



Fresh Flower Employee Handbook

Fresh Flower Service Center

Fresh Flower Limited Company

Chairman's Address

Dear Colleagues:

Greetings! Welcome to Fresh Flower Tourism Culture Limited Company!

On behalf of Fresh Flower, I extend a warm welcome to you! We are proud and honored to have such outstanding employees like you in our company. Fresh Flower will steadily grow and thrive because of your hard work, and it will become even more splendid because of your contributions. I sincerely thank you for the hard work and dedication you are about to put into Fresh Flower!

The Fresh Flower Family needs each and every one of us to actively promote the corporate spirit of "unity, progress, and perfection". With a strong sense of ownership and mission, we must breathe with Fresh Flower, share its destiny, and diligently fulfill our duties at our respective positions, striving with dedication and commitment. As members of this big family, we should cooperate tacitly, accept each other, complement each other's strengths and weaknesses, advance together, and weather storms together. In this way, we can become a strong fortress, overcoming obstacles and challenges on the path of Fresh Flower's development, sailing against the wind, and achieving unparalleled success. Ultimately, with first-class service, management, and reputation, let our Fresh Flower become a shining pearl nationwide.

I hope everyone will use this handbook as a guide to create a brighter future for Fresh Flower together!

Finally, I sincerely wish everyone a pleasant and promising future at the company!

Signature:

Fresh Flower Morning Meeting Declaration:

Today

I start a new life

I will embrace today with wholehearted love

I will use all my passion

To care for my colleagues

To love our company

To serve our customers

To be loyal to our work

To enrich and improve myself in diligent
work, and to surpass myself

Making progress every day

Today

I will put it into action!

Introduction to Fresh Flower.

Fresh Flower, a brand-new concept surpassing all flower operators, where the land is like a green canvas, displaying vibrant flower seas. Here, we integrate elements of leisure, dining, accommodation, transportation, and tourism, creating a unique online flower service platform rich in the authentic characteristics of Chinese ecology.

Fresh Flower endows each flower with deeper emotional connotations. Our cultural display services include wine culture, tea culture, farming culture, etc., showcasing a variety of industries complementing each other, flourishing together like a splendid flower garden.

Fresh Flower, with its high-quality service, forward-thinking business philosophy, cutting-edge marketing strategies, and rich artistic temperament, aims to meet the needs of the public, creating a unique online flower purchasing experience.

Fresh Flower embodies a perfect blend of ancient and modern, allowing you to experience the historical charm of the ancient country of Yelang and feel the magic of crossing time and space. Purchasing flowers is no longer just a transaction but also a cultural journey, a culinary journey, a musical journey, a new realm of wonderful experiences.

Fresh Flower transcends the traditional single business model of online flower operators. It will become an important force influencing and promoting the comprehensive economic development and status enhancement of the Chinese floral industry, as well as a brand new calling card.

Therefore, Fresh Flower is not just selling flowers; it represents humanity's contemplation of its own living environment. It brings you not only a bouquet of flowers but also memories of the future, offering you a holistic experience that touches your heart with every flower purchase.

Fresh Flower is the beacon of this city, activating its vitality, rewriting its history, and promoting its development. We sincerely invite you to come to this paradise and enjoy the beauty that Fresh Flower brings to you.

Fresh Flower welcomes your joining.

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Chapter 1 Personnel Management System

Section 1 Recruitment and Employment of Employees

1. The Human Resources Department shall submit the recruitment plan of the employing department to the general manager for approval, and the Human Resources Department shall be responsible for recruitment.
2. Company employees are divided into management company employees and employees recruited on behalf of merchants.
3. Basic principles of recruitment: fairness, impartiality, and selection based on merit.
4. Applicants must provide the following documents to our company:
 - ① One completed "Application for Employment" form;
 - ② Four recent passport-sized photos;
 - ③ Copy of identity card (original for verification);
 - ④ Proof of education (diploma, degree certificate, and verification);
 - ⑤ Professional and qualification certificates;
 - ⑥ Professional and qualification certificates;
 - ⑦ Medical examination certificate from the designated hospital of the company;
 - ⑧ Other documents required by the Human Resources Center.

