

Zendesk International Limited

Ireland Gender Pay Gap Report

Introduction

The years 2023-2024 have seen profound change at Zendesk. We retain our commitment to diversity, equity, inclusion and belonging (DEI&B). With new ownership has come reorganisation, including for our HR function and our People Strategy.

This is our third gender pay gap report in respect of the employees of our entity in Ireland, Zendesk International Limited. While some of the principles and measures referenced in the report apply globally, the gender pay gap metrics that we are publishing here apply only to employees in Ireland, in line with Irish law.

Zendesk is committed to pay equity. Specifically, we ensure through annual pay equity analysis that men and women performing similar work receive the same pay unless there is a legitimate job-related justification for the pay difference.” You explain the difference between the gender pay gap and pay equity further down the page anyway, and you don’t need to make the same point twice.

We are also committed to Pay Transparency: our employees are able to access pay ranges for their particular roles. This level of openness differentiates us at this time from most other employers and leaves us well placed for the more open environment that is approaching with the implementation of Pay Transparency by law across the EU in the coming years.

The gender pay gap vs Pay Equity

The gender pay gap and pay equity are two different measures. Pay equity, as ensured through the annual pay equity study, maintains fair pay treatment of our people of every gender and background when compared within roles.

The gender pay gap, on the other hand, takes no account of roles or responsibilities, and simply compares the pay of men and women using company-wide averages.

We have a gender pay gap at Zendesk in Ireland. This is influenced by factors like the number of women versus men in leadership roles and in particular functions and locations. As is common in technology companies, many of our higher paying technical roles are occupied by men. This is not due to any discrimination on our part in hiring, pay or promotion. Rather it is largely attributable to the continued imbalance, in Ireland and globally, between the number of men and women with Science, Technology, Engineering and Mathematics (STEM) qualifications and experience.

How is the Ireland gender pay gap calculated?

The hourly remuneration gap is reached by comparing the mean (average) and median (middle) pay of men and women in our organisation in Ireland. The numbers shown are gaps in favour of

men. Hourly remuneration is calculated using all forms of pay and bonus as defined in the regulations.

This year we did not include a part-time hourly remuneration gap or a temporary workers hourly remuneration gap, as at our snapshot date of 30 June 2024 we had no male temporary employees, making calculation of a gap impossible. The number of part-time workers is very small: because of those small numbers we judged that publication of a part-time hourly remuneration gap would involve a violation of privacy. Both part-time and temporary employees are included in our overall hourly remuneration and bonus calculations.

The bonus gap is calculated by comparing the mean (average) and median (middle) bonuses, considering only those employees who received a bonus. For these purposes, bonuses include commission and long-term incentive as well as annual bonuses. We also look at the proportion of men and women who received a bonus. We show the proportion of our men and women who receive one or more benefits in kind, including medical insurance, dental insurance and rewards & co points.

We display the proportion of men and women that make up each of our pay quartiles. The lower quartile is comprised of the lowest paid quarter of our people in Zendesk Ireland on an hourly remuneration basis. The upper quartile is comprised of the highest paid quarter of our people in Zendesk Ireland on an hourly remuneration basis. The same logic follows for our lower middle and upper middle quartiles.

What are our gender pay gap figures in Ireland?

Mean gender pay gap: 19.7%

Median gender pay gap: 16.1%

Mean bonus gap: 33.1%

Median bonus gap: 19.2%

Proportion of men receiving a bonus: 98.5%

Proportion of women receiving a bonus: 98.5%

Lower quartile: percentage men: 52.0%

Lower quartile: percentage women: 48.0%

Lower-mid quartile: percentage men: 68.4%

Lower-mid quartile: percentage women: 31.6%

Upper-mid quartile: percentage men: 68.4%

Upper-mid quartile: percentage women: 31.6%

Upper quartile: percentage men: 76.3%

Upper quartile: percentage women: 23.7%

Proportion of men receiving a benefit in kind: 95.4%

Proportion of women receiving a benefit in kind: 91.7%

Diversity & Inclusion at Zendesk

Zendesk is committed to providing a working environment where diversity, equity, inclusion & belonging are at the heart of everything we do. As part of our leadership expectations at Zendesk, there's a focus on empathy and embracing inclusive leadership practices. The foundational behaviours of these leadership expectations include:

- **Lead with exceptional 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.
- **Take 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, and inclusion - in the places we live and work, and the world at large.

Moreover, our Employee Communities assist in inspiring meaningful change by driving business success, empowering diverse talent and championing cultural awareness. With the business, the Employee Communities will set a standard for inclusivity in the tech industry, where diverse perspectives fuel creativity, innovation and lasting cultural and business impact. Through community building, advocacy and professional development, our Employee Communities aim to amplify underrepresented voices, drive innovation and contribute to a culture of belonging. Employee Communities champion diversity in all forms and work to create equal opportunities for every employee to thrive and succeed.

Our Employee Communities, which draw from significant investment from the organisation, include Women at Zendesk and Women in Engineering, along with Employee Communities devoted to the needs of (for example) racial minorities and LGBTQ+ employees. Exciting updates are coming for the way in which our Employee Communities operate in 2025, with changes aimed at empowering the Employee Communities to drive company-wide initiatives, and better to support innovation, talent retention and business goals.

Flexibility and Support: The Work Environment at Zendesk

At Zendesk, we want to provide an environment that gives our employees flexibility in their day to day work, along with support for their broader wellbeing.

Zendesk remains a hybrid work company, where our employees can determine what enables them to do their best work, whilst being offered opportunities to connect with each other in the office.

We help our people, men and women, to harmonise their work with family. We provide:

- 16 weeks paid leave for birthing and non-birthing parents
- Surrogacy, adoption and family forming funds
- 3 weeks pregnancy loss leave, including for abortion and miscarriage
- 10 days emergency leave, including caregiving
- Access to mental health and coaching resources

We know that, in common with many other technology companies, men provide the greater number in our technical roles. Despite the societal constraints, we believe this can change over time, and we wish to encourage that. We built an engineering mentorship program that aims to play a part in enabling women to progress their technical careers with us. Our Represent program was piloted last year and continued in 2024 to promote the development of underrepresented talent across the Product Development function.

Creating Career Pathways into Technology: Agents of Change

Zendesk wants a career in technology to be a realistic option for the broadest and most diverse range of people possible. In particular we wish to support efforts to address the opportunity gap for people of colour, women, and other under-represented groups.

For this reason, the Zendesk Agents of Change program supports nonprofit organisations that share and pursue the same goal. We donate Zendesk software licenses and free certification exams to help prepare participants for careers in CX. The nonprofit partners provide standardised curriculums and additional tools their students need to succeed, including access to computers, core skills training, job interview preparation, and career counselling.

Organisations supported by Zendesk globally include those seeking to assist refugees, women and the socially underprivileged. In Ireland we are proud to support Jobcare, who help the long-term unemployed to get over the barriers to employment.