear about what that means, and ask for support when in doubt.

Sometimes you will experience situations that haven't been mentioned in this Code, or you might see something that doesn't feel right. When that happens, remember we are here to help you. If you have questions that your manager cannot address, please reach out to one of the resources listed.

Together, we can create an environment where you feel safe and supported in doing the right thing, where we grow and learn together from mistakes, and where bad actors will not thrive.

Effective Date: January 31, 2025



Additional resources:

Zendesk Hotline: [FaceUp](#) (access code “Zendesk”)

Compliance: ethics@zendesk.com

Legal: legal@zendesk.com

People & Places: peopleandplaces@zendesk.com

Security: infosec@zendesk.com

Zendesk Public Relations: press@zendesk.com

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