Internal Operational SOPs

ITG RESOURCES FZCO | English Translation and Chinese Source Documents

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1. Account and Application Access Requests

Employee Handbook 2026 | Printed pages 66-67

1.1 Email, domain and OA accounts

After a new employee joins, HR registers the employee information and synchronizes it to iGuomao. On first use of the iGuomao app, the employee receives an IT resource application guide from the iGuomao Assistant and can activate accounts and other IT resources through self-service. HR may also provide these resources through the one-click onboarding function.

1.2 Zero Trust account

The employee or a colleague initiates OA workflow A401.2, completes the system form to request a Zero Trust account, and submits the request for approval.

1.3 Application permissions

Use OA workflow A118 - Application System Permission Request to apply for activation, modification or cancellation of access to HR, SAP, treasury, budget, cloud storage and other systems.

1.4 Domain account extension

Use OA workflow A401.6 - Temporary Account Workflow to extend the validity of temporary accounts, including accounts for interns.

2. IT Equipment, Supplies and Communication Resources

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2.1 Budgeted IT purchases

Use OA workflow A402 - IT Asset Procurement Service for desktop computers, laptops, printers, fax machines and photocopiers. Project purchases must be initiated separately in accordance with the company rules for procurement of supplies for internal use.

2.2 Keyboards, mice and USB drives

Submit a request through iGuomao - Office Supplies Collection.

2.3 Computer components and other consumables

Use OA workflow A403 - Consumables Collection for computer components and consumables other than keyboards, mice and USB drives. Identify the responsible user for computer equipment and accessories allocated for individual use. Consumables are issued on an exchange-old-for-new basis to avoid waste.

2.4 Communication resources

Use OA workflow A405 for telephone and fax installation, relocation and long-distance service requests.

2.5 Corporate ride-hailing

Use OA workflow A332 to activate corporate Didi ride-hailing access or change the company bearing the expense.

3. IT Fault Reporting and Support

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3.1 Computer and infrastructure support

1. When a computer fault occurs, first check that the power is on and all cables are securely connected.

2. If the fault continues, open the iGuomao app and select IT Technical Support - IT On-site Service to submit a service request.

3. Describe the symptoms in as much detail as possible to help the service specialist diagnose the cause.

4. For email, video conferencing, telephone, printer, computer and consumable-related support, the handbook provides the support hotline (589)8944 and specialist contacts.

3.2 Application system support

When an application error occurs, photograph the error message on the screen and record the actions performed immediately before the error. Submit a support ticket through Mao Xiaoxing at https://itg.yqcloud.com/ so that support personnel can investigate and resolve the issue.

4. Computer Use, Data Protection and Network Access

Employee Handbook 2026 | Printed pages 63-64

4.1 Hardware

Employees must not move desktop computers from their assigned location, open computer cases, or remove or replace components without approval from the Digital Management Department. Hardware changes and network equipment relocation must be performed on site by that department's support personnel or under their authorization.

4.2 Backup

Store important computer data on a non-system partition and back it up regularly. Store backups on USB drives, external drives or company cloud storage. Encrypt sensitive data.

4.3 Network accounts

IP addresses are configured centrally by the Digital Management Department. Employees must not configure them independently. An IP address is assigned automatically after successful network authentication. Use an individual domain account to access the company network. New employees request a domain account through onboarding; other users apply through the relevant department's OA workflow. Keep account credentials secure and never allow another person to use your domain account.

4.4 Software and computer use

Do not install unauthorized software on company computers, including sniffing tools, P2P download software or cryptocurrency mining software. Do not use company computers or networks to distribute pornography, gambling, violence, terrorism, incitement to crime or other prohibited content. Do not play computer games or watch films and television programs during working hours in a manner that disrupts the workplace. Update system patches regularly in accordance with computer and intranet prompts.

4.5 Documents and disposal

Lock or shut down the computer when leaving the workstation for an extended period. Encrypt important documents. Before a computer is transferred or disposed of, move important data to another reliable storage medium, then physically delete important and confidential files or send the computer to the Digital Management Department for technical processing.

4.6 Sending information

Do not transmit confidential electronic documents through shared folders. Encrypt them before transferring them by removable media or email. Encrypt sensitive email content and communicate the key by telephone or another channel. Use the company email account for external business correspondence. Do not register on public websites or forums with the company email account.

