



## **Welcome to Ashley Furniture (Shanghai) Company Limited Shenzhen Branch**

### **欢迎加入爱室丽家居（上海）有限公司深圳分公司**

Welcome to Ashley Furniture (Shanghai) Company Limited Shenzhen Branch. This handbook is intent to be a general guide to help you understand the rules and regulations that you will be working with.

欢迎您加入爱室丽家居（上海）有限公司深圳分公司。本手册旨在帮助您了解公司的各项制度和规定，以此规范您的行为。

Each of us, regardless of our job, has the power to affect the quality of our work place. Only through team effort, hard work, mutual trust and cooperation can good salaries, benefits and job satisfaction be assured.

本公司提倡员工积极工作，相互信任及团结协作的精神，将员工的成功和公司的发展结合在一起，努力为勤奋工作的员工创造更好的收益及工作机会。

Ashley Furniture also welcomes your ideas and suggestions for improving policies and programs as this helps the company continue to strive for continuous improvement, which benefits everyone.

Your positive attitude, professionalism, and courteous behavior will result in continued success for you and Ashley Furniture.

本公司欢迎员工多提宝贵意见帮助公司不断进步。您的积极态度，专业水准以及礼貌态度将会为您和本公司带来成功。

## **Introduction and company vision statement**

### **公司简介及远景目标**

**ASHLEY FURNITURE (SHANGHAI) COMPANY LIMITED SHENZHEN BRANCH** is an American-invested trading company dealing with the sourcing, purchasing and selling of Asian products such as home furnishings, lighting, and raw materials. Our aim is to be the best furniture company.

爱室丽家居（上海）有限公司深圳分公司是一家全美资企业，主要在亚洲范围内从事家具、饰品、灯具以及原材料采购并向北美及中国地区运销。我们的目标是成为最好的家具公司。

## **Vision statement**

### **公司远景目标**

**We want to be the best furniture company**

我们要成为最好的家具公司

### **Mission Statement**

实现途径

**Improve Quality**

改进质量

**Reduce cost**

降低成本

**Do more business**

拓展商机

**Make a profit**

实现利润

**Stay in business**

永久经营

## 目录

1	HR Policy	人力资源基本政策	5
1.1	Guidelines of Employment 聘用规定		5
1.2	Labor (employment) Contract 劳动合同		5
1.3	Probationary Period 试用期		6
1.4	Exit Procedures 离职程序		6
1.5	Job Training 员工培训		7
1.6	Performance Management 绩效管理		7
1.7	Promotion and Transfer 晋升与调职		7
2	Holidays & Leaves	休假与请假	8
2.1	Holidays 节假日		8
2.2	Annual Vacation 年假		8
2.3	Sick Leave 病假		11
2.4	Maternity Leave 产假		11
2.5	Lactation Leave 哺乳假		12
2.6	Funeral Leave 丧假		12
2.7	Paternity Leave 陪产假		12
2.8	Marriage Leave 婚假		12
2.9	Unpaid Leave 事假		13
2.10	Pregnancy Checkups Leave 产检假		13
3	Compensation	薪酬	14
3.1	Working time 工作时间		14
3.2	Attendance 出勤		14
3.3	Salary 工资		15
3.4	Payment Confidentiality 薪酬保密		15
3.5	Pay Day 工资的发放		15
3.6	Reimbursable Expenses 费用报销		16
3.7	OT Policy 加班规定		16
3.8	Annual Bonus 年终奖金		17
4	Benefits	福利待遇	18
4.1	Social Insurance 社会保险		18
4.2	Housing Fund 住房公积金		18
4.3	Annual Health Check 年度体检		18
4.4	Group Accidental & Medical Insurance 团体意外医疗险		19
4.5	Team Building 团队建设		19
4.6	Birthday Gift 生日礼物		19
4.7	Residence Transfer 户口调动		19
4.8	Entertainment 娱乐活动		20
4.9	High Temperature Allowance 高温补贴		20
5	General Administrative Regulations	行政规章	20
5.1	Confidentiality of Documents 信息保密		20
5.2	Telephone Courtesy 电话礼仪		21



---

5.3	Personnel Appearance 个人着装要求 .....	21
5.4	Rules of Vehicle Usage 汽车使用管理规定 .....	22
5.5	Rules of office supply usage 申领办公用品程序 .....	22
5.6	Rules of Office Equipments usage 办公设备使用规定 .....	22
5.7	Code of Business Practice 职业行为规范 .....	23
5.8	Code of Personal Practice 个人行为规范 .....	25
6	Penalties against those who break the rules 对违纪员工的纪律处分与处罚 .....	26
6.1	Warning 警告 .....	26
6.2	Penalty Procedure 处罚程序 .....	27
7	Grievance Policy 申诉程序 .....	28
8	Employee handbook explanation 手册解释权 .....	31

## 1 HR Policy

### 人力资源基本政策

#### 1.1 Guidelines of Employment 聘用规定

- Ashley Furniture (Shanghai) Company Limited Shenzhen Branch (hereinafter referred to "The company") actively seeks and employs qualified persons in all job classifications. All applicants for employment should be in accordance with the company's employment procedures and sign employment contract with Ashley Furniture (Shanghai) Company Limited Shenzhen Branch.  
爱室丽家居（上海）有限公司深圳分公司(以下称“公司”)根据公司的业务需求雇用相关人才。所有应聘者须按照公司的聘用程序受聘，与公司签订合同。
- The company is deeply committed to a policy of equal employment opportunity for all its employees. We administer all personnel actions affecting employees without discrimination on the basis of race, color, religion, sex, national origin, minority group or physical handicap. 公司全力推行机会均等的人才聘用原则，没有性别、年龄、信仰、宗教、种族差异,每位员工都享有同等的受聘与发展机会。
- The employee candidate acknowledges that if he/she is employed by the company, employment will be at-will, according to the terms and conditions stated in the employment contract.  
受聘候选人承认一旦他/她接受聘用，其受聘将是自愿的，并将遵守聘用合同中所列的条款和条件。

#### 1.2 Labor (employment) Contract 劳动合同

- Successful applicants are required to sign labor contracts with the company.  
成功应聘人员将与公司签订劳动合同。
- Labor contract becomes legally effective on the date employee signs it. The company and employees should strictly abide the terms of the contract. Contract will be renewed if it is agreed by both company and employee 1 month before the expiration date.  
劳动合同具有法律效应，一旦签订，立即生效。公司及员工双方必须严格遵守合同规定。合同到期前一个月，由公司和员工双方决定是否续签合同。
- Both the company and the employee can terminate the contract at any time within the probationary period based on labor law, no need to pay compensation. If employee does not willing to continue the contract after probation, the company can terminate the contract without paying compensation.

试用期内，合同双方可依法随时提出终止合同，无需支付赔偿金。如试用期满员工不愿意与公司继续劳动关系的，公司可直接解雇并无需支付任何经济补偿金。

- When termination is required by the employee, and the contract is not expired, the employee should provide a 30-day written notice, or 1-month salary in lieu thereof.

试用期满后，如员工欲解除合同，必须提前 30 天书面通知公司，否则将向公司支付一个月的工资作为代通知金。

- The company reserves the right to terminate the employment contract prior to its expiration date, and to dismiss the employee immediately without compensation for any of the serious situation which is stated in Part 5.

