

Zoho US Travel Policy

January 2022

Zoho pays for all business travel and expenses. 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 doubts 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

- Zoho covers economy travel and luggage fees. Employees are expected to book their tickets as early as possible to get the best rates.
- You are allowed to expense baggage fees on airlines, especially if you're carrying stuff for the company, like items and equipment for an event.
- Some airlines charge a seat assignment fee. This may also be expensed.
- Employees are free to use any carrier. We recommend Emirates, British Airways, and Lufthansa as convenient and cost-effective options for trips to Chennai from the US.
- 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.
- Zoho does not pay for automatic check-in, Clear, TSA pre-check, or any other ancillary travel enhancements. Employees may not purchase a more expensive economy ticket in order to secure better upgrade terms.

OTHER TRANSPORTATION

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- Zoho will reimburse trips to and from the airport. Employees should use their best judgment when selecting a mode of transportation. Employees may choose between Lyft, Uber, or other recognized taxi services. Employees are strongly advised to not select private taxi operators arranged through a hotel, especially during international travel.
- When multiple people travel and socialize together, please make the effort to coordinate and use shared 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.
- In Chennai, please check if airport transfers have been arranged, or paid for by the hotel already.
- In Chennai, ground transportation to and from the office and on the weekends should be arranged through Zoho's Chennai-based travel office.
- For US travel, car rentals are only to be used if cost effective and practical, and good alternatives aren't available. Zoho reimburses for mileage, fares and/or parking. Zoho does not reimburse for traffic/parking violations. Gas will be reimbursed only for rental cars. Taxi, train, or rental car will be reimbursed only when used for company business.
- Zoho will not pay for weekend car rentals unless tied to a business purpose, or if the business trip spans the weekend. Should you extend your use over the weekend for personal use, you will need to make an appropriate deduction.

ACCOMMODATION

- Zoho wants its employees to be safe and comfortable while traveling for the company. To that end, employees are encouraged to stay at nationally-recognized hotel chains.
- US employees traveling to Chennai must stay at the Fortune Select Grand during the work week, and should ask the Chennai-based Travel Team to make reservations. At the Fortune, breakfast, dinner, and transportation is typically included.
- Teams may spend weekends at the Park Hyatt Chennai, and should coordinate with the US office for preferential rates.
- Employees visiting the Pleasanton office should try and stay at the Hyatt Place Dublin/Pleasanton or the Hyatt House Pleasanton. Use Zoho's Leverage code (204918).
- For all other hotel accommodations, Zoho has a preferential relationship with

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Hyatt hotels. Call the reservation hotline and use our Hyatt Leverage Code (204918). Use your judgement otherwise.

- Please plan your travel as early as you can to get the best rates.
- Employees visiting the Austin office should contact HR or the Austin office manager, who can arrange accommodations.
- If there's any uncertainty around your trip, please do NOT make pre-paid non-refundable hotel (or other) reservations, even if they are slightly cheaper.
- Zoho will cover all taxes, fees, and hotel tips, but will not cover spa services, fitness, activities, movies, or alcohol.
- Laundry expenses in hotels will be reimbursed, if reasonable and if the stays are long enough to warrant it.
- Weekend stays are allowed as long as they fall in the middle of planned business trips.

MEALS

- Zoho will cover food up to maximum of \$100/day/employee. This is not a per diem; this is a limit. We never want someone to go without, yet we also want employees to be judicious with company funds at every turn. We expect to see separate expenses and receipts.
- Employees should book hotel rates that include breakfast, whenever possible.
- Zoho does not cover alcohol for employees, except in rare circumstances 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.
- Please be judicious. Spend wisely and properly. You don't have to skimp. Just don't overspend.

VISAS/PASSPORTS/VACCINES

- Zoho does not pay for employees to secure a passport.
- Zoho will pay for employees to secure proper visas. Employees traveling to our India offices should obtain a business visa and should avoid traveling on a tourist visa. Employees who travel to Chennai only occasionally should obtain a business e-visa. Employees who travel to India often should obtain a multi-year, multiple-entry business visa. Please apply well in advance.
- New employees are encouraged to review the visa process with their

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managers or HR well in advance of any trip to India.

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

SIM CARDS

If your Zoho phone plan does not allow for international roaming:

- Employees traveling to India should make arrangements, in advance, with the Chennai travel office to get an Indian SIM card.
- Employees traveling to other countries should buy SIM cards at the airport upon arrival. While they're expensive, they're invariably cheaper than international calls. Be judicious and use Cliq, WhatsApp, Facetime and other tools. This is easy money for us to save.

OTHER

- Sometimes employees may wish to add a personal trip to an existing work-related trip and save some money on air travel. This is fine, but you should consult and get clearance with your manager ahead of time. All such trip expenses should be borne by the employee.
- Couples, spouses, partners or family members working at Zoho who intend to travel together for business, please get clearance from the respective managers for a justified business purpose. This is just good practice.