

VO2 Asia Pacific - Employee Handbook

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1 Welcome to the VO2 Asia Pacific family!	2
1.1 Get to know VO2 Group	2
1.2 Who we are	3
1.3 Our values	
2 Our tools	4
3 Confidentiality	4
4 Intellectual property	5
4.1 Image & font copyright	5
5 Policies against Harassment	6
5.1 Discrimination	6
5.2 Harassment	6
5.3 Reporting Discrimination or Harassment	6
6 Working hours, holidays, leaves, and payrolls	6
6.1 Working hours	6
6.2 Statutory holidays	7
6.3 How to apply for leaves	7
6.4 Rules	7
6.5 Annual Leave	8
6.6 Sick Leave	9
6.7 Unpaid Leave	10
6.8 Parental Leave	10
6.9 Maternity leave	11
6.10 Marriage Leave	11
6.11 Hukou	12
6.12 Apply for expense claim	12
6.13 Salary and payroll	13
6.14 Bonus	13

7 Performance evaluation & Job evaluation	13
8 Office rules	13
8.1 Remote Work Policy	13
8.2 Office cleanliness	13
8.3 Green lifestyle	14
8.4 Backroom & storage	14
8.5 Company Assets	14
8.6 Meeting room procedure	15

1 Welcome to the VO2 Asia Pacific family!

We're delighted to welcome you to the VO2 Asia Pacific team today. To provide you with a comprehensive understanding of who we are and our core values, we've prepared a welcome package containing our company philosophy and essential documents for your perusal. This handbook has been crafted by individuals who have been in your shoes and who are dedicated to ensuring that your initial weeks with us are as seamless as possible. We sincerely hope that everything you encounter will ignite the same enthusiasm in you as we feel in welcoming you aboard!

During your first week, one of the most crucial tasks is absorbing information. Familiarizing yourself with our company culture, the communication and working styles of your colleagues, ongoing projects, and departmental or company-wide objectives will enable you to dive into your responsibilities sooner and be more impactful in your role.

1.1 Get to know VO2 Group

Founded in 2011, we are now one of France's leading independent technology groups. Recognized for its dual expertise in tech and customer relations, VO2 Group accelerates the business and digital performance of tomorrow's major players: from operational strategy to the implementation of cutting-edge solutions, driven by mobile, cloud, data and AI technologies. Our customers are French blue-chip companies like LVMH, Renault, Bouygues, BNP Paribas... and innovative scale-ups like Mirakl, Nickel or OrangeBank, who are creating new models and transforming themselves through innovation and people.

1.2 Who we are

We are a digital consultancy driving transformative customer experiences through innovative technologies, marketing activations, CRM implementation and data-driven solutions across Asia. Headquartered in Shanghai, we have a strong presence in both North Asia and Southeast Asia.

As part of VO2 GROUP, we operate globally with offices in Paris, Lille, Brussels, Geneva, Montreal, Toronto, Casablanca, Jerusalem, and New York, supported by over 700 consultants. Our clients include global brands and industry leaders, who leverage our tailored solutions to accomplish their digital business objectives.

1.3 Our Values

5 Core values of VO2: Ambition; Vision; Share; Excellence; Adaptability.

AMBITION:

Our employees distinguish themselves through their dedication and resilience across diverse customer scenarios. They take pride in echoing our ambition at VO2 Asia Pacific and strive to surpass professional expectations. Our talented, self-driven, and business-focused team comprehends customer challenges beyond their specific field, proactively delivering solutions.

VISION:

Our skilled professionals are educated to comprehend the ramifications of technology and emerging areas like AI and green technology. They actively participate in shaping the company's impact strategy, showing dedication that extends beyond their individual projects. Their understanding transcends their specific area, indicating a robust alignment with the company's overarching vision.

ADAPTABILITY:

Our talents are proactive, providing our clients with reassurance through effective resolution of situations. They effortlessly connect with varied teams, adapting to diverse sectors and methodologies, while staying involved and contributing to the company's daily affairs. They uphold objectivity and maintain a balanced perspective in all circumstances.

EXCELLENCE:

Our talents are devoted to delivering their best, efficiently communicating across all levels, and tailoring their work methods to the pace of the project. Being experts in their field, they are precise and meticulous, uphold commitments, present with confidence, and consistently represent the VO2 GROUP brand in their presentations.

