Employee FAQ

1. **What do the tenure milestone names Kama Aina, Kapuna, Kahuna, and Mo’olelo mean?**

   Kama Aina, marking an employee’s 3-year milestone, means “native.” Kapuna, celebrating an employee’s 5-year tenure, means “elder.” Kahuna, recognizing an employee’s 10-year milestone, means “expert,” and Mo’olelo celebrating an employee’s 15-year milestone, means “story.”

2. **How will I receive my desktop surfboard?**

   Desktop surfboards will be shipped to the work location on record in Workday. So if you are based in an office, your surfboard will be sent there. If you are a home-based worker, your surfboard will be sent to your home.

3. **When will I receive my desktop surfboard?**

   You should expect to receive your surfboard around your anniversary.

4. **I lost my desktop surfboard. Can I get a replacement?**

   No. Your desktop surfboard was hand made just for you and cannot be replaced.

5. **My surfboard arrived damaged. How can I get it fixed?**

   While we’ve worked with our vendor to ensure sturdy packaging to protect the boards, in rare cases damage could occur in transit. Please refer to the warranty insert card included in your surfboard box or call our vendor, O.C. Tanner, at 1-888-883-0882. You can also let us know via the Employee Success Chatter group or by logging a ticket (HR > Benefits).

6. **My surfboard hasn’t arrived. Who can check on its status?**

   Please post your question to #dreamjob central (you can find #dreamjob central on Aloha) or call 855-376-5627.

7. **How do I designate the NPO I want my donation to go to?**

   You will receive instructions via email on how to make your donation to a nonprofit of your choice at the beginning of the month in which your anniversary falls.

8. **Can my grant be matched by the Foundation?**

   No, the Riding the Wave grant is not eligible for company matching.
9. **How long will I have to select the NPO to receive my grant?**

You will have 90 days to designate a recipient for the grant. After 90 days your donation will automatically be given to American Red Cross (AMER), Canadian Red Cross (Canada), St. Martin’s School (EMEA), UNICEF (APAC), and Foundation for Cooperative Community Creation (Japan).

10. **Do 10+ year employees still get an extra ticket to the Dreamforce Global Gala?**

If you hit your 10 or 15-year anniversary this calendar year (by Dreamforce time), you will be offered an extra ticket to the Dreamforce Gala. This part of the program will be evaluated each year in the context of the Global Gala event location, size, and availability of extra tickets for guests. Eligible employees will be contacted about the extra wristband if we’re able to include this perk.

11. **In the initial launch there was talk of a Wall of Fame. What’s the status on that?**

With our pace of growth and diversification of office locations the “Wall of Fame” is something we’re reconsidering. While important to recognize employee anniversaries in a public way we need to go back to the drawing board to ensure we do so in a way that makes sense.

12. **I left salesforce.com and returned. Which hire date is used to calculate my anniversary?**

If you returned to salesforce.com within one year of your previous termination date, your original date of hire is used for tenure-based recognition. If you were gone for more than one year, your most recent hire date will be used.

13. **I came to salesforce.com through an acquisition. Which hire date is used to calculate my anniversary?**

Your original hire date with the acquired company may be counted for tenure-based recognition based on the terms of the acquisition. You can check your continuous service date in Workday to confirm your hire date for tenure-based programs.
Manager FAQ

1. What is the Manager’s responsibility?
   Recognize your employees! Wish them a happy anniversary on Chatter and give them their 3, 5, 10, or 15 year anniversary badge so others can help celebrate the milestone. Call it out during your next 1:1 or All Hands Meeting. Ask your ECOMM to personally thank your long-term employees.

2. I want to know my employees’ anniversaries. Where can I find this?
   You will receive notification from our vendor, OC Tanner, 30 days and 7 days prior to your employee(s) 3, 5, and 10 year anniversary. In addition you can log into Workday and run an anniversary report. If you want to look at an individual employee’s anniversary you can log into Workday and click into your employee’s record. Under the Job Details tab, you can view Continuous Service Date and Length of Service.

3. I’m a manager and I don’t seem to be getting the email notifications.
   Notifications are being sent from our vendor, OC Tanner. If you’ve checked for emails from OC Tanner and you still aren’t finding them, please post a message to the Employee Success Chatter group or log a ticket (HR > Benefits) and we’ll look into the matter for you.

4. Can I give employees gifts in addition to what this program provides?
   No. Tenure based programs are designed for all employees at salesforce.com to be recognized in a consistent manner. Once managers start giving additional gifts such as cash, weekend trips, iPads, etc. the experience for employees becomes one of “haves” and “have nots”.

   In addition, celebrating tenure is about recognition – not reward. We have many opportunities to reward employees at salesforce.com. Turning this into another cash opportunity dilutes the core message, which is to celebrate connection to our company.

   So what can you do? We recommend departmental lunch celebrations, Chatter/Work.com posts, recognition at All Hands Meetings and other non-cash/non-gift expressions of appreciation. And most importantly, remember the lowest cost yet most significant thing you can do: personally thank the employee for his/her contribution to our company.