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初版Original edition 修订Revision 作废Obsolescence

修订记录Revision history:

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|----------------|-------------------------|---|
| 1.0 2.1 | 2015/1/23 2020/12/01 | 首次发行 Initial release 1. 修改范围 1. Scope update 2. 修改5.3投诉方式 2. Revision of 5.3 "Complaint Process" |

1.0目的Purpose

为保证公司员工投诉渠道通畅, 引导内部员工合理、有效地利用内部投诉的工具, 规范内部员工投诉及办理, 特制定此程序。

1.0 Purpose

This procedure is designed to establish clear communication channels for employee complaints. It is meant to guide employees in effectively using these complaint tools, and to standardize the handling and resolution of internal complaints and whistleblowing.

2.0范围Scope

2.0 Scope

本程序适用于本公司所有员工、客户、供应商及其他相关方。

This procedure applies to all employees, clients, suppliers, and other relevant parties of the company.

3.0职责Duties

3.0 Duties

人力资源部负责处理及跟踪员工的投诉与举报。

The Human Resources Department is responsible for handling and tracking employee complaints and whistleblowing.

4.0图表Charts

4.0 Charts

无

None

5.0内容Content

5.0 Content

5.1. 投诉分类:

5.1. Complaint categories:

5.1.1 第一类: 对他人违反公司现行管理制度的投诉。

5.1.1 Category 1: Complaints regarding violations of the company's current management policies by other parties

5.1.1.1 违反国家法律法规的。

5.1.1.1 Violations of national laws and regulations.

5.1.1.2 违反公司规章制度的。

5.1.1.2 Violations of the company's rules and regulations.

5.1.2 第二类: 对他人损坏公司利益行为的投诉。

5.1.2 Category 2: Complaints regarding actions that harm the company's interests

5.1.2.1 故意更改公司文件或损坏公司设备物资的。

5.1.2.1 Deliberate falsification of the company's documents or damage to the company's property.

5.1.2.2 在工作中存在滥用职权、处事不公、以权谋私、弄虚作假等行为。

5.1.2.2 Abuse of power, unfair treatment, private gain from authority, or fraudulent actions in the workplace

5.1.2.3 其他损坏公司利益的行为 (详见奖惩制度)。

5.1.2.3 Other actions that harm the company's interests (refer to the company's reward and punishment system).

5.1.3 第三类: 对员工自身权益造成影响的投诉。

5.1.3 Category 3: Complaints regarding actions that infringe on employee rights and interests

5.1.3.1 在工作过程中受到强制劳动。

5.1.3.1 Forced labor in the workplace.

5.1.3.2 在工作过程中受到歧视。

5.1.3.2 Discrimination in the workplace.

5.1.3.3 在工作过程中受到骚扰、虐待或体罚。

- 5.1.3.3 Harassment, abuse, or physical punishment in the workplace.
- 5.1.3.4 自由结社和集体谈判权受到妨碍。
- 5.1.3.4 Obstruction of freedom of association and collective bargaining rights.
- 5.1.3.5 工作时间超过法律规定。
- 5.1.3.5 Exceeding legal working hours.
- 5.1.3.6 工资和福利与公司规定不符。
- 5.1.3.6 Non-compliance with the company's policies on wages and benefits.
- 5.1.3.7 对于工作职责范围内相关事务咨询不予以积极答复（公司保密信息除外）。
- 5.1.3.7 Failure to respond actively to inquiries within the scope of work responsibilities (except when dealing with confidential company information).
- 5.1.3.8 其他对员工自身权益造成影响的方面（详见奖惩制度）。
- 5.1.3.8 Other actions that infringe on employee rights and interests (refer to the company's reward and punishment system).

5.1.4 第四类：员工关系类投诉。

5.1.4 Category 4: Employee relationship-related complaints

- 5.1.4.1 故意挑拨员工之间关系。
- 5.1.4.1 Deliberate instigation of conflicts between employees.
- 5.1.4.2 对同事恶意谩骂、陷害，制造事端。
- 5.1.4.2 Malicious slander or entrapment of colleagues which create unnecessary disputes.
- 5.1.4.3 利用职权任人唯亲、拉帮结派、或对同事正当行使民主权利进行打击报复等。
- 5.1.4.3 Abuse of authority to engage in favoritism, forming cliques, or retaliating against colleagues who exercise their legitimate rights.

