



# EMPLOYEE HANDBOOK

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**zimbra®**

Zimbra Technology India PVT. LTD.  
(A Synacor Company)

Zimbra Technology India Pvt. Ltd (a Synacor Company) is the trusted technology development, multi-platform services and revenue partner for video, internet and communications providers, device manufacturers, and enterprises.

We enable our customers to better engage with their consumers.



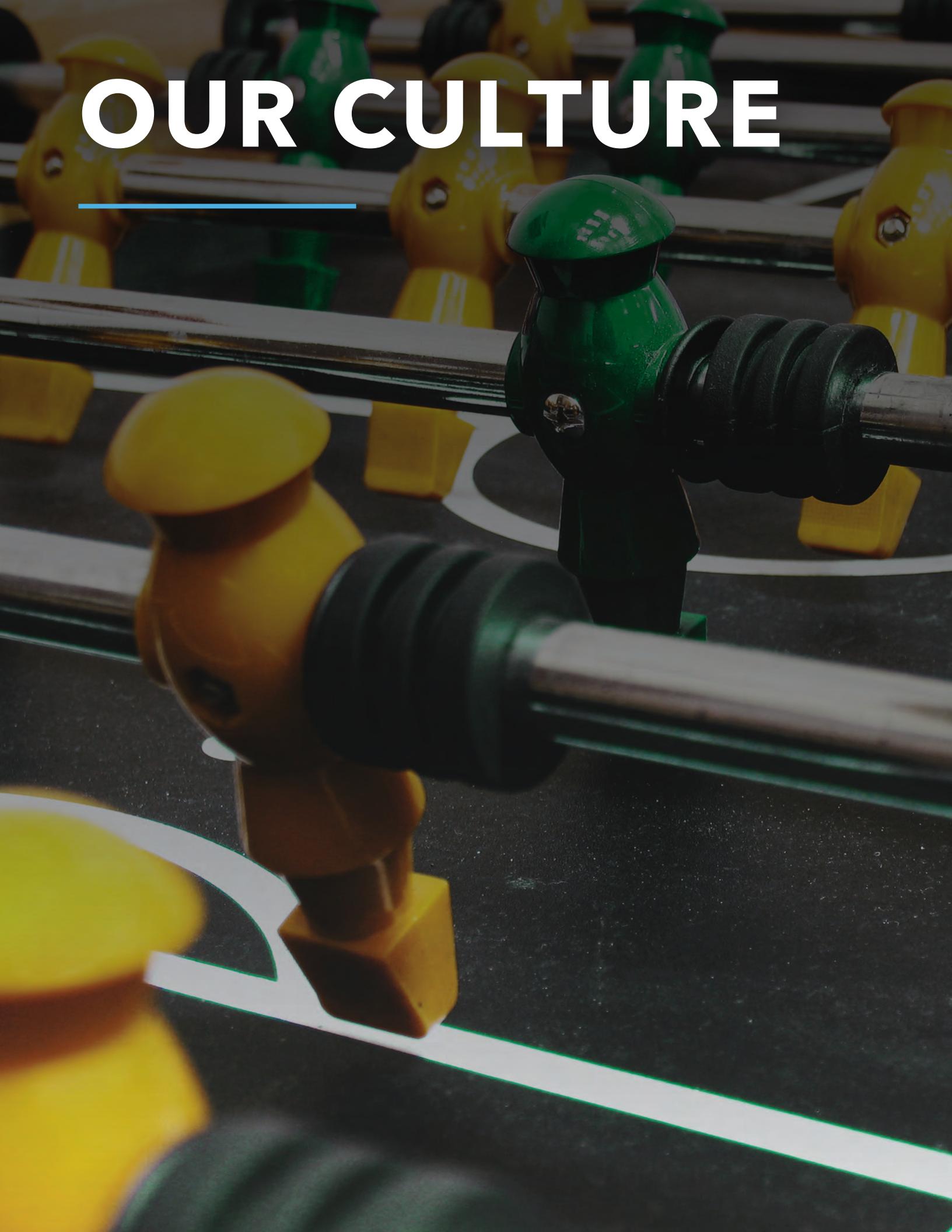
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# OUR CULTURE

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Welcome to Zimbra Technology India Pvt. Ltd (hereinafter, "Zimbra." or the "Company"), a subsidiary of Synacor! Here at Zimbra, our policies reflect a commitment to our core values, our culture, and our industry.

As such, we hope and expect that you strive to do great things with your fellow team members, search for better solutions, be passionate about your work, play fair, play hard, and play to win!

This Employee Handbook contains a framework of the policies provided and expectations of Zimbra team members. Some of the summaries outlined in the handbook do not contain full statements of each of the specific terms, conditions, and limitations of the policies. Consequently, if there is any conflict between summaries contained in the handbook, and provisions of the official plan document, the plan document posted on the Company's Wiki site will supersede.

Zimbra at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Employee Handbook at any time without prior notice as business, employment legislation, and economic conditions dictate.

Please note that no statement or promise by a supervisor, manager, or department head, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee. Additionally, the Employee Handbook in no way constitutes a contract between employees and ZIMBRA TECHNOLOGY INDIA PVT. LTD.

Once printed, the **EMPLOYEE HANDBOOK** is only accurate on the day of printing. For a complete, accurate, and detailed listing of all company policies please visit the **HR Wiki**.

# OUR KEY PRINCIPLES

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Let's face it, company handbooks may be one of the most dry and boring reads of adulthood. While a handbook is essential to ensure team members are well informed of benefits, procedures, and the do's and don'ts of the workplace, we believe it doesn't have to be your typical treatment for insomnia.

You are part of Zimbra because you strive for innovation. You value teamwork, collaboration, and are passionate about what we do and how we serve our customers. You want to be part of something cool, interesting and unique. You want to shape our industry for the better. You're here because you're awesome!

At Zimbra, we ask team members to follow three key principles:

1 **USE GREAT JUDGEMENT**

2 **DO THE RIGHT THING**

3 **BRING YOUR BEST**

# CORE VALUES

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We also ask that our team members follow and abide by our core values:

## **ONE SYNACOR**

We are committed to a collaborative, inclusive, and empathetic culture across departments and offices.

## **INTEGRITY**

Trust is our currency. We bring our best every day. We do the right thing to support our customers, investors and our people.

## **FIERCE RESOLVE**

We are determined and resilient. We learn. We work smarter and try harder. We celebrate our accomplishments, and strive to always be better.

## **DELIVER EXCELLENCE**

We create value for our customers and improve the lives of consumers. We come through on our promises. We are biased towards action and innovation.

**“If everyone is moving forward together, then success takes care of itself.”**

Henry Ford

# WORK GUIDELINES, POLICIES & EXPECTATIONS

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## **Code of Business Conduct**

No matter what your job, certain general standards of personal conduct apply to you. The high standards of honesty, respect for the law and integrity are essential in carrying out the Company's business. They are also essential if we are to maintain the confidence of our fellow employees, customers and the communities we serve.

This Code of Conduct does not describe all the rules or laws to which employees are subject, nor does it cover every ethical issue. However, the Company's Code of Conduct serves as a guide for every employee's ethical duty and establishes your obligation to report violations—or potential violations—of basic rules of corporate compliance and standards of personal conduct. All employees should read this Code of Conduct and follow it at all times.

