NeuralTech Solutions

Company Handbook & Policy Guide

Version 3.2 | Effective Date: January 2026

1. Company Overview

NeuralTech Solutions was founded in 2019 by Dr. Sarah Chen and Marcus Williams in San Francisco, California. The company specializes in enterprise artificial intelligence solutions, focusing on natural language processing and machine learning infrastructure. As of January 2026, NeuralTech employs 847 full-time employees across 12 global offices.

Our headquarters is located at 1250 Innovation Drive, San Francisco, CA 94107. The company operates with a hybrid work model, allowing employees to work remotely up to 3 days per week. Core office hours are Monday through Friday, 10:00 AM to 4:00 PM Pacific Time.

1.1 Mission Statement

NeuralTech's mission is to democratize artificial intelligence by building intuitive, secure, and scalable solutions that empower organizations to harness the full potential of their data. We believe in responsible AI development with transparency, fairness, and human oversight at the core of every product we create.

1.2 Core Values

• Innovation Excellence: We push boundaries and embrace creative problem-solving.
• Customer Obsession: Every decision starts with understanding customer needs.
• Ethical AI: We build AI systems that are fair, transparent, and accountable.
• Collaborative Spirit: Great achievements come from diverse teams working together.
• Continuous Learning: We invest in personal and professional growth.

2. Employee Benefits & Compensation

2.1 Health Insurance

NeuralTech provides comprehensive health coverage through BlueCross BlueShield. The company covers 90% of employee premiums and 75% of dependent premiums. Coverage includes medical, dental, and vision plans. Employees are eligible for benefits on the first day of the month following their start date.

2.2 Paid Time Off (PTO)

All full-time employees receive 20 days of PTO annually, which increases to 25 days after 3 years of service and 30 days after 7 years. Additionally, NeuralTech observes 11 paid company holidays per year. Unused PTO can be carried over up to a maximum of 10 days into the following year.

2.3 Parental Leave

New parents are entitled to 16 weeks of fully paid parental leave, regardless of gender. This policy applies to both biological and adoptive parents. Employees may take parental leave within the first 12 months following the birth or adoption of a child. A gradual return-to-work program is available.

2.4 Retirement & Stock Options

NeuralTech offers a 401(k) retirement plan with a company match of up to 6% of the employee's salary. The vesting schedule is 25% per year over 4 years. All full-time employees also receive stock options as part of their compensation package, with a standard 4-year vesting period and 1-year cliff.

2.5 Professional Development

Each employee has access to a $5,000 annual learning budget for courses, conferences, certifications, and educational materials. The company also provides free access to LinkedIn Learning, Coursera, and O'Reilly Media. Team leads may approve additional funding for specialized training programs.

3. Travel & Expense Policy

3.1 Business Travel Authorization

All business travel must be pre-approved by the employee's direct manager at least 5 business days before the trip. Domestic travel under $2,000 requires manager approval only. International travel or domestic travel exceeding $2,000 requires additional approval from the department head.

3.2 Airfare & Transportation

Employees should book economy class for flights under 6 hours. Business class is permitted for flights exceeding 6 hours or for employees with documented medical requirements. All bookings must be made through the company's designated travel portal, TravelPerk. Ground transportation expenses including taxis, rideshares, and rental cars are reimbursable with receipts.

3.3 Accommodation

Hotel bookings should not exceed $250 per night for domestic travel and $350 per night for international travel. Exceptions may be granted for high-cost cities such as New York, San Francisco, London, and Tokyo, where the limit is increased to $400 per night. Employees are encouraged to book hotels with corporate rates when available.

3.4 Meals & Daily Allowances

The per diem meal allowance is $75 for domestic travel and $100 for international travel. This covers breakfast, lunch, and dinner. Alcohol expenses are not reimbursable unless part of a client entertainment event approved by a director-level or above manager. Tips up to 20% are included in the per diem calculation.

3.5 Expense Reimbursement Process

All expense reports must be submitted within 30 days of the trip completion through the Expensify platform. Receipts are required for all expenses over $25. Reimbursements are processed within 10 business days of approval. Late submissions may result in delayed reimbursement or denial.

