



THE CUSTOMER SUCCESS PLATFORM

PRIVATE AND CONFIDENTIAL

20/11/2025

Nukso Chakma

A101, Ittina Anu Apartment, Hopefarm Cross, Next to Hopefarm Channasandra Metro, Whitefield
Bangalore, India
560066

Dear Nukso,

OFFER OF EMPLOYMENT AND APPOINTMENT LETTER

We are pleased to offer you a position as a Technical Writing Analyst, with salesforce.com India Pvt. Ltd. ("**Salesforce**" or "**Company**"). This letter sets out the terms and conditions of your appointment and outlines the current major features of the Company's compensation and benefits plans and practices. Together with the other documents presented to and signed by you, they constitute your employment contract ("Contract").

COMMENCEMENT OF EMPLOYMENT

Your appointment will commence on 22/06/2026, and you will report to Sirisha Lakkamaneni. This is a Full time position.

Your employment is contingent on the results of a background check which may include a personal history check and reference checks, and verification of education and work history. In addition, this offer of employment and your ongoing employment with the Company is conditional upon you obtaining and retaining all necessary and up to date licences, passports, registrations, clearances, health and safety requirements (including but not limited to complying with all testing and vaccination requirements) or memberships to enable you to fulfil the duties of the Position (including any client related requirements associated with client site visits, work or travel)

This offer is also conditional on receipt of a U.S. Department of Commerce Bureau of Industry & Security export license in the event the Company is required to obtain such licence for your employment. If the results of your background check reveal information that is inconsistent with our standards, or with the information you provide, or if we are unable to obtain an export license, this offer may be cancelled and/or your employment with the Company may be subject to immediate termination. If you are starting with us as an intern first, your regular employment is dependent on your successful completion of both your internship and your degree.

The nature of your functions, duties and responsibilities has already been indicated to you. A non-exhaustive list highlighting the same shall be given to you, which is only indicative of the general requirements of your role. You may be required to perform duties other than those listed as your supervisory/reporting senior may request in writing if the need so arises.



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COMPENSATION COMPONENTS

Base Salary: Your initial annual base salary will be ₹15,00,000.00 per annum. This amount will be prorated based on any part-time schedule.

All employees are paid monthly. You will receive your payments via wire transfer to the account you designated. You can break up your compensation into different components according to your requirements as permitted by current tax and labor law obligations and provided that your elections result in no additional cost to the company, including any taxes that the Company elects to cover. The Company does not guarantee that it will continue to cover any taxes, or that your take-home compensation will remain the same as the government may change tax and labor law obligations from time to time. You agree that the Company is entitled to deduct and/or adjust any other sums as may be recoverable from you from time to time.

Bonus Plan: You will be eligible to receive an annual discretionary bonus pursuant to the Company's Annual Performance Bonus Plan based on your individual performance, Company performance, and the Company's funding formula. You must be employed on the payment date of the bonus to be eligible. Your initial bonus target for the Company's fiscal year (February 1 through January 31) shall be 10% of your base salary and will be paid according to the terms of the Annual Performance Bonus Plan, which is subject to change at the Company's discretion, and prorated accordingly for any fiscal year in which you do not work in a bonus eligible position a full twelve months.

Relocation Assistance: If you are eligible to receive relocation assistance, the details of your relocation package will be sent to you under separate cover in Salesforce Relocation Benefits Letter. You will be required to sign the Repayment Agreement separately with details of Relocation Expenses or Relocation Benefits as applicable. It is a one time Relocation Expenses/ Benefits assistance offered to you in exceptional circumstances at the sole discretion of the Company. In the event you voluntarily terminate your employment with the Company for any reason within one year after your employment start date, or the Company terminates your employment for Cause within one year after your employment start date, you agree to repay the Company, before the date of your termination/last working day, 100% of any relocation expense or relocation benefits assistance amount paid to you pursuant to the Repayment Agreement. Pursuant to this clause, you agree that the Company will be entitled to deduct the amounts due from you from any amounts that the Company may be required to pay to you upon cessation of your employment, under applicable law or otherwise.

For purposes of this Offer Letter, "Cause" shall mean your: (i) conviction of an offence; (ii) failure to perform the duties of your position as determined by the Company; (iii) material and persistent neglect of duty at the Company other than by reason of illness or injury; (iv) chronic un-approved absenteeism from the Company; (v) engaging in conduct that materially violates the Company's Code of Conduct, Global Employee Handbook or other Indian or global policies and employment agreement; (vi) engaging in any willful act or omission outside the ordinary course of your duties for the Company which injures or could reasonably be expected to injure the financial condition or business reputation of the Company; (vii) engaging, in connection with your services for the Company, in misconduct



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or neglect (including, without limitation, fraud, dishonesty, misappropriation, embezzlement or gross neglect); or (viii) breach of any other agreement with the Company.