As an employee, supervisor, manager, or officer of Zimbra Technology India Pvt. Ltd. (the "Company"), you are expected to:

- Avoid illegal or unethical conduct.
- Obey all laws, rules and regulations. At work or whenever on Company business, employees are expected to comply with applicable state, local and federal/central laws.
- Behave honestly and ethically. In all work and professional relationships, employees are expected to treat each other with courtesy, fairness, integrity and honesty. Employees should refrain from any activity or having any financial interest that is inconsistent with the Company's best interest, and should refrain from activities, investments or associations that compete with the Company, interferes with one's judgment concerning the Company's best interests, or exploits one's position with the Company for personal gains. Examples of conflicts of interest include, but are not limited to, holding an ownership or financial interest in such an outside business which could conflict the Company's interest and accepting gifts, money, or services from such an outside business.
- Do not "give, offer or promise, directly or indirectly, anything of value to any representative of an outside business," where "outside business" is defined as "any person, firm, corporation, or government agency that sells a product or service to, purchases a product or service from, or competes with Zimbra Technology India Pvt. Ltd.. or may have interests that conflict with those of the Company"
- Be punctual. It is essential for all employees to understand the importance of being at work as scheduled and on time. This shows respect and consideration for others.
- Be thoughtful in all your communications and dealings with others, including verbal, texts, phone, through email and social media. Never harass (as defined by our anti-harassment policy), threaten, or defame co-workers, customers, competitors, or anyone else.
- Be courteous and respectful to your co-workers and customers or any member of the public while in the course and scope of Company business.
- Work in a cooperative manner with management/supervision, co-workers, customers, and vendors.
- Guard against theft and misappropriation of Company property.
- Do not disclose confidential financial data, or other non-public proprietary Company information, as defined in our Confidential Information policy. Do not share confidential information regarding business partners, vendors, or customers.
- Have a practical working knowledge of the policies, laws and regulations affecting your job responsibilities.
- Accurately report and be truthful in the preparation, review or submission of records, reports and other Company information.
- Seek guidance from your supervisor, manager or a Company officer when in doubt about your responsibilities or how to apply the policy to a specific situation.
- Report on actual or suspected violations of rules, laws or regulations through your supervisor, manager or Company officer.
- Maintain a workplace environment that encourages honest and open communication of possible violations. There should never be a suggestion that doing less than the right thing would ever benefit the career of an employee.

Zimbra respects employees' rights. Nothing in this Code of Conduct is intended to or should be construed as interfering with your protected rights or the right to engage in activities protected by any central, state, or local law or regulation.

## **Anti Sexual Harassment**

Zimbra as a Company is committed to conducting and governing ourselves with ethics, transparency and accountability. The company also aims to provide a safe working environment and prohibits any form of sexual harassment. Hence any act of sexual harassment or related retaliation against or by any employee is unacceptable. This policy therefore, intends to prohibit such occurrences and details procedures to follow when an associate believes that a violation of the policy has occurred within the ambit of all applicable norms regarding Sexual Harassment.

Making a false complaint of Sexual Harassment or providing false information regarding a complaint will also be treated as a violation of policy.

Violation of this policy will call for a strict disciplinary action up to and including termination.

This policy is extended to all employees of the Company including those employed on contractual basis, vendors etc. but are subjected to sexual harassment at the premises of the Company.

Sexual harassment is a form of misconduct, which undermines the integrity of the employment relationship. It can consist of sexual favouritism, attempts to condition employment benefits on sexual favouritism, attempts to condition employment benefits on sexual concessions, or comments and/or conduct that creates a hostile, intimidating or offensive working environment. No employee should be subject to unsolicited and unwelcome sexual overtures or conduct in either verbal or physical form. Such conduct, whether committed by supervisory or non-supervisory personnel, is specifically prohibited. This includes:

- Sexual comments, innuendoes or jokes;
- Unwelcome invitations to sexual activity;
- Unwelcome or non-consensual touches, pinches, hugs;
- Pressure to engage in sexual activity as a condition of employment or promotion or any other promise of benefit;
- Sexual assault;

- Continued or repeated verbal comments about an individual or his or her appearance;
- The display of sexually suggestive objects;
- More subtle forms of harassment, such as unwelcome pictures, posters, cartoons, jokes, and caricatures of a sexual nature.

All such conduct should be avoided, since conduct appearing to be welcome or tolerated in the eyes of one employee may be offensive to another and may, at some later date, form the basis for a discrimination charge.

In addition, no one should imply or threaten that an applicant's or employee's cooperation of a sexual nature (or refusal thereof) will have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment. Any such actions will bring prompt and certain disciplinary action, up to and including termination.

## **Filing a Complaint**

Any employee wishing to discuss incidents of sexual harassment, intimidation or discrimination is strongly urged and encouraged to immediately contact their manager/supervisor or the HR Business Partner. Any complaint regarding harassment and/or discrimination should be submitted as quickly as possible.

There will be no retaliation for objecting to and/ or submitting a complaint regarding harassment or discrimination.

All charges will be taken seriously and promptly investigated. The results of the investigation will be communicated to the charging party. The HR Business Partner is always available to employees and supervisors/managers for help. Every reasonable effort will be made to protect confidentiality consistent with a proper and thorough investigation of the charge.

## **Redressal Committee**

All cases related to Sexual Harassment will be handled sensitively by Anti Sexual Harassment Committee comprising of a female employee as a Head of the Committee, Managing Director, HRBP, Head of the Department/s, and Member of an NGO.

## Awareness and Compliance

The Head of the Department, HRBP and the Managing Director will also co-ordinate and conduct various preventive activities to create a sexual harassment free atmosphere via:

- Common Informative mailers
- Articles to be published on the related topic at visible places
- Sessions by leadership creating the awareness to ensure the positive flow of information towards the employees

## Employment Practices

Zimbra considers its employees to be its most valuable resource and is committed to treating all employees with Dignity and Respect. Zimbra complies with local laws governing the employment relationship. Additionally, Zimbra is committed to recognizing the following rights and principles throughout its operations:

### Equal Opportunity Employer

Zimbra is an Equal Employment Opportunity employer and is committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, reassignment, promotion, transfer, compensation, discipline, and termination. The Company prohibits discrimination, harassment, and retaliation in employment based on race; colour; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; genetic information; citizenship status; service member status; political preferences or any other category protected by federal/central, state, or local law. Any violation of this policy could result in immediate disciplinary action, up to and including termination.

### No Child Labour

Zimbra will not employ people below the age of 18 and recognized the legal obligations we have towards our employees, suppliers, vendors, subcontractors and community as a whole. Any breach of contract of this policy by our employees will result in grounds for disciplinary and legal action.

### Open Door

When you have questions or concerns about your work environment, we encourage you to take advan-

tage of office meetings and other opportunities to discuss your problems.

If you have a problem or are concerned about any work-related issues, and you do not want to discuss it in an employee meeting, we encourage you to take the following steps:

1. Talk to your supervisor with questions or concerns related to your job. Very often, your supervisor is in the best position to handle your problem satisfactorily.
2. If you are not satisfied after you speak with your supervisor, or if you feel that you cannot speak to your supervisor, request to speak to the HR Business Partner.
3. If you are not satisfied after you speak with the HR Business Partner or if you feel you cannot speak to the HR Business Partner, you are requested to speak with Head of Department.