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5. Recruitment involves preliminary selection through interviews and written tests.
6. Those who pass the preliminary selection must participate in the "New Employee Orientation Training" held by the company. Upon successful completion of the training and assessment, they will become probationary employees of our company.
7. Within one month of joining the company, employees must sign a labor contract. The probation period ranges from one to six months, during which probationary employees enjoy probationary benefits based on the duration of the signed labor contract.
8. Employees in special occupations must hold corresponding work permits before joining the company.

Section 2 Training

1. The company conducts necessary on-the-job training for employees based on job requirements, focusing on both basic and professional skills. Training assessment results are recorded in personal files and linked to performance evaluations.
2. Employees are expected to study diligently to enhance their cultural literacy and professional competence.
3. During the probationary period, employees must complete training on relevant management systems, job responsibilities, and work processes.
4. Employees sent by the company for training externally must adhere to the terms of the training agreement signed with the company. Violations will be handled in accordance with the agreement.
5. Employees who fail any training assessments during their tenure will be given one opportunity for a makeup examination. If the makeup examination is unsuccessful, the employee will undergo off-the-job training at the Human Resources Department.
6. If an employee receives consecutive unsatisfactory performance evaluations for three months or accumulates four months of unsatisfactory evaluations within a year, the department may complete an "On-the-Job Personnel Off-the-Job Training Form" to send the employee back to the Human Resources Department for further training.

7. If an employee is unable to perform their job duties or for other reasons, the department will complete an "On-the-Job Personnel Off-the-Job Training Form" to send the unsatisfactory employee back to the Human Resources Department for off-the-job training. During the training period, the employee will receive compensation according to the local minimum wage standard.

Section 3 Compensation and Benefits

1. Employee wages are calculated on a pre-tax basis. Employee compensation includes basic salary, overtime pay, (position) position allowance, performance bonus, efficiency bonus, and seniority pay.
2. According to government regulations, the company purchases relevant social insurance for employees, and the individual's portion is deducted from the monthly salary.
3. Individuals are required to pay income tax, which is withheld and paid by the company.
4. In principle, the company issues salaries on the 20th of each month for the previous month. Salaries are deposited into designated bank accounts based on bank card information provided by employees.
5. Employees are entitled to paid holidays such as national statutory holidays according to government regulations and company directives.
6. The company provides accommodation for employees.
7. Employees who dine at the company are provided meal allowances.

Section 4 Termination and Cancellation of Labor Contracts

1. The company may terminate a labor contract with an employee under any of the following circumstances, but must notify the employee in writing thirty days prior to contract termination:

① The employee becomes ill or non-work-relatedly injured, and after the medical treatment period expires, is unable to perform the original job or other suitable work.

② The employee is unable to perform their duties, even after training or job position adjustment.

③ The company must reduce staff due to operational adjustments.

2. The company may terminate a labor contract with an employee under any of the following circumstances:

① The employee is proven to not meet the employment requirements during the probationary period.

② The employee seriously violates company rules and regulations.

③ The employee commits serious dereliction of duty, engages in malpractice for personal gain, or causes significant harm to the company.

④ The employee is held criminally liable in accordance with the law.

⑤ The employee violates all regulations stipulated in Chapter 5, Article 4, Clause 4 of this handbook.

Section 5 Resignation

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1. Employees who, for various reasons, cannot or do not wish to continue working for the company during the term of the labor contract may resign. To resign, the employee must submit a written "Resignation Application" to the company thirty days in advance. After approval by the department head, the application will be reviewed by the Human Resources Department. Following the provisions of the labor contract, relevant duties and obligations must be fulfilled before resignation procedures can be completed.

2. Employees who resign before the end of the probationary period must submit a written application to their department three days in advance. Employees who have been officially hired must submit a written application to their department thirty days in advance.

3. If the resigning employee fails to submit a written application, the department head has the right to temporarily withhold related procedures. Employees who leave their post without following resignation procedures will be considered absent from work and will be subject to punishment according to the absenteeism regulations.

4. Regardless of the reason for resignation, employees must complete resignation procedures according to company regulations:

① Handing over work responsibilities.;

② Returning all company documents, files, badges, and other company property.

③ Returning company dormitory keys and any company property in the room.

④ Settling company accounts and repaying any debts owed to the company.

⑤ If there are other agreements with the company, they must be settled according to the terms of the agreement.