4.7 Malware and phishing

Do not open attachments from unknown senders. Confirm internet links and files received through WeChat, QQ or other messaging tools with the sender before opening them. Verify emails asking users to scan QR codes to claim subsidies. Check unexpected warning emails carefully; do not click links or disclose email credentials. Consult the Digital Management Department when uncertain. All office computers must have the company-designated endpoint antivirus software installed, currently Sangfor EDR, and undergo regular checks and virus scans.

4.8 Wired and wireless networks

Desktop users authenticate with their domain account before accessing company network resources. Laptop users connect to itg-local and authenticate with their domain account. Visitors and mobile users may connect to itg-public for internet access; this network does not provide access to internal company IT resources.

4.9 Remote access

For business travel or home working, use the domain account to log in to the company Zero Trust service and access the intranet. Open https://t.itg.com.cn, select User Login, and enter the domain username and password, which are the same credentials used for OA.

5. S-HR Personal Information Maintenance

Onboarding operation guide | Original PDF pages 12-16

5.1 Access

Complete the iGuomao and IT resource application steps first. Within three days of onboarding, accurately complete personal information in S-HR, which supports payroll, performance, leave, attendance and promotion. Information already fully entered before onboarding need not be entered again. On the company intranet, open http://172.16.10.31:8080/shr in Google Chrome. If the link does not open, copy it into the browser address bar.

5.2 Sign in and open the personal file

New employees select account-and-password login. The username is the employee number and the initial password is the last six digits of the identity document number. If a username or password error appears, the guide also instructs trying the employee number with the password field empty. iGuomao QR-code login is also available. Select Employee Self-Service at the upper left, then My Files - My Personal File.

5.3 Edit information

Department and position appear beneath the employee name. HR maintains Company Management Status, Employment Relationship and Employment Contract information; employees contact their unit HR to correct errors in these fields. For editable information, move the pointer over the relevant entry and select Edit. Select Add for a new entry and Delete to remove an incorrect entry. If Edit does not appear, move the pointer within the area or use Google Chrome.

5.4 Required fields and review

Blue fields are mandatory, white fields are optional and grey fields cannot be edited. Contact HR if a non-editable field is blank. A person-shaped icon after editing indicates that HR verification is required before the change takes effect.

5.5 Information standards

Ensure that date of birth, Party membership date, initial employment date, academic qualifications and work experience are accurate. HR checks them against personnel files. Include all education from senior high school onwards. Enter the major exactly as shown on the graduation certificate and the major category according to the degree certificate. If employment under a labour contract occurred during study, record the study mode as in-service education. Include all employment since graduation, maintaining continuous dates without overlap. Add an unemployment entry for gaps exceeding one month. The first work experience start date must match the initial employment date in Basic Information, based on the first labour contract. Add an unemployment entry if the gap after full-time graduation exceeds one month. Leave the end date blank for current employment; complete both start and end dates for all previous entries.

5.6 Supporting information

Use Project Experience to supplement employment history with significant projects, exchanges or overseas assignments. Family information includes parents, spouse and children. Changes and validation are saved without an additional Save action. After updating professional qualifications or technical titles, submit originals and copies to HR for verification. The guide generally classifies graduates with junior-college qualifications or above as cadre status, and those with secondary vocational qualifications or below as worker status; consult HR for special cases. Contact the relevant HR team with any questions and use the employee information completeness checklist to verify entries.

6. Mobile Attendance and Missed-Punch Requests

Onboarding operation guide | Selected instructions from original PDF pages 22-23 and 26-27

6.1 Set up attendance

Add Check-in to frequently used applications so that it appears on the mobile workbench. Follow the iGuomao Assistant instructions for configuring the workbench. The Check-in application is under Collaborative Office.

6.2 Check-in settings

Open Settings on the Check-in page to configure reminders and smart check-in. With smart check-in enabled, opening iGuomao while within the check-in area can complete attendance recording without opening the Check-in page.

6.3 Request a missed-punch correction

From the iGuomao home page, open Employee Self-Service. If it is not displayed, open More Applications and find Employee Self-Service under Human Resources. Select Request Missed-Punch Correction, choose the relevant period and reason, and submit. The correction takes effect after the manager approves it.

6.4 Check attendance records

Open Tian Tian Qin to view monthly attendance and verify whether the missed-punch correction has taken effect.