SHARING:

Our talents are motivated to foster synergies and form relationships. They promote active listening, support the integration of new employees, and participate in events. As ambassadors of VO2 Group and VO2 Asia Pacific, they engage others, proudly express their affiliation on social networks, adhere to internal rules, and are proactive in sharing customer feedback.

2 Our Tools

We prioritize the security of software and IT tools usage and adhere to national policies regarding intellectual property. Therefore, we kindly ask you to adhere to the following policies:

- Utilize required software and tools appropriately, including Google Drive, Gmail, Google Docs/Sheets/Slides, Flow, etc.
- Refrain from using any pirated software.
- For software requiring purchase, please seek approval from your department head. Once approved, the company will proceed to engage with the supplier for purchase and installation on your computer.
- In the event of any aforementioned misconduct leading to reputational damage or financial loss to the company, the employee will be held accountable for their actions.

For further details, please refer to the [IT Charter](#).

3 Confidentiality

We handle a significant volume of records and information daily, covering various industries and projects. Confidential records include financial, personnel, and business plans, among others. Employees must maintain confidentiality and refrain from using such information for personal gain. When sharing confidential information, only authorized personnel should be involved. Employee records are treated with utmost privacy:

- Only authorized personnel can handle requests for information on current or former employees.
- We provide only essential details such as dates of employment and position held.
- Additional documents are provided only upon written authorization from the employee.

For further details, please refer to the NDA (Non-Disclosure and Intellectual Property Protection Agreement).

4 Intellectual property

4.1 Image & Font Copyright

To safeguard both employees and the company and to promote awareness of intellectual property rights, it's essential to adhere to the following guidelines:

Copyright ownership is inherent upon creation of an image, granting exclusive rights including reproduction and distribution. This applies universally, regardless of registration. Visual arts like photographs, digital creations, infographics, and paintings are all subject to copyright.

Prior to utilizing any photo, font, music, or video on social media, consider:

- Whether you created the asset.
- If written permission from the original owner can be obtained.
- Whether the asset is in the public domain or available under a suitable license.
- If the asset permits commercial use or requires purchase of publication rights.
- Whether modifications are permitted.

As a standard practice, utilize client-provided assets, ensuring their rightful usage. In the absence of client assets, acquire assets through purchase or from the public domain. When uncertain, consult a supervisor to ensure compliance with copyright laws and mitigate potential legal ramifications.

In the event of misconduct leading to reputational harm or economic loss for the company, employees are accountable for their actions.

5 Policies against harassment

5.1 Discrimination

The company will not tolerate discrimination and will take immediate measures to ensure a workplace free of discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, national origin, sex, or other legally protected characteristics.

5.2 Harassment

The Company is dedicated to providing a workplace free from all types of harassment. Harassment based on an employee's sex, race, ethnicity, age, religion or any other legally protected characteristics will not be tolerated. All employees are expected to abide by this policy. No person will be affected in employment with the Company as a result of bringing complaints of unlawful harassment.

5.3 Reporting Discrimination or Harassment

Should an employee feel that he/she has been harassed due to his or her sex, race, or any other legally protected characteristic they should immediately report the incident to their supervisor or human resources. All complaints will be handled confidentially.

6 Working hours, holidays, leaves and payrolls

6.1 Working hours

Although our supposed operational hours are from 9:30/10:00 – 18:30/19:00, we believe in flexibility in the work hour system. Our working days are Monday - Friday, with occasional Saturdays or Sundays to compensate for national holidays, following the PRC regulations and laws. Employees shall implement a working hour system under which employees shall work eight hours a day, forty hours a week and 5 (five) days a week on average.

As everyone works in different ways, we understand regardless of whether you are a morning person or a night owl. Instead of focusing on when you are at the office, we prioritize your productivity and whether you accomplish what you set out to do. Our main priority lies in getting the job done to the best of our abilities. And as a team, always respect team inertia.

6.2 Statutory Holidays

At VO2 Asia Pacific, we are following the Chinese statutory holidays as paid leave time. This represents 11 days during the year. Please find below the list of the official national holidays: Chinese new year; Spring festival; Tomb Sweeping Day/Qingming Festival; Mayday; Dragon boat festival; Mid-autumn festival; Golden week.