5. If an employee fails to hand over work responsibilities according to regulations before resigning, violates relevant clauses in Section 4, and leaves the post without proper procedures in an especially serious manner, the company will suspend the employee's salary until responsibilities are fulfilled. For severe cases, relevant departments will investigate their criminal and economic responsibilities.

6. After completion of resignation procedures, the company will pay the final settlement salary to the employee on the scheduled salary payment date stipulated in the labor contract.

Chapter 2 Employee Regulations

Section 1 Behavioral Norms

1. Employees must abide by laws and regulations, follow company rules and regulations, obey and execute work arrangements from superiors, fulfill their duties diligently, avoid deceit and evasion, refrain from being passive or defiant towards leadership, and strive for excellence in their work.
2. Employees should consciously uphold the company's image, and refrain from words and actions that damage the company's reputation.
3. Employees must clock in and out on time, maintain accurate attendance records, avoid late arrivals and early departures, refrain from absenteeism, and remain at their assigned posts during working hours.
4. Managers should guide, unite, supervise, and motivate subordinates, foster a sense of management, and improve work ability and service quality.
5. Employees must dress appropriately during work hours, wear badges, maintain neat attire, and adhere to basic grooming standards outlined by the company. Violations will be dealt with according to company regulations.
6. Badges should be worn on the left chest. If a badge is lost, employees must promptly apply for a replacement from the Human Resources Department and pay compensation and processing fees. Upon resignation, employees must return badges, handbooks, and other documents to the relevant department; otherwise, corresponding economic compensation will be required.
7. During working hours, employees are not permitted to leave their workstations without permission or engage in activities unrelated to work, such as playing or browsing irrelevant websites. Violations will be subject to penalties according to company regulations.

8. Employees must not ignore, contradict, or harass customers. When receiving customers, they should treat everyone equally, refrain from making derogatory comments, and maintain polite and courteous behavior. If a customer complaint arises, employees should promptly address the issue, and if unable to resolve it, report it to their department supervisor for handling.
9. Every employee must remember two service truths:
 - The customer is always right.
 - If the customer is wrong, refer to the first truth.
10. Employees engaging in arguments with customers will face fines ranging from 50 to 100 yuan. Any physical altercation with a customer will result in immediate termination and may lead to legal action for damaging the company's reputation.
11. Maintain cleanliness by refraining from spitting, littering, smoking in designated non-smoking areas, and keeping the work environment tidy.
12. Employees should foster teamwork, avoid sowing discord or creating disturbances, and refrain from shifting blame.
13. Knock and seek permission before entering another person's office. Close the door upon leaving.
14. Conserve water, electricity, and office supplies.
15. Employees with objections or suggestions regarding work matters or other individuals should address them directly with their immediate supervisors. Work should not be halted. If issues persist after reporting, employees may escalate concerns to higher authorities or relevant departments.
16. Employees must not accept gifts or money from merchants or customers.
17. When encountering customers or superiors within the company premises, employees should yield the way and offer a smile and nod of acknowledgment.

Section 2 Appearance Standards

1. Appearance

1.1. Hairstyle Requirements:

Hair should be neatly groomed. Male employees' hair should be of moderate length, not covering the eyes, ears, or collar, and should be of natural color. Female employees' hair should not extend past the shoulders; if it does, it must be tied up neatly, using simple and modest accessories no larger than ten centimeters and of natural color.

1.2. Facial Requirements:

①Male employees should be clean-shaven and maintain clean facial appearance. Female employees should wear light makeup (at least lipstick), but heavy makeup is prohibited.

②Employees with myopia are encouraged to wear contact lenses. If prescription glasses are necessary, they should be simple and elegant in style.

1.3. Hand Requirements:

①Nails should be trimmed and clean, with no long nails or colored nail polish.

②Apart from simple watches, wedding rings, and earrings (simple, small, and non-dangling) are allowed, but no other accessories are permitted while wearing uniforms.

2. Demeanor

2.1. Uniform Requirements:

Uniforms must be worn as prescribed, kept neat, clean, and properly ironed, without damage. Buttons must be fastened, and undergarments must match the uniform. Shirt collars and sleeves must not protrude from the uniform, and shirttails should be tucked into pants. Sleeves or pant legs should not be rolled up, and employee badges should be worn on the chest.

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2.2. Sock Requirements

① Male employees should wear dark-colored socks matching their pants and shoes.