二、计算机使用规范

（一）硬件安全

1. 未经数字化管理部同意，员工不得将台式电脑随意搬离原放置场所，不得随意打开机箱，拆卸、更换电脑配件。

2. 电脑硬件变更或网络设备的搬迁，必须由数字化管理部运维人员现场处理或授权处理。

（二） 数据备份

1. 员工电脑上的重要数据应保存在非系统分区，且应对这些重要数据进行定期备份，以免因系统损坏、感染病毒导致数据丢失。

2. 备份的数据应保存在 U 盘、移动硬盘或公司网盘中，敏感数据须加密保存。

（三）信息安全

1. 网络信息安全

1.1 为保证网络的安全运行，各部门电脑的 IP 地址由数字化管理部统一配置，员工不得自行设置，员工通过网络入口身份认证界面登录成功后自动获取 IP。

1.2 员工应使用各自的域帐号登录公司网络，新员工通过入职流程申请域帐号，其它人员则由关联部门通过 OA 流程代申请域账号，域账号所有者应妥善保管自己的帐号及密码信息，严禁将个人域帐号交由他人使用。

2. 电脑使用安全

2.1 禁止员工私自在公司配置的电脑上安装未经授权的软件，包括可能对公司网络应用和安全造成严重影响的软件，如：嗅探工具、P2P 类下载、挖矿软件等；

2.2 禁止员工利用公司的电脑和网络资源散布淫秽、色情、赌博、暴力、凶杀、恐怖、教唆犯罪等内容，或法律法规禁止的其他内容的信息。

2.3 禁止员工在上班时间玩电脑游戏、观看影视剧，影响办公场所秩序。

2.4 员工必须按电脑及公司内部网站的提示，经常更新系统补丁，以免因系统漏洞导致电脑成为“黑客”利用和攻击的对象。

3. 电脑信息安全

3.1 员工如果长时间离开座位，应锁定电脑或将电脑关机，以免无关人员调阅电脑中的资料。员工的重要文档必须加密保存。

3.2 电脑进行固定资产调拨或报废前，必须将电脑中的重要数据转存到其它可靠的存储介质上，然后将电脑中重要及涉密文档物理删除或送至数字化管理部进行技术处理后，方可进行调拨或报废处置。

4. 信息传递安全

4.1 员工的涉密电子文档不准通过共享文件夹传递，必须加密后通过可移动介质或电子邮件传递。

4.2 员工邮件中的敏感信息应采用加密方式传递给收件人。密钥通过电话或其他方式通知。

4.3 公司对外收、发邮件应统一采用公司提供的电子邮箱，以体现公司的企业形象和方便对邮箱进行统一的病毒监测。

4.4 员工不要使用公司的邮箱账户在公共的网站、论坛注册账户，以免垃圾邮件过多影响正常工作。

5. 病毒及钓鱼邮件的防治

5.1 员工不要随便打开来历不明邮件的附件，从微信、QQ 等即时聊天工具中发送过来的互联网链接和文件，应先和发送方确认后方能打开。遇到要求扫描二维码领取所谓“补贴”的邮件更应警惕，及时与发件方联系确认邮件的真伪，以免上当受骗。

5.2 当用户收到来历不明的“警告邮件”时，应仔细加以甄别，不要随意点击其中的链接或向对方泄露自己的邮箱账号、密码，如无把握可先向数字化管理部求证后再操作。

5.3 所有员工的办公电脑都必须安装公司指定的的终端杀毒软件，目前是深信服公司的 EDR 产品并定期进行检查杀毒。

有关信息安全的其它要求和注意事项详见公司内部网站的《信息安全管理规定》。

（四）网络登录

1. 有线网络

台式电脑用户登录公司局域网前须使用用户的域帐号进行登录验证，验证通过后方可正常使用公司网络资源。

2. 无线网络

笔记本电脑用户可通过公司内部的无线 WIFI 连接频道 itg-local 接入公司的无线网络，并使用用户的域帐号进行登录验证，验证通过后方可正常使用公司网络资源。

访客笔记本电脑用户或手机用户可通过无线 WIFI 连接访客频道 itg-public 访问 Internet 资源，但不能访问公司内部 IT 资源。

3. 远程办公（异地出差或居家办公等）

员工异地出差或居家办公时，可使用域账号登录公司零信任后访问公司内网。

（推荐使用零信任远程办公，浏览器输入访问地址: https://t.itg.com.cn，选择“用户登录”，输入域账号密码，同 OA 系统登录的账号密码 ）

三、常用流程

（一） 基础系统运维服务申请流程

用户的计算机系统发生故障时，请先确认电脑的电源是否开启，各种连接线是否连接可靠，如果通过上述排查故障依然存在，可通过“i 国贸”app 的“IT 技术支持”-“IT 现场服务”发起现场服务申请，并尽可能详细描述故障的症状以便服务专员诊断故障的原因。邮箱、视频会议、电话设备、打印机设备、电脑设备、耗材领用等资源设备问题，可通过 (589)8944 热线电话咨询，也可按下列问题类别直接与联络人联系。