如果有第五章所述严重违纪行为，公司将立即解除劳动合同且不支付任何赔偿。

### 1.3 Probationary Period 试用期

- Probationary period is for the company to investigate whether the employee is qualified for his/her job or not.

试用期是用来考察员工是否能适应自己的工作及公司的运作方式。

- The company will decide the term of labor contract based on agreement with the employee at the point of entry. If the term of a labor contract is not less than 3 months but less than 1 year, the probation period shall be one month. If the term of a labor contract is not less than one year but less than 3 years, the probation period shall be 2 months. For a labor contract with a fixed term of 3 years or more or without a fixed term, the probation term shall be 6 months.

公司根据入职时双方协商确定员工的劳动合同期限。劳动合同期限三个月以上不满一年的，试用期为一个月；劳动合同期限一年以上不满三年的，试用期为二个月；三年以上固定期限和无固定期限的劳动合同，试用期为六个月。

- The department manager will evaluate the employee's performance half a month before the termination date of the probationary period. Salary will be determined to adjust or not adjusted or how to be adjusted based on the review result and the company's salary structure.

试用期满前半个月，员工所在部门将对其进行试用期评估，并根据评估结果和公司工资架构，决定工资是否调整及调整幅度。

### 1.4 Exit Procedures 离职程序

- Any employee who leaves the company (whether resignation or dismissal for contract termination) should submit a written document to HR department which is signed by concerned parties. The employee can leave the company by submitting written resignation application in a 30-day notice period in advance and obtaining related departments' approval.

无论是员工或是公司提出解除劳动合同，都必须有书面离职文件，签字有效。员工提出离职的，必须提前 30 日填写书面辞职申请，经相关部门审核后，可离职。

- The employee can enjoy the annual leave only after being approved by direct manager during 30- day -notice period. Otherwise, the company reserves the right to extend the notice period till the work handover is finished.

员工提出辞职，在 30 天通知期内，须经直属经理批准方可休年假，否则公司有权要求当事人延长被占用的通知期，直至工作移交完成。

- Salary will be released to the employee only when the handover list is finished and signed by concerned parties.

离开公司时，应完成交接手续，交接清单须相关部门及员工双方签字才算完成。未办理或未完成交接手续，离职工资暂不予以发放。

## 1.5 Job Training 员工培训

- Full Orientation training will be delivered to every new employee in order that the newcomers can know the company procedures well.

新员工入职，将接受全面的内部培训，以熟悉公司政策，流程及程序等。

- Employees can apply for self-improvement or professional training after director and top management's approval.

经总监和公司最高管理层批准后，员工可以参加自我提升培训和职业相关培训。

## 1.6 Performance Management 绩效管理

- Performance management is intent to be an ongoing process of communication between managers and employees, focused on helping employees achieve their best work results.

绩效管理是一个上下级之间持续不断的沟通过程，旨在帮助员工获取工作上的最大成就。

- All employees will be reviewed at least 1 time every year.

综合绩效考核至少一年一次。

- Salary and bonus will be adjusted annually based on employees' performance.

每个财政年度，公司根据平时及综合绩效表现，将对员工的薪酬奖金做出相应的调整。

- Performance review record should be submitted to HR for record.

每次考核结果须交人力资源部门存档。

## 1.7 Promotion and Transfer 晋升与调职

- An employee is eligible for consideration of promotion /transfer after one year of full-time employment with the company.

员工在公司服务满一年后，员工依竞聘得到晋升和调职机会。

- Any promotion/transfer should be recorded in the form < Employee Status Adjustment Form> and should be submitted to HR.

晋升与调职需填写《员工情况调整表》，并交 HR 存档。

- Any employees who passed probationary period of his/her new position will be considered to adjust salary with the approval of management.

晋升或调职到新岗位的员工经过试用后，调整薪酬为新岗位薪资。

## 2 Holidays & Leaves

### 休假与请假

#### Procedures for applying holiday & leave 请假流程:

- Permission to Miss (PTM) can be submitted in the HR system and should make sure both direct manager and HR acknowledge the PTM.  
请假单可在人事系统提交，并确保直属经理和 HR 知悉请假申请。
- Holidays & leaves will be effective after approved by both manager/leader & HR.  
假期类型需经理/主管及人力资源部共同确认方可有效。
- PTM should be forwarded to HR at least 2 days before it occurs except emergency. If the employee hasn't submitted PTM in advance due to emergency, application with written explanation should be submitted in 2 days after the emergency disappears. Otherwise the employee will be regarded as absence from work.

除非紧急情况，请假必须提前申请，并在休假前至少两天送交人力资源部。因紧急情况员工未提前申请请假的，应在紧急情况消除后 2 日内提交请假申请及书面说明，否则按旷工处理。

#### 2.1 Holidays 节假日

New Year's Day 元旦	1 day	Jan. 1 / 1 月 1 日
Chinese New Year 春节	5 day	Based on the lunar calendar 根据农历新年决定
Tomb Sweeping Day 清明节	1 day	Apr. 5 / 4 月 5 日
International Labor Day 五一劳动节	1 day	May 1 / 5 月 1 日
Dragon Day 端午节	1 day	May. 5 in lunar calendar 农历 5 月初五
National Day 国庆节	3 day	Oct. 1 to Oct. 3 / 10 月 1 日至 10 月 3 日
Mid-Autumn Day 中秋节	1 day	Aug. 15 in lunar calendar 农历 8 月 15 日
Christmas Day 圣诞节	1 day	Dec. 25 / 12 月 25 日
Birthday 生日	1 day	Birthday / 以身份证上的阳历出生日期为准

Remarks: Holidays may be adjusted to vendor's holidays and work arrangement. Adjustment should be applied and approved by manager.

备注：节假日有可能根据供应商的假期及工作安排调整。调整应向经理申请并取得同意。

#### 2.2 Annual Vacation 年假

- The calculation period of Annual vacation is from Jan 1<sup>st</sup> to Dec 31<sup>st</sup> every year.  
年假计算周期为每年 1 月 1 日至 12 月 31 日。



- According to the years that employees served in Ashley Furniture (Shanghai) Company Limited Shenzhen Branch, the annual vacation days that employees can enjoy are listed below and limited in 25 working days. Annual vacation already includes government statutory vacation days.

员工每年可以享受的休假天数，依据其在公司服务年限而定，最长为 25 个工作日。年假包括国家法定的年休假，具体如下：

Consecutive Service Year 工作年限	Paid Vacation Days 年假
First year 第一年	Prorated based on 14days 以 14 天为基数，按比例计算
Second year 第二年	15 working days 15 个工作日
Third year 第三年	16 working days 16 个工作日
Fourth year 第四年	17 working days 17 个工作日
Fifth year 第五年	18 working days 18 个工作日
Sixth year 第六年	19 working days 19 个工作日
...	...
Twelfth years of the employment 第十二年	25working days(maximum) 25 个工作日(上限)

- New employees can enjoy annual vacation after probation. The formula to calculate the annual vacation in employees' first year is:  $Vacation = 14 \text{ working days} / 12 * \text{service months}$   
新员工在通过试用期后可享用当年年假。当年年假 =  $14/12 * \text{当年服务月份}$
- New employees who passed probation before Dec 31<sup>st</sup> can enjoy 15days annual vacation from next Jan 1<sup>st</sup>. Those who passed probation after Dec 31<sup>st</sup> can enjoy 14days annual vacation from next Jan 1<sup>st</sup>.

