

# Ireland Gender Pay Gap Report

## Zendesk International Limited

### Introduction

At Zendesk, ongoing change continues to shape our business and our culture. Supporting a strong sense of belonging remains one of our central commitments. This year's Irish gender pay gap report, covering Zendesk International Limited, reflects both the progress we are making and the work still ahead. The details below provide a transparent snapshot specific to Ireland, following local requirements.

### Commitment to Pay Equity, Transparency, and Belonging

Zendesk's commitment to fair pay is grounded in our belief that everyone deserves to belong and thrive at work. We conduct regular pay equity reviews, ensuring that men and women in comparable roles receive equal pay unless there is a clear, legitimate, and role-specific justification for any differences.

Transparency is equally important. All team members can access pay ranges for their roles, helping us foster a culture of openness, clarity, and trust. As Europe moves toward even greater pay transparency under new regulations, our proactive approach positions us well for the future.

### Gender Pay Gap vs. Pay Equity

It is important to distinguish between pay equity and the gender pay gap:

- **Pay equity** refers to the principle that individuals performing similar work are paid fairly compared to one another. Zendesk's ongoing pay review confirms we meet this standard.
- **The gender pay gap** is the overall difference in average pay between men and women across all roles, regardless of job function or level. This figure is shaped by how men and women are represented in various roles and levels within the organization.

It's crucial to note that having a gender pay gap does not mean that men and women are paid differently for the same work. Rather, it highlights broader patterns in representation and opportunity.

### 2024 Irish Gender Pay Gap Results

Metric	2024/25
Mean gender pay gap	19.66%
Median gender pay gap	12.86%
Mean bonus gap	39.41%

Median bonus gap	23.21%
Proportion of men receiving a bonus	92.14%
Proportion of women receiving a bonus	93.33%
Proportion receiving benefit in kind – men	93.01%
Proportion receiving benefit in kind – women	88.33%

### Gender Representation by Pay Quartile

Quartile	% men	% women
Lower	57.95%	42.05%
Lower-mid	62.07%	37.93%
Upper-mid	64.37%	35.63%
Upper	64.37%	35.63%

### Interpreting Our Results

Our mean pay gap remains broadly flat year-on-year (19.7% to 19.66%), while the median pay gap reduced to 12.86% (from 16.1%). The bonus gap has widened somewhat, reflecting ongoing concentration of higher bonuses in more senior, technical, or sales roles, which, like much of the tech industry, are still disproportionately held by men.

The proportion of women receiving bonuses slightly exceeds that of men, demonstrating that access to variable pay opportunities is strong across genders. Shifts in the quartiles show a modest increase in the proportion of women in the upper quartile this year, a positive step, though overall, there remains an imbalance, especially in the higher-paying roles.

### Why Do We Have a Gender Pay Gap?

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.

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.