② Female employees (wearing skirts) must wear flesh-colored knee-length stockings without holes or runs, with the sock tops concealed.

③ Work socks (referring to flesh-colored stockings or wool socks worn by female employees) should be kept clean.

2.3. Shoe Requirements:

Wear black standard leather shoes, kept clean and polished, with a simple and elegant design, and shoelaces tied securely. Sandals are not permitted, and the heel height for female employees should be between 1-5 cm.

2.4. Personal Hygiene Requirements:

Employees should maintain personal cleanliness and oral hygiene. They should refrain from consuming alcohol or pungent foods before work to avoid unpleasant odors. Only light perfume may be used, sparingly, to avoid causing discomfort to customers.

2.5. Sitting Posture Requirements:

① Sit down gently, with an upright posture, head up, chest out, shoulders relaxed, and eyes level. Maintain a smile.

② Do not occupy the entire chair when seated; leave one-third of the chair empty. Keep knees together and hands naturally placed on the knees. Stand up promptly and greet warmly when customers approach.

2.6. Standing Posture Requirements

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① Stand with chest out, abdomen in, and weight evenly distributed on both forefeet to prevent imbalance.

② Maintain an upright posture, eyes forward, look around, keep the mouth slightly closed, and wear a smile.

③ Let the arms hang naturally or cross them in front of the body with the right hand over the left.

④ Female employees should stand with their feet forming a "V" shape, knees together, and heels close together. Male employees should stand with their feet shoulder-width apart.

⑤ When standing for long periods, take a half-step back to relieve fatigue while maintaining an upright posture. Do not extend the feet too far forward or backward or spread them apart. When a customer approaches or shows interest, promptly greet them warmly.

2.7 Walking Posture Requirements

① Walk with chest out, abdomen in, eyes forward, and peripheral awareness of customers. Let the arms swing naturally. Female employees should take small and frequent steps, aiming for approximately 125 to 130 steps per minute, and maintain a straight path. Male employees should maintain a rhythmic pace, with feet walking two lines close together, aiming for 120 to 125 steps per minute.

④ When opening doors while leading: If the door opens in the direction of travel, step forward to open it, hold it open, stand to the side, and allow the customer to enter before gently closing the door and continuing to lead. If the door opens opposite to the direction of travel, step forward to pull it open, hold it open, stand to the side, allow the customer to enter, then enter yourself and gently close the door to continue leading.

⑤ If encountering acquaintances while leading, nod politely without engaging in conversation unless it's urgent, in which case, apologize to the customer and ask them to wait.

2.8. Gesture Requirements

① When directing customers, use the right hand with the palm up, thumb naturally extended, and the other fingers together. Avoid using the left hand, pointing with the index finger, or using eye gestures.

② When passing items, use both hands if possible, or the right hand if using both hands is inconvenient. Passing items with the left hand is generally considered impolite. Directly hand over items to the recipient whenever possible; avoid placing items elsewhere unless necessary.

2.9. Smile Requirements

Initiate polite greetings with customers with a smile, respond to their inquiries, and when making eye contact with customers, nod with a smile as a gesture of acknowledgment. Smiling should be natural, appropriate, and warm, avoiding forced or insincere expressions.

Section 3: Personal Cultivation

Employees of the company should not only participate in any training organized by the company to improve their skills or qualities but also continuously enhance their personal cultivation, constantly develop themselves, and enjoy the sense of achievement brought by success.

1. In their spare time, employees should understand social situations, economic current events, politics, and other knowledge from various aspects.
2. Gain a deeper understanding of the business knowledge related to their responsibilities, cultivate the habit of learning, possess a certain learning ability, and carve out their own niche.
3. Understand life and work as a process of learning, innovation, and meaningful creation.
4. Pay attention to personal words and deeds, and use polite language when communicating with others.
5. Maintain a positive attitude, remain humble, and handle matters calmly when faced with challenges.

Chapter 3: Standardized Language

1. When employees meet each other in the morning, they should smile and greet each other. The standardized phrase is "Good morning!"

2. The standard greeting for employees when they meet each other casually is "Hello!"

3. When employees meet their superiors, they should greet the superior first and add the administrative title of the superior before the greeting. For example: "Good morning, Mr. X!" or "Good morning, Manager Y!"

