



THE CUSTOMER SUCCESS PLATFORM

Riding the Wave FAQ



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. If you are based in an office, your surfboard will be sent there. If you are based in an office with a mailroom, the Mail Services team will contact you via email once your surfboard is ready to be picked up.

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 within one month of 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 by posting your question to Concierge.

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

If you are based in an office with a mailroom, you will be notified by the Mail Services team when it is available for pick-up. You can also let us know by posting your question to Concierge.

7. Will my legal name or preferred name be used to engrave onto my surfboard?

Your preferred name listed in Workday will be used to engrave onto your surfboard. Please



ensure that your preferred and legal name is correct in Workday. Your desktop surfboard is hand made just for you and cannot be replaced.

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

Once you have reached your anniversary, you can log in to Volunteerforce (you can find Volunteerforce on Aloha) and request your Riding the Wave Grant.

9. Can my grant be matched by Salesforce.org?

No, the Riding the Wave grant is not eligible for company matching.

10. How long will I have to select the NPO to receive my grant?

You will have 60 days to designate a recipient for the grant. After 60 days, your donation will automatically be given to key Salesforce.org partners within each employee region.

11. 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.

12. 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.

13. I left Salesforce and returned. Which hire date is used to calculate my anniversary?

If you returned to Salesforce 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.



14. I came to Salesforce 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?

In addition to the employee receiving a desktop surfboard, a special anniversary badge will be posted on Chatter so others can help celebrate the milestone (this will be posted close to the anniversary date). That means all you have to do as a manager is take this opportunity to celebrate your employee's hard work and dedication! Recognize your employees! 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 in the third week of the prior month to your employee(s) 3, 5, 10, or 15 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 Employee Success, employeesuccess@salesforce.com. If you've checked for emails from Employee Success and you still aren't finding them, please let us know by posting your question to Concierge. You can access it on your desktop through Aloha and on your mobile phone through Salesforce1.

4. Can I give employees gifts in addition to what this program provides?

No. Tenure based programs are designed for all employees at Salesforce 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. 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 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.