When you inform us of a concern or problem, we will try to answer you as soon as is reasonably possible under the circumstances.

### Confidentiality

The company acknowledges that the environment in which we exist is fiercely competitive and therefore it is essential that not only documents and records, but also discussions are kept utmost confidential. Please note the following:

- The discipline of confidentiality is best when it is self-imposed. Therefore, the attempts of the organisation will be to make people aware of the importance of maintaining confidentiality and discretion rather than impose penalties.
- All information marked "CONFIDENTIAL" or "SECRET" or with a similar classification, information related to products, prices, strategies, compensation, salary details etc., would be deemed confidential.
- All employees have an obligation to maintain the confidentiality of non-public information.
- Prior to conclusion of employment at the company, employees must return to the Company any confidential information embodied in any physical form such as printed documents, swipe cards, books etc.

- All trade secrets, inventions, writings and other confidential information developed or created in the course of employment at the Company is the property of the Company and employees may not exercise any ownership of such information.
- Any violation by full time, part time or temporary employees of any of these obligations will constitute grounds for disciplinary action, up to and including termination of employment.
- Questions regarding this policy should be addressed to the HR Business Partner appropriately.

### **Conflict of Interest**

Employees should not give, offer or promise, directly or indirectly, anything of value to any representative of an outside business, including any person, firm, corporation, or government agency that sells or provides a service to, purchases from, or competes with the Company. Examples of violations include holding an ownership or financial interest in such an outside business and accepting gifts, money, or services from such an outside business. Employees should refrain from any activity or having any financial interest that is inconsistent with the Company's best interest, and should refrain from activities, investments or associations that compete with the Company, interferes with one's judgment concerning the Company's best interests, or exploits one's position with the Company for personal gains. If you think that you may have such a conflict, you must notify your supervisor immediately.

### **Employee Files and Personal Data Change**

Your employment record is maintained in the Human Resources Department are confidential and available only to authorized personnel. Employee identification may be required before viewing a file. An employee may review his/her personnel records at the convenience and in the presence of the HR Business Partner. Personnel records are the property of Zimbra.

To keep your personnel records up to date, to ensure the Company has the ability to contact all employees, and to ensure that the appropriate benefits are available, employees must notify the Company promptly of any change of name, address, phone number, marital status, number of dependents, or other applicable information.

### **Professional Appearance and Dress Code**

The Company's professional atmosphere is maintained, in part, by the image that employees present to both internal as well as external customers and vendors. Employees should, therefore, utilize good judgment in determining their dress and appearance. Employees with a neat, clean appearance are important to our business, especially when those employees are greeting the public.

All employees are therefore expected to dress in a presentable and business-like manner from Mondays to Friday of the week.

While the organization does not specify or indicate any particular kind of dress, the employees must ensure to present themselves appropriately during business meeting, interactions with internal as well as external customers.

### **Work Rules**

Zimbra has certain policies and rules to govern the conduct and performance of our employees. Our most important rule is to use "good sense" at all times. We also have established some other basic work rules that should not be violated. Violation of these or similar rules may result in disciplinary action up to and including immediate termination.

• **Absenteeism or Tardiness:** When an employee fails to report to work as scheduled, it makes it more difficult for us to serve our customers. Every employee plays an important role in our operation, and his or her absence or tardiness places an unnecessary burden on fellow employees. Employees are expected to report to work on time as scheduled, to limit breaks to the time allowed, and to stay on the job until the end of his or her scheduled work day.

• **Breach of Confidence or Security:** Because of the nature of our work, we cannot tolerate any breaches of our security measures or of our confidential business relationships.

• **Damage to Property:** We have made a tremendous investment in our facilities and equipment to better serve our employees and customers. Deliberate, reckless, or careless damage to the Company's property or our customers' property will not be tolerated. If

appropriate, damage to property will be reported to law enforcement agencies.

• **Discourtesy or Disrespect:** We expect all employees to be courteous, cordial, polite, and friendly to our customers and vendors, and to their fellow employees. No one should use profanity or show disrespect to a customer or co-worker.

• **Fighting or Threats:** We do not allow fighting, threatening words or conduct, loud or abusive language, or any other actions that could injure a customer, fellow employee, or member of the public, regardless of where such words or actions occur.

• **Fraud, Dishonesty or False Statements:** No employee or applicant may maliciously falsify or make any misrepresentations on or about any application, resume, document establishing identity or work status, medical record, insurance form, invoice, paperwork, time sheet, time card, or any other document. If you observe such a violation, please report it to your supervisor or Human Resources immediately.

• **Gambling:** Employees may not engage in any form of gambling on Company premises.

• **Gifts or Gratuities:** Employees may not accept any gift or gratuity of any kind from a customer or supplier without the express authorization of their Department Manager.

• **Harassment:** Our Harassment Policy, which we have set forth in detail in this Handbook, strictly prohibits harassment based on race; colour; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; genetic information; citizenship status; service member status; or any other category protected by federal/central, state, or local law.

• **Injuries and Accidents:** Every injury, no matter how slight, must be immediately reported to your supervisor and Human Resources for first aid treatment or medical care. If you have a job-related injury/accident, you must see a doctor/clinic/hospital approved by our Insurance provider. We may require that you present a doctor's release before returning to work.

• **Insubordination:** We all have duties to perform and everyone, including your supervisor, must follow directions from someone. Employees must not refuse to follow the directions of a supervisor or member of management. In case of any disagreement, you are encouraged to approach a member of the management team or manager of your supervisor.

• **Leaving Early and Returning Late:** Leaving early or returning late from breaks or lunch in particular cases is allowed but with Manager's approvals.

• **Misuse of Property:** Employees may not misuse or use without authorization any equipment, vehicle, or other property of customers, vendors, other employees, or the Company.

• **Poor Performance:** We expect all employees to make every effort to learn their job and to perform at a satisfactory level. Employees who fail to maintain a satisfactory level of performance are subject to discipline, performance improvement process and up to and including termination.

• **Sleeping or Inattention:** To protect the safety of all employees and to properly serve our customers, everyone needs to be fully alert while on the job. We cannot tolerate sleeping on office floor or inattention on the job, which can be construed as disrespectful by your fellow co-workers.

• **Solicitation or Distribution:** We prohibit solicitation and distribution by non-employees on Company premises at all times.

• **Employees Solicitation:** by employees is prohibited when the person soliciting or the person being solicited is on working time. Working time is the time employees are expected to be working and does not include breaks, meals, before the shift starts, and after the shift ends.

• **Substance Abuse:** We will not tolerate substance abuse at work. Employees who test positive for the presence of drugs or alcohol are subject to disciplinary action up to and including immediate termination.

• **Theft:** Our society has laws against theft and so do we. Stealing or attempting to steal Company property

or property belonging to others is strictly prohibited. To protect you, your co-workers, and the Company, we reserve the right to inspect all purses, briefcases, packages, lockers, tool boxes, desks, cabinets, vehicles, and any other containers or items on Company property. If you wish to remove any Company property from the premises, you must obtain written permission in advance from your supervisor.

• **Unlawful Activity:** Employees should not engage in any unlawful or unethical activity, including, but not limited to, activity either on Company property, a job site, or off the job.