4. Welcome greeting: "Good morning, welcome!"

5. Farewell greeting: "Please take care, and welcome back next time!"

6. When encountering customers in the park: "Hello, welcome to the flower garden."

7. Meeting language:

Before the meeting: Host - "Good morning (afternoon), everyone."

Participants - "Good" (three handshakes)

After the meeting: Host - "The meeting ends here, thank you!"

All meeting participants must set their phones to silent or turn them off during the meeting.

8. Telephone language standards:

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8.1. Answering the phone: "Hello, Flower Department, may I ask who is calling?"

8.2. Hanging up the phone: "Goodbye" or "Goodbye."

8.3. When staff need to answer the phone during customer conversations, they should say, "Excuse me, I need to take this call!"

9. Standard language for merchant salespersons:

9.1. When a customer enters within 3 meters of sight, they should greet them: "Hello, welcome to ××."

9.2. When the customer approaches the counter, they should speak Mandarin, smile naturally, and use polite and standard language to engage in conversation with the customer.

Standard phrases include:

- ① "Hello, welcome!"
- ② "May I help you?"
- ③ "I'm sorry, please wait a moment."
- ④ "I apologize for the wait."
- ⑤ "Thank you, and welcome back! Goodbye."
- ⑥ "Please take care, and welcome back next time!"

10. Cashier's standardized language:

10.1. When customers make payments, cashiers should serve them enthusiastically.

10.2. Carefully verify the prices, money, and authenticity of bills. Payment and refund transactions should be swift and accurate, minimizing customer wait times.

10.3. When receiving or refunding money, the cashier should state the transaction aloud. Standard phrases include: "Hello, please wait a moment. Thank you: Your total is $\times\times$ yuan. Here's $\times\times$ yuan back. Please take it." "I apologize for the wait." "Thank you, welcome back, goodbye."

10.4. When returning change to the customer, use both hands to hand it to them, then bow slightly and smile goodbye. Phrases include: "Goodbye!" "Please take care!" "Thank you for visiting!" "Welcome back again!"

11. Standard language for ticket sellers:

When customers approach the window, ticket sellers should smile and warmly welcome them. Standard phrases include:

11.1. "Hello, welcome to Flower Garden. How can I assist you?"

11.2. "Hello, please wait a moment."

11.3 "Your total is $\times\times$ yuan, and here's your change. Please take it."

11.4. "I apologize for the wait."

12. Standard language for ticket inspectors:

12.1 "Hello, welcome!"

12.2 "Hello, please show me your ticket. Thank you!"

12.3. "Hello, here is your ticket. Please keep it safe."

12.4. "Hello, please queue up behind. Thank you!"

12.5. "Enjoy your time!"

Chapter 4: Rules and Regulations

Section 1: Attendance System

1. Working Hours:

Administrative staff work six days a week, 7.5 hours per day, with normal hours from 9:00 am to 12:00 pm and from 1:00 pm to 5:30 pm. Lunchtime is from 12:00 pm to 1:00 pm.

2. Clocking In:

2.1. The company implements fingerprint clocking. Employees must clock in and out every day.

2.2. Employees who forget to clock in have three chances per month to apply for a "Card Replacement Application Form" from the HR department. They need their department head's signature before registering with the HR department.

3. Business Trips:

Any business trip within a workday must be documented with an "Outbound Mission Form" from the HR department; otherwise, it will be considered unauthorized absence.

4. Rewards and Penalties for Tardiness, Early Departure, and Absence:

4.1. Tardiness/Early Departure: Arriving after 9:00 am or leaving before 5:20 pm is considered tardy/early departure.

Punishment for tardiness/early departure:

A: 9:00– 9:10, 0–10 minutes late, deduction of \$20.

B: 9:00– 9:10, 11–20 minutes late, deduction of \$30.

C: 9:20– 9:30, 20–30 minutes late, deduction of \$50.

D: Arriving after 9:30 am is considered a full-day absence.

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The same rules apply to early departure.

Note: Employees who call their immediate supervisor between 9:00 am and 9:30 am to request leave may do so twice a month; otherwise, the above rules apply.

4.2. Absence:

① Three consecutive unauthorized absences or unapproved leave will be considered absence. The direct supervisor will contact the employee to ascertain the reason. After three days, a "Dismissal Report" must be submitted within two days.

