

NEXA General FAQ on Work Policies and Ethics

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Document Title: General FAQ on Work Policies and Ethics

Company Name: NEXA

FREQUENTLY ASKED QUESTIONS

Q1: What are the core values of NEXA?

A: Our core values are Integrity, Inclusivity, Innovation, Collaboration, and Excellence. All decisions, including promotions and role re-assignments, are based strictly on merit and performance, with equal opportunities for every employee.

Q2: What are the standard working hours and flexible work options?

A:

- Standard Hours: 9:30 AM to 6:30 PM, with an extended half-day on Saturday.
- Flexible Start Times: Employees may start between 9:00 AM and 10:00 AM.
- Hybrid Model: A minimum of three days in the office and up to two remote days are required, with core collaborative hours from 10:00 AM to 4:00 PM.
- Remote Work During Leave: During maternity and paternity leave, employees may contribute remotely for 1–3 hours daily. Such contributions are recognized and may influence performance reviews, promotions, and salary hikes.

Q3: What leave types are available at NEXA?

A: NEXA provides 15 days of vacation leave, 10 days of sick leave, 26 weeks of fully paid maternity leave, 2 months (60 days) of fully paid paternity leave, 12 weeks of adoption leave, plus additional leaves for family care, bereavement, civic duties, and volunteer service.

Q4: How does NEXA handle workplace harassment and political neutrality?

A: We maintain a zero-tolerance policy for harassment or discrimination. Employees are expected to maintain a respectful work environment and avoid broadcasting personal political opinions that might influence the workplace or create conflicts of interest.

Q5: What is NEXA's policy on using AI tools and VPN services?

A:

- Allowed AI Tools: Employees may use Phi by Microsoft via HuggingChat and Claude by Anthropic strictly for enhancement and learning, provided they maintain full control over the output.
- Generative AI Usage: All AI work must be performed using the employer-provided account, and confidential documents must not be uploaded to external AI services.
- Authorized VPN Services: Only ProtonVPN and WindScribe are allowed.

Q6: How does NEXA handle conflicts of interest and maintain confidentiality?

A: Employees must disclose any potential conflicts of interest immediately. All proprietary and sensitive information must be securely managed, and any breach—especially through unauthorized use of IT or AI tools—will be met with strict disciplinary action.

Q7: What are the criteria for promotions and role re-assignment?

A: Promotions are based on performance metrics, individual contributions (including effective remote work during leave periods), and adherence to company values. Role re-assignments occur when there is a consistent mismatch between job responsibilities and performance, ensuring that employee skills align with organizational needs.

Q8: How are IT resources and social media expected to be used?

A: IT resources are intended for official business use only, with minimal personal use permitted if it does not affect productivity. Social media interactions must be professional, avoid personal political views, and not disclose sensitive company information.

Q9: Where can I access the full policy documents?

A: All detailed policy documents—including the Employee Handbook, Leave Policy, and Payroll Guide—are available on the internal HR portal. Employees are encouraged to review these documents regularly for the latest updates.

Q10: How does NEXA manage ethical concerns and grievances?

A: Ethical concerns or policy violations should be reported anonymously or directly to HR at ethics@nexa.in. All reports are thoroughly investigated and handled with strict confidentiality, ensuring a fair and prompt resolution.

Q11: What does the employee acknowledgment process involve?

A: Every employee is required to sign an acknowledgment form—either electronically or on paper—confirming that they have read, understood, and agree to abide by the policies outlined in the handbook. This acknowledgment is maintained in the employee's personnel file.

Q12: What are the grounds for instant termination versus those that result in warnings?

A:

- Instant Termination: Grounds include gross misconduct (violence, theft), breach of confidentiality, severe policy violations (unauthorized use of AI/IT tools), harassment or discrimination, undisclosed conflicts of interest, and repeated extreme political bias.
- Warnings: These are issued for minor policy infractions, first-time confidentiality lapses, unprofessional communication, initial undisclosed conflicts that are corrected, and repeated minor violations. Each case is individually reviewed based on severity, intent, and impact.

Q13: What career development opportunities does NEXA offer?

A: NEXA provides regular training programs, structured mentorship initiatives, and tuition reimbursement opportunities. Career progression is based on clearly defined performance metrics, merit, and individual contributions, ensuring transparent and attainable growth within the organization.

Q14: Can you explain the details of the hybrid work model?

A: The hybrid work model requires employees to work a minimum of three days in the office each week, with up to two days available for remote work. Core collaborative hours are set from 10:00 AM to 4:00 PM to ensure effective communication. Remote work guidelines include setting up a secure workspace and using only company-authorized VPN services.

Q15: What wellness and health programs are available to employees?

A: NEXA offers in-house wellness centers, quarterly health check-up camps, subsidized gym memberships, and wellness workshops. The Employee Assistance Program (EAP) provides counseling and stress management resources, all designed to promote overall health and well-being.

Q16: What is the procedure for filing a grievance?

A: Employees may file grievances anonymously or directly through the HR portal. All grievances are thoroughly investigated within 15 working days, and corrective actions are taken in line with company policies and local labor laws. This ensures that employee concerns are addressed fairly and transparently.

Q17: What are the expectations regarding professional behavior and dress code?

A: Employees are expected to maintain professional behavior at all times, engaging respectfully with colleagues, clients, and vendors. A smart-casual dress code is the standard, except when formal attire is required for specific meetings or events.

Q18: What should I do if I suspect a breach of data security?

A: Immediately report any suspected data security breaches to your supervisor or the IT security team. All incidents will be investigated promptly, and appropriate measures will be taken to safeguard company information and prevent further risks.

Q19: How are remote work guidelines implemented to ensure productivity?

A: Employees working remotely must set up a secure, dedicated workspace and use only the authorized VPN services. Daily virtual stand-ups and weekly team meetings via approved platforms help maintain communication. Managers monitor performance using digital dashboards to ensure consistent productivity regardless of work location.

Q20: Are there any additional benefits or perks available to employees?

A: Yes, in addition to standard benefits such as healthcare, retirement contributions, and paid time off, NEXA offers meal allowances, transportation reimbursements, and employee recognition programs. These additional perks are designed to support daily work-life balance and acknowledge outstanding performance.

Q21: Describe the ideal camaraderie between employees.

A: NEXA fosters an inclusive, and positive mindset among all its employees. Employees should see each other as comrades who will never give each other up, never let one another down, run around or desert one another.