6.3 How to apply for leaves

To facilitate the processing of your leave requests and ensure seamless workload distribution, please adhere to the following guidelines:

- For leave requests of less than 2 days, please submit your application at least 3 days in advance.
- For leave requests exceeding 2 days, please apply at least 15 days in advance.

To initiate the request process, please use the online system Lucca - Timmi to submit leave requests.

6.4 Rules

- When it comes to granting vacation time, we will make our best attempt to approve the requested time off. However, if the requested time off coincides with the workplace needs, the needs of the Company will be prioritized.
- If the leave application is not fulfilled, the leave request is considered invalid. The company will treat it as absenteeism and the leave won't be paid.
- Unused paid sick leave will not be paid upon termination of employment.
- If you are unable to report to work on time due to unforeseen circumstances and cannot complete the normal leave procedures in advance, you must inform your department head within 2 hours of the scheduled start time. The leave is only valid upon approval from the department head. Additionally, you must provide relevant documentation and complete the leave procedures on the first day you return to work.
- Failure to complete the leave application, approval, registration, or not following the approved leave permissions, will be considered invalid. The company will treat this as absenteeism.
- If an employee takes leave without following the company's leave regulations, and the subsequent leave request lacks a valid reason or exceeds the approved leave period, it will be considered absenteeism.

6.5 Annual Leave 年假

Full-time employees are entitled to 10 days paid annual leaves. If for some reason the amount of annual leaves stated in the labor contract is different from the ones written in the employee handbook, the labor contract should prevail.

- For new employees, the number of available annual leave and paid sick leave will be converted based on your remaining working days of the year.
(Example: if an employee has 10 days annual leave and joins the company on 1st of July, he can use 5 days between 1st of July and 31st of December.)
- For employees who leave the company, the number of paid annual leave for the current year will be converted based on your working days of the year.
(Example: if an employee has 10 days annual leave and resigns on 31st of May, for an end of the contract on 30th of June, the employee will be entitled to 5 days annual paid leave.)
- For new employees, if your prorated annual leave for this year is not a whole number, it will be rounded up to the next whole number.
- For work-life balance, the company encourages the use of the current year's leave in the same year, taking into account the Spring Festival, the annual leave not used in the current year can be extended until the end of February of the following year.
- Paid leave must be taken in units of half days (4 hours). If an employee has unused annual leave, they should prioritize applying for annual leave before requesting personal leave.
- Employees will not be entitled to annual leave for the year under the following circumstances:
 - a) Employees with 1 to less than 10 years of cumulative service who have taken a total of 2 months or more of sick leave.
 - b) Employees with 10 to less than 20 years of cumulative service who have taken a total of 3 months or more of sick leave.
 - c) Employees with 20 or more years of cumulative service who have taken a total of 4 months or more of sick leave.

6.6 Sick Leave 病假

Full-time employees are entitled to 6 days of paid sick leave annually. All sick leave requests require sick leave slips or related medical certificates issued by a doctor.

- For sick leave of one day or less, you need to provide a reason but do not need to submit a medical certificate.
- Unused sick leave will not be paid upon termination of employment.
- Employees are entitled to full pay during the paid sick leave period, and entitlements beyond the paid sick leave period are following local laws and regulations.

- If an employee is unable to work due to an acute illness, they must inform their supervisor or department head within 2 hours of the start of the workday. Upon returning to work, the employee must provide a medical certificate, medical records, or other relevant documentation issued by a healthcare provider. The leave will be processed as sick leave upon company approval.

If an employee is unable to work due to illness or a non-work-related injury and requires medical treatment, the company will provide a medical leave period of 3 to 24 months in accordance with labor laws. During the paid sick leave period, the employee will receive full salary. After the paid sick leave period is exhausted, the following provisions apply:

Sick Leave Benefits

If an employee is on sick leave due to illness or non-work-related injury for up to 6 months, they will receive sick leave pay as follows:

Continuous Service at the Company (years)	Percentage of Salary
< 2	60%
2 ≤ Service < 4	70%
4 ≤ Service < 6	80%
6 ≤ Service < 8	90%
≥ 8	100%

If an employee is on sick leave for more than 6 months, they will receive illness relief pay as follows:

Continuous Service at the Company (years)	Percentage of Salary
< 1	40%
1 ≤ Service < 3	50%
≥ 3	60%

Notes:

1. If the employee's sick leave benefits exceed the previous year's average monthly wage in the city, they may be paid according to the previous year's average monthly wage.
2. Sick leave benefits must not be lower than 80% of the city's minimum wage standard.