入职当年 12 月 31 日以前通过试用期的新员工，从第二年 1 月 1 日开始计算 15 天年假。入职当年 12 月 31 日前未通过试用期的新员工，从第二年 1 月 1 日起开始计算 14 天年假。

Below is the government statutory vacation:

以下为国家规定年假列表：

本公司服务年限 Service years in the company	国家规定年假 Statutory Vacation days
不满一年 less than 1year	0 day
满一年不满十年 1-10 year	5 days
满十年不满二十年 10-20 year	10 days
二十年以上 >20 year	15 days

- All annual vacation (including government statutory vacation) must be finished before/on next New Years' Day. If it's not finished due to work reason, the remaining vacation can be extended to next CNY. It won't be compensated and will be invalid after next year's CNY if it's not finished due to personal reason.

年假（包括国家规定范围内的年假）应在下一年元旦期间休完。如因工作原因导致不能休完，未休年假可以延长到第二年春节期间休完。如因个人原因延期到第二年春节仍未休完，将视为自动

放弃，不作任何补偿。

- Annual vacation can be used at least a half working day. Annual vacation used in one time can not be exceeded 5 working days without special permission of Director above.

年假最短为半天，如果没有总监以上级别特殊批准，一次使用最长不超过 5 个工作日。

- When an employee is asking for vacation, he/she is requested to submit a PTM 15 calendar days ahead of the vacation starting date for vacation longer than one week. Any vacation less than one week must be submitted at least 2 working days in advance. Initial approval must come from his/her leader or manager and should be checked by Human Resources Department.

员工提出请假申请，若请假天数超过一周，需提前 15 天提交请假单；若请假天数在一周以内，需提前两个工作日提交请假单。请假需先征得直属经理的同意后提交给人力资源部审批。

- When requesting annual vacation, employees must arrange their own work properly and make sure the company operation won't be influenced by his/her absence.

员工享受年假，应在不妨碍公司工作的前提下事先安排好休假日期。

- Annual vacation days are all working days excluding weekend and holiday.

年假天数均为工作日，不包括周末及节假日。

- Salary is fully paid during the vacation.

年假期间，工资按正常出勤发放。

- During the year when employees exit, the annual vacation will be prorated based on employees' service months. On the exit day, the left vacations will be compensated by salary. And the vacations used ahead will be deducted by salary. (The salary standard is based on employee's latest net salary)

The formula is: Annual vacation days When employee exit= vacation days /12\* service month  
(based on actual days if it's not a full month)

员工离职时，年假按服务期比例折算。离职日时，未休完的年假折算成工资补发，提前休的年假折成工资扣除。

折算公式为：离职时年假=当年年假/12\*当年服务月份(不满一月按实际天数折算)

- Managers can't use the compensation as an excuse to reject employee's vacation application. Managers can reject the application which is submitted less than 30 days only when the vacation would cause other issues within the company and should pass those which are submitted 30 days before the start of the vacation period.

经理不得以折算工资为理由拒绝员工的年假申请。提前三十天申请的，除非此时员工请假将引起公司其他问题，经理必须同意。三十天之内申请的，经理可以拒绝。同时，公司不鼓励员工要求以工资补发方式处理年假。

- Vacation is given to all employees in order for each employee to rest during the year. This is very important and should be used. We suggest that employees use their vacation each year in order to be able to properly focus on life and work. So employees are not encouraged to deal with the vacations by compensation.

年假是员工每年休息所用，公司认为，适当的休息是非常重要的，年假应当休完。我们建议员工每年用完年假以取得工作和生活的平衡，不鼓励员工要求以工资补发方式处理年假。

- If employees have any inquiry or appeal about the permission of annual vacation, please go to HR. for help. HR should feedback timely for inquiry and reply appeal within 1 week.

员工如有任何关于年假批准的疑问及申诉，请联系 HR 部门协调解决。HR 应及时解答疑问，并在

一周之内对员工的投诉作出回复。

## 2.3 Sick Leave 病假

- An employee who will be absent from work at any time as a result of illness must inform his /her direct manager before daily start time with the reasons and absent time.  
员工如因疾病缺勤，应在上班前通知直属经理，说明情况及估计缺勤时间。
- Certificate from hospital should be attached with PTM.  
员工请病假需请假单后附上医院证明。
- Within the period of medical treatment by Labor Law, Employee can get full pay for the 1<sup>st</sup> month if legal doctor's slip is provided, then 80% of salary from the 2<sup>nd</sup> month on till the period of medical treatment ends; salary for those absence days over the period of medical treatment will be further discussed based on government regulations. Any sick leave without doctor slip is regarded as absence; maximum of 7 days with doctor slip for non-hospital sick leave within 1 year will be full paid. If staff's service period is less than a year, prorated full paid sick leave should be calculated. Staff who has not passed probation won't get paid if applies sick leave.  
在国家法定医疗期内，如果能提供正规医疗机构提供的医护证明，第一个月的病假给予全薪，第二个月起至法定医疗期结束给予 80% 的薪水；超出法定医疗期的假期在给予不低于法定要求的薪资基础上酌情考虑付薪比例。不能提供医生证明的病假均视为缺勤；非住院但能出示医生证明，员工一年内最多能申请 7 天全薪病假，服务未满一年的员工按比例折算非住院全薪病假，试用期员工休病假不带薪。
- Any non-illness application, such as general health check, illness-prevention, laser eye surgery, beauty related and so on, is not covered in the sick-leave policy.  
非患病请假，如常规体检、预防保健、近视手术、美容手术等不属于病假范畴。
- The company reserves the right to explain the sick leave.  
公司保留对病假的解释权。

## 2.4 Maternity Leave 产假

- Female employee whose situation is in accordance with Chinese Family Planning Policy, can take 178 days as maternity leave, including 15 days of prenatal leave. An additional maternity leave of 30 days is given for dystocia.  
女职工生育符合国家计划生育政策的，产假 178 天，其中产前休假 15 天。难产的增加产假 30 天。
- Maternity leave are calendar days.  
产假以自然日计算。
- Maternity leave can only be used all at once.  
产假只能连续使用。
- When female employees take maternity leave, they need to provide legal child birth certificate.  
女职工休产假需提供小孩出生证明。

## 2.5 Lactation Leave 哺乳假

- When a female employee resumes work after delivery, she is allowed to take lactation leave 1 hour per day, or twice a day, 30 minutes once to feed her baby until the baby is 1 year old. Lactation leave cannot be accumulated to use.  
女员工小孩在一周岁内，每天有 1 小时的哺乳时间。可以分两次休，每次 30 分钟，也可以一次休 60 分钟，但不可累积使用。
- For multiple birth, an additional hour will be granted for each additional child.  
多胞胎生育的，每多哺乳 1 个婴儿，每次哺乳时间增加 1 小时。
- No leave will be granted if the baby is away from the mother.  
本假期仅适用于小孩在身边的哺乳期女员工。

## 2.6 Funeral Leave 丧假

- Immediate Family member 直系亲属: 3 consecutive working days 3 个连续工作日  
Other family member 非直系亲属: 1 working day 1 个工作日
- Funeral leave is a paid leave.  
丧假为有薪假。
- The funeral leave can be plus travel time which is determined by department manager and HR department.  
丧假另外再给予一定的路途时间，由部门经理和人力资源部共同商定。
- No transportation reimbursement.  
丧假不报销路途费用。

## 2.7 Paternity Leave 陪产假

- Male employees may enjoy paternity leave of 15 consecutive calendar days during his spouse's maternity leave according to local regulations and in accordance with Chinese Family Planning Policy.  
男员工在其配偶产假期间，根据当地劳动法规并符合计划生育政策的可享受 15 天（连续自然日）看护假。
- When employees take paternity leave, they need to provide legal birth permit beforehand or child birth certificate after.  
员工休看护假需在申请休假时提供准生证或小孩出生证明。

## 2.8 Marriage Leave 婚假

- An employee who passed probationary period is granted marriage leave 3 days, which must be taken consecutively, according to the Chinese Labor Laws in force.

