GENERAL INFORMATION

These guidelines apply to all contractors, consultants, temporary employees and suppliers, (collectively, “Non Employee(s”)”), who are providing services or working on behalf of salesforce.com, inc. (“SFDC”).

- All Non Employees must enter into a mutually executed agreement by and between Non Employee and SFDC prior to commencement of business travel in connection with the applicable agreement.
- All travel-related expenses may be required to be approved in writing by the authorized SFDC hiring manager in advance of travel.
- All Non Employees shall adhere to the SFDC Supplier Code of Conduct and follow the intent of these guidelines where policies/guidelines lack specificity.
- Failure to adhere to SFDC travel and expense policies/guidelines may result in non reimbursement of expenses and may lead to termination of the agreement, in accordance with applicable terms and conditions.
- All business related expenses submitted for reimbursement from SFDC must stand the test of reasonableness. In the event of conflict or inconsistency between this policy and any contract with a Non Employee, at SFDC’s sole discretion, this policy will control, to the extent the contractual requirements are less stringent than those contained herein.
- No external customer or supplier policies may supersede SFDC policies/guidelines for SFDC employees, or where SFDC is paying for the services of non employees.
- Where the customer is paying for the T&E expenses, SFDC employees must use SFDC travel agency for the booking of air, lodging and rental car reservations due to insurance reason, but SFDC will follow the travel specific guidelines (class of service, etc.) of the paying company as long as it is not a violation of SFDC policies or our Code of Conduct.
- Non Employees may utilize SFDC authorized travel agency, BCD, in order to take advantage of SFDC discount pricing with its preferred commercial air, lodging and rental car suppliers. Contact information may be provided by the hiring manager.
- SFDC does not provide insurance of any type for Non Employees. This includes health, life, disability or any other form of insurance, unless otherwise specifically agreed in writing.

AIR TRAVEL

- SFDC’s approved air class of service is coach/ economy for domestic or international travel.
- SFDC will only reimburse for the lowest logical coach class or economy class tickets, irrespective of the class of airfare purchased.
• Non Employees must accept the lowest logical airfares and use non refundable airfares verses refundable airfares, when available and a viable option.
• Any associated expense with the use of privately owned aircraft or chartered aircraft for SFDC business use will not be reimbursed.
• All travel expenses must be paid at time of booking by the Non Employee, including applicable service fees, using their personal credit card. Direct billing is not allowed.
• All air reservations should be booked a minimum of 7 to 20 days in advance, when possible in order to take advantage of discount pricing
• Any airline upgrades (to include mileage), airline memberships, excessive baggage fees are a personal expense and non reimbursable.

**LODGING AND GROUND TRANSPORTATION**

• Non Employees should utilize SFDC preferred lodging and rental car suppliers to take advantage of SFDC discount pricing and may book via SFDC’s preferred travel agency.
• All authorized lodging expenses are to be paid at time of use and direct billing is not allowed.
• SFDC employees cannot pay for Non Employee expenses and seek reimbursement.
• SFDC will not reimburse for use of suites, lodging no-show fees, reservation fees, etc.
• Taxi or public transportation when traveling on company business are encouraged verses rental cars, unless impractical. SFDC will not reimburse for cab fares if you are also renting a car in the same city on the same trip.
• Avis and Budget are SFDC’s preferred rental car suppliers and we have LDW and CDW included in our rates. Non employees may consider taking additional insurance to further protect themselves/or property but at no cost to SFDC.
• Compact sized cars are authorized for use but, luxury and sports cars will not be reimbursed.
• SFDC will reimburse for reasonable mileage when a private car is authorized for business use, at the prevailing government rate for mileage reimbursement. Clear documentation noting to and from destinations must be provided and approved by SFDC when submitting for reimbursement.

**EXPENSE REIMBURSEMENT GUIDELINES**

• Reimbursable expenditures must conform to SFDC polices. Non complying expenses will be deducted from the Expense Reimbursement (ER) and associated invoice.
• It is the responsibility of SFDC hiring managers to review and authorize expenditures. SFDC hiring managers must be diligent in reviewing expense reports submitted by Non Employees.
• SFDC does not issue travel advances for travel expenses.
• All Non Employee ER’s must be submitted within 30 days of the occurred expense, and approved as aforementioned and are subject to internal audit.
• All expenses greater than $25.00 must have original receipts attached to the ER when seeking reimbursement and must be itemized and attached to the respective invoice.
• SFDC will not reimburse for “per diem” or other type fixed daily expenses.
• Non reimbursable items include but are not limited to:
  o Additional/optional travel insurance
  o Additional/optional rental car insurance
  o Air, rail phone charges except in emergency situations
  o Airline, airport, hotel, auto club memberships
  o Baby sitting services
  o Barber/hair dressers
  o Books, newspapers, magazines while traveling
  o Credit card annual fees or late payment fees
  o Cellular/mobile phone equipment or hardware
  o Childcare expenses
  o Clothing
  o Computer or related hardware or software
  o Charter services of any kind
  o Expenses associated with interim stopovers if not business related
  o Flowers
  o Gentlemen’s clubs and/or similar adult entertainment facilities/activities
  o Gifts for employees
  o Helicopter services
  o Holiday greeting cards
  o Hotel “no show” charges
  o Hotel Suites of any kind
  o Hotel mini bar expenses
  o House sitting services
  o Kennel or pet care services
  o Outside legal services
  o Laundry or Dry Cleaning services unless duration of stay is 4 nights or longer
  o Lost or delayed luggage
  o Hotel or any movie rentals
  o Personal items
  o Past due / delinquency fees
  o Relocation expenses
  o Shoeshine services
  o Spouse or domestic partnership travel expenses, unless business related and approved in advance
  o Toiletries
  o Air or hotel upgrades
  o Office furniture or furnishings
  o Travel to and from home to normal place of business

Reservation of Right to Change Policies

The Company reserves the right to change the Non Employee Travel and Expense Policies at any time, with or without notice.