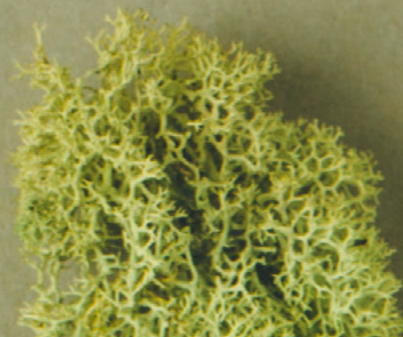


# Zendesk Environmental Policy



## Objective

At Zendesk we recognize the urgency of climate change and the impact that all of us from individuals to businesses have on our environment. We want to contribute to the larger global effort to tackle big climate issues by aligning our social impact work to the [United Nations Sustainable Development Goals initiative \(SDGs\)](#). We understand the risk to the environment from our operations rests primarily on the energy consumption of our hosting operations, and we aim to use our technology and financial resources to further environmental and sustainability efforts both inside and outside our company.

Beyond what we are doing to support climate action in our global communities, Zendesk is also committed to improving environmental performance in our business operations.

Specifically, we commit to:

### Real Estate

- Minimizing the environmental impact of operating our offices through emissions reductions, energy savings, waste reduction, and water conservation efforts.
- Integrating green building practices and utilizing the latest certifications with respect to energy into new office build-outs or retrofits of existing buildings.

### Data Center/Infrastructure

- Partnering with our hosting providers, and other partners that help deliver our cloud services to minimize the environmental impact of running our infrastructure.
- Seeking opportunities to increase the use of renewable energy, reduce emissions, and protect natural resources, like water, from our hosting operations.

### General Operations

- Promote recycling and composting in all of our global offices.
- Responsibly disposing of electronic waste in partnership with providers who have R2, e-Stewards, or other recognized certifications for environmentally sound electronic waste disposal. Other than e-waste, we do not generally produce hazardous waste in our operations.
- Implementing sustainable procurement practices where possible, through our Supplier Code of Conduct.
- Adapting to the changing digital landscape by encouraging virtual interactions when possible to reduce our environmental impact.
- Continuing to explore ways that we can donate our employees' time via volunteering, our money via our foundation, and our products to combat the effects of climate change and promote environmental responsibility.

### Governance

Both Zendesk's board of directors, as well as our internal Environmental, Social, and Governance (ESG) committee of senior executives will assess and monitor our environmental goals and impacts annually. Additionally, we will on an annual basis:

- Report on our Scope 1, 2, and material scope 3 emissions and share that publicly.
- Measure and report other environmental impacts of our operations (ex: waste and water).
- Monitor changes to environmental laws or regulations and adapt our compliance strategy accordingly.
- Conduct an annual internal assessment of the environmental risks and opportunities to our business.