② Six days (48 hours) of unapproved absence within 30 days will result in dismissal.

5. Overtime:

The company generally discourages overtime. If overtime is necessary, employees must fill out an "Overtime Application Form" from the HR department. It must be signed by the department manager and the general manager before being registered with HR.

Section 2: Leave Categories

1. Statutory Holidays: According to national regulations, employees are entitled to 11 statutory holidays per year with full pay.

2. Personal Leave: Employees must handle personal matters themselves. They must fill out a leave form at the HR department, which must be approved by relevant leaders before being recorded by HR. Otherwise, it will be considered unauthorized absence. Half-day personal leave counts as half a day, while more than half a day counts as a full day. The maximum personal leave per month is 10 days. Any excess will result in salary deductions. The total annual personal leave must not exceed 30 days, otherwise, resignation will be enforced.

3. Sick Leave: Employees requiring sick leave must provide medical certificates and receipts from county-level or higher hospitals or designated hospitals of the company. They must inform their department leader and HR department orally or in writing before the start of their shift. During sick leave, employees will receive 80% of their basic salary.

4. Marriage Leave: Employees are entitled to 3 days of marriage leave. Conditions for late marriage (women aged 23, men aged 25) and first marriage allow an additional 12 days, totaling 15 days. Marriage leave includes statutory holidays, and employees receive their basic salary during this period.

5. Maternity Leave: Female employees meeting the national childbirth conditions are entitled to 90 days of maternity leave. Female employees meeting late marriage conditions are entitled to 120 days of maternity leave. Male employees' spouses are entitled to 7 days of paternity leave. Maternity leave is paid based on basic salary.

6. Bereavement Leave: Employees are entitled to 3 days of bereavement leave for the death of direct relatives (grandparents, parents, children, spouses, parents-in-law). During bereavement leave, employees receive their basic salary.

7. Annual Leave: Employees (with signed labor contracts) are entitled to paid annual leave provided by the park. Employees who have worked in the park for 1-5 years are entitled to 5 days of annual leave, 6-10 years to 7 days, 11-19 years to 10 days, and over 20 years to 15 days.

8. Work-Related Injury: Departments must inform the company's relevant management department immediately when an employee is injured at work. The company's management department applies for work injury identification from the local administrative department on the same day. After confirmation by the labor administrative department, work injury can be confirmed.

9. Compensation for Working on Rest Days and Statutory Holidays: Employees who cannot take leave on rest days and statutory holidays due to work requirements will be compensated according to labor laws. Overtime worked on rest days and statutory holidays can offset sick and personal leave with proper procedures.

10. Leave Approval Authority:

① Supervisors can approve one day of leave for grassroots employees.

② Department managers can approve 2 days for supervisors and 3 days for employees and report to HR for filing.

③ Leave exceeding 3 days requires approval from the department manager and the general manager before HR registration.

④ Marriage, bereavement, and maternity leave must be approved by department heads and reported to HR for filing.

11. The following circumstances will be treated as unauthorized absence (one day of unauthorized absence results in a deduction of three days' wages; two days, six days' wages; continuous unauthorized absence for three days leads to immediate dismissal):

① Failure to request leave or leaving the work station without permission;

② Being late for work by more than 30 minutes or leaving the work station without permission for more than 30 minutes during working hours;

③ Refusal to follow assignments, refusal to accept tasks, failure to obey instructions even after being educated;

④ Engaging in private activities during work hours, causing disturbances, conflicts, fights, or disruptions of work order, and ignoring warnings against such behavior.

Chapter 5: Rewards and Punishments

1. Basic Principles of Rewards and Punishments:

Employees' rewards and punishments are divided into material rewards and spiritual rewards, based on assessment results. Punishments follow the principle of "primarily through criticism and education, supplemented by fines", while rewards follow "primarily through spiritual rewards, supplemented by material rewards."

Material rewards include: awarding bonuses (rewarded at a rate of 5 yuan per point), material rewards, salary increases, etc.

Spiritual rewards include: verbal praise, written commendation, conferring honorary titles, promotion, etc. Honorary titles include: "Annual Best Employee", "Annual Excellent Manager", etc.

Administrative penalties include: verbal criticism and education, public criticism, probation, dismissal, etc.

2. Reward Criteria:

2.1. Those who make significant contributions to the company's operations, management, and service quality improvement are awarded 5-10 points.

