



Shareholder Letter

Q2 2018



July 31, 2018



Bread of Life, Inc. is a Houston based non-profit that provides assistance to thousands of citizens affected by Hurricane Harvey in 2017. In the aftermath of the hurricane, Bread of Life has used Zendesk to steadfastly help thousands of people get the assistance they desperately need. Their agents use Zendesk Support to process the various requests from FEMA and the Red Cross, and to communicate the availability of items that have been donated by organizations around the country. So far, agents have been able to quickly, effectively, and empathically process greater than 4000 requests for 2200 people.

Zendesk renewed its commitment to this organization in 2018. We provided new features and products such as Guide and the web widget along with the expertise on implementing and using them. By implementing a robust self-service offering, Bread of Life has been able to scale, while maintaining outstanding support.



Community and Culture

Corporate social responsibility (CSR) has long been an important part of Zendesk's culture and brand, and we believe it is gaining even more significance to our business. We view CSR as a critical way to build greater empathy among our employees and increase their engagement both with our community and their work. We focus our community volunteering on addressing poverty, bridging the digital divide, and building diverse and inclusive communities. In addition to helping others, we believe that volunteering in our communities can provide employees new perspective and the ability to develop creative solutions for diverse situations and people. At Zendesk, we celebrate diversity and inclusion, and recognize that we serve a global base of diverse customers.

In the second quarter, Zendesk employees invested more than 3,000 hours in community engagement and volunteering through Zendesk programs. In addition to volunteering in our local communities, we also volunteered in communities where we host Future of Customer Experience events. For example, while in Chicago for our event, we volunteered with Year Up, an organization helping young adults gain the necessary skills for employment. Employees offered their expertise to young job seekers to help them on their career path.

As part of the launch of Dublin as our EMEA headquarters, Zendesk launched a new program with Teen-Turn to provide internship opportunities for young women. Teen-Turn provides teen girls the opportunity to gain hands-on technology experience through after-school activities and through two-week summer work placements in technology career environments.

In the month of June, we celebrated Pride month. We continue our tradition of participating in Pride festivities with nearly all of our global offices taking part in local events. Additionally, The Zendesk Neighbor Foundation provided grants to the Gay Men's Chorus in San Francisco, Dublin, and London.