6.7 Unpaid leave 事假

If you need to take additional leave for personal reasons, please adhere to the following guidelines for unpaid leave:

- Follow the same procedures as those established for requesting paid leave, including providing advance notice and obtaining approval from your supervisor.
- Be aware that no salary will be paid during the period of unpaid leave.
- Whenever possible, prioritize using your available paid leave before resorting to unpaid leave.

6.8 Parental leave 育儿假

Description:

According to the laws and regulations in Shanghai, couples who give birth following the laws and regulations, before their children reach the age of three, both parties can enjoy five days of parental leave each year.

Application Process:

- The 5 days of vacation can be divided into multiple sessions. Application time is the same as annual leave.
- Before you apply for parental leave, please email your child's Birth Certificate to the HR department to be filed.

6.9 Maternity leave 产假、生育假

Description:

- Female employees who give birth normally are entitled to 98 days of maternity leave (产假), including 15 days of prenatal rest; for difficult births, 15 days of additional maternity leave; for multiple births, 15 days of additional maternity leave for each additional baby. In addition to the maternity leave provided by the state, female employees can also enjoy another 60 days of maternity leave (生育假).

- According to the laws and regulations in Shanghai, for male employees, if their spouse gives birth following laws and regulations, can apply for 10 days of paternity leave (陪产假) during their spouse's maternity leave. As we believe in the importance of men in family life, the company provides additional benefits for male's paternity leave. In the first three months following the birth of a newborn, you may apply for up to 10 days of work-from-home time in a single request. Please note that it has to be approved by your line manager first.

Application Process:

- Female employees can apply for maternity leave 15 days before the expected date of delivery. Please inform the HR department once the expected date of delivery is confirmed.
- For the statutory paternity leave, male employees can apply 3 days before their wife's expected date of delivery. Take into account some emergencies, applications can be processed flexibly. For the additional WFH (work from home) benefit, please apply for it 15 days ahead.

6.10 Marriage Leave 婚假

According to the laws and regulations in Shanghai, an employee who marries following the provisions of the Marriage Law is entitled to 10 days of marriage leave.

Application Process:

- Before you apply for marriage leave, please email your marriage certificate to the HR department to be filed. The date of the marriage certificate should be after the employee joins the Company, otherwise, the leave will not be granted.
- Marriage leave should be taken within 12 months from the date of receiving the marriage certificate, and the overdue period will not be compensated.
- Considering the long absences and the continuity of the work, 10 days of marriage leave can be divided into two sessions.

6.11 Hukou

We are willing to assist employees with the Hukou registration process. Since the Hukou procedure is a heavy process for both you and the company and it takes lots of investment, we need to agree on some conditions.

- After one year as a full-time employee, If you meet the criteria for Shanghai Hukou settlement, please contact the HR department for the required documents and start the procedure.

6.12 Apply for expense claim

VO2 Asia Pacific reimburses employees for all necessary work-related expenses incurred.

Necessary work-related expenses may include, but are not limited to:

- An expense asked by the line manager
- An expense related to your project and validated by the line manager
- Supplier services that cannot be invoiced directly to the company
- Business travel (out of Shanghai) expenses such as meals and lodging
- Tools and equipment required to perform the employee's job
- If you leave the office after 10pm, you can go home by taxi or Didi Express or Didi Select and get reimbursed. It needs to be approved by the line manager with providing your trip order

All expenses will need to be validated first by your direct supervisor before any purchase or payment. If you want to apply for any expense claim, please refer to the attachment [here](#). Please follow the instructions in the tutorial.

6.13 Salary and payroll

At VO2 Asia Pacific, all salaries and expenses are paid every month at the end of each month directly into your bank account.

6.14 Bonus

You are also entitled to a 13th-month yearly bonus paid at Chinese New Year, calculated on the pro rata of months you have spent in the company and the yearly bonus period is from January

to December. The bonus will be paid every year at the end of February. If an employee leaves before the yearly bonus is paid, the yearly bonus will not be paid.