• **Unsafe Work Practices:** We are committed to providing a safe place for you to work, and we have established a safety program to ensure that everyone understands the importance of safety. This program requires all of us to exercise good judgment and common sense in our day-to-day work. Horseplay and practical jokes can cause accidents and injuries and, therefore, are prohibited.

### **Violation of these or similar rules may lead to disciplinary action up to and including immediate termination.**

Obviously, this list is not all inclusive and there may be other circumstances for which employees may be disciplined or terminated. If you have any questions about these rules, or what we expect of our employees, please discuss them with your supervisor or the Human Resources Department.

### **Workplace Security**

To provide a safe workplace for our employees and to provide a comfortable and secure atmosphere for our customers and others with whom we do business, the Company will not tolerate any violent acts or even threats of violence.

• **On Company premises:** Any employee who commits or threatens to commit any violent act against any person while on Company premises will be subject to immediate termination. The Company 'premises' includes our roadways and parking lots.

• **Off Company premises:** Any employee who, while engaged in Company business off the premises,

commits or threatens to commit any violent act against any person will be subject to immediate termination. Even when off the premises and not involved in Company business, an employee who commits or threatens to commit a violent act against another person will be subject to immediate termination, if that threat or violence could adversely affect the Company or its reputation in the community.

• **Reporting/investigation procedure:** Any employee who is threatened with or subjected to violence, or who becomes aware that another individual has been threatened with or subjected to violence, should immediately notify his or her supervisor or Human Resources Department. Employees are urged to take all threats seriously. Reports of threats or violence will be carefully investigated; employee confidentiality will be maintained to the fullest extent possible; and, when necessary, appropriate action taken to insure the continued safety of our employees and the public.

• **Identity Cards:** Zimbra India employees require an office ID card in order to gain access and work out of the office. IDs or fobs are issued by the office administration team and team members must carry the ID card or fob with them during all times while on office premises.

### **Drug-Free, Alcohol-Free, Smoke-Free Office**

It is Zimbra's desire to provide an alcohol and/or drug-free, healthy, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While conducting business-related activities during operational hours on Zimbra premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol and/or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impact an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action. Such violations may also have legal consequences.

Employees with questions on this policy or issues

related to drug or alcohol use in the workplace should raise their concerns with their Manager or the Human Resources Department without fear of reprisal.

Employees may be required to comply with the drug testing programs of clients when the testing programs are allowable by law.

The Company reserves the right to test an employee for drugs based upon post-accident and/or a reasonable suspicion that an employee is under the influence of drugs or alcohol. Violation of this policy will result in disciplinary action, up to and including termination.

Smoking / Consuming Tobacco is not allowed in any enclosed area of the Company's facilities and vehicles. Smoking / Consuming Tobacco in the presence of some customers and co-workers may be offensive to them. Therefore, we expect that employees will use good judgment and be sensitive to others' opposition to smoking.

## Managing Performance

Managers and supervisor are strongly encouraged to discuss job performance and goals with each of their direct report over a formal discussion at least twice a year. A formal written evaluation, is conducted at check-ins and in merit review process.

Evaluations are conducted to provide both Managers and employees the opportunity to discuss job tasks, encourage and recognize strengths, identify and correct weaknesses, discuss positive, purposeful approaches for meeting goals, and determine business commitments and career plans for the upcoming year.

The following are the broader objectives of our Merit Review Process:

- a) Measure performance against the KRAs/goals applicable for each position for the review period
- b) Provide feedback to the employees regarding their past performance with a forward-looking outlook towards improvements.
- c) Assess the gap between the actual and the desired performance. Identify training/competency needs by diagnosing strengths and weakness of the employee

d) To understand/reduce grievances of the employees.

e) Other recommendation like change of role/promotion etc

It shall be the Management's endeavour to make the process as fair and transparent as possible.

## Disciplinary Action Practices

It is impossible to describe in this handbook every standard of conduct for every circumstance. However, employees are expected to comply with and abide by all rules and standards at all times. Discipline, up to and including discharge, may be imposed for unacceptable conduct. Some of the Company's rules and standards are listed below. These rules are not all inclusive. Any conduct, even if not specifically described below, that could cause a personal injury, injury to other employees, a breakdown of discipline, or is otherwise threatening to the smooth operation, goodwill, or profitability of our business will result in disciplinary action, up to and including discharge. However, violation of any one or a combination of any listed below will result in disciplinary action, up to and including immediate termination of employment.

Examples of Unacceptable Conduct:

1. Endangering the safety of others, failing to follow proper safety, health, or fire regulations, or failing to wear any special clothing or equipment to accomplish these purposes.
2. Fighting or using abusive or threatening language where the language is uncivil, insulting, contemptuous, vicious, or malicious.
3. Breach of confidence or security.
4. Malicious falsification of Company records.
5. Dishonest or immoral conduct.
6. Any unauthorized destruction or removal of any property or records belonging to either the company, other employees, or participants.
7. Interfering with the work of other employees.
8. Sleeping at your workstation at any time .
9. Being insubordinate, threatening, intimidating, disrespectful, or assaulting a manager/supervisor, co-worker, customer, or vendor.
10. Violation of the Company's Drug and Alcohol Policy.

11. Damage to Company property.
12. Leaving work before the end of scheduled work hours without authorization, or leaving the work area without being properly relieved of duty.
13. Violating the Company's Harassment Policy.
14. Misuse of Company property or equipment.
15. Gambling on Company property.
16. Smoking in prohibited areas
17. Excessive absenteeism or tardiness.
18. Bringing firearms or other weapons on to Company property
19. Failure to give proper notice in case of absence from work.
20. Violation of any Company policy or procedure.

From time to time, members of management may advise and instruct employees regarding other rules and policies of the Company. Employees should at all times comply with such instructions. Nothing in this handbook is intended to interfere with, restrict or otherwise infringe upon employees' rights under applicable federal/central, state or local law.

# COMPENSATION & TIME OFF

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## **Compensation And Added Incentives**

Merit Pay: Merit Review will be done once a year and the calendar year will be the review period for the Merit review. Appraised Merit, if granted and approved, would be effective on or around the beginning of March, annually. The Management will also ensure that all the employees are covered in the Annual Performance Appraisal Process.

Merit Review process is to be done with transparency & in complete confidence of the employee being appraised.

Company Bonus: In celebration of meeting established company goals set by the CEO, some team members may be eligible to receive a company bonus on an annual basis. The bonus, if any, will require approval by the Company's Chief Executive Office and Board of Directors based on the Company's achievement against the goals set forth. Individual performance may also impact the amount of any company bonus awarded. Any approved bonus will be paid out shortly following the Company's board of directors meeting during the 1st quarter of the year. Team members must be an active employee with Zimbra on the day the bonus payment is processed in order to be eligible to receive it.

Team members who give notice of departing Zimbra on or prior to the bonus payout will not be eligible for the bonus.

Equity/Stock: Stock grants may be awarded during the hiring process, on an annual basis, or to recognize star performance. Details pertaining to the plan will be provided to you at the time the grants are issued. The employee is required to review, understand and act in accordance with all related agreements and policies associated with Insider Trading and the purchase/exercise of company issued stock.

## **Leave Policy**

Zimbra has defined the Leave Policy to allow employees to take a fixed number of days off from work either on account of a planned holiday / vacation or due to other reasons.

Employees will be entitled to various types during a year based on nature of requirement. The leave cycle

will correspond to the Calendar Year (i.e. January to December).

