

Zoho North America Travel Policy
Supplement - North America-India Travel
January 2023

Zoho pays for business travel and expenses, and we seek to balance the judicious use of company money with the comfort of individual employees. As with all our policies, we rely on the trust and judgment of individuals and on decentralized decision-making. Please treat this as a collective responsibility.

Employees who have been with Zoho for less than two years must work with their managers or HR to plan their trips. If you have any questions about any aspect of the policy, please consult HR or your manager.

APPROVAL

Going forward, all US travel needs to be approved by a manager ahead of time. Please visit the US instance of Zoho Expense to submit a trip request. This will help Zoho's US and Canada offices track our travel as we come out of the pandemic, and also meets requirements set out by our insurance carriers.

To submit a travel request, please visit Zoho Expense and select "New Trip" from the "Trips" option.

AIR TRAVEL

- Because Zoho's US and Canada offices do not have a dedicated local travel team, individual teams and managers should book their own flights. HR is available to help first-time visitors to India, and is available to answer any questions that come up, but does not have the capacity to make all the bookings. The travel team may be reached at traveldeskt@zohocorp.com
- Zoho covers economy travel, required seat fees, and luggage fees. Employees are expected to book their tickets as early as possible to get the best rates.
- Some airlines charge a seat assignment fee. Zoho will cover "normal" seat costs, but does not pay for "enhanced" or "premium" seats, such as bulkhead or exit row, if those seats are markedly more expensive than others. This point can be murky; please consult HR if you have questions.
- Employees are free to use any carrier. Before the pandemic, Austin employees could find the shortest itineraries on Lufthansa and British Airways, while employees flying out of the Pleasanton area had good luck with Emirates. HR is more than happy to help find an itinerary that's sensibly priced and doesn't involve too many stops.

Zoho North America Travel Policy
Supplement - North America-India Travel
January 2023

- Zoho does not pay for first class, business class, or premium economy (or similar product), preferential seating assignments (such as exit row or bulkhead). Employees may choose to use their own resources for upgrades, where applicable. Employees may not purchase a more expensive economy ticket in order to secure better upgrade terms.
- Zoho does not pay for automatic check-in, passports, Clear, TSA pre-check, or any other ancillary travel enhancements. Zoho does pay for visas.

PASSPORTS/VISAS

- **Zoho employees traveling from the US and Canada to work at any Zoho office in India are required to obtain a business visa. If you do not have the proper visa, you may be refused boarding in North America or denied entry into India upon landing. Zoho pays for the visa.**
- We do not have a preferential relationship with any visa expediter, but our employees have had good luck with <https://www.indianimmigration.org/>
- Employees should apply for the e-visa as soon as possible to avoid added costs for expedited turnaround. The process is typically fast for US and Canada citizens, but the process can take far longer if any individual was born in or has family members who were born in Pakistan or Sri Lanka.
- Zoho does not pay for passports.
- Please contact HR if you need any help with the process, or if you need an invitation or employment-verification letter.

HOTELS

- Typically, employees will stay at a hotel close to the office during the work week, usually WelcomHotel GST Road Chennai (formerly the Fortune Select Grand) for Estancia.
- These arrangements should be booked by the Chennai-based travel team, and managers and teams are encouraged to contact the travel team as soon as possible. The travel team may be reached at traveldeskt@zohocorp.com
- Employees may elect to spend weekends at the Park Hyatt Chennai, often going from the office to the Hyatt on Friday and traveling from the Hyatt to the office on Monday. To book at the Park Hyatt, please contact the US HR team.
- Usually, breakfast and dinner are eaten at the hotel and charged to the room.
- A reminder that Zoho does not pay for alcohol and spa services.

Zoho North America Travel Policy
Supplement - North America-India Travel
January 2023

GROUND TRANSPORTATION AT HOME

- Zoho will reimburse trips to and from the airport. While in the US and Canada, employees should use their best judgment when selecting a mode of transportation. Employees may choose between Lyft, Uber, or other recognized taxi services.
- User Uber and Lyft in good faith (i.e., don't order UberBlack when UberX is available, and then list it as a regular Uber ride).

