

## **Abstract:**

Bachelor's thesis introduces the Solidarity Network operated by non-profit organization Místní místním since 2017. The concept of the Solidarity Network is to connect various commercial enterprises that have decided to provide free services to homeless people and people in poverty, for example access to the restroom, tap water or phone charging.

In the theoretical part the concept of homelessness is presented, with its causes, difficulties and consequences. The work also discusses a neglected topic – the needs of homeless people. The Solidarity Network and its operation is presented in detail. The practical part aims to find out what are the benefits and challenges of the Solidarity Network from the point of view of senior employees of solidarity enterprises. Data obtained through eight semi-structured interviews are subsequently analyzed by thematic analysis.

The research confirmed that the Solidarity Network helps to improve the quality of life of people who are homeless and in poverty by making services and resources available to them. It also positively affects society and customers of solidarity enterprises, which it introduces and connects with an excluded social group. It introduces the employees of the participating companies to a wide range of people in challenging life situations, breaks down their prejudices and teaches them how to better interact with customers of the network. The main challenges faced by the Solidarity Network are its promotion, capacity and the possibility of expansion. Financing of the network and barriers in society are closely related to these. Particular solidarity enterprises then have to deal with circumstances related to their network affiliation, their own capacity and operational challenges.