The Leave Policy is applicable to all employees on permanent rolls of the Company based in India.

1. Earned Leave (EL) will be availed for any kind of leave requirement i.e. planned vacation, or personal requirements of casual nature.
2. Earned leaves should be applied by making a formal application of leave with the Functional Manager on the respective team and the Human Resources Team Member via Plan My Leave Portal.
3. Employees will be eligible for a maximum of 21 Days of EL in a year. EL will be calculated on working day basis i.e. intervening holidays and weekends shall not be reckoned as leave.
4. EL will be credited to the employees at the rate of 1.75 days for every month worked and will be credited monthly at the start of the month.
5. EL's will be provided on a prorated basis from the date of joining (for new hires).
6. The minimum leave which is permissible will be half day which requires a minimum 04 hours presence in office. Employees working for less than 04 Hours will be marked as Absent.
7. EL can be availed up to a maximum of the employees leave balance at the time of proceeding on leave.
8. Leave exceeding 01 month and subject to maximum of 03 calendar months will be approved post due recommendation on email from the Manager, the Department Head and the HRBP of Zimbra.
9. Unused maximum of 30 days of earned leaves in a year will be carried forwarded to the next year. Leaves available in employee's kitty up to 30 shall be encashed at the rate of Basic salary at the time of separation and amount will be paid in full in final settlement.

## **Sick Leave**

1. Employees will be eligible for a maximum of 14 Days of Sick Leaves in a year.
2. Sick Leaves will be credited to the employees at the rate of 1.16 days for every month worked and will be credited monthly at the start of the month.
3. Employees are requested to attach Medical Certificate if Sick Leave is applied for more than 3

days continuously.

4. All Sick Leaves need to be applied using Plan My Leave portal.

### Paternity Leave

Zimbra provides paternity leave of 03 calendar days to Male employees. The paternity leave must be availed within one month of delivery of a child as the case may be. The leave shall be continuous and cannot be accumulated or encashed.

### Bereavement Leave

Zimbra provides bereavement leave of 03 working days to employees in case of death of an immediate family member. Immediate family member for this purpose covers Parent, Spouse and Children. In case of married employees, his/her in-laws would come under the ambit of immediate family. In case of extended family member 02 days of leaves can be available by the employee. The bereavement leave must be availed within one month of bereavement and shall be continuous and cannot be accumulated or encashed.

### Maternity Leave

Zimbra complies with the recommendations enacted by Government of India, through the Maternity Benefits (Amendment Act) 2017.

### Compensatory Off Leave

It is purely at the discretion of management to provide this leave. This leave can be taken provided due approvals have been obtained of the immediate superior, HOD and the HRBP at least one week in advance. Employees can accumulate Compensatory Off leaves up to 02 days at any given time. This is given for those who have worked on Approved Holidays and on Weekly Offs for a continuous duration of 06 hours. The Compensatory Off leaves cannot be encashed.

### Application For Leaves

- Employees must ensure to take leaves in planned manners other than absence arising out of illness.
- The application of leaves for >02 days must be planned and should be applied at least 20 calendar days prior to the actual start date of leaves.
- Leave must be applied through Plan My Leave Portal and approved in the prescribed format with the Locational Manager of respective team
- An employee that does not report to work or contact their manager after 10 consecutive business days may be considered as having voluntarily resigned. We may also request a physician's note to return to work after being out for 3 days or more. Notification to your manager must be given by telephone, email, or in person. Unexcused absences without contacting a manager may result in disciplinary action up to and including termination, unless there is a compelling reason for not contacting a manager.
- All leaves must be applied through Plan my leave portal (<https://zimbra.planmyleave.com/>).

### Holidays

Zimbra India observes 10 paid holidays in a calendar year. These holidays are on the days of national significance, certain occasions or important festivals observed in the region of operation i.e. Maharashtra.

The HR Team will finalize the holiday list for the following year by mid-December of that year keeping in view the list of gazetted holidays.

The holiday list prepared will include those holidays that are compulsory as per the statutes applicable to that office. This will include in any case the 04 national / state holidays - January 26, August 15, October 02 and May 01. To the extent possible, all-important festivals will be covered in the list. The list will take into consideration market reality i.e. when the markets and offices are closed in the business interests of the Company.

## Work Hours And Attendance

Zimbra has defined Working Hours and Attendance Policy which every employee is expected to comply with, to enable effective and efficient delivery for the organization and its customers at all times. Working Hours and Attendance Policy drives a culture of discipline and effective time management. Zimbra expects all employees to ensure 100% compliance to the same. Anyone who needs to work from home or remotely should do so only with an explicit prior approval from his/her supervisor with a valid justification; else it will be considered as Absenteeism. Any such attendance absence should be regularized based on an approval that's pre-facto and not post-facto.

Shifts	Timings
Shift 1 Shifts (Morning)	6:00 hrs to 14:00 hrs
Shift 2 Shifts (Afternoon)	14:00 hrs to 22:00 hrs
Shift 3 Shifts (Evening)	18:00 hrs to 2:00 hrs
Shift 4 Shifts (Night)	22:00 hrs to 6:00 hrs
General Shift	9:30 hrs to 18:30 hrs

The Working Hours and Attendance Policy is applicable to all employees of Zimbra as well as consultants who are associated with Zimbra during their contractual assignment.

### **It is mandatory for all Zimbra employees to adhere to the working hours and attendance policy as defined below:**

1. Typically Zimbra follows a 05-day working week for Employees.
2. Standard work hours of Zimbra are 09.30 am to 06.30 pm.
3. The working hours for Zimbra are defined as 40 hours per week. This is also applicable for those working in shifts. Typical work timings are 9 hours in a day that includes a 1 hour windows for all breaks (including refreshments/meals, etc.)
4. The Work Timings may vary across projects and

all employees are expected to adhere to the Work Timings defined.

5. Employees may be required to work in shifts due to business reasons. The recommendation on shift timings will be dependent on Project Requirements.
6. All employees are required to register their presence in Office through an entry with Access Card Swiping System to enable tracking the entry and exit in office.
7. All employees must ensure that their attendance records are generated and getting captured through the automated system.
8. Employees may be required to work during Weekends or Holidays due to urgency or business exigency.
9. The concept of attendance is related and not restricted to mere presence in the office. Therefore attendance will include absence from office due to working from home, tours and travel with or outside duty for official matters. Attendance under such scenarios will be considered post inputs received from Employee, His / Her manager's approval and final recommendation from the Head of the applicable Employee's Department and HR Department.
10. If an employee is going to be late or absent for any reason, the employee needs to notify his or her manager as far in advance of the scheduled starting time as possible. It is the employee's responsibility to ensure that proper notification is given. Asking another employee, friend or relative to give this notification can't be done, except under emergency conditions.
11. Zimbra reserves the right to change or discontinue any/all provision/s of this policy, at any point of time.
12. If any provision of this policy conflicts with the Offer Letter issued to the employee at the time of joining, in such case, the provision of this policy will supersede the recommendations made with the offer letter. Such conflicts should also be immediately brought to the notice of the HR department for clarifications and avoidance of doubts.

# TRAVEL POLICY

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## Domestic Travel

Zimbra employees may be required to undertake outstation tours within India for business purpose. The provisions below have been formulated to facilitate such travel.