通过试用期的员工结婚可享受婚假 3 天。

- When employee would like to take marriage leave, they need to provide legal marriage document.

员工申请婚假需提供结婚证。

- If an employee gets marriage certificate after on-board date, marriage leave is valid for one year from the marriage certificate issued date. If an employee applies for Marriage leave together with Maternity leave (Or Paternity leave), his /her manager has the right to approve or not.

员工入职后领取结婚证的，婚假在员工领取结婚证后一年内有效。如员工同时申请婚假和产假(或陪产假)，员工的经理有权决定是否批准。

- Marriage leave are consecutive calendar days.

婚假以自然日计算, 只能连续使用。

## 2.9 Unpaid Leave 事假

- Employee can apply for personal leave as long as the employee's absence does not have a negative effect on the day-to-day operations of the company.

员工因个人原因有紧急情况时，不影响公司日常运作，安排好工作可请事假。

- Approvals must be authorized by the relative department manager and must inform HR Dept. prior to absence.

事假需经部门经理批准，并在请假前告知人力资源部。

- Any personal leave without approval will be regarded as absence.

未经批准擅自离开工作岗位的，视为缺勤。

- Personal leave is unpaid. Compensation & benefit will be paused if the personal leave is over 1 month.

事假为无薪假。超过一个月的事假暂停该月相关福利。

## 2.10 Pregnancy Checkups Leave 产检假

- When a female employee needs to go for pregnancy checkups, she is allowed to take half a day leave once with examination certificate for record. If she needs to extend the time till one day, doctor slip or additional medical certificate need to be provided.

女员工需要做产前检查的，可休半天假期，同时提供检查证明。如需延长检查时间至一天的，需提供医生证明或附加的相关诊断书或检查证明。

### 3 Compensation

#### 薪 酬

#### 3.1 Working time 工作时间

- QC and E-com related positions: 6 days per week, 7 hours per day.  
质检和电商业务相关岗位工作时间：每周 6 天，每天工作 7 小时。  
Non – QC/ E-com related positions: 5 working days per week from Monday to Friday.  
质检和电商业务以外的其他岗位工作时间：每周 5 天，周一至周五。
- Office Working Time: 09:00-18:00 including lunch break  
办公室工作时间: 09:00 - 18:00 含午休时间
- If employees need to travel to factory, working time is the same as office.  
如员工出差到工厂，工作时间与办公室一致。

#### 3.2 Attendance 出勤

- All employees are expected to be at their work stations on time.  
公司要求员工不迟到，不早退。
- Those who need to leave during working time should submit the PTM with department manager's approval and inform HR.  
上班期间，员工如须请假，需提交请假申请，经部门经理同意，并知会人力资源部。
- Attendance record is taken into account when salary is released.  
公司按月对员工进行考勤，以此作为计算工资的依据。
- Attendance duration is from 1<sup>st</sup> to 30<sup>th</sup> /31<sup>st</sup> every month.  
考勤期间为每月 1 日至 30/31 日。
- Any exceptions to the report time must have prior approval of the department manager.  
Otherwise the employee will be regarded as absence from work.  
员工因病或其它原因不能到公司上班，应及时通知部门经理并获得批准。否则，视为旷工。
- Employees should punch their access card by themselves when they enter or leave the office for work. Any behavior of asking others to punch your access card or punching access card for others is forbidden.  
员工去办公室上班，上下班必须亲自刷卡，不得委托或代替他人刷卡。
- Any sick leave without doctor slip is regarded as absence from work.  
任何无医生证明的病假均视为缺勤。
- Employees who go to factory for work must be recorded by "Working Schedule" in HR System.  
Any disciplinary offence, such as not showing off on time as the "Working Schedule" stated without reasonable excuse, etc., is regarded as absence from work.





员工去工厂上班需在人事系统的“工作行程表”模块记录考勤。若发现任何类似于不按“工作行程表”准时到工厂上班等违纪行为，一经查出将视为缺勤。

- If employees failed in clock-in or the clock-in machine is broken, must report to HR and team leader/manager immediately, HR will make record for evidence for employee's attendance, otherwise it is considered as absence.

员工上下班如打卡失败或考勤机损坏的情况，必须第一时间通知人事和部门主管或经理，人事将记录下来以作其考勤凭证，否则视为缺勤处理。

### 3.3 Salary 工资

- The salary is paid by month from the day the company determines, and it is paid for all the working times which are listed in the handbook.

从公司成立之日起一直实行月薪制，工资包含本手册中所规定的全部工作时间。

The company will pay personal income tax for staff.

公司为员工支付个人所得税。

- The salary of QC and E-Commerce business related positions is covered the fixed OT pay every week.

公司为 QC 和电商业务相关的岗位支付的工资包含了每周的固定加班时间。

- Effective from the handbook issued date, the company won't pay any additional salary occurred in past except for above parts.

自本手册生效之日起，工资部分公司不支付以上所列几项之外的任何包括过往发生的额外金额。

### 3.4 Payment Confidentiality 薪酬保密

- Salary is confidential in Ashley Furniture (Shanghai) Company Limited Shenzhen Branch. Employees are not permitted to reveal their salaries to other employees, nor to ask other employees what their salaries are.

公司规定，薪酬信息是保密的，请不要泄露你的薪酬信息,也不要打听他人薪酬信息。

- Violation of this policy is subject to discipline, including discharge.

任何违反本规定的员工，将会受到处罚，甚至解雇。

### 3.5 Pay Day 工资的发放

- The company provides after-tax salary to each employee. Salary of last month is normally paid before the 5<sup>th</sup> to employee's individual bank account. If this falls on a weekend or public holiday, employees may be paid on the previous working day. Transportation & Mobile reimbursements will be paid at the end of the next month.

公司为员工提供税后工资。一般情况下，上月工资在每月的 5 日前直接存入个人银行帐号。如发

薪日期正好是周末或法定假期，则薪水会在前一天支付。交通及话费补助在次月底支付。

### 3.6 Reimbursable Expenses 费用报销

The Reimbursable Expense covers below parts and is subject to “Finance Policy” and “Business Travel Policy”:

费用报销包括以下部分，具体标准参考公司财务报销制度以及公务出差政策：

a. Phone Bill 电话费

- Managers/Team leaders decide who can enjoy the allowance with director's approval.  
部门经理决定本部门话费报销人员并通过总监审批。

b. Internet Cost 网络费

-For those who needs internet for working by themselves.  
因工作需要自己申请网络的员工享有

c. Transportation Cost 交通费

-For those who need to work on field and those who don't need the company car arrangement for business trip.

