

Internal Knowledge Base Document – AuroraTech Solutions

1. Company Overview

Company Name: AuroraTech Solutions Pvt. Ltd.

Headquarters: San Francisco, California, USA

Global Offices: New York, London, Singapore, Bangalore

Industry: Enterprise Software & Cloud Infrastructure

Founded: 2011

Employees: ~2,800 worldwide

AuroraTech Solutions specializes in **cloud-native platforms, AI-driven analytics, and enterprise cybersecurity**. Its flagship product, **AuroraSphere**, is a SaaS-based infrastructure management platform adopted by Fortune 500 clients.

The company operates on a **hybrid workforce model**, with ~60% employees working remotely. Its cultural values emphasize **transparency, innovation, accountability, and customer obsession**.

2. Organizational Structure

- **CEO:** Maya Lin
 - **CFO:** Richard Alvarez
 - **CTO:** Dr. Priya Narayanan
 - **Chief People Officer (CPO):** Jonathan Reed
 - **Divisions:**
 - **Product Engineering** (Core development of AuroraSphere, DevOps, and AI models)
 - **Cloud Security & Compliance**
 - **Sales & Customer Success**
 - **People & Culture (HR)**
 - **Finance & Legal**
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3. Key Internal Policies

3.1 Code of Conduct

- Employees must act with **integrity, fairness, and respect**.
- Confidential information must never be shared outside the company.
- Conflicts of interest (e.g., side projects with competitors) must be disclosed to HR.
- Zero tolerance for **harassment, discrimination, or retaliation**.

3.2 Remote Work Policy

- Employees can work from anywhere but must **align with core collaboration hours (9 AM – 2 PM Pacific Time)**.
- Company provides a **\$1,200 annual stipend** for home office equipment.
- Secure VPN and two-factor authentication are **mandatory** for system access.

3.3 Leave & Time-Off Policy

- **Annual Paid Leave:** 20 working days per year.
- **Sick Leave:** 10 working days per year.
- **Parental Leave:** 16 weeks (gender-neutral).
- Employees must log leave requests in the **AuroraHR Portal**.

3.4 Expense Reimbursement Policy

- All expenses must be pre-approved by the reporting manager.
- Receipts must be submitted within **30 days of expenditure**.
- Travel booked outside the company's preferred vendor list will not be reimbursed.

3.5 Cybersecurity Policy

- All employees must complete **mandatory cybersecurity training every 6 months**.
 - Sensitive data must be stored in **company-approved encrypted systems only**.
 - Sharing passwords is strictly prohibited.
 - In case of a suspected breach, employees must report within **2 hours** to the InfoSec team.
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4. Internal Communication & Tools

- **Email:** Official communication through Outlook 365.
 - **Chat/Collaboration:** Microsoft Teams (primary) and Slack (for engineering).
 - **Documentation:** Confluence & SharePoint.
 - **Project Tracking:** Jira (engineering), Salesforce (sales).
 - **Knowledge Base:** AuroraWiki (internal portal for employees).
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5. Performance Review & Promotions

- Performance reviews occur **bi-annually (April & October)**.
- Employees are evaluated on:
 - **Technical/Functional skills** (40%)
 - **Collaboration & Leadership** (30%)
 - **Customer & Business Impact** (30%)

- Promotion requests must be initiated by the manager and approved by the **People Review Committee (PRC)**.
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6. Compliance & Legal

- AuroraTech complies with **GDPR, HIPAA, and SOC 2 Type II standards**.
 - All employees must sign the **Confidentiality and IP Agreement** upon joining.
 - Non-disclosure agreements (NDAs) are required before engaging with third-party vendors.
 - Any violation of compliance rules can lead to **disciplinary action, up to termination**.
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7. Employee Benefits

- **Health Insurance:** Comprehensive medical, dental, and vision.
 - **Retirement Plan:** 401(k) with company matching up to 6%.
 - **Learning & Development:** \$2,500 annual budget for certifications/courses.
 - **Wellness Program:** Access to online therapy sessions and fitness reimbursements.
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8. Crisis Management & Business Continuity

- **Emergency Contacts** must be updated in the AuroraHR Portal.
- In case of a major incident (cyberattack, natural disaster, etc.), employees will receive updates via **SMS alerts + Teams announcements**.
- A **Business Continuity Plan (BCP)** ensures that customer-critical systems maintain **99.99% uptime**.

AuroraTech Solutions – Extended Internal Documentati

1. Company Vision and Culture

AuroraTech Solutions was founded on the principle that **technology should enable, not limit, business growth**. The company envisions a world where organizations of all sizes can harness the power of cloud computing, artificial intelligence, and secure digital ecosystems without being burdened by infrastructure complexity. Over the years, AuroraTech has evolved from a small start-up in San Francisco into a global enterprise, serving clients across finance, healthcare, retail, and aviation.

At the heart of AuroraTech's culture lies a commitment to **transparency, accountability, and customer obsession**. Employees are encouraged to innovate without fear of failure, provided that lessons are shared openly to improve collective knowledge. Collaboration is valued above individual heroics, and decisions are made based on data-driven insights rather than hierarchy. The company's leadership emphasizes that "integrity is non-negotiable" and that ethical conduct is as important as technical excellence.

2. Human Resources & Workplace Guidelines

AuroraTech follows a **hybrid workplace model**. Employees may choose to work from home or office, but they must be available during the company's **core hours between 9 AM and 2 PM Pacific Time** to ensure global collaboration. Beyond these hours, teams have flexibility to structure their schedules according to project needs and time zones. This approach has allowed the company to build diverse, distributed teams across North America, Europe, and Asia.