The policy is applicable to Zimbra employees posted in India. It also extends to people on direct contractual agreement with Zimbra, who may be required to undertake outstation travel for business purpose.

### Travel Types:

- a) Local Travel: It covers official travel within Pune covering 60 KM radius
- b) Outstation Travel: It covers official travel within India but outside the local travel region

### Travel Locations:

- 1. Employees traveling for official purpose to any place within local travel region as distinct from commuting between the office and residence are entitled to get reimbursement of expenses occurred on local transport/conveyance.
- 2. Employees using their own transport will be entitled to be reimbursed at the rate of Rs. 10 per KM travel by providing a self-declaration towards the travel expenses incurred being true and correct.
- 3. Employees deputed at any location, within local travel region, will be eligible for claiming expenses in line with their entitlement related to conveyance. They can claim the differential amount that is distance to client site from their home less distance to the office.
- 4. For claims, "Travel Reimbursement Form" duly filled and approved by the division manager, should be submitted to the Accounts Department.
- 5. All such travel needs to be approved by the supervisor / department head in advance and in writing before the travel is undertaken

### Outstation Travel:

Employees traveling for official purposes anywhere in India, outside the Local Travel Region are entitled to claim following allowances according to their eligibility which is mentioned in the Domestic Allowances and Entitlements Table.

**1. Boarding Expenses:** These include expenses incurred on meals taken either at the place of stay or outside, and are inclusive of taxes. Reimbursement will be done only against appropriate bills.

**2. Lodging:** This is provided to cover expenses incurred on accommodation only. In case free accommodation is arranged by the Company, none would be payable.

**3. Local Conveyance:** This is paid as per the actual expenses incurred on local travel at the place of outstation duty based on entitlement of individual needs.

- Expenditure on travel forms a major head of expenses on manpower. Therefore, employees are recommended to avoid ostentatious expenditure and use cost effective measures, which do not sacrifice the basic level of comfort expected under this rule.
- The entitlements unless otherwise specified are reimbursements of actual expenditure and must be incurred. However, wherever a flat rate is prescribed, it will be assumed that the employee has incurred that expenditure.
- Traveling Allowance (TA) the maximum amount that will be reimbursed, for each day of tour, to an employee for all expenses on board and lodging (i.e. room rate, meals, laundry) based on actual amounts spent for which bills/voucher need to be submitted.
- Air/Rail tickets for domestic travel should be booked only through the approved travel agent(s).
- Bookings may be done through a written request in the prescribed manner approved by the concerned authority / HR Department. Boarding and Lodging arrangements should be planned in conjunction with the HR and Facility team with all reasonable endeavours to keep the costs low
- Travel should be planned at least 2 weeks in advance and approved in writing.

- Train/Air tickets may also be booked through any recognized travel agent, provided that the fee/commission is similar to the normal/standard charges made by other travel agents. In this case, the employee may take an advance for the ticket and pay the travel agent. The advance will be settled along with the Travel

and Expense (T&E) Statement for the trip.

- Cancellations, if essential, must be done at the earliest in the prescribed format and a copy submitted to the Accounts. A photocopy of the ticket must also be attached.
  - Payments for air/rail tickets/cancellations will be made by Accounts directly to the travel agent, after the receipt of the ticket jacket(s), T&E statement or cancellation note. The individual may make payments for air/rail tickets only in exceptional circumstances. In such cases, the amount will be reimbursed only after the T&E statement is submitted and approved
  - It is essential that a T&E statement be filled and submitted to Accounts within 15 days of the completion of the tour.
- Advances against expected travel expenses must normally be requested in the prescribed format at least two working days before actual travel or need, whichever is later.
  - Bills for stay, food, etc. must be settled by the employee himself/herself and should not be forwarded to accounts/office for payment. To minimize any difficulties, employees are advised to use credit cards where possible.
  - Local conveyance at the location travelled from as well as travelled to will be reimbursed at actual or subject to maximum of Rs. 250/- whichever is lower.

# LEAVING ZIMBRA

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## Separation Policy

Separation or Employee exits may be inevitable, voluntary or involuntary. In all cases Zimbra would like to respect the dignity of the individual, and value the positive contributions that he/she has made during his/her service with the organization. Employment at Zimbra is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the CEO or Vice President of Human Resources of the company. This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with prescribed notice period. Zimbra has the right to adjust the termination date upon its discretion and does not have an obligation to pay or provide benefits for an extended period. PTO or Sick Time may not be used on the last day of work. Upon termination of employment, the team member will be required to return all company-issued property. A team member will be scheduled for an exit interview on their last day with Human Resources, to ensure they have all of the information needed for a smooth transition.

Separtions refer to the removal of the name of a regular employee from the rolls and could be for any reason whatsoever viz. resignation, termination, retirement, death and abandonment of service. This covers all permanent employees of the organization.

## Period of Notice

The employment with the company may be terminated by either party by serving prior written notice on the other.

The stipulated notice period for employees will be as per mentioned in the offer letter signed by both parties.

The Company reserves the right to:

- Terminate the employment of the employee with immediate effect by tendering an equivalent salary in lieu of the notice period
- Terminate the agreement, basis the above grid, for any reason (or no reason), including but not limited to any change in the Company's business condition or direction, or the Company's receipt of any unfavourable information about your professional qualifications or employment.
- Decide on providing a waiver in notice period in full

or in part at its sole discretion or ask for payment of equivalent salary in lieu of un-served notice period.

The employee cannot set-off his/her leave balance against the notice period. The employee does not have the right to terminate his/her employment sooner by tendering equivalent salary in lieu of any part of the applicable notice period, unless agreed upon by the employer.

The final decision on Waiver of the notice period, early release or termination shall not be processed unless approved by the HOD and HRBP.

## Clauses Related to Separation

- Zimbra, as well as the employee, are to ensure compliance of all legal statutes that govern separations needed to be complied with as applicable to that particular case.
- HR Department, Department Head and Managing Director will be responsible for dealing with all matters pertaining to separations.
- Compensatory Time off/Leaves/Appraisals will cease to exist post resignation of employee.
- Zimbra HR Department will complete the Full and Final Settlement of the separating employee within 45 Working Days from the date of Separation. Or the date from which employee has returned company property and documents and or completing the No Dues Certification and Clearance Activities.
- In case an employee does not serve the requisite notice period as per the last working day agreed upon the supervisor and HR, such separation will be treated as unclear exit.

On receipt of the resignation letter, the HR Department will advise the Accounts department to stop payment of salary, which will be paid along with final settlement of accounts. At the same time, the HR department will initiate steps to have the Exit Interview formats filled in as well as all other formalities completed prior to relieving the employee from the services of the organization.

## Resignation

Where employee voluntarily leaves the services of the organization, it is termed as resignation. Resignation should be necessarily initiated by the respective employee by submitting a formal resignation note

over email to the immediate supervisor. No employee could resign from the organization without serving the notice of resignation and without completing the agreed Notice Period. Leaves are not permitted during the notice period. However, in case the leaves requested owing to an emergency / medical reasons supported with valid documentation to the HR Team, leaves may be sanctioned by the department head post consultation with the HR Team.

## Termination

Where an employee is asked to leave the organization on account of misconduct, unclear background verification, information security violation, unapproved absence, integrity issues, violation of company policies, non-performance or other disciplinary issues etc. it is termed as Termination. The list provided above is not exhaustive and could include reason/s over and beyond mentioned above.