（二） 应用系统答疑流程

用户的应用系统发生故障时，用户最好先用手机拍下屏幕的错误提示并记录发生错误前的操作，以便服务人员尽快找出故障原因并解决，通过登录贸小星提工单安排处理。网页访问地址 https://itg.yqcloud.com/

（三）资源申领流程

1. 邮箱、域账号、OA 账号申请流程

新员工入职后，由 HR 登记员工入职信息，并同步到“i 国贸”，新员工初次使用“i 国贸”APP，将接收到“i 国贸”小助手推送的 IT 资源申请帮助指南，可自助开通帐号等 IT 资源。也可通过 HR 人员做一键入职操作获得。

2. 零信任账号申请流程

本人或者同事 OA 新建 A401.2 流程，填写系统表单，申请零信任账号，提交审批。

3. 应用系统权限申请

OA 流程：A118- 应用系统权限申请， 包含 HR、SAP、资金、预算、网盘等系统权限开通 / 变更 / 取消申请。

4. 预算内 IT 采购服务

OA 流程：A402 IT 资产采购服务；

适用资源：台式电脑、笔记本、打印机、传真机、复印机等。

项目类采购则根据公司《自用物资采购管理规定》的要求单独立项采购。

5. 键盘、鼠标、U 盘耗材领用

请使用“i 国贸 - 办公用品领用”提交领用申请

6. 计算机配件、其他耗材领用

OA 流程：A403 耗材领用；

适用资源：除了键盘、鼠标、U 盘外的计算机配件、其他耗材。

配发给个人专用的计算机设备和配件，应当明确使用责任人。领用易耗材料时，实行“以旧换新”，避免浪费。

7. 通讯资源申请流程

OA 流程：A405 电话及传真装机、移机和长途申请。

8. 域账号延期申请流程

OA 流程：A401.6 临时账号流程，适用于实习生等临时帐号延长使用时间。

9. 企业滴滴权限申请及费用承担公司变更

OA 流程：A332 企业滴滴权限申请及费用承担公司变更 ，适用于员工申请开通企业滴滴打车权限及费用承担公司变更。

S-HR 系统信息维护说明

需在完成压缩包内《2-i 国贸下载及 it 资源申请》文档操作后，用其中账号登录内网操作。

此系统涉及员工本人发薪、绩效考评、假勤、晋升各个模块，请务必在入职三天内准确填写个人信息，以免对个人造成不必要的影响。

若您已在入职前完整维护过信息下图相关信息，则可不用再次填写。



一、操作路径及方法如下：

1、金蝶 S-HR 系统登录地址如下：请在公司内网（需等 IT 资源申请完毕后用域账号登陆）环境登陆下列地址：http://172.16.10.31:8080/shr（推荐使用谷歌浏览器，如果点击此链接打不开，请复制网址到浏览器地址栏打开）