常驻工厂或因公出差但不需要公司派车的员工享有此项报销。

-Anyone who needs company car arrangement, then the transportation reimbursement is not acceptable.

如搭乘公司车辆，则该日交通费不予报销。

-Office Staff who needs to reimburse transportation cost must strictly follow the company's policy of Working Schedule and Transportation Expense.

办公室员工交通费用报销需严格按照公司规定的工作行程和交通费用报销规定执行。

d. Hotel 住宿费

Leader/ manager or above: Max RMB500/night/person

主管、经理级别或以上：每人每晚上限 500 元

General staff: Max RMB 300/night/person

普通员工：每人每晚上限 300 元

e. Others 其它

Refer to financial policy.

其他相关费用报销参照财务报销制度。

### 3.7 OT Policy 加班规定

- For OT in the evening, employee can ask for shift leave next day or arrange the shift during 1 week in case of busy work next day.



平时加班，员工可选择第二天调休；如因工作原因不能安排，可申请 1.5 倍加班工资。

- If an employee is required to work overtime on Saturday, she/he will be entitled for 1 day shift and the shift should be arranged at most in the following month. 2 times OT pay if the manager approves and confirms that the shift can't be taken due to tight working arrangement. OT pay should be also approved by director.

员工如果周六被要求加班，可获得一天调休，调休应在一个月内休完。如因工作安排太紧无法调休，经经理批准后，可申请两倍加班工资。加班工资需有总监批准。

- If employee is required to work overtime on Sundays/Public Holidays, she/he will be paid 2 times/3 times OT salary.

如周日/法定节假日员工必须加班，按国家规定给予两倍/三倍加班工资。

- If employee is required to work on company holiday such as Christmas holiday or birthday, the company will not pay extra money for such working time but it can be shift.

如员工在公司假期类似圣诞节等或生日当天被要求上班，公司不另外支付加班费，员工可安排调休。

- OT should be approved by managers before it occurs. OT won't be paid without being approved beforehand. If employees are required to work overtime temporarily, they should supplement the OT application within one week afterwards, otherwise it will be regarded as invalid OT.

加班之前须申请并得到经理的批准。未事先得到批准的加班无效。如临时通知加班的，需在加班后一周内补登记加班申请，否则视为无效加班。

### 3.8 Annual Bonus 年终奖金

- The company will decide to pay employees annual bonus based on each employee's performance in the evaluated year.

公司每年根据员工绩效表现决定给予员工工资以外的年度奖金（含年底双薪）。

## **4 Benefits**

### **福利待遇**

#### **4.1 Social Insurance 社会保险**

The company will follow the regulations from each local government (Shenzhen) to contribute the regulated social insurance as of the commencement date of the employment.

为保障员工利益，公司根据当地政府（深圳）的有关规定，为员工办理社会保险。

All the expenses including personal part will be paid by company.

所有保险费用包括个人支付部分由公司支付。

#### **4.2 Housing Fund 住房公积金**

The Company will contribute housing fund as of the commencement date of the employment. Usually the Company contributes 5%, individual contributes 5% based on employee's monthly income. Individual's contribution will be deducted from monthly salary.

公司将为员工办理住房公积金。通常以员工的月收入为基数，公司缴纳 5%，个人缴纳 5%。员工个人应缴部分将从每月工资中扣除。

The company will adjust housing fund base in July of each year according to the policy.

根据公积金政策每年 7 月公司会统一给员工调整住房公积金基数。

#### **4.3 Annual Health Check 年度体检**

Health check will be arranged for every employee each year and all the expenses will be borne by company. Staff who has not passed probationary period before October 1<sup>st</sup> is not in the list of annual body check, but he/she can reimburse on-boarding body check.

公司每年为员工安排一次体检，并支付体检费用。当年 10 月 1 日前未通过试用期的员工不参加年度体检，可报销入职体检。

#### 4.4 Group Accidental & Medical Insurance 团体意外医疗险

Every employee who passes probation is granted for a Group Accidental & Medical Insurance which released by contracted insurance company.

公司为每位通过试用期的员工提供保险公司的团体意外医疗险。

The company will also arrange pension for leader level above employees and the premium is covered by the company. Employees will get the pension credited to their bank account after one month when they leave the company.

公司还为主管级以上的员工投保养老金，并支付全部投保费用。员工离职后的一个月养老金将通过银行转账方式转入员工账号。

#### 4.5 Team Building 团队建设

- Team building is organized by department once a month.  
每月各部门组织一次团队建设活动。
- Each employee is entitled and limited to RMB50.  
每人每月团队建设费人民币 50 元。
- The expense of Team building can't be used accumulatively.  
团队建设费用不能累计使用。

#### 4.6 Birthday Gift 生日礼物

In addition to 1 day off, employee can get shopping card or gifts in the birthday month. If staff's birthday is in probation period, he/she will have 1 day birthday leave and birthday bonus after he/she passed probation period.

除生日当天可以休息以外，员工生日当月可获得公司发放的购物卡或礼品。如员工的生日在试用期内，将通过试用期后享有一天生日假期和礼品。

#### 4.7 Residence Transfer 户口调动

- Employees who buy social insurance within Ashley Furniture (Shanghai) Company Limited Shenzhen Branch for more than two years can apply to transfer residence to Shenzhen.  
在公司账户连续参保两年或以上的外地户籍员工均有机会将户口调入深圳。
- HR will assist employees to provide related documents according to relevant government regulations.  
人力资源部门根据调户政策协助员工开具调户所需的文件材料。
- The expense of residence transfer will be borne by employee.

户口调动所发生费用由员工个人承担。

#### **4.8 Entertainment 娱乐活动**

For the purpose of enriching the life of our employees, the company will organize some entertainment activities in different period.

为丰富员工生活，公司将不定期地举办各种娱乐活动。

#### **4.9 High Temperature Allowance 高温补贴**

High temperature allowance will be credited to employee's bank account with payroll from June to October of every year according to the local government's regulations.

每年 6 月至 10 月，公司将根据当地政府规定通过银行转账方式随工资一起给员工发放高温补贴。

### **5 General Administrative Regulations**

#### **行政规章**

##### **5.1 Confidentiality of Documents 信息保密**

- Every employee is requested to sign the Confidential Agreement upon starting to work for the company.  
每位员工在开始工作时，都会与公司签订一份保密协议。
- Company confidential documents include its suppliers, customers, policies, personnel, art, printing or production techniques, salaries, compensation, benefits and internal share information.  
公司的保密内容包括供应商及客户的资料，公司政策，人事信息，产品设计及印花，生产技术，员工薪酬福利及员工内部共享信息。
- It's every employee's responsibility to keep this information and never allowed to share with anyone out of Ashley Furniture (Shanghai) Company Limited Shenzhen Branch. Competition in industry is intense, and being first to the marketplace with a new product or line of products, revealing all or any part of specific confidential information will result in financial loss to the



company, negative feelings, unnecessary conflict, and embarrassment to the persons involved. If you are involved with such information, avoid discussing it. If you are in doubt regarding the handling of any information, discuss it with your supervisor or manager.