Termination shall be discussed and conveyed to the employee by his Reporting Supervisor or Senior Management. The employee terminated by Zimbra would be required to leave the Companies services with immediate effect.

## Retirement

The age of superannuation is 60 years for employees on the permanent rolls of Zimbra. Continued service with Zimbra beyond the age of 60 years will be solely as per the discretion of the management.

Related processes, namely clearances, full and final settlement etc. will be initiated by the HR Department.

## Death

In the unfortunate event of death of the employee, all retiral benefits will be settled with the beneficiary {As per the last updated nominee details or as per the law}. Payables, if any, towards the salary components, will paid via a cheque to the beneficiary.

Claims against the Group Life Insurance or pending medical insurance claims, if any, will be submitted by the HR Department on behalf of the employee's family members.

## Abandonment of Service

Abandonment of service occurs when an employee stays away from duty without sanction for a prolonged period. Abandonment of service will lead to removal of the employee's name from the master rolls of the company.

### Clauses Related to Separation due to Abandonment

An employee will be deemed to have voluntarily abandoned the services of the organisation if he/she:

- Fails to report for duty after 10 days from the date of expiry of his/her sanctioned leave without notice
- Is absent for a period of 10 (Ten) consecutive days or more without notice/sanction
- Re-joins duty after an unauthorised absence of more than 10 days and is unable to explain his/her absence to the satisfaction of the company.

Below procedure will be followed in all cases of abandonment of service:

- The unauthorised absence of an employee should be brought to the notice of the HR Department who would communicate with the employee, asking him/her to re-join duty within a specified time.
- This should be followed by two more communications at intervals of not less than 5 working days each, asking the employee to re-join duty (if he/she has not reported by then).
- The second and third communication should clearly indicate that this absence may/will lead to a loss of employment and the employee would be deemed to have voluntarily abandoned the services of the organisation.
- All communications will be from the HR Department. Communications should be in writing. A telegram or a registered post with acknowledgement due, with recorded delivery sent to the employee, should be sufficient for this purpose.

## Clearance Formalities

Every employee who is leaving Zimbra Technology India Pvt. Ltd.as a result of his/her resignation or termination, shall hand over all the belongings of the organization such as equipment, devices, accessories issued; any literature/documents; media and related content acquired during the course of his employment

under his custody to the reporting manager or HR Department.

There will be a proper handing over of current responsibilities to a person identified by/ or the head of that team.

In the event of resignation/termination, the following procedure is required to be followed after the resignation has been duly accepted by the reporting manager/Unit head or Termination notice has been issued by the Company. Intimation of the resignation should be given immediately to HR Manager.

### Separation Process

1. The accepted copy of resignation should be forwarded to the HR Department.
2. The actual date of relieving (last working date) should be worked out in consultation with HR Department.
3. The clearance Template should be duly filled in and signed by respective authorities and sent to HR Department.
4. HR Department would further process the form and make necessary calculations for leave encashment, salary payable and number of working days till last working date.



# USE OF TECHNOLOGY & EXPECTATIONS

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Our IT team has provided the following policies to ensure you are completely aware of the expectations associated with using Zimbra provided computers, email, and other communication. Your use of computers, email, and instant messaging applications at Zimbra is provided to you as result of Zimbra's investment and it is expected that you use these resources solely for business purposes.

- Allowed Use of Systems & Devices Your Company provided computer or other devices are the property of Zimbra, and may be used only for legitimate business purposes. All team members have the responsibility to use computer resources professionally, ethically, and lawfully.
- No Expectation of Privacy Team members should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to Zimbra, and may only be used for business purposes.

### **Waiver of Privacy Rights**

Team members of Zimbra expressly waive any right of privacy in anything they create, store, send or receive on Zimbra's (or Synacor's) computer systems or through the Internet or any to access and review (this is not clear) all materials team members create, store, send or receive on a Zimbra computer system through the Internet, or any other computer network.

### **Monitoring of Computer Usage**

The Company has the right, but not the duty, to monitor any and all aspects of its computer system, including but not limited to, monitoring sites visited by team members on the Internet, monitoring sites visited by team members on the Internet, monitoring chat groups (i.e. Zimbra chat) and newsgroups, reviewing material downloaded or uploaded by team members to the internet, and reviewing emails sent and received by team members.

### **Prohibited Activities**

Forwarding emails externally or to unintended/unnecessary people that can contain confidential, proprietary, or trade secret information is prohibited. Team members may not forward emails to any other person or entity without the expressed permission of the sender.

Unsolicited Email and Chain Email Spam is a substantial drain on computer resources and Zimbra prohibits their team members from forwarding such mail to others.

### **Conduct While Online and on Devices**

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be downloaded or uploaded by email or other form of electronic communication such as bulletin board systems, newsgroups, or chat groups or displayed on or stored in Zimbra. This includes print versions and/or on a company provided computer, tablet, cell phone, or any other issued device.

Team members encountering or receiving this kind of material should immediately report the incident to their manager or Human Resources. Any use of the above mentioned material is a violation of Zimbra's Anti-Sexual Harassment policy and could lead to immediate termination.

### **Social Media**

This policy governs employee use of social media, including any online tools used to share content and profiles, such as personal web pages, message boards, networks, communities, and social networking websites including, but not limited to, Facebook, Myspace, Digg, Flickr, Vine, Twitter, Instagram, LinkedIn and web blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy.

The Company respects the rights of all employees to use social media. However, because communications by employees on social media could, in certain situations, negatively impact business operations, customer relations, or create legal liabilities, it is necessary for the Company to provide these guidelines. In addition to ensuring that employee use of social media does not create any legal liabilities, these guidelines are intended to ensure employees understand the types of egregious conduct that is prohibited. This policy will not be interpreted or applied so as to interfere with the protected rights of employees to discuss or share information related to their wages, benefits, and terms of employment.

amongst themselves or with outside parties. Employees engaging in use of social media are subject to all of the Company's policies and procedures, including, but not limited to, the Company's policies: (1) protecting the confidentiality of Company proprietary information and customer information; (2) safeguarding Company property; (3) prohibiting unlawful discrimination and harassment; and (4) governing the use of Company computers, telephone systems, and other electronic and communication systems owned or provided by the Company.

Employees must comply with the following guidelines when using social media:

- Employees are prohibited from using social media to post or to display comments about co-workers, customers, vendors, suppliers, or members of management that are obscene, abusive, profane, physically threatening or intimidating, harassing, or constitute a violation of the Company's workplace policies against discrimination, or harassment.
- Employees are prohibited from using or disclosing customer information, Confidential Information, or proprietary information or disclosing documents or information that have been designated or marked as

business sensitive, confidential/private, or business use only.

- Employees are prohibited from engaging in activities that involve the use of social media that violate other established Company policies or procedures.
- Employees are prohibited from using social media on company devices or while on work time, which is the time employees are engaged in work, unless it is being done for Company business and with the authorization of the Company.
- Violations of this policy may result in disciplinary action up to and including termination. If you have any questions about this policy, contact People Experience Manager.

Employees should know that the Company has the right to and will monitor the use of its computer, telephone, and other equipment and systems, as well as any publicly accessible social media. Employees should have no expectation of privacy while using online social media or using Company equipment. Employees should expect that any information created, transmitted, downloaded, exchanged or discussed on publicly accessible online social media may be accessed by the Company at any time without prior notice. This is particularly true in cases involving the use of Company equipment or systems.