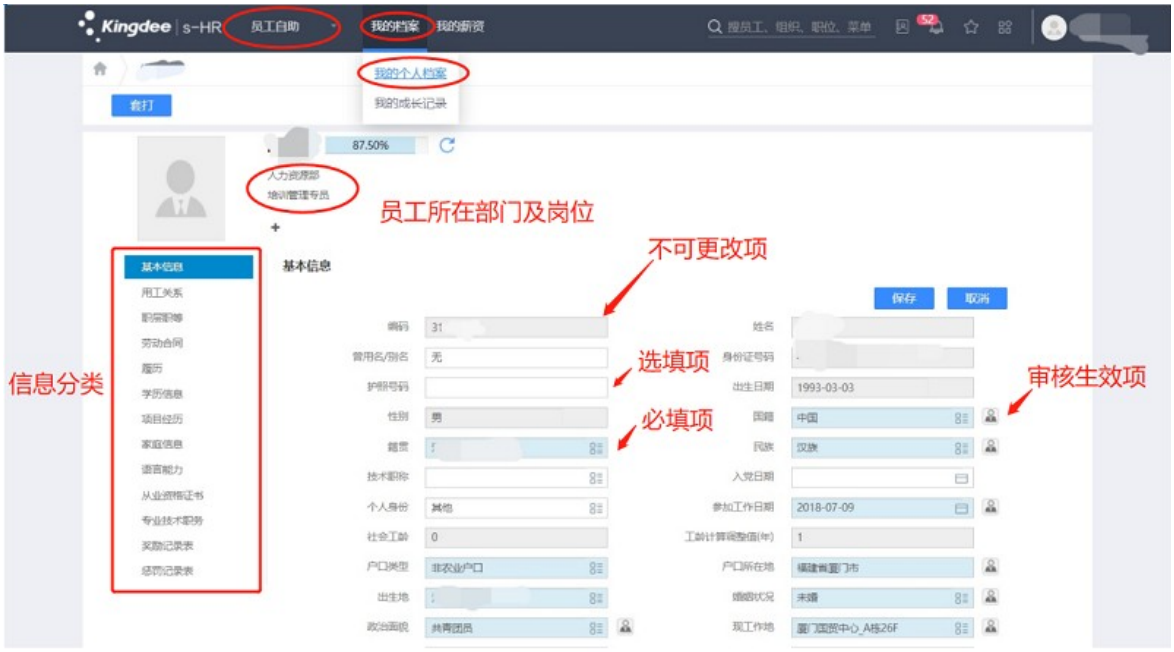
2、**新员工请选择账号密码登陆系统**（账号用户名为员工编码，初始密码为身份证后六位）若显示用户名或密码错误，请尝试不输入密码，只输入账号后



直接登陆。亦可通过 i 国贸扫码登录。

3、点击左上角，员工自助按钮，点击“我的档案”——“我的个人档案”进入员工个人档案页面。







4、页面姓名下方信息为员工所在部门和岗位信息。页面左侧列出的是员工信息分类，其中“公司内管理身份”、“用工关系”、“劳动合同”三个子集信息由人力资源部同事负责维护，员工无需自行维护。若发现有误，请与本单位 HR 联系修改。

5、如需修改信息，请将鼠标移动至该栏内容下点击右侧的“编辑”按钮方可修改，如需增加新的信息，请点击“新增”按钮，如需删除错误信息，请点击“删除”。如不出现编辑按钮，可以在该处晃一晃，或者更换使用谷歌浏览器。

6、**各项信息蓝色底框内容为该项信息必填内容**，白色底框信息为选填内容，灰色底框信息为不可修改内容，不可修改内容若发现为空，请与本单位 HR 联系修改。

7、修改后，如果出现人像标志，表明该项目需要人力资源部核对以后方可生效。

在信息填写时，请注意以下填写规范事项：

1）三龄两历——年龄（出生日期）、党龄（入党时间）、工龄（参加工作时间）和学位学历、工作经历必须保证绝对准确。各单位 HR 在审核时，应注意与员工档案做核查。

2）学历信息内容应包括**高中以来**的全部学历信息。“所学专业”请严格按《毕业证书》上的专业名称进行填写；“专业类别”请按《学位证书》上获得的学位名称进行填写。

◆ 无论学信网上认定学历是否为全日制，如在读书期间就有签订劳动合同，请将学习方式维护为“在职教育”。

3）履历信息内容应包括从毕业后工作以来的全部工作履历信息，请务必保证时间的**连续性、不可重复性**，如两段履历间隔超过一个月，请多维护一栏“待业”。

◆ 首段工作履历的开始时间需要与“基本信息”中的“参加工作时间”保持一致，参加工作时间为首次签订的《劳动合同》上的合同开始时间。

◆ 首段工作履历开始时间与**全日制学历**毕业时间间隔不得超过一个月，如超过请多维护一栏“待业”。

◆ 最新一条履历无需维护结束时间，不需要将劳动合同上的结束时间填上。其余履历皆需要维护齐全起止时间。

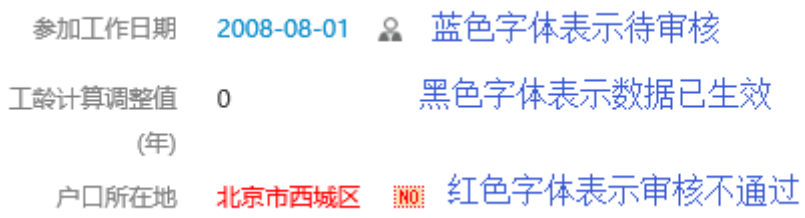
4）项目经历为履历信息的补充，用于填写从业以来参与过的较有意义的项目工作、或者交流、外派等在履历中不能体现的内容。

