Zendesk Neighbor Foundation is just what it sounds like: a way for us to be good neighbors and give back in the communities we call home. Our goal is to roll up our sleeves with the people around us and do our part to support local organizations. Specifically, we focus on being a good neighbor, democratizing technology, and promoting equity — in the workplace and the world.

#Goals

6

6 hours of volunteering per employee

100

Support over 100 non-profits, globally

The year in review

In 2018, the Zendesk Neighbor Foundation donated over one million in grants. With Zendesk employees clocking over 16,500 volunteer hours with over 140 local organizations.
Welcome to the Empathy Movement

As tech becomes the tool to define some of our most vulnerable interactions, it’s critical that we all learn how to layer and integrate empathy into our daily lives and interactions much more deliberately. At Zendesk, we’ve done this by launching the #6HourPledge, which asks every one of Zendesk’s 2,000+ workforce to invest 6 hours of their time into community service. The idea being that volunteering is a vehicle for building one’s empathy muscle.

San Francisco

Curry Senior Center
Once a month, the seniors at Curry Senior Center and Zendesk volunteers travel the world together. From the jungles of Costa Rica to the Eiffel Tower, the seniors are transported from the Tenderloin to places they’ve longed to visit or haven’t been to in many years—through the power of virtual reality.

London

West London Mission
Homelessness in London is skyrocketing. About 40% of its citizens are one paycheck away from the streets. The tough reality is that too many people are sleeping rough. West London Mission works to empower the increasing number of people affected by homelessness, poverty, and trauma. Since 2015, when Zendesk opened its office nearby—the team has become personally involved in supporting their efforts. From delivering chicken dinners every Thursday to donating hats, scarves, and clothing for harsh weather.
Montpellier

CoderDojo
Sure, it’s surprising to hear the sound of two dozen highly excited 8-year-olds in the halls of an enterprise software company. But beginning this year at Zendesk’s office in Montpellier, it’s a regular thing. That’s because the local CoderDojo chapter makes it a point to bring local kids by the office to learn coding skills. From working on laptops to putting pencil to paper to count binary numbers or work with pixels, the goal is to inspire the young students to follow their curiosity. Which, of course, ends up inspiring the entire team.

Melbourne

St. Kilda’s Mums
Mom-power is a beautiful thing and in Melbourne, the St. Kilda’s Mums are no exception. After realizing that near-new items that were being discarded can provide many more years for families in need—they set out to create a bridge. Alongside their dedicated staff, Zendesk employees show up to do whatever needs doing—from cleaning and sorting donations to assembling toiletry kits.

Manila

Habitat for Humanity
In the Philippines, nearly four million families are living in unsafe conditions. It’s a staggering figure, but the only thing to do is to jump in and help. This year, the entire local Zendesk team rolled up their sleeves and picked up their hammers to complete a build project with the local Habitat for Humanity chapter.

Copenhagen

Grace Shelter
In 2018, the World Happiness Report ranked Denmark among the top three happiest countries surveyed for the seventh consecutive year. Despite a system much admired for transforming the country’s collective wealth into overall well-being, there are still people in need of a place to sleep. Two to three times a month Zendesk volunteers visit Grace Shelter which offers a respite for people living on the street. During the winter, they’re open every night with 40 beds available for homeless people—regardless their documents. The Zendesk team arrives in the mornings to help serve meals and chat with folks as they’re starting their day.
Dublin

**Techies4TempleStreet**

Temple Street Children’s Hospital provides state-of-the-art care for young patients while treating these children and their families with empathy. Now in its fourth year, the local Zendesk team joined over 1,500 other members of the Irish tech and business communities to take to the streets of Dublin during Techies4TempleStreet to raise money for sick children across Ireland.

Singapore

**Cycling Without Age**

It feels good to have the wind in your hair, at any age. Creating an opportunity for seniors to get outside, breathe some fresh air, and enjoy a change of scenery isn’t rocket science, but it does make a big difference in the quality of their lives. This year, in partnership with Moving Generations, Zendesk re-launched the Cycling Without Age program in Singapore to create opportunities for seniors to get outside, share stories, build relationships, and enjoy a change of scenery with Zendesk team.

São Paulo

**Instituto da Oportunidade Social**

Finding a job is challenging, particularly for young adults entering the workforce for the first time. In São Paulo, with 6.6 million young people not in school or at work and an average unemployment rate of 30.5%—it can feel impossible. By building a partnership with Instituto da Oportunidade Social a local non-profit dedicated to supporting and training young people who lack access to job opportunities—the local Zendesk crew set out to do their part to change this by sharing their own experience and personal networks.

Madison

**The Beacon**

In October, our Madison team moved to a new office. To celebrate, they put together hygiene kits for their neighbors at The Beacon. In Dane County, Wisconsin there are over 2,400 homeless people—an estimated 33% of which are families. Since launching a little over a year ago, our new neighbors at The Beacon have offered the things many of us take for granted—a shower, clean laundry, bathrooms, a kitchen, and a place to get mail. Along with these basic services, they also provide a computer lab, lockers, a mental health clinic, a family space, and a connection to people invested in their success.
The Empathy Movement in its first year

Throughout the year, our employees have been flexing their empathy muscles while helping to make our communities stronger. By weaving volunteering and community engagement into our core business practice we are able to make lasting impacts on Zendesk as a company and our community as a whole.

“Our whole job is to help people solve problems so, when you can do it in a different context and do it with something you’re passionate about, it energizes you to look at your opportunities to help people at work with new eyes and with new energy.”

“Volunteering lowers skepticism level to strangers—it makes your environment level less alienating.”

“There is something very different about volunteering that connects you and brings out the humanity in you.”

“When you go volunteer, now you have something in common.”