Organizational Training Policy

SOC 1 Type II Document

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# Document Information

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# Revision History

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# Scope

The process applies to areas of trainings required for successful accomplishments of functions (projects/operations) run by Nexelus to equip employees with skills and knowledge to enhance performance of individuals and positively impact organization growth and success. From training need identification to measuring training effectives, this procedure is defined for compliance and implementation of training where required at Organizational and Project Level.

**Organization Level Trainings Includes**: Required for SOC 1 Type II compliance

**Project Level Trainings Includes**: Required for Domain Knowledge and Technology / Skill Improvement for dedicated teams and specific employee

This policy applies to all permanent, full-time, or part-time, employees of the company. Employees with temporary/short-term contracts might attend trainings at their manager’s discretion.

**Reference**

SSAE-18 SOC 1 Type II – Requirements

# Terms and Definitions

Other than terms and definitions given in SSAE 18 – SOC 1 Type II, following terms and definitions are use in Nexelus Security System (NSS) implementation:

### Nexelus Security System (NSS)

All security procedures and policies as defined in this document, and/or other security procedures and policies as defined and implemented at Nexelus.

### Security Domains

The security domain is a discrete logical and / or physical area that is subject to security controls to protect it from all entities outside the domain. For the SOC 1 Type II System the security domain is limited to Nexelus and HiQuSystems premises.

The location is defined as follows:

* The space within the physical structure bound by, and including, walls, ceiling, floor, doors, and windows.
* All equipment within the physical domain detail mentioned in Asset Identification and Classification Document.

Reference(s):

* Network Security and Access Control Procedure
* Capacity and change Management Procedure

### Nexelus Staff

All personnel employed / contractual engaged by Nexelus are required to follow the policies and procedures as defined in Nexelus Security Manual by management in line with strategic security needs.

### Network Services

Network services required by our network infrastructure are as follow:

* Internet Connectivity from ISP.
* Host based Protection against malware and Virus.
* Web filtering
* Active Directory
* E-mail Scanning Services.
* Patch management service to update all servers/workstations.
* Application and Database servers.
* Log Management.
* Biometric Access Control
* Office 365

# Organizational Training Policy

Business growth, performance and effectiveness have always been the focus of organizations implicitly and explicitly embedded in the purpose while devising training programs. Training is basically a planned learning experience designed to bring about permanent change in an individual's knowledge, attitudes, or skills whereas training can also be used as a process for employees’ career development in the long run aiming to accomplish organization development.

Nexelus constantly strives for managing and developing the skill sits, knowledge domain and professional attitude of its human resources by designing different training programs that best suits organizational business needs with special emphasis on employees’ career advancement. As trainings post a huge cost to the books, organizations call for fruit in return. Whether performance goes skyward by the trainings imparted to employees strongly depends on the purpose, design and implementation of the training coupled with organization support in post-training adaptive process

The training policy of Nexelus is to ensure that need basis training (both at Organization and Project level) will be arranged to improve the employee’s skills in relevant fields for ensuring and securing organizational objectives by:

* Establishing the criteria for training
* Identifying need and prepare schedule for required training
* Selecting good trainers and provide facility
* Evaluating the effectiveness of training

## Process

This procedure should be followed when employees want to attend external training sessions or conferences:

1. Employees (or their team leaders) identify the need for training.
2. Employees and team leaders discuss potential training programs or methods and come up with suggestions.
3. Employees or team leaders contact HR and briefly present their proposal. They might also have to complete a form.
4. HR researches the proposal, with attention to budget and training content and present it to Management.
5. Management approves or rejects the proposal. If they reject it, they should provide employees with reasons in writing.
6. If Management approves, either the HR makes arrangements for dates, accommodation, reserving places etc., or authorize the employee make his/her own arrangements.
7. In cases where the company doesn’t pay for the training directly, employees will have to pay and send invoices or receipts to HR. HR will approve employee reimbursement according to this information.
8. If an employee decides to drop or cancel a training, they’ll have to inform HR immediately. They’ll also have to shoulder any cancellation or other fees.
9. In cases where training ends with examination, employees are obliged to submit the results. If they don’t pass the exam, they can retake it on their own expense.

