Nexlify Solutions Pvt. Ltd.

Corporate HR Policies & Procedures Manual

1 Introduction

This Employee Handbook (EHB) outlines policies, procedures, and benefits for Nexlify Solutions Pvt. Ltd. employees, fostering a productive work environment. It is confidential; unauthorized use or disclosure is prohibited. Contact hr@nexlify.com for queries.

1.1 Applicability

This EHB applies to all employees, superseding prior notices.

1.2 Definitions

- **Company**: Nexlify Solutions Pvt. Ltd. and its branches.
- **Employee**: Full-time employees, retainers, trainees, excluding interns unless specified.
- **Year**: Financial year (April to March).
- **Approving Authority**: Managing Director or Director.

2 Company Profile

Founded in 2015, Nexlify Solutions Pvt. Ltd. specializes in business automation and cloud-based software solutions, with a strong presence in India. Our vision is to be a globally respected technology brand, delivering innovative solutions for stakeholder growth.

3 Recruitment

Nexlify promotes equal opportunity. Appointments require Director/Managing Director approval.

3.1 Recruitment Process

1. Job details submitted to HR.
2. Director approves.
3. HR recruits via portals, referrals, or campus drives.
4. Candidates shortlisted, interviewed, and finalized by HR.

4 Attendance & Leave Management

- **Working Days**: Monday–Friday, 9:30 AM–6:30 PM.
- **Attendance**: Employees must record daily punch-in and punch-out times in the HRMS system. Unmarked days are considered Absent.

- **Leaves**: 2/month post-probation, pro-rated, non-encashable. Leave applications must be submitted and updated in both HRMS and Freshteam for approval.
- **Notification**: 3-day advance notice for leaves via HRMS and Freshteam; emergencies reported via phone/email to HR and updated in systems.

5 Task Assignment Policy

This policy ensures efficient task allocation, excluding interns and freshers (employees with less than one year at Nexlify), to optimize productivity and maintain quality standards.

5.1 Purpose and Scope

The policy establishes a structured approach to task assignment, aligning tasks with employee capabilities, project needs, and organizational goals. It covers project-based, operational, and strategic tasks.

5.2 Employee Categories and Task Eligibility

- **Interns**: Temporary staff for learning. Restricted from independent tasks; allowed supervised tasks. Require daily mentor check-ins.
- **Freshers (012 months)**: New employees. Restricted from client-facing, financial, or strategic tasks; allowed routine operational tasks under weekly supervision.
- **Experienced Employees (12+ months)**: Eligible for complex, client-facing, and strategic tasks with monthly reviews and autonomy.

5.3 Task Priority Classification

- **Priority 1 (Critical)**: Immediate (2448 hours), high-impact tasks (e.g., system outages). Assigned to experienced employees with Director approval.
- **Priority 2 (High)**: 15 day deadlines, significant impact (e.g., client deliverables). Assigned to experienced employees.
- **Priority 3 (Standard)**: 510 day deadlines, routine tasks (e.g., reports). Assigned to freshers (supervised) or experienced employees.
- **Priority 4 (Low)**: Flexible deadlines, administrative tasks. Open to all, including interns (supervised).

5.4 Task Assignment Guidelines

- **Pre-Assignment Assessment**: Evaluate employee skills, workload, and task complexity. Match tasks to experience level.
- **Assignment Process**:
  1. Classify task priority and requirements.

2. Select employee based on skills and capacity.

3. Document task details (objectives, deadlines, metrics) in project management tools (e.g., Jira).

4. Communicate expectations and set milestones.

- **Special Rules**:

  - High-risk tasks require Director approval and backup resources.

  - Client-facing tasks require 12+ months experience and training.

  - **Finance Department**: Only employees with 'Finance Analyst' or higher roles may work on financial audits. Interns are strictly prohibited from finance-related tasks.

  - **Development Department**: Only senior developers may resolve critical Apex production issues. Frontend interns may only fix internal UI bugs, not client-facing bugs.

  - **QA Department**: QA engineers on probation may not handle regression for production releases.

  - Employees on probation are not allowed to handle production-critical tasks.

5.5 Workload Management

- **Capacity Limits**: Freshers: 3 tasks; Experienced: 5 tasks.
- **Monitoring**: Weekly capacity reviews, monthly utilization reports.

5.6 Monitoring and Review

- **Daily**: Task status updates via tools.
- **Weekly**: Progress reviews, issue identification.
- **Monthly**: Performance and quality assessments.
- **Quality Metrics**: On-time delivery, defect rates, client satisfaction.

5.7 Escalation and Support

- **Escalation**: Issues reported within 24 hours to Reporting Officer; unresolved issues escalate to Director within 48 hours.

- **Support**: Training for specialized tasks, mentorship for experienced employees, and tool access provided.

5.8 Performance Evaluation

- **Criteria**: Task completion, quality, timeliness, collaboration.
- **Cycles**: Weekly reviews, monthly assessments, quarterly goal-setting.

- **Recognition**: Awards for excellence, innovation, or teamwork.

5.9   Training and Development

- **Freshers**: Onboarding, technical training, supervised tasks.
- **Experienced**: Leadership, strategic, and client management training.
- **Mandatory**: Annual compliance, communication, and tool training.

5.10   Compliance and Governance

- **Requirements**: Adhere to assignment rules, document tasks, complete training.
- **Monitoring**: Monthly audits, quarterly reviews.
- **Non-Compliance**: Warnings, additional training, or disciplinary action.

6   Welfare Programs

- **Birthday**: Gift by Administration.
- **Wedding**: Rs 10,000 gift cheque.
- **Maternity/Paternity Leave**: Per Maternity Act 1961.

7   Disciplinary Procedures

Disciplinary action (warnings, suspension, termination) follows counseling for issues like absenteeism or policy violations.