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 addressing poverty, bridging the digital divide, and promoting equity—in the workplace and the world.

The year in review

In 2017, the Zendesk Neighbor Foundation donated $2 million in grants. With Zendesk employees clocking over 10,000 volunteer hours with over 100 local organizations.

Customer-powered. Purpose-driven.

One dollar a month from every new Zendesk subscription goes to fund these efforts. Which means, all of these good things are happening—because of you.
Ten stories.
One small idea:
Be a (damn) good neighbor

Where we work is a big part of how we work. To be successful, it’s important to put down roots and build better relationships. That starts with our neighbors.

Singapore
Cycling Without Age
It feels good to have the wind in your hair, even if it turned gray a long time ago. 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, Singapore became the fourth Zendesk office to join the Cycling Without Age program and we’re looking forward to seeing all the places we’ll go together.

Dublin
Dublin Simon Community
One huge challenge of being homeless is that, in many ways, you feel invisible. With hard economic times hitting Dublin, the rise of homelessness continues to increase. And our partners at Simon Community are working hard to keep pace. Over the last year, the organization has increased its resources by 30% serving 5,100 individuals and families. To do our part, Zendesk has supported three “Room to Improve” days renovating the living spaces at Oak House, a long-term supported housing unit for rough sleepers. We’ve also lent a hand by sorting donations, packing and distributing kits with basic essentials, helping with the weekly soup runs, and making sure we acknowledge the people around us who are facing challenging times.
Copenhagen

Copenhelp
We live in a digital age where apps provide access to pretty much anything. There’s no reason that shouldn’t include people experiencing homelessness. To help the 6,000 Copenhageners living in poverty, our Zendesk engineers revamped Copenhelp.dk—a mobile optimized website and app that makes it easy to connect with a robust network of local organizations providing shelter, food, medical care, access to technology, and hygiene services.

Madison

Madison Children’s Museum
When the Zendesk Neighborhood Foundation launched in 2015, Madison Children’s Museum was one of our first partners. And this relationship continues to get better and better. For the second year in a row, the Madison team has clocked 1000+ volunteer hours—a large number of which have been spent bringing the community together to explore the museum and help local kids tap into their own creativity.

Montpellier

#JamaisSansElles
We all know that there are still way too many conferences, panels, roundtables, and workshops without women speakers. The big news here is that Zendesk is not going to participate in them anymore. Beginning with a partnership between our Montpellier office and #JamaisSansElles (NeverWithoutHer), our CEO and the entire Zendesk Executive Team have now signed a pledge to decline speaking engagements when there are no women on the slate, or to require women be added.

Manila

Hands on Manila
Build it and they will come. At least that was the case this past Spring when we partnered with Hands on Manila to build a new daycare center in Barangay Ususan. Funded entirely by a Neighborhood Foundation grant and constructed with the help of Zendesk employees, the new daycare offers a much-needed upgrade for the children of the 2,000 families living in the village.

Located in a central, easily accessible area—it has more space, better ventilation, and promises to be a happy place for local kids to grow and learn.

London

Team London
Without work experience, it’s difficult to find an employer willing to give you a shot. This is especially true for many young people in London who face discrimination as they transition from school to the workplace. Team London works to make sure they get a chance to develop their professional skills with companies like Zendesk. This year, as part of our ongoing partnership, we hosted 20 interns at our office—offering these students a first hand look at our culture, products, and a chance to get some real experience. During their internships, they created LinkedIn profiles, grew their networks, and worked on projects with their departmental teams.
San Francisco

Lavender Pen Tour

Music is a universal language we all understand, no matter our political beliefs or biases. After the 2016 election, the San Francisco Gay Men’s Chorus (SFGMC) chose to cancel their European Tour. Instead, launching their first Lavender Pen Tour across five southern U.S. states. Performing largely in local churches (with a special stop to take a commemorative walk across the storied Edmund Pettus Bridge in Selma, Alabama), this eight-day series of concerts aimed to create a dialog with the LGBTQIA community in areas where its members have not always been welcomed. The Neighbor Foundation is proud to be a major sponsor of these brave performances which amplified the voices of the chorus to breakdown barriers and spread compassion through music.

Melbourne

Melbourne Indigenous Transition School

Some things are slower to change than others. Today, there’s still a 29% gap between Indigenous and non-Indigenous Australians who have the opportunity to complete year 12 of their education—leading to a disparity in employment opportunities. This made focusing on education and workplace diversity a clear priority for our Melbourne office. To get started, we partnered with the Melbourne Indigenous Transition School (MITS) which works with Indigenous students from remote and regional communities across Australia. In addition to awarding MITS a grant to support their educational curriculum, a team of Zendesk volunteers visited the school to answer the students’ questions about their career options and inspire them to explore exciting opportunities to learn to write code, study engineering, and be a part of creating a new, more diverse workforce.

São Paulo

Projetos Amigos das Crianças (PAC)

We can all be a pillar of change. And in São Paulo, we connected with a group of friends who’ve shown us exactly how powerful that can be. Home to seven million orphans, Brazilian street children face massive challenges. After lending a hand at local orphanages, this group went on to establish Projetos Amigos das Crianças (PAC)—a nonprofit that strives to give the local kids and community members the tools they need to build a better future with a specific focus on children living in poverty, victims of abuse, and kids who’ve been separated from their families. This year, a grant from the Neighbor Foundation helped to build a brand new center filled with classrooms and places for local kids and their parents to gather and thrive.

“Just like in personal relationships, consistency of character builds trust over time.”

—Chelsea Larsson
Zendesk employee