The company handbook specifies that while productivity is important, employee well-being takes precedence. Annual leave, sick leave, and parental leave are not treated as privileges but as rights, and managers are trained to encourage their teams to take time off when needed. AuroraTech believes that sustainable performance can only be achieved when employees have the mental space to recharge. Remote employees are provided with a **home-office allowance of \$1,200 per year**, enabling them to set up ergonomic and efficient work environments.

In terms of professional conduct, AuroraTech expects employees to act with dignity and respect toward colleagues and clients. Harassment, discrimination, or workplace bullying is not tolerated under any circumstances. A confidential ethics helpline, "AuroraEthics," allows employees to report misconduct anonymously, ensuring that issues are addressed without fear of retaliation.

3. Information Security and Compliance

Given the nature of its work, AuroraTech treats **cybersecurity as a shared responsibility across the organization**. Every employee, whether in engineering, HR, or sales, must complete **mandatory cybersecurity training every six months**. The training includes modules on phishing awareness, password hygiene, and secure data handling.

AuroraTech's **data classification framework** divides information into four categories: Public, Internal, Confidential, and Restricted. Public information can be freely shared outside the company, while Restricted documents, such as merger and acquisition plans, can only be accessed by top executives under strict audit logs. All laptops are enrolled in Mobile Device Management software, ensuring they can be remotely wiped in case of theft.

Compliance is embedded into the company's DNA. AuroraTech aligns with **GDPR, HIPAA, CCPA, and SOC 2 Type II standards**. Employees are reminded that protecting customer

data is not just a legal requirement but a moral one. Any data breach, no matter how small, must be reported within **two hours** to the Information Security team. A culture of accountability ensures that individuals do not fear punishment for reporting mistakes; rather, silence is treated as the greater offense.

4. Finance and Procurement Practices

AuroraTech's finance department operates on a philosophy of **responsible spending with maximum transparency**. All expenses, whether for travel, client entertainment, or procurement, must be logged into the **AuroraFinance portal** within thirty days. Managers are empowered to approve team-level expenditures, but anything above \$50,000 requires review by the **Vendor Management Office (VMO)**.

The company believes in ethical sourcing and therefore requires at least three competitive bids for all high-value contracts. Vendors are evaluated not only on cost but also on their security practices, sustainability policies, and compliance certifications. This ensures that AuroraTech's commitment to ethical business extends beyond its own walls to its partners and suppliers.

Travel policies are designed to balance cost efficiency with employee comfort. For instance, employees traveling internationally on flights longer than eight hours are allowed to book business class, acknowledging the importance of rest in maintaining productivity during demanding business trips. Hotel and meal allowances are generous but capped to encourage responsible usage.

5. Customer Experience and Success Strategy

AuroraTech has always positioned itself as a **customer-first organization**. Its client base ranges from small businesses adopting cloud tools for the first time to Fortune 500 enterprises with highly complex IT landscapes. To meet these diverse needs, the company has implemented a **tiered engagement model**. Tier 1 clients, which generate revenue above five million dollars annually, are assigned dedicated account managers and have access to round-the-clock support. Tier 2 and Tier 3 clients receive varying levels of support, but the company's philosophy remains consistent: every customer, regardless of size, must feel valued.

Customer success at AuroraTech is measured not just by sales numbers but by long-term partnerships. Key metrics include a **Net Promoter Score (NPS) of 70+**, a retention rate above 90%, and an average first-response time of under two hours for support tickets. Escalations follow a structured path, beginning with customer success managers and progressing all the way to the Executive Review Board for the most critical cases. This ensures that issues are resolved quickly and with accountability at the highest levels.

6. Crisis Management and Business Continuity

AuroraTech maintains a **dedicated Emergency Response Team (ERT)** tasked with handling crises ranging from cyberattacks to natural disasters. This team, composed of leaders from HR, IT security, operations, and legal, meets quarterly to conduct simulations of potential incidents. The belief is that preparation, not improvisation, is the key to resilience.

In the event of a **cybersecurity breach**, employees are instructed to disconnect compromised systems immediately and inform the InfoSec hotline. For natural disasters such as earthquakes or floods, offices are shut down and employees are transitioned to remote work until conditions stabilize. If the crisis involves reputational risk, such as a negative media campaign, the Corporate Communications team coordinates with Legal to issue carefully vetted statements.

AuroraTech's Business Continuity Plan (BCP) ensures that customer-critical systems are never down for more than a few minutes. All Tier 1 services are replicated in real-time to geographically distant disaster recovery sites. Annual continuity drills, which involve simulated outages, test the company's ability to maintain its **99.99% uptime commitment** to clients.

7. Employee FAQs (Narrative Style)

Employees frequently ask about their rights and responsibilities during their tenure at AuroraTech. For instance, new hires often want to know about the **probationary period**, which lasts six months. During this time, they are evaluated at both the three-month and six-month marks to ensure they are adapting to the company's culture and meeting performance expectations. Another common question involves working from different countries. While AuroraTech allows remote work, extended stays outside the registered country of employment require HR and legal approval due to potential tax and compliance issues.

Another recurring question concerns reporting workplace harassment. The company takes this matter extremely seriously, and all employees are encouraged to file confidential complaints either through HR directly or the anonymous **AuroraEthics helpline**. AuroraTech believes that a safe and respectful workplace is the foundation of innovation and growth, and it invests heavily in both preventative training and responsive support systems.