

Communication / 沟通机制

1. What we encourage?/我们提倡的是什么？

We want to build up a powerful feedback mechanism for our organization, which facilitates two-way communication. Here are some simple guidances to help:/我们希望构建起强有力的双向沟通与反馈文化，以下是一些能帮助构建双向沟通&反馈文化的指引：

- Give feedback in real time./第一时间反馈
- State concrete, observed facts./基于事实观察，具体地陈述。
- Provide practical suggestions./提供可行性建议。
- Invite suggestions from the receiver./倾听被反馈者的建议或想法。

2. Current Communication Events/现行沟通机制

Scope	Activities /Events	Remarks																																																							
Product line level/ 产品线范围	Supply Chain Townhall	Arrange every quarter./每个季度举办一次。 Update information about achievement, plan, policy. Also to award outstanding contributors and answer questions that employee care most./主要内容是同步产品线的工作成就、未来计划、管理政策等，同时会奖励表现突出的员工以及回答员工最关心的问题。																																																							
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3. Key contact person/主要联系人

Role	Scope/Business Line	Name/Email
HRBP	SLS	Cristina Tan cristina.tan@shopee.com
	FE & Client Team	
	ID Team	Cristina Tan cristina.tan@shopee.com (Supporting the cooperation between CN&ID) Rani rani.kemalasari@shopee.com (For Local team management and support)
	SPX	Tyler Yan tyler.yan@shopee.com
	Quality Management	
	WMS & My stock	Aries Huang aries.huang@shopee.com
	Fulfilment	
	Retail	Naomi Liu jingwen.liu@shopee.com
	Algorithm	
	Data	
	Tech	
Admin BP-CNDC	Team building/business trip/employee care related activities	Kiki Zhang mengzhe.zhang@shopee.com
L&D BP-CNDC	Learning resources and subsidy	Stella Hu stella.hu@shopee.com