5）家庭信息内容应包括**父母、配偶、子女**等全部直系亲属信息。

6) 所有信息修改和校验完成后，无需额外点击保存按钮。

7）从业资格证书、专业技术职务等信息，再维护信息后需提交正本及复印件前往相关人力资源部进行审核，审核无误后方会通过该信息。

8）个人身份：一般可以通过学历进行简单辨别，若为大专及以上学历高校毕业学历的即为干部身份；若为中专及一下学历的为工人身份；若有特殊情况请咨询人九。



在填写中有任何疑问，可向所在事业部人力资源部相关同事询问。

为避免填写后仍检查出信息填写不完整，您可以参考《3.2-SHR 员工信息完整度检查填写说明》的逻辑进行填写。

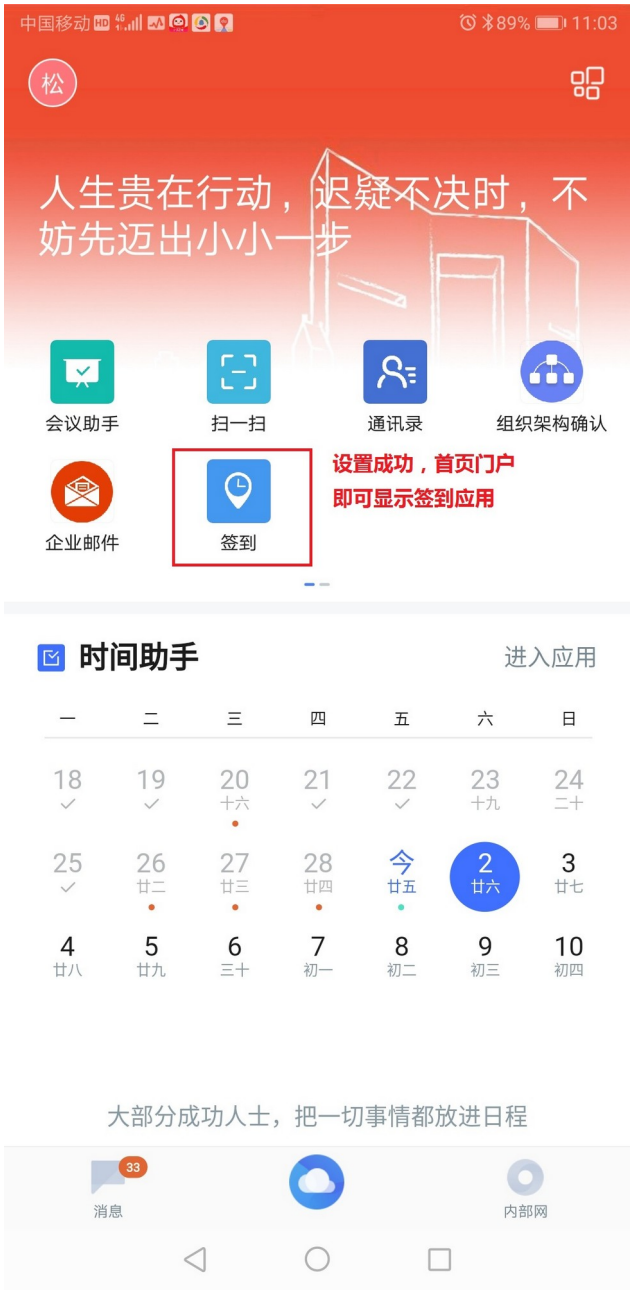
i国贸移动签到小贴士

1.将“签到”设置为常用应用，在您的移动工作台可见。

操作办法参见“i国贸小助手”推送的“设置我的移动工作台”

“签到”轻应用在协同办公类，如下图所示。





2.签到技巧

在“签到”页面点击“设置”后，可设置签到提醒、智能签到等，如打开智能签到，可以不需要进入“i 国贸”的“签到”页面，打开“i 国贸”APP，手机在签到范围内，即可完成签到。

【补卡及考勤记录查看】

（1） i国贸首页点击员工自助服务

注：如首页无“员工自助服务”，可点击右上角，进入更多应用页面，在人力资源栏里点击员工自助服务



（2）点击我要补卡进入补卡界面，选择需要补卡的时间段及补卡原因，点击提交，领导审批通过后即补卡成功。

（3）**员工本人每月考勤情况以天天勤显示为准**，进入天天勤界面

即可查看考勤记录（是否补卡成功）