GROUND TRANSPORTATION IN INDIA

- Trips to and from the hotel to the office should be handled by Zoho's travel team (traveldeskt@zohocorp.com). Due to extremely high costs, avoid booking transportation directly through the Park Hyatt Chennai.
- Due to regulations and prohibitions set out by Zoho's US and Canada insurance carriers, employees who have a US or Canada passport and are traveling to India on a Zoho-backed business visa may not rent or operate a car or operate/ride motorcycle on their own.

WEEKENDS

- During the weekend, employees may wish to stay in Chennai at the Park Hyatt or visit Mahabalipuram or Pondicherry.
- Zoho pays for accommodation and meals as per usual travel policies. The Chennai travel team can help with accommodation and ground transportation, or teams may book their own hotels.
- Zoho does not pay for elective activities, such as tours, museums, movies, shopping, etc.

MEALS

- Zoho will cover meals not eaten at the hotel or office, but please be judicious about incurring additional costs.
- Zoho will cover \$100/employee/day. This is not a per diem, but rather a limit, and please do not view it as a challenge and seek to expense \$99.99/day. Tips count against the daily limit.
- Employees should book hotel rates that include breakfast, whenever possible.
- Zoho does not cover alcohol for employees, except in rare circumstances

Zoho North America Travel Policy
Supplement - North America-India Travel
January 2023

when entertaining an important client or partner. Alcohol must be pre-approved by Vijay Sundaram or Raju Vegesna and the approval email from Vijay or Raju needs to be included in the expense report documentation. The India teams will not approve alcohol on expense reports without rigorous documentation.

- Please be judicious. Spend wisely and properly. You don't have to skimp. Just don't overspend.

VACCINES

- Zoho will reimburse for required vaccinations for travel. Please coordinate with your medical provider in advance to arrange the most reasonable coverage.

PHONES

- For information regarding cell phone use while traveling internationally, please review [this information](#) from our IT Team.
- Link: <https://learn.zoho.com/portal/zohocorp/knowledge/manual/it-for-general-office-staff/article/corporate-phone-service>

CASH

- It's a good idea to bring some amount of USD or CAD in small bills to tip as needed at the hotel or airport.
- As well, many small restaurants and shops in India do not accept credit cards, and at least before pandemic, it was common for Uber also not to accept credit cards. It's a good practice to have some amount of cash with you anytime you're away from the hotel or office.
- You can change USD or CAD at the airport upon landing, hotel, or office with the travel team. In general, exchange rates are worst at the airport, best at the office, and somewhere in the middle at a hotel.

HEALTH

- If you take prescription medication, bring enough to last the duration of your trip, and carry it in your carry-on the original containers that display your name, the prescribing doctor's, and the name of the medication. It is possible to get some Rx refills in India, but it's not seamless.
- Bring ample over-the-counter medication for normal travel issues. It is

Zoho North America Travel Policy
Supplement - North America-India Travel
January 2023

possible to get over-the-counter medication in India, but not always easy.

- We recommend bringing over-the-counter medication for GI issues, allergies, coughs/colds, and aches/pains.
- Zoho does not pay for over-the-counter medications.
- If you have any concerns about a health condition, feel free to speak with HR who can liaise with Dr. Balachander before you leave.
- Zoho's doctors are:
 - Dr. Balachander (balachander.g@zohocorp.com, ext. 1010)

IF YOU GET SICK

- Zoho's Chennai office has a clinic with a doctor and nurses, and do not hesitate to visit if you feel unwell.
 - Dr. Balachander (balachander.g@zohocorp.com)
 - 91-733-874-2750 is his 24/7 cell phone
- If you are facing a serious health concern, please proceed to a clinic or hospital. Zoho's insurance will cover health care costs incurred in India; save all receipts/documentation. Better safe than sorry!
- Recommended Clinics/hospitals:
- Estancia:
 - [Prashanth Super Speciality Hospital](#) Phone - 044 4680 5544
- Chennai:
 - [Apollo Clinic](#) - Phone - 1860 500 7788
- If you need more serious medical care and/or to amend your travel plans, contact US HR and your manager.

OTHER

- Sometimes employees who have already visited Chennai at least once may wish to add a personal trip to an existing work-related trip. **Employees must obtain written approval from their managers via email.**
- Couples, spouses, partners or family members working at Zoho who intend to travel together for business must get clearance from the respective managers for a justified business purpose. This is just good practice.