2.2. Employees who perform significantly in management and service work, receive praise from customers and relevant departments, are verbally praised for 5 points, and receive a written commendation for an additional 10 points.

2.3. Those who provide constructive suggestions for improving the company's management and service quality, which are adopted with significant results and economic benefits, are awarded 20-40 points.

2.4. Employees who achieve annual or monthly performance targets set by the company on time, contributing to the company's performance, receive 5-10 points.

2.5. Those who promptly identify "hidden dangers" and take decisive action to protect the lives and property of others or prevent major accidents are awarded 20-40 points.

2.6. Those who voluntarily work overtime and contribute to the company receive 2-5 points.

2.7. Employees who actively cooperate with supervisors and other departments and show outstanding performance receive 2-5 points.

2.8. Those who excel in other areas.

3. Annual Employee Reward Standards:

The "Top Ten Outstanding Employees of the Year" award carries 200 points.

4. Penalties: To standardize employees' work behavior and discipline, maintain the seriousness of company regulations, ensure the effectiveness and quality of company work, and ensure smooth company operations, employees who violate company regulations, guidelines, or national laws and regulations will be held accountable and subject to corresponding legal responsibilities.

4.1. Employees will incur a deduction of 2-5 points for any of the following situations:

① Being late to meetings.

② Failing to wear an employee ID badge while on duty or not meeting the dress code.

③ Not using Mandarin during working hours or using inappropriate language with customers, displaying impolite behavior.

④ Behaving in an uncivilized manner.

⑤ Unreasonably refusing normal inspections by company security personnel.

⑥ Resisting the supervisor's inspection and refusing to accept criticism, showing intentional defiance.

⑦ Mishandling company property, resulting in material waste.

⑧ Dining outside the designated time without permission.

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⑨ Failing to tidy up the desk, close the office, warehouse, or turn off power after work hours.

4.2 Employees will incur a deduction of 5-10 points for any of the following situations:

① Sleeping during working hours.

② Not wearing prescribed work attire during working hours.

③ Disobeying work assignments or displaying negligence in duties.

④ Failing to clock in/out.

⑤ Not informing customers as required by the company, causing customer dissatisfaction and complaints.

⑥ Disturbing the normal work order in the park.

⑦ Showing a bad attitude when security personnel conduct routine checks.

⑧ Drinking alcohol or reporting to work under the influence during working hours.

⑨ Failing to establish or follow shift handover procedures without permission.

⑩ Changing shifts without the supervisor's consent.

11 Not attending meetings without permission.

4.3. Employees will incur a deduction of 10-20 points for any of the following situations:

① Mishandling company property.

② Engaging in fights or brawls with other employees.

③ Instigating or participating in fights or brawls.

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④ Arguing with customers.

⑤ Leaving the post without permission.

⑥ Pretending to be sick to obtain sick leave.

⑦ Illegally using company facilities or damaging park safety and fire-fighting facilities.

⑧ Violating operational procedures and causing certain consequences.

⑨ Using computers for personal matters during working hours, reading materials unrelated to the job. Both the person in charge and the individuals involved will be punished.

4.4 Employees will face deduction of 20-40 points, in addition to punishments such as warnings, dismissal, termination of labor contracts, based on the severity of the following situations:

① Insulting, cursing, or assaulting customers or colleagues.

② Stealing company or personal property.

③ Embezzling public funds, accepting bribes, or soliciting bribes.

④ Displaying a bad attitude towards customers, resulting in significant customer complaints and serious damage to the company's reputation.

⑤ Misappropriating funds or company property.

⑥ Neglecting duties, resulting in significant loss of company property and assets.

⑦ Absenteeism without reason for three or more days.

⑧ Providing company's operational, personnel, financial information to external parties without permission.

⑨ Disclosing company secrets, seriously harming company interests.

⑩ Holding multiple jobs or labor relationships with other units simultaneously.

11 Causing vacancy for more than half an hour without reason three times or more in a month due to industry specificity.

12 Bringing in or using dangerous items without permission.

5 Rewards and Penalties Regulations

5.1. Procedures for Rewards and Penalties

- 1) The department head issues reward and penalty forms for adding or deducting points for employees.
- 2) Reward and penalty forms for supervisors are issued by department leaders.
- 3) Reward and penalty forms for department leaders are issued by the general manager.
- 4) Outstanding employees and the conferment of honorary titles are nominated by department heads and approved by the general manager after review by relevant departments.
- 5) Salary increases and promotions are evaluated annually or periodically by department heads and the Human Resources Department. Exceptionally outstanding managerial staff require approval from the general manager.