公司员工有义务为公司信息保密，不与公司以外的人分享。行业中的竞争是激烈的，一旦最新产品或生产线的信息泄漏，会给公司的经济及发展造成不必要的损失及负面影响。如果员工了解此类保密信息，应避免谈及；如果员工对保密信息有任何疑问，应与其主管或经理进行商议讨论。

- The disclosure by any employee of any type of confidential information of any kind will result in immediate termination without any compensation, Furthermore, the company reserves the right to claim for the loss.

一旦发生员工泄密事件，公司有权解除与该员工之劳动合同，且不支付任何经济补偿金，公司并有权要求该员工赔偿损失。

## 5.2 Telephone Courtesy 电话礼仪

Telephone courtesy is essential to maintain our image of Ashley Furniture (Shanghai) Company Limited Shenzhen Branch. Your phone manner is a direct reflection of the company and your professionalism. When answering the telephone, always say: "hello, Ashley Furniture (Shanghai) Company Limited Shenzhen Branch."

电话礼仪代表公司形象，员工的礼貌程度直接影响到公司的外在形象，当员工接听电话时，请说：“您好，这里是爱室丽家居（上海）有限公司深圳分公司。”

When working in office, your mobile is suggested to use "Vibrate" or turn down the ringer. We don't want others to be annoyed by ring when you are not available to answer.

在办公室时，个人手机请开震动或音量关小，避免因接听不及时而导致铃声干扰其他同事。

## 5.3 Personnel Appearance 个人着装要求

Maintaining a professional, business like appearance is very important to the success of Ashley Furniture (Shanghai) Company Limited Shenzhen Branch in China. Our policy is:

a. No Slippers.

b. No open toe shoes in the factory

c. Pants, shoes and shirts should be representative of a clean, neat look while still being a good fit & safety for your work situation. They should be in good condition and not have large logos or offensive colors, decorations or symbols.

员工的着装对维护公司的良好形象非常重要，因此，我们的政策是：

拖鞋，露趾凉鞋，以及标有不合礼仪字样或标志的衣服均视为上班期间不适合的装扮。上班装束应干净整洁不破旧，适合职位要求及安全要求。

## 5.4 Rules of Vehicle Usage 汽车使用管理规定

The procedure of car service requirements are as follow:

1. Write E-mail to apply for Vehicle then get the authorization from manager.
2. Contact with Admin Officer who responsible for car arrangement to confirm which car you are going to use.
3. Contact with driver to arrange the departure time and place.

员工外出办事用车流程如下：

1. 以邮件方式申请用车并获得批准。
2. 与行政部负责车辆调派的同事确认车辆使用情况；
3. 与出车司机确定出发时间和地点。

## 5.5 Rules of office supply usage 申领办公用品程序

The procedure of office supply requirements are as follow:

员工申领办公用品流程如下：

1. Fill in office supply requisition form and then get the authorization from department manager;  
填写办公用品申领表，交部门经理审批；
2. Hand in requisition form to administration clerk;  
将审批后的申领表交于行政部职员；
3. Contact with admin clerk to arrange express or pass what you need to your manager/other colleagues for you.  
联系行政部门同事安排把你申请的物品快递给你或委托你的经理或其他同事代领

## 5.6 Rules of Office Equipments usage 办公设备使用规定

- Office equipments cover 办公设备包括：
  - Fax machine, photocopier, Scanner, Printer, Projector, etc.  
传真机、复印机、扫描仪、打印机、投影仪等。
  - Computer, Laptop, Blackberry, Mobile, Wireless, DC, DV, etc.  
(笔记本)电脑、黑莓、手机、无线网卡、数码相机、数码摄像机等。
  - Quality Inspection Equipments like Vernier Caliper, Hygroscope, etc.  
质量检验设备比如湿度计、游标卡尺等。
- Please take good care of all equipments.  
使用时请注意爱护办公设备。
- Please save paper when using printers & Fax/ photocopier.  
复印打印传真时请注意节约用纸。
- Computers including Laptops are forbidden to install any unlicensed software. The company reserves the right to monitor& inspect all computers.

办公电脑包括笔记本电脑禁止安装任何盗版软件，公司有权对办公电脑进行监控。

- Employee needs to fill in the Handover List if handovers tools or equipment to others, and he/she needs to pay for any lost or damaged equipment pro rata.

配给或借出的公用设备如转给其他同事，需填写工具设备转交记录；如遗失或损坏，参照公司制定的赔偿标准按一定比例折价赔偿。

## 5.7 Code of Business Practice 职业行为规范

### 5.7.1 DOs 您应该做的:

- Learn to protect yourself 学会保护你自己

#### 1) To protect yourself because we don't want to lose people to this.

保护你自己。因为我们不希望由于这些原因失去你:

- Some people may get jealous of your position 遭人嫉妒
- You may be blamed for something you did not do 你可能被诬赖

#### 2) The best way to protect yourself is to: 保护你自己最好的方法:

- Be honest 诚实
- Document everything in E-mail 以邮件的方式存档，留下证据。

#### 3) Some examples on how to protect yourself 保护你自己的一些例子:

Example 1: If a supplier asks for subcontractor information or

例 1: 如果供应商向你打探外发供应商的信息

- Don't say Yes, but don't say No 不要说“好”,也不要说“不”
- Send E-mail to manager and country manager, stating that the factory has requested this  
发邮件给经理和区域经理，声明工厂有这样的要求
- Tell the supplier that you are passing it to us to deal with  
告诉供应商你的经理会负责处理这样的事务
- If you have a good suggestion on subcontractor, pass it to your manager /country manager to decide.

如果你确实有不错的外发供应商可以推荐，交给区域经理和直接经理决定。

Example 2: If you reject products...

例 2: 验货未通过...

- E-mail along with images  
发送附图片的邮件汇报
- Keep samples of bad quality when possible  
尽可能把质量差的样品留下

Example 3: When Suppliers invite you to help them negotiate with the government or subcontractor

例 3: 如果供应商委托你去帮助他们与政府或外发供应商商讨事宜

- Don't agree with them 不要同意
- Let them know you are doing good for them by not agreeing  
让他们知道你不同意是为他们着想



- If you are unsure, ask your manager to decide  
任何不确定的事情，让经理去决定

Example 4: If receiving a gift is unavoidable, you are required to report it to HR.

例 4：如果您不能拒绝或在不知情情况下收到了供应商的礼物，您需要将此汇报给 HR 部门。

- Demonstrate loyalty to the employer by following the lawful instructions of the employer, using reasonable care and only the authority granted.

员工应对公司忠诚，遵照公司的相关说明，依规章制度办事。

- Example: follow the quality standard given to a vendor by Ashley Furniture (Shanghai) Company Limited Shenzhen Branch management. If you personally feel it is too harsh, unreasonable, or incorrect, report it to your manager/country manager instead to reach an agreement in private before presenting to the vendor.

例如：个人觉得应遵循的公司质量标准过于苛刻或不准确，汇报给经理/区域经理而不是与供应商进行私下协议。

#### 5.7.2 Don'ts 您不应该做的：

- Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communications.