7 Performance evaluation & Job evaluation

Annually, your immediate supervisor will schedule a one-on-one conversation with you to review the progress we've achieved together. This session serves as an opportunity to commend your accomplishments and identify areas where improvements can be made. Please be assured that the content of your performance evaluation will be confidential and only known to you and your immediate supervisor.

VO2 Asia Pacific is an agency committed to nurturing its team members for long-term growth within the organization. Focusing on personal development, skill enhancement, and successful project completion lies at the core of our collective mission.

8 Office rules

8.1 Remote work Policy

Working from Home (WFH) is a flexibility offered to employees and should not be considered as a benefit. It is possible under specific circumstances, such as sickness, family-related issues, extreme time zone differences, urgent home repairs, travel-related issues before holidays, transit time during holidays, or urgent work issues that require immediate attention. All WFH requests must be approved by the employee's line manager and at the project level.

To request WFH, employees should follow the annual leave rules: submit the request at least three days in advance for one day or less, and two weeks in advance for more than one day. Exceptions to this timeline are possible for sudden sickness, urgent family-related issues, urgent repairs, or urgent project needs during holidays.

Employees must ensure they have the necessary equipment to work from home, including a stable internet connection, VPN access to company systems, a work computer, and a separate room for calls and online meetings.

The final decision on WFH requests rests with the line manager.

8.2 Office cleanliness

At VO2 Asia Pacific, we strive to provide a comfortable and productive work environment with all the necessary equipment, including a fridge, microwave, and kettle. To ensure everyone enjoys a pleasant workspace, please adhere to the following guidelines:

- Maintain Cleanliness:

Keep your desk clean and tidy, following basic hygiene practices.

Eat lunch in the kitchen; the meeting room is not to be used during lunch breaks.

- Protect Confidentiality:

Avoid leaving confidential documents on desks.

Lock your computer every time you leave your desk.

- Respect Shared Spaces:

Use meeting rooms for important or confidential calls to avoid disturbing the open space.

Keep noise levels low to maintain a calm atmosphere.

- Kitchen Etiquette:

Keep the fridge clean and do not leave food for more than two days. Forgotten containers will be recycled weekly.

- General Cleanliness:

Dispose of all trash in the appropriate bins.

Keep the bathroom clean, treating it as you would at home.

8.3 Green lifestyle

At VO2 Asia Pacific, we promote and encourage a green lifestyle, which is not only beneficial to our company's sustainability development but also more importantly to individuals and society. We encourage you to:

- Travel environmentally friendly.
- Sort garbage properly. Make good use of garbage bin space, such as reducing the size of package bags, squeezing empty bottles, etc.
- Dine environmentally friendly. Try to order less Waimai, more dine out, make group orders, bring your lunch, etc.
- Be digital. Print less and use more digital tools.

8.4 Backroom & storage

One and only one closet is dedicated to storing goods sent by customers for KOL, event management or photo shooting. When the goods are not needed anymore, employees are in charge of throwing them away. Other closets are reserved for company hardware and other types of storage. When you need hardware or furniture, please do not help yourself but ask your direct supervisor or HR.

Any item which is not properly stored will be thrown away directly.

8.5 Company assets

Company items such as computers and laptops are used only to complete the company's business. All of them are the property of VO2. You cannot use your personal computer at work unless it is for some reason required to perform your work and validated by your supervisor. If you have any problem with one of your devices or IT assets, please refer it directly to your direct supervisor.

8.6 Meeting room booking procedure

In the VO2 Asia Pacific office, we have meeting rooms that are at the disposal of the employees for any internal or client meeting. If you need to use the meeting room for any purpose, it is necessary to book a meeting room in the calendar, so that other colleagues would see the meeting room is booked.

- Check the availability of the desired meeting room using the shared calendar or room booking system.
- Reserve the room by creating an event in the shared calendar or booking system, specifying the date, time, duration, and purpose of the meeting.
- Include a list of attendees and any required equipment or resources in your reservation.
- If you need to cancel or reschedule a booking, update the shared calendar or booking system accordingly and notify affected attendees as soon as possible.

The meeting room booking guide is [here](#).

You are now ready to start amazing projects with us. Feel free to revisit this handbook should you ever want to check on any of our internal processes or guidelines.

Your VO2 Asia Pacific team!

Signing and application of the employee handbook

This charter is applicable from September/1st/2024 (*Format date : 09/01/2024*)

Signed *By*

Signature :

