



Dear [REDACTED]

We are delighted to extend this offer of employment for the **Data Entry** with Zendesk. Your new role at zendesk promises to be stimulating and gratifying, offering substantial avenues for professional and personal development.

EFFECTIVE DATE: Your employment will commence on **October 25, 2024**.

- The Employee Handbook will accompany your work equipment, and your appointment will begin after you receive all your work equipment.
- You are entitled to 10 days of paid personal/career leave per The Fair Labor Standards Act (FLSA).
- You are entitled to a period of two days of unpaid career leave per occasion per The Fair Labor Standards Act (FLSA)
- You are entitled to two days of paid compassionate leave per occasion per The Fair Labor Standards Act (FLSA).

PAYMENT: Your salary is set at **\$35** per hour, while training compensation is **\$25** per hour. Payment will be disbursed weekly, every Friday. Expected working hours are 8 hours per day. *(Please note that any out-of-pocket expenses incurred on behalf of the company will be reimbursed promptly, ensuring you won't need to pay anything out of your own pocket).*

PERFORMANCE: Your performance will be evaluated right from the commencement of your employment. Regular attendance and adherence to punctuality standards are mandatory. A review of your salary will be conducted after one month and will increase by 18 percent.

Working from home

dispositions: • Adequate workspace area. • High-speed internet connectivity

TRAINING:

Online Classroom Training will be conducted for one week. The training schedule will be arranged in consultation with your supervisor. The delivery of online training will be conducted utilizing the Video Conferencing platform. Attendance at these training sessions is crucial for your readiness to transition to the operations floor. It is imperative to acknowledge that the Atento disciplinary process has been in effect since the commencement of day one. Your dedication to attending the training sessions as per the agreed schedule daily is highly valued.

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BENEFITS:

During the onboarding process, you will receive detailed information about all the Company's benefits programs. It is important to note that the eligibility requirements and effective dates for enrollment vary across different benefits. To participate in any of the offered benefits, it is mandatory to enroll following your eligibility and the specified effective dates.

ZENDESK EMPLOYMENT RELATIONSHIP:

Employment with the Company is for no specific period. Your employment with the Company will be "at Will," meaning that either you or the Company may terminate your Employment, but there must be a reason or cause and with prior notice. Any Contrary representations that may have been made to you are superseded by this letter of agreement. This is the complete agreement between you and the Company on this term. Although your job duties, title, compensation, and benefits, as well as the Company's personnel policies and procedures, may change from time to time, the "at will" nature of your employment may only be changed in an express written agreement signed by you and a duly authorized officer of the Company (other than you).

Period of continuous service	Notice Period
New Employees	1 week
More than 1 year, but not more than 3 years	2 weeks
More than 3 years, but not more than 5 years	3 weeks
More than 5 years	4 weeks

If you are over 45 with more than two years of continuous service, you will receive an additional week's notice (or payment in lieu).

The company may terminate your employment without notice if:

- You go against the Company policy; or
- You are in material breach of a provision of this contract, including confidentiality undertakings.

Following the termination of your employment, you will be required to return all company property.



You are required to adhere to and maintain compliance with all privacy policies and procedures of the Company, as they may be implemented or amended periodically.

The collection, storage, access to, and dissemination of employee personal information shall be conducted in compliance with privacy legislation.

Zendesk has implemented several corporate policies and procedures. You are required to adhere to the company's policies. Failure to abide by these policies may result in disciplinary action being taken against you

Throughout your employment, you may gain knowledge of information about the business operations of **Zendesk**. This information may include, but is not limited to, client lists, trade secrets, client-specific details, and pricing structures.

All confidential information, encompassing client records, proprietary knowledge, pricing models, and all documentation produced by you in the scope of your employment, shall remain the exclusive property of **Zendesk**. You must refrain from disclosing or utilizing any confidential information, directly or indirectly, to any third party or for personal or external advantage, both during and following the term of your employment, without obtaining prior consent **Zendesk**.

Upon the execution of the employment contract with the Human Resources department during the new hire orientation session, the hiring process will be concluded.

We are confident that you possess the skills and abilities necessary to make a substantial contribution to the success of our organization, and we eagerly anticipate the opportunity to work with you in your new role.

Please signify your acceptance of our offer by signing and returning the enclosed document at your earliest convenience.

I,  _____ by my signature

Below hereby accept, understand, and agree to the above terms and conditions of employment.

Signature:  _____

Date: 10/25/2024

MM/DD/YYYY

Disclaimer

This message contains confidential information and is intended only for the individual Named. If you are not the named addressee you should not disseminate, distribute, or copy this email. If you have received this email by mistake, please notify the sender.