避免在人际关系，工作交流中发生故意折中、妥协等行为。以下为不允许的行为：

- Don't recommend a subcontractor to our suppliers.  
不能为供应商提供原料工厂或承包商。
- Don't accept gifts from the suppliers and allows your decisions to be influenced.  
不要接受供应商的礼物，影响工作决定。
- Don't accept expensive dinner from the suppliers which will influence your decision.  
不要参加会影响你工作决定的宴席。
- Don't receive money or get promised commission from the suppliers  
不能接受供应商的行贿或佣金。
- Don't attend any party or outdoor activities under the suppliers' invitation without country manager's permission.  
不能参加未经区域经理许可的派对或户外活动。
- Don't gamble with suppliers.  
不能赌博。
- Don't involve in any supplier-sponsored personal purchases that are not business related.  
不能卷入供应商提供的可获巨大利益的商业行为

- Avoid your family members or friends have any contact with suppliers for:

您的亲朋好友与供应商不能有以下往来：

- Subcontracting                      转包合同
- Office Supplies                      办公用品供应
- Transportation                      交通



- Offering of positions 提供职位
- Others (coupons...) 其他（优惠券）
- Avoid improperly handling confidential information belonging to employers or suppliers with proper consideration of consequence.  
不能谈论供应商及公司的保密信息
- Example1: Don't discuss factory names or location with other vendors or other buyer's representatives.  
例 1: 不能在某供应商或者其它供应商客户前讨论另一供应商的信息。
- Example 2: Don't discuss, even in general teams, any aspect of a vendor's pricing of any products with anyone, is very harmful.  
例 2: 在任何非必要时候, 不能与他人讨论供应商任何产品价格有关的信息。

## 5.8 Code of Personal Practice 个人行为规范

- Don't report to work under the influence of intoxicants or illegal drugs, or possess intoxicants or illegal drugs while on company time or premises.  
不能酒后或服食毒品后上班, 或将违禁品带入公司。
- Don't falsify documents or employee record.  
不能伪造文件或档案, 利用假证求职。
- Don't engage in serious mistakes of judgment, exposing the company to potential damages and/or legal liability or serious losses.  
切勿不按公司规定程序造成决策失误, 令公司蒙受巨大损失。
- Don't engage in any act of harassment toward any employee or guest.  
不能骚扰其他员工或来宾。
- Don't engage in or abet criminal acts in violation of the laws of the PRC.  
不能参与或唆使他人违法犯罪行为。
- Don't misuse medical or other leaves.  
不能冒用病假或其它假期。
- Don't insubordinate, swear or threaten leaders; don't report beyond the powers of obligation.  
不能不服从领导, 对上司恶言咒骂威胁; 不能越权汇报。
- Don't being of malpractice, leave one's assigned work station, willfully abandon job.  
不能渎职, 擅离职守, 消极怠工。
- Don't install unlicensed software in working computers /laptops.  
不能在办公电脑/笔记本电脑上安装盗版软件。
- Don't spread rumor, confidential information or other bad words against the company.  
不能散布不利于公司之谣言或公司机密。
- Don't malicious attack or fabricate charge others to raise some confusions.  
不能对同事恶意攻击, 诬告, 作伪证制造事端;
- Without permission, don't enter into others' computer or mailbox to steal documents or violate others' privacy.  
不能擅自进入他人电脑或邮箱, 窃取他人资料或侵犯他人隐私;

- Without permission, don't release announcement or disclose any confidential information (Including the contents of <Employee Handbook> to any medium.  
未经授权，不能向任何媒介发表声明或透露公司任何保密资料，包括《员工手册》详细内容。
- Don't being involved in Defalcation, Jobbery, Bribery or other malfeasant conducts for self-interest.  
不能挪用公款，营私舞弊，收受贿赂或以不正当手段谋取私利。
- Don't rabble in working place and disturb normal working, destroy public property purposely.  
不能聚众闹事妨碍正常工作，故意毁坏公物。
- Don't flaunt or bluff one's way or do anything which ruin the company's reputation& benefits.  
不能利用公司名义招摇撞骗，做损害公司名誉或利益的事。
- Don't refuse to admit mistakes made at work and cause confusion in company's management.  
切勿拒不承认工作失误，给公司及管理造成恶劣影响。
- Don't being habitual late attendance or absence without leave and without valid cause, refuse to mend despite repeated admonition.  
不能经常迟到早退，屡教不改。
- Don't break the factory's safety regulations and cause damages.  
不能违反工厂安全规定，致使工厂遭受重大损失。
- Don't break the working requirements or breach of duty seriously.  
不能违反工作要求或严重失职。
- Don't being absent from duty without any reasons more than 2 consecutive working days or cumulative 5 working days within 1 year.  
不能无故缺勤连续两天或一年内累计缺勤 5 天。
- Don't violate the law of PRC.  
不能违反国家法律。

Any misconduct in Part 5 will be penalized according to penalty procedures in Part 6.  
任何以上违反规定的行为将会受到第六章所述处罚。

## **6 Penalties against those who break the rules**

### **对违纪员工的纪律处分与处罚**

#### **6.1 Warning 警告**

- If the employee disobeys the company rules, the direct supervisor should give the verbal warning immediately.  
当员工有违反公司规定的行为时，其直接主管应立即给予口头警告。
- If the employee made a serious mistake, the warning letter will be given. Both verbal warning and warning letter will be submitted to HR team for record.  
情节严重者，应给予书面警告，口头与书面警告均送人力资源部存档。
- The warning will be considered as a reference for the performance review of employees.

员工年终考核，奖励， 晋级时， 这些警告将作为参考依据。

- Verbal warning should be sent to employees and Cc to HR for record. Written warning should be sent by formal warning letters. E-mail is acceptable under some special situations if it is regarded as written warning letter. Written warning's valid period is 1 year.

口头警告应在发生之后，以邮件方式送达员工工作邮箱并抄送给 HR 作为记录；书面警告有正式的警告信，员工拒签警告信的，特殊情况也可以邮件方式并注明本次警告为书面警告，警告记录发生之日起一年有效。Employees who got 2 written warnings within one year for the same reason or same mistakes will be terminated without any compensation.

如一年内犯同样错误或因同一原因受到书面警告两次或以上的员工，公司将解除劳动合同，且不支付任何经济补偿金。

## 6.2 Penalty Procedure 处罚程序

- The following penalties will be given to the employees who break the company rules:

对于违纪员工，公司将视情节轻重，给予下述处分：

- Demotion or deduct salary  
降职或降薪
- Contract termination.  
解除劳动合同

- Any misconduct in Part 5.7.1 will be considered as seriously offend and may be terminated immediately without any compensation

第五章 5.7 所列行为将被视为严重违反公司制度和劳动纪律，会被立即解除劳动合同且不支付任何赔偿。

- Any misconduct in Part 5.8 may be taken as seriously offend and may be terminated immediately without any compensation

第五章 5.8 所列行为，视情节轻重，可能会被视为严重违反公司制度和劳动纪律，并立即解除劳动合同且不支付任何赔偿。

- Any penalty should be supported by documentations with sound reasons.

以上任何一项处罚，须以确实证据作为事实依据。

- Actions involving any of the above will be discussed and agreed by the department manager and HR manager. The Final decision must be signed by both relevant department manager and HR manager;

以上任何一项处罚须由本部门经理与人力资源部经理商讨决定。处罚的实施需由有关部门经理和人力资源部经理共同签字方可生效。

- All the penalties will be submitted to HR team and be kept in employee file for record.