# EMPLOYEE REFERRAL POLICY

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Zimbra encourages and rewards employees for identifying talented candidates for open positions. Employees know the culture of our company and can be helpful in articulating it to potential employees. Our employees are the best resource for identifying talent like themselves, with similar work ethics, drive, and commitment, for career opportunities with Zimbra. In our mission to recruit and retain top talent, we offer a competitive "Employee Referral Bonus" Program that inspires our employees to share their enthusiasm with highly skilled and like-minded candidates.

## Guidelines

Employees will be rewarded on referral selections depending on open requirement and role/title or criticality of the open requirement. Employees can refer their friends or relatives to any open position under Zimbra if it is posted on website. Employee should share the profile with HR, HR will check whether the profile is original or duplicate. Accordingly, HR Team will coordinate with technical team for interview process. After completion of 90 days from the date of joining of referred candidate, employee is eligible to receive referral bonus that is USD \$1000. -

## Program Rules

- Referral Eligibility: All Zimbra employees (except Talent Acquisition, Human Resources personnel, and all managers and above with hiring authority over the referred candidates) are eligible to receive bonus referral compensation.
- Employee should share the profile with HR team for further process.
- The first employee to refer a candidate will be the only referring employee eligible for payment.
- Referrals must meet the stated qualifications for the eligible job openings and will be required, the same as all other applicants, to demonstrate their skills or aptitude to perform the particular job for which they've been referred.
- All candidates will be evaluated for employment consistent with Zimbra policies and procedures.
- All information regarding the hiring decision will remain strictly confidential.
- Any disputes or interpretations of the program will be handled through Human Resources.
- Referral of Fresher's or for Junior title roles will not attract referral bonus.

## **Key Contacts**

There may come a day where you have an important question or need to tell someone about something that's of concern to you. Don't ever hesitate to ask someone for help!

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### **Benefit Information**

**Benefits@synacor.com**

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### **Payroll Information**

**skppayroll.input@SKPTRICOR.COM**

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### **Stock Administration Help**

**Benefits@synacor.com**

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### **Synacor Hotline to Report a Concern**

**(1-866-232-4527)  
sync@openboard.info**

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### **Corporate IT Helpdesk**

**Helpdesk@synacor.com**

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### **HR Wiki**

You can also contact any member of the Human Resource team or Management team with concerns, questions, or ideas. We are here to help and support you

## **Policy Exceptions**

No exceptions will be granted to any Zimbra policies listed in this handbook or published online on the HR Wiki without the expressed written approval from the VP of Human Resources or the Chief Executive Officer.

### **Acknowledgement**

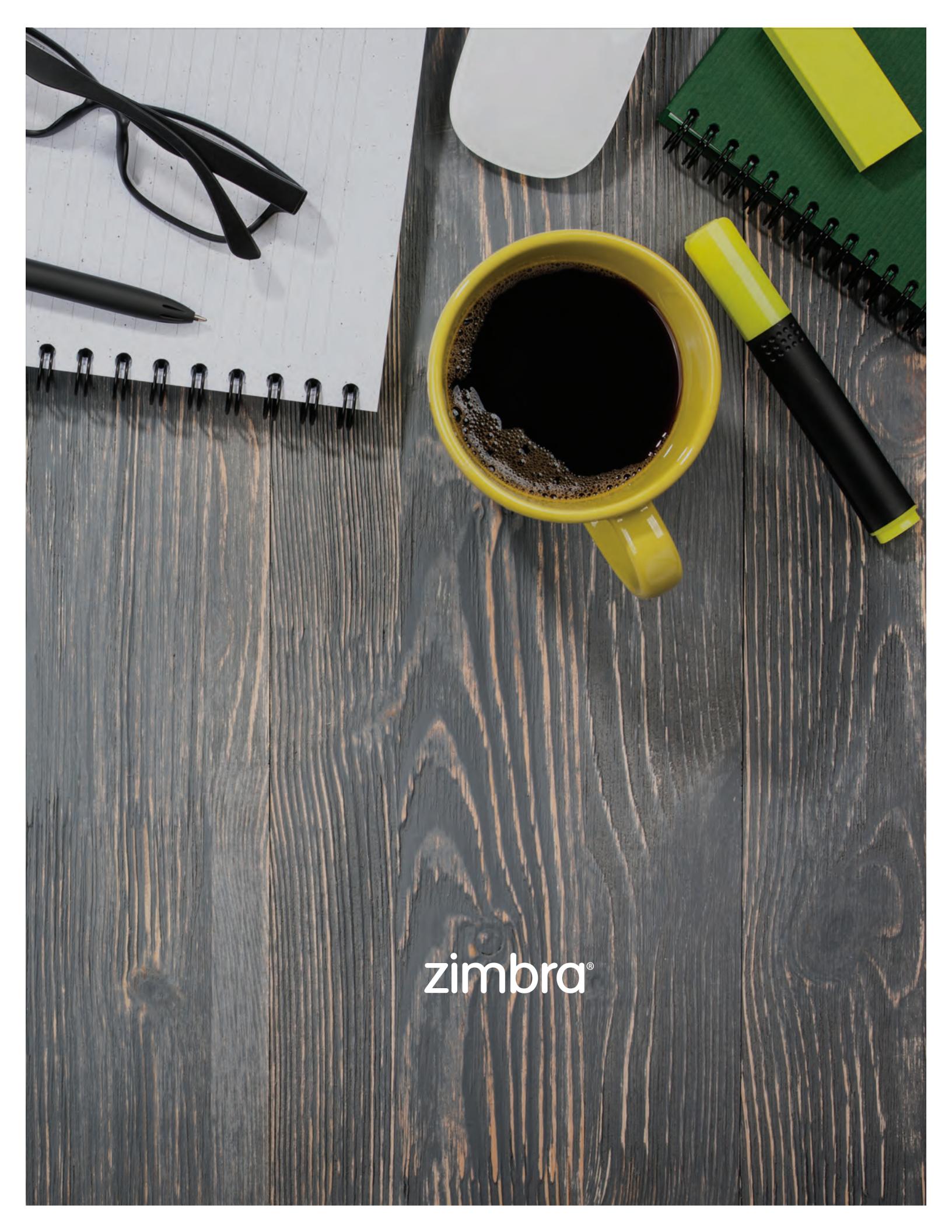
This is to acknowledge that I have received a copy of the Employee Handbook and understand that it contains important information on the company's general personnel policies and on privileges and obligations as an employee.

I acknowledge that I am expected to read, understand, and adhere to company policies and will familiarize myself with the material in the Handbook. I understand that I am governed by the contents of the Handbook. I also understand that, other than the at-will policy which is set forth in this Handbook and reiterated in the paragraph below, the company may change, rescind or add to any policies, benefits or practices described in the Handbook from time to time in its sole and absolute discretion with or without prior notice.

I understand that the Company will attempt to distribute such new policies or changes to me in writing to be incorporated in this Handbook. When new policies are added, or existing policies or procedures are changed, I understand that the most recent policies shall prevail and will govern any new actions taken. I also understand that the statements contained in this Handbook are not intended to create any contractual or other legal obligations.

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**zimbra®**