5.1.5 第五类：对上级工作决策类投诉

5.1.5 Category 5: Complaints regarding decisions made by superiors

- 5.1.5.1 上级有贪污、受贿、盗窃、以权谋私等违法乱纪行为。
- 5.1.5.1 Superior's involvement in corruption, bribery, theft, or abuse of power for personal gain.
- 5.1.5.2 上级有出卖、泄密等危害企业行为。
- 5.1.5.2 Superior's actions involving the sale or leakage of confidential information, or actions that otherwise endanger the company.
- 5.1.5.3 上级滥用职权，对投诉者有重大不公正行为。
- 5.1.5.3 Superior's abuse of authority and unjust actions towards the complainant.
- 5.1.5.4 上级违章指挥造成严重事故隐患。
- 5.1.5.4 Superior's unlawful command leading to significant safety risks.
- 5.1.5.5 上级对其行政处分侵犯职工合法权益。
- 5.1.5.5 Superior's actions infringing on employees' legal rights through administrative penalties.
- 5.1.5.6 其他严重不合理行为。
- 5.1.5.6 Other grievous unreasonable actions.

5.1.6 第六类：对公司造成严重影响、危害的行为类投诉。

5.1.6 Category 6: Complaints regarding actions that significantly impact or harm the company

5.1.7 第七类：其他类型投诉

5.1.7 Category 7: Other types of complaints

- 5.2. 投诉原则：投诉人必须对投诉内容的真实性负责，严禁捏造或恶意夸大事实，如经查实与事实不符，公司将对投诉人予以处罚。
- 5.2. Complaint principles: Complainants must be accountable for the veracity of their complaints. Fabricating or exaggerating complaints is strictly prohibited. If, after investigation, the complaint is found to be untrue, the company will impose penalties on the complainant.

5.3. 投诉方式：

5.3. Complaint methods:

- 5.3.1 电话: 0512-86669288转分机8789 ;
- 5.3.1 Phone: 0512-86669288, Extension 8789
- 5.3.2 邮件: hr@innolight.com ;
- 5.3.2 Email: hr@innolight.com
- 5.3.3 Official WeChat: Complaints and suggestions can be submitted directly in the "Basic Applications" section and will receive a response within two days
- 5.3.4 意见箱: 设置在各楼层洗手间内, 正常每2周收信一次, 每月在官微上定期进行公告回复;
- 5.3.4 Suggestion Box: Located in the restrooms on each floor. These are collected every two weeks, with regular responses posted on WeChat monthly.
- 5.3.5 面谈。
- 5.3.5 Face-to-Face

5.4. 员工投诉受理程序:

5.4. Employee complaint handling procedure:

- 5.4.1 公司管理层及人事行政部为投诉通道管理部门, 负责各种投诉举报的受理和结果反馈。
- 5.4.1 The company's management and Human Resources & Administration Department are responsible for overseeing the complaint channels, handling all complaints and whistleblowing, and providing feedback on the results.
- 5.4.2 受理人在调查取证过程中要本着迅捷、保密、客观的原则进行, 相关部门必须积极配合。凡被调查的人员必须据实出证, 并对调查事项保密。
- 5.4.2 When investigating and collecting evidence, the handler should act swiftly, confidentially, and impartially, and relevant departments should be proactive in their cooperation. All parties involved in the investigation should provide truthful evidence and maintain confidentiality.
- 5.4.3 投诉受理人在接收到相关投诉后, 需在三个工作日内根据具体情况判断是否上报, 并给出明确答复投诉人该投诉是否属于正当投诉范围内, 受理与否。
- 5.4.3 Upon receiving a complaint, the handler should determine within three working days whether it warrants escalation and provide a clear response to the complainant about the legitimacy of the complaint and whether it will be accepted.
- 5.4.4 公司管理层及人事行政部受理投诉, 有权代表员工向其直属主管或所属部门了解有关细节, 且应当在两周内做出调解, 投诉人服从调解则必须履行。
- 5.4.4 The company's management and Human Resources & Administration Department have the authority to request relevant details from the complainant's direct supervisor or department, and should make a mediated decision within two weeks. If the complainant agrees to the mediation, it must be implemented.
- 5.4.5 投诉人对处理、调解不服的, 可在一周内直接向受理部门提出申诉。
- 5.4.5 If the complainant disagrees with the handling or mediation results, they may appeal directly to the responsible department within one week.