Employee Benefits: You will be entitled to employee benefits under the Company's applicable policies and subject to applicable terms and conditions, which are country-based and may vary from region to region.

Please note that we provide, subject to the terms and conditions of those insurance policies, Medclaim/Health insurance cover for yourself and your family, and Term Life and Personal Accident insurance cover for yourself. The Company pays the premiums for those policies.

Full-time employees are entitled to 20 days of annual leave in addition to sick leave, parental leave, bereavement leave, public holidays, casual leave & other kinds of leave in accordance with the Company's applicable rules, as may be amended from time to time. Your leaves may be pro rated, if you work a partial year or partial hours.

Should the Company decide to introduce retirement benefits, the Company reserves the right to vary/restructure the base salary if necessary to include such benefits.

The Company reserves the right to discontinue or modify any compensation, incentive, benefit, perquisite plan, program or practice. There are always requirements that you must comply with to be eligible for the benefits provided, and you are expected to read, understand and comply with those requirements, as they may change from time to time.

TAXATION

Indian income taxes are withheld from the salary paid to you. You are responsible for filing your personal returns and complying with other requirements under the India tax laws.

HOURS OF WORK

You will be required to work up to 48 (forty eight) hours in a week, spread over a period of 5 (five) days, as notified to you by the Company from time to time. The Company may, subject to applicable laws, require you to work beyond these hours for performing your duties competently and to meet the Company's requirements.

PLACE OF WORK

Your office location will be India - Bangalore. Based on the needs of your role, you may work from the office or from another location on a flexible basis. Your manager can further explain the flexibility available to you.

The Company reserves the right to change your way of working at any time in accordance with business needs. You must comply with any policies and procedures (including but not limited to any applicable team agreements, working from home checklists and associated assessments) that apply to your specific way of working. If you change your way of working, or the geographical area in which you work, it may impact your eligibility for discretionary benefits, including but not limited to additional benefits for employees designated as home-based.



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The Company may at any point in time, in its sole discretion, after giving you reasonable notice, transfer or assign your services to any place of business of the Company that may presently be operating, or which may subsequently be acquired or established, in any part of India or abroad. The terms and conditions governing your service shall be those applicable at the location of transfer or those applicable to employees of such subsidiaries or affiliates as the case may be.

The Company may also depute you to any work or assign your services to any associate company, branch, office, subsidiary or other companies, concerns, organizations, or firms with whom the Company may make any such arrangement or agreement.

You accept the transferable nature of the job offered and the absence of any right for you to claim continuance or choice of transfer. However, the management agrees that due regard and consideration will be given to personal factors prior to any such transfer/deputation.

PROBATION

Your first 6 Month(s) of employment will be your probationary period. During your probation you or the Company may terminate your employment on the longer of two weeks' notice, or a longer period if required by local laws. The Company may pay you in lieu of working this notice period.

Your probation is a time for you to get to know the Company and for the Company to evaluate your skills and performance to confirm that this is the right role for you.

TERMINATION

After your probationary period, you or the Company may terminate the employment relationship on thirty days' notice or pay in lieu. The Company has the right to terminate your employment summarily without notice or payment in lieu of notice, if it has reasonable grounds to believe that you have engaged in misconduct or negligence, have committed any breach of the terms of this Contract, or have generally acted or failed to act in a manner that has caused the management of the Company to lose faith in you. Summary termination, after you have been provided with a reasonable opportunity to be heard, is at the option of and in the sole discretion of the Company.

OBLIGATIONS TO THIRD PARTIES

In your work for the Company, you will be prohibited from using or disclosing any confidential, proprietary or trade secret information of any former employer or other person to whom you have an obligation of confidentiality. Rather, you will be required to use only information that is generally known and used by persons with training and experience comparable to your own, is common knowledge in the industry or otherwise legally in the public domain, or is otherwise provided or developed by the Company. You agree that you will not bring onto Company premises or use in your work for the Company any unpublished documents or property belonging to any former employer or third party that you are not authorized to use and disclose. You further represent that when working for the Company, you will not violate the terms of any restrictive contract you might have signed with a former employer or other person. By



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accepting employment with the Company, you are representing that you will be able to perform your job duties within these parameters.

In the event any previous employer of yours alleges that your joining the Company is a breach of a non-compete or other restrictive-covenant agreement between you and that employer, you understand that the Company will not indemnify you or pay for your representation against any such claims. You further understand that if a court or arbitrator determines or mandates that you may not work for the Company for a period of time as a result of a restrictive covenant that you signed with a previous employer, you will not be entitled to any pay or equity vesting from the Company during that period and the Company may terminate your employment. You understand that you are responsible for obtaining your own legal advice on the enforceability and extent of any restrictive covenants you have signed with any former employer.

CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

a. By virtue of your employment, you may become aware of information relating to the business or affairs of the Company or a Related Company, including, but not limited to its client lists, trade secrets, client details, sales and marketing information, intellectual property and work, and financial information between the Company and/or a Related Company and/or its clients (Confidential Information).

b. Without limiting your implied and any other express obligations to the Company with respect to Confidential Information and intellectual property, it is a condition of this offer and your continuing employment that you agree to and execute:

1. the Company's Employee Inventions and Proprietary Rights Assignment Agreement, a copy of which is attached as Schedule 3 to this Agreement, and incorporated as part of this Agreement; and,
2. any other agreements dealing with Confidential Information and similar subject matter as may be required by the Company or Related Company throughout your employment.

OUTSIDE BUSINESS ACTIVITIES AND BOARD MEMBERSHIP

Because of the nature of the Company's business and the identities of our customers, partners and prospects, outside activities (including for example sitting on the board of another company) may present many areas of actual or potential conflict. If you wish to engage in any outside activities that take time away from your job at the Company, create a possible conflict with the Company or are related in any way to the Company's business, you must disclose these activities to the Company immediately and prior to your start date.

GENERAL PROVISIONS

As an employee in the full time employment of the Company, you will be obliged to devote your entire time, attention and effort to the furtherance of the business of the Company and to continually develop your professional skills in the interest of the Company and yourself. You shall not, during your employment with the Company, directly or



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indirectly engage yourself or devote your time or attention to any employment, business or position of monetary interest, other than that of the Company.

You will also be governed by statutory laws enacted by Central or State Government or local authorities as may be applicable to you from time to time. It is your responsibility to inform yourself of all applicable terms and conditions, policies, rules, regulations, norms, etc. and any changes made by the Company from time to time. If you do not understand a requirement of your employment you should seek clarification from your manager or Employee Success.

The terms of this offer detailed above are strictly confidential and should be treated as privileged information between you and the Company. You are expected to maintain such information appropriately.

This Offer Letter, together with the enclosed Employee Inventions and Proprietary Rights Assignment Agreement (**EIPRAA**), supersede any prior oral or written communication on this subject.

The provisions of this Offer Letter shall be governed by, and construed in accordance with the laws of India and the jurisdiction for any dispute is where your position was last located.

ACCEPTANCE OF OUR OFFER

Please confirm your acceptance of our offer by electronically signing this Offer Letter, and EIPRAA within 7 days from the date of this letter. This offer is rescinded if not accepted and returned timely.

We hope you find this offer to be a satisfactory basis for joining the Company.

We look forward to receiving your acceptance and to working welcoming you to the Company and wish you a long-lasting and rewarding association with us.

Yours sincerely,

For and on behalf of Salesforce.com India Pvt. Ltd.

A handwritten signature in black ink, appearing to read "N. Scardino".

Nathalie Scardino
President and Chief People Officer



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ANNEXURE A

Your total compensation will initially consist of the following components:

SALARY COMPONENTS	
Base Pay	₹15,00,000.00
Incentive Target	Annual Performance Bonus: ₹150,000
On Target Earnings	₹16,50,000.00
Total Cash	₹1,650,000

BASE PAY COMPONENTS - Citizen		
	Component	Calculation
Fixed Component	Basic Salary	40% of Base Pay
Fixed Component	House Rent Allowance	50% of Basic Salary
Fixed Component	Employer Provident Fund	12% of Basic Salary
Fixed Component	Leave Travel Allowance	Fixed at 2 months Basic Salary
Flexible Component (Employee Choice)	Telephone Allowance	12,000 INR
Flexible Component (Employee Choice)	National Pension Scheme	Up to 10% of Basic Salary
Flexible Component (Employee Choice)	Child Education Allowance	2,400 INR
Flexible Component (Employee Choice)	Driver Salary	10,800 INR



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Flexible Component (Employee Choice)	Vehicle running & maintenance	28,800 INR
Auto Calculated	Other Allowance	Balancing Figure

Employees are expected to opt for the salary components that they wish to enroll for in the first month of joining on our payroll system i.e. ADP.
This chart is subject to change based on local tax law.



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ANNEXURE B

ACCEPTANCE OF EMPLOYEE

I, Nukso Chakma have read, understood and accept the above Offer of Employment and Appointment Letter and Compensation Package relating to my services and appointment with salesforce.com India Pvt. Ltd.

Signed by:

A handwritten signature in black ink, appearing to be "Nukso Chakma".

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Signature

Place: Bangalore

Date: Nov-23-2025