5.2 Authority for Rewards and Penalties

- 1) Team leader-level managers have the authority to reward or penalize with 1-5 points.
- 2) Supervisor-level managers have the authority to reward or penalize with 1-20 points.
- 3) Manager-level managers have the authority to reward or penalize with 1-40 points.
- 4) Deputy general manager-level managers have the authority to reward or penalize with 1-200 points.
- 5) Rewards and penalties beyond the authority of the deputy general manager require approval from the company's general manager.

5.3 If the same mistake is made more than three times in a month or accumulates to more than five times, the supervisor has the right to impose double the penalty.

5.4 Within five working days of receiving the reward or penalty notice, the recipient must collect the award or submit the fine to the finance department. Failure to do so within the specified time frame will result in the award not being honored. The finance department will notify the issuer of the penalty notice. If the recipient of the penalty does not have a valid reason, the finance department will triple the penalty.

Chapter 6 Safety Regulations

1. Employees must strictly adhere to the company's safety, security, and confidentiality regulations and must not disclose confidential materials encountered during work to outsiders.
2. Flammable and explosive materials must be properly stored, firefighting equipment must be cared for, and various firefighting facilities, equipment, and apparatus must not be used or moved without authorization.
3. Pay attention to fire prevention, theft prevention, and prevention of vandalism. Promptly report any abnormal situations or accident hazards to the company's security department, conduct inspections immediately, and ensure the timely elimination of various accident hazards.
4. Private installation of various electrical boxes and improper wiring is strictly prohibited.
5. After work (business) hours, employees must carefully inspect the water, electricity, gas, and other facilities at their workstation, turn off all power sources before leaving. If equipment malfunctions are found, they must be reported promptly for repair. Cash, tickets, and other valuables must be placed in a safe, doors and windows must be securely closed to ensure safety.
6. If employees notice suspicious or unlawful activities within the company, they must immediately report to the security department. In the event of a case or emergency, remain calm, take effective measures (preserve the scene of a public security case for investigation), and promptly report to the company's security department.

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7. To ensure company security, company security personnel have the right to inspect the packages and items carried by employees when entering or leaving the premises. Employees are not allowed to refuse.
8. In the event of an accident or work-related injury during work, employees should promptly report to their department supervisor. The department supervisor shall report to the relevant department of the company, and after investigation, promptly report to the company's general manager.
9. Employees are not allowed to smoke in designated no-smoking areas within the company premises. Playing, frolicking, or playing pranks during working hours is strictly prohibited.
10. All employees must undergo fire safety training provided by the company, become proficient in the use of firefighting equipment, promptly report fires, be able to extinguish initial fires, and evacuate personnel and materials promptly in the event of a fire.
11. Employees must be familiar with the firefighting equipment in their work area or surrounding areas, ensure the safety of emergency exits, and keep firefighting facilities intact. Without permission, it is strictly prohibited to block safety exits, and all firefighting equipment must not be moved or misused.
12. In emergency situations, company employees must fully obey the commands of departmental leaders to protect the safety of customers and company property.
13. To prevent emergencies, employees must remain calm, dial emergency numbers nearby in case of fire, report the location of the fire, and pay attention to evacuating personnel. If the fire is small, efforts should be made to extinguish it using firefighting equipment.
14. In the event of a fire alarm, dial 119 for emergency services.

Chapter 7 Miscellaneous Provisions

1. The interpretation of this "Employee Handbook" belongs to the Human Resources Department of Fresh Flowers Tourism Culture Co., Ltd.
2. The company reserves the right to revise the relevant content of this "Employee Handbook" according to the needs of work. When revisions are made, the company will inform employees in an appropriate manner.
3. If there is any inconsistency between this "Employee Handbook" and relevant national laws and regulations, the relevant national laws and regulations shall prevail.
4. When employees resign, they must return this handbook to the Human Resources Department. Otherwise, a fine of 50 yuan will be imposed.
5. This "Employee Handbook" was revised for the second time on April 24, 2022.