4. Project Management Guidelines

4.1 Current Active Projects

Project Aurora - Enterprise RAG Platform
Lead: Dr. James Martinez | Budget: $2.4 million
Start Date: March 15, 2025 | Deadline: September 30, 2026
Description: Development of a scalable retrieval-augmented generation platform for enterprise document processing and intelligent search capabilities.

Project Nexus - Customer Analytics Dashboard
Lead: Priya Sharma | Budget: $850,000
Start Date: June 1, 2025 | Deadline: February 28, 2026
Description: Building a real-time analytics dashboard with AI-powered insights for tracking customer engagement and predicting churn.

Project Sentinel - AI Security Module
Lead: Alex Thompson | Budget: $1.2 million
Start Date: August 10, 2025 | Deadline: May 15, 2026
Description: Implementation of advanced threat detection using machine learning models to identify and prevent security vulnerabilities in AI systems.

4.2 Stakeholder Communication

Project stakeholders for all major initiatives include: CEO Dr. Sarah Chen, CTO Marcus Williams, VP of Engineering Lisa Park, VP of Product David Kim, and CFO Robert Johnson. Weekly status updates are required every Friday by 3:00 PM PT. Monthly executive reviews are held on the first Monday of each month.

4.3 Sprint Cycles & Agile Process

NeuralTech follows a 2-week sprint cycle. Sprint planning occurs on Monday mornings, daily standups are at 9:30 AM, and sprint retrospectives are held on the last Friday of each sprint. All teams use Jira for project tracking and GitHub for version control. Code reviews require at least 2 approvals before merging to the main branch.

5. Information Technology & Security

5.1 Password Requirements

All employee passwords must meet the following criteria: minimum 14 characters, at least one uppercase letter, one lowercase letter, one number, and one special character. Passwords must be changed every 90 days and cannot be reused within the last 12 password cycles. Multi-factor authentication (MFA) is mandatory for all company systems.

5.2 Data Classification

NeuralTech uses a four-tier data classification system:
• **Public**: Information intended for public release (marketing materials)
• **Internal**: General company information for employees only
• **Confidential**: Sensitive business data requiring restricted access
• **Restricted**: Highly sensitive data including PII, financial records, and trade secrets

5.3 Remote Work Security

Employees working remotely must use the company VPN (Cisco AnyConnect) when accessing internal systems. Personal devices may not be used to access confidential or restricted data. Company-issued laptops have full disk encryption enabled and must be locked when unattended. Public WiFi usage requires VPN connection at all times.

5.4 Incident Reporting

Any suspected security incident must be reported immediately to the Security Operations Center (SOC) at security@neuraltech.io or by calling the 24/7 hotline at 1-888-NT-SECURE (1-888-687-3287). Employees should not attempt to investigate or remediate security incidents independently. The incident response team will provide guidance within 1 hour of report submission.

6. Q3 2025 Financial Report Summary

6.1 Revenue Performance

NeuralTech achieved total revenue of $47.3 million in Q3 2025, representing a 34% year-over-year increase. Subscription revenue accounted for $38.2 million (81% of total revenue), while professional services contributed $9.1 million. Annual Recurring Revenue (ARR) reached $156 million, up from $118 million in Q3 2024.

6.2 Customer Metrics

The company added 127 new enterprise customers in Q3, bringing the total customer count to 892. Customer retention rate remained strong at 94.7%. Average contract value increased to $175,000 from $142,000 in the previous year. Net Promoter Score (NPS) improved to 72, up from 68 in Q2.

6.3 Operating Expenses

Total operating expenses for Q3 2025 were $41.8 million. Research and Development expenditure was $18.5 million (44% of OpEx), Sales and Marketing was $14.2 million (34%), and General & Administrative was $9.1 million (22%). The company maintained a healthy gross margin of 78%.

6.4 Profitability & Cash Position

NeuralTech reported an operating income of $5.5 million in Q3 2025, achieving profitability for the third consecutive quarter. Net income was $4.2 million after taxes. Cash and cash equivalents stood at $89 million as of September 30, 2025. The company has no long-term debt.

6.5 2026 Financial Outlook

For fiscal year 2026, NeuralTech projects total revenue between $210 million and $225 million. The company plans to invest heavily in AI research, with R&D; spending expected to increase by 40%. Headcount is projected to grow to 1,100 employees by year-end. The Series D funding round of $75 million closed in October 2025, led by Sequoia Capital.