5.5. 投诉及投诉处理责任

5.5. Complaint and handling responsibilities

- 5.5.1 投诉人必须对投诉内容的真实性负责, 严禁捏造或恶意夸大事实。
 - 5.5.1 The complainant is responsible for the veracity of the content of their complaint and is prohibited from fabricating or exaggerating the facts.
 - 5.5.2 受理人必须对处理投诉的过程和结果负责。
 - 5.5.2 The handler is responsible for the process and result regarding the complaint.
 - 5.5.3 被调查人员不可出具伪证或有隐瞒、泄密行为。
 - 5.5.3 The investigated parties should not provide false evidence or conceal/leak any relevant information.
 - 5.5.4 任何人不得对员工合法投诉给予打击报复。
 - 5.5.4 No one may retaliate against an employee for filing a legitimate complaint.
 - 5.5.5 当事人对处理或调解结果无异议但不履行的, 公司可对其强制执行。
 - 5.5.5 If an agreed-upon handling or mediation result is not implemented, the company may enforce the decision.
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5.6. 投诉举报人隐私及保护

5.6. Confidentiality and protection of whistleblowers

5.6.1 公司应当保护投诉举报人个人信息的机密性和人身安全，告密者可以是披露公司的雇员、管理层、或政府官员、官方机构不正当行为的任何人公司管理层。

5.6.1 The company should protect the confidentiality and personal safety of whistleblowers.

Whistleblowers may include company employees, management, government officials, or any individuals disclosing improper actions.

5.6.2 严禁将投诉、举报人的个人信息和举报内容透露给被投诉人和被投诉单位，违反该规定的，应给予纪律处分，构成犯罪的，依法追究刑事责任。

5.6.2 Personal information and the content of complaints or whistleblowing should not be disclosed to the accused party or their organization. Any violation of this rule will result in disciplinary action, and criminal charges may be pursued if applicable.

5.6.3 受理当面投诉、举报应当在能够保密的场所进行，专人接待，无关人员不得旁听和询问。

5.6.3 Complaint materials should be handled in a confidential space, with a designated person responsible for receiving them. Unauthorized personnel should not be present or make inquiries.

5.6.4 投诉举报材料不准私自摘抄和复制，严防泄露和遗失投诉举报内容。

5.6.4 Complaint materials should not be copied or kept privately, and measures should be taken to prevent leaks or loss of information.

5.6.5 调查被投诉举报人时，应在做好保密工作，不暴露投诉举报人身份的情况下进行，不得出示投诉举报材料。

5.6.5 Confidentiality should be maintained during the investigation, and the whistleblower's identity should not be revealed.

5.6.6 在宣传、报导和奖励投诉举报人时，除征得投诉举报人的同意外，不得公开投诉举报人的个人信息。

5.6.6 When promoting or rewarding whistleblowers, their personal information should not be disclosed without their consent.

5.6.7 投诉举报人受到打击报复时，有权向相关部门反应，情节较轻的，应给予内部纪律处分；触犯《中华人民共和国治安管理处罚法》的，依法送法定机关给予行政处罚；构成犯罪的，依法追究刑事责任。纵容、包庇或收买、指使他人对投诉举报人进行打击报复的，适用前款规定。

5.6.7 If a whistleblower faces retaliation, they have the right to report it to the relevant authorities. If retaliation is minor, internal disciplinary action should be taken. If it violates the *Public Security Administration Punishment Law of the People's Republic of China*, administrative penalties will be imposed. If it constitutes a criminal offense, criminal liability will be pursued. Individuals who tolerate, cover up, or encourage retaliation against the whistleblower will face the same consequences.

6.0附件Appendices

6.0 Appendices

无

None

7.0参考文件Reference documents

7.0 Reference documents

无

None

8.0定义Definitions

8.0 Definitions

无

None