Generally, the company will cover any training fees (up to the annual approved amount based on the company policy), including registration, and examination (one time). They may also cover transportation, accommodation, and personal expenses. This is left to HR’s discretion. If HR decides to cover these costs, they should make travelling and lodging arrangements themselves (e.g., tickets, hotel reservations). Any other covered expense that employees have will be reimbursed, after employees bring all relevant receipts and invoices.

HR will be responsible for:

* Assessing training needs
* Maintaining budgets and training schedules
* Assisting with learning and development activities and strategies
* Promoting corporate training programs and employee development plans
* Calculating learning and development KPIs whenever possible and decide on improvements

## Training Classification

In general, Nexelus approves and encourage the following employee trainings:

* Formal training sessions (individual or corporate)
* Employee Coaching and Mentoring
* Participating in conferences
* On-the-job training
* Job shadowing
* Job rotation

As part of our learning and development provisions, we can also arrange for subscriptions or educational material, so employees will have access to news, articles and other material that can help them become better at their job. There are two conditions for this:

* Subscription/Material should be job-related
* All relevant fees should not exceed a set limit per person

This list doesn’t include software licenses or other tools that are necessary for employees’ jobs.

## Key Policy Elements

Employees, managers, and Human Resources (HR) should all collaborate to build a continuous professional development (CPD) culture.

**Employee’s responsibility**: to seek new learning opportunities.

**Manager’s responsibility**: to coach their teams and identify employee development needs.

**HR responsibility**: to facilitate any staff development activities and processes.

### Individual training programs

Nexelus has certain provisions regarding individual training programs. All employees that have worked for the company more than one year are eligible to participate in external training programs individually or in teams. Nexelus define a budget for each employee at the beginning of a year, which we’ll renew annually.

Employees can choose to attend as many training programs as they want, provided they don’t exceed the budget and have management consent in advance. If they fail to do so, they’ll have to use their paid time off (PTO) and pay any extra fees themselves.

Employees may have to bring proof of attendance.

Any employee training that the company mandates (e.g. due to inadequacies of an employee’s performance or changes in their job description) is excluded from the training budget and time limit. The company may take care of the entire cost.

All trainings should consider what employees need and how they can learn best. This is why, we encourage employees and managers to consider multiple training methods like workshops, e-learning, lectures and more.

### Corporate training programs

Nexelus occasionally engages experts to train our employees. The company will cover the entire cost in this case. Examples of this kind of training and development are:

* Equal employment opportunity training
* Diversity training
* Leadership training for managers
* Conflict resolution training for employees
* Standard Compliance Training
* Security Awareness Training

This category also includes training conducted by internal experts and managers. Examples are:

* Onboarding new employees
* Training teams in company-related issues (e.g., new systems or policy changes)
* Training employees to prepare them for promotions, transfers, or new responsibilities

Employees won’t have to pay or use their leave for these types of trainings. Attendance records may be part of the process.

### Other Trainings

Both employees and their managers are responsible for continuous learning. Employees should show willingness to improve by asking their managers for direction and advice. Managers should do the same with their own superiors, while encouraging and mentoring their subordinates.

Employees and managers are responsible for finding the best ways to CPD. They can experiment with job rotation, job shadowing and other types of on-the-job training (without disrupting daily operations). We also encourage employees to use their rights for self-paced learning by asking for educational material and access to other resources within allocated budget.

## General Guidelines:

* All eligible employees are covered by this policy without discriminating against rank or protected characteristics.
* Managers should evaluate the success of training efforts. They should keep records for reference and better improvement opportunities.
* All employee development efforts should respect cost and time limitations, as well as individual and business needs.
* Employees should try to make the most out of their trainings by studying and finding ways to apply knowledge to their work.
* Employees are encouraged to use up their allocated training budget and time.