处罚资料须交人力资源部存档。

## 7 Grievance Policy

### 申诉程序

1. A grievance is a concern, problem or complaint which may relate to your work, your working environment or your working relationships. A grievance procedure lets you make complaints to, or raise problems with the company.

与工作或工作环境，工作关系有关的任何关注点，问题或抱怨，都可以称作申诉。申诉程序是当你有问题时，教你如何将问题反映给公司。

2. Most problems that are encountered in the workplace can be resolved informally between you and your line manager. Having said this, there is a formal procedure that can be followed if it cannot be resolved informally. Details of the procedure are set out below.

大部分与工作有关的问题都能够让您的直接经理非正式解决。如非正式途径不能解决，那么公司将会有正式程序帮助您。具体详见后面第 4—6 部分。

3. **Informal Stage** : As most complaints and grievances can be resolved informally by discussion with your immediate line manager, the first stage in dealing with most problems is to book a meeting with them and talk about it. Dealing with problems in this way can often lead to a quick resolution, as your line manager may be able to resolve the matter directly.

**非正式途径**：由于直接经理能解决大部分申诉，解决问题的第一步就是面对面沟通：安排一个简短会议针对性地讨论你提出的问题。这种方法有效直接，因为你的直接经理就可能很快解决问题。

4. **Formal Stage 1** : Sometimes you may not be able to resolve your grievance informally or the matter may directly concern your immediate line manager and you may not feel that it is appropriate to raise it with them. In these circumstances you should raise the matter in writing with your line manager. Your line manager will arrange a grievance hearing and reply to you within 10 days by writing. .

**正式申诉 第一步**：如果你的申诉不能通过非正式途径解决，或者你所提的问题与直接经理有关，那么你可以在两周内通过邮件方式或书面给直接经理。直接经理会安排听证并在 10 天之内书面答复你。



5. **Formal Stage 2:** If you are dissatisfied with the outcome of the grievance hearing, you are entitled to raise the matter in writing with the next level of management (i.e. with the Manager of the person who heard stage 1). If you are in any way unsure about who to submit your grievance to, you should contact HR Manager within 2 weeks. You will receive a letter confirming the outcome of the hearing related to your written grievance, normally within 10 working days of the hearing.

正式申诉 第二步: 如果你不满意直接经理的答复, 您可以以书面方式给上一级经理。如果你不知道要向谁投诉, 那么请在两周内联系人力资源经理。10 天之内将会安排调查取证, 并将结果反馈给您。

6. **Formal Stage 3:** If you remain dissatisfied with the outcome of the grievance process, you can write to the Country Manager who will review your case. You should normally do this within 10 working days of being notified of decision in Step 4 of the process but should not in any event delay unnecessarily. Although the Country Manager will be responsible for making a final decision on your case, they may nominate a representative from within the HR Division to help compile the evidence and make a recommendation. The Country Manager or nominated person will obtain all the relevant records, record any additional information and reconsider the matter. If necessary, a further hearing will be arranged, a final decision will be given within 20 working days of the date of referral.

正式申诉 第三步: 如果您对结果仍不满意, 您可以在第二步结束后 10 天之内写邮件给区域经理。尽管区域经理对您的申诉做最后决定, 他可能会让 HR 部门的一名同事代表取证。区域经理和人力资源代表将收集相关资料与信息, 并重新考虑该申诉。如有必要, 将再安排一次听证会, 听证会后 20 天之内会给出一个最终决定。

7. The timelines above are intended to be as a guideline although in most cases, we would expect the process to operate more quickly. However, there may be occasions where it may prove impossible to meet the timelines. This may include times where key participants in the process are not available due, for example, to holiday or where the matter is especially complex and requires detailed investigations. In these circumstances you will be told the date by which you can expect a response and every effort will be made to complete the process as quickly as is possible.

大部分情况下, 以上步骤与时间表都能作为一个指导程序。可能我们还想更快一些解决问题, 然而, 也有时候不能够按以上时间步骤完成。比如在解决问题中的关键人物休假或申诉比较复杂需要多方取证。如果是这种情况, 您将得到一个回复的日期, 并且公司将会尽最大努力尽快了结。

8. You must make all reasonable efforts to attend any grievance hearing in accordance with the procedure outlined above. If you fail to do so, the company may proceed with the hearing in your absence.

您应当尽量参加相关的听证会, 如果您不能参加, 则听证会可能在您缺席的情况下举行。



9. For any of the formal stages (1-3) you should put your complaint in writing. You should:

以上正式步骤 1—3 步您应该以书面方式。并且应当：

- Make clear that it is a formal complaint under Ashley Furniture (Shanghai) Company Limited Shenzhen Branch's grievance procedure; 清楚这是公司申诉程序所列的正式申诉。
- Give as much detail as possible about your complaint; 尽可能提供更多更详细的相关信息。
- Sign and date your letter; 签名与日期。
- When appealing in stages 2 or 3, state the reason why you disagree with the previous decision. 如第二步第三步申诉，说明不满意之前的答复的原因。

10. If you feel that the procedure isn't appropriate in your circumstances, you should write to Country Manager, stating that you wish to make a complaint and why the procedure would not be workable in your case. If we agree, we will put into place a different procedure for you to ensure that your grievance can be heard fairly.

如果您觉得以上程序不适合您的情况，您可以直接写邮件给区域经理，说明您希望申诉以及为什么您的情况不合适正常申诉程序的原因。经同意，您的申诉将会采取不同程序以保证合理公正解决。

11. At any stage of the grievance procedure you are entitled to be accompanied by a companion. Please note that the fellow employee should not be a member of the HR Division. You may confer with your companion during the course of the meeting, and he/she may address the meeting but may not answer questions on your behalf.

以上任何步骤，您可以邀请一个同伴。您可以自由选择，但不要选择人力资源同事作为您的同伴。您可以与同伴一起参加听证会，他/她可以在会上发表观点但不代表您陈述并回答问题。

12. At each formal stage of the process records will be kept detailing any evidence collected, interviews conducted and decisions made. These notes will not be verbatim, but a record of the main points discussed in the meeting. A copy will be sent to all present to ensure accuracy.

每个申诉步骤的记录将会尽可能详尽的收集与保存。这些记录将会保存议讨论的要点并发给所有与会者一份。

## 8 Employee handbook explanation

### 手册解释权

- Ashley Furniture (Shanghai) Company Limited Shenzhen Branch reserves the rights to amend or supplement this handbook at any time if necessary. The supplementary will automatically become the parts of this handbook and the amendment will eventually replace the previous content.

公司将根据公司的发展需要及实际情况，随时可对本程序的内容进行修改和补充，补充的内容将成为本手册的组成部分，修改的部分将自动替代本手册的内容。

- The explanation rights of this handbook belong to the human resource team of Ashley Furniture (Shanghai) Company Limited Shenzhen Branch.

本手册的解释权归公司人力资源部。

- This handbook is written in both Chinese and English. The Chinese text of this handbook shall be deemed the original. In the event of any dispute or misunderstanding as to the interpretation of the language or terms of this handbook, the Chinese language version shall prevail.

本手册以中英文两种语言编写。如中、英文二本互相歧异或抵触时，以中文本为准。

- This is Version 1.0 and will be effective from July 1<sup>st</sup>, 2020.

本版为 1.0 版本，自 2020 年 7 月 1 日起生效。