

# Employee Handbook

*Crazy HR Department*

*Date : 2023-05-24*

## Table of Contents

1. General information of Crazy .....	3
1.1 Company Overview .....	3
1.2 Crazy Mission .....	3
1.3 Crazy Values .....	3
1.4 Crazy Code of Ethics .....	3
2 Information about Crazy Employee handbook .....	3
2.1 Brief of the handbook .....	3
2.2 Persons covered by the handbook. ....	3
3 Terms of Employment .....	3
3.1 Working hours, attendance, and punctuality. ....	4
Hours of work .....	4
Attendance and punctuality .....	4
Overtime .....	5
3.2 Employment policy and practices .....	5
Job Description and Salary Administration .....	5
Work Review .....	5
Personal records .....	5
Staff Benefits and other work policies. ....	6
3.3 Other employment policy .....	7
Security and checks .....	7
Dress Code .....	7
Working Environment and well-being .....	8
Personal Procedures of reporting work-related disagreements .....	8
4 Company Policies .....	9
4.1 Policy of Equal Employment Opportunities .....	9
4.2 Policy against Workplace Harassment .....	9
4.3 Computer and information security policy .....	9
5. Expense and Travel Allowance .....	10
5.1 Expense .....	10
5.2 Travel Allowance .....	11
6. Ending Employment .....	12
6.1 Resignation .....	12
6.2 Dismissal .....	12
6.3 Reasons for Termination of Employment in Crazy .....	12
7. Property Return .....	13

## 1. General information of Crazy

### 1.1 Company Overview

Established in 2012, the Crazy Parts Technology Pty Ltd (Hereafter “Crazy”) is an internet based international company, and the business of Crazy mainly focus on Repair Accessories, Smart Devices Accessories, and Refurbished Smart Devices. Crazy currently has 3 offices and they are in Sydney (head office), Melbourne, and China. The business units of Crazy include Procurement department, Marketing department, Sales department, Customer Service department, Warehouse department, Refurbished Device department, Tech department, as well as Finance Department.

### 1.2 Crazy Mission

The mission of Crazy is to continuously provide its customer with quality products and service.

### 1.3 Crazy Values

The culture in Crazy might slightly differ from its offices, however, Crazy have some shared values across the organization. The values Crazy could its employees to show at work, are integrity, adaptive, competitive, as well as productive.

### 1.4 Crazy Code of Ethics

To achieve its mission and sustain its values, Crazy operates its business under following Ethical conduct codes:

- ◆ Obey the law.
- ◆ Take care of its customer and employees
- ◆ Respect its stakeholders.

## 2 Information about Crazy Employee handbook

### 2.1 Brief of the handbook

The Crazy Employee handbook has been created to provide employee general guidelines about Crazy’s Policies and Procedures. Additionally, the handbook is also a guidance that could assist Crazy employees to be familiar with some of the privileges and obligation of their employments.

The guidelines are subject to modification, amendment, or revocation by Crazy at any time, without notice.

### 2.2 Persons covered by the handbook.

All employees including full-time, part-time, and casual staff that employed by the employer, the Crazy organization, must obey the Crazy policies, terms and conditions of employments, company rules listed below from the first day they are starting their roles in the organization.

## 3 Terms of Employment

Employer: The Crazy Parts Technology Pty Ltd (refer as Crazy after), is the employer of all full-time, part-time, and casual employees. An employee is hired, provided complementation, and applicable benefits, and has his/her work directed and evaluated by Crazy.

### 3.1 Working hours, attendance, and punctuality.

#### Hours of work

Crazy's normal work week shall consist of eight hours daily, and ordinarily, the work hours are from 8:30 am to 5:00 pm, Monday through Friday, including 30 minutes unpaid lunch break. However, employees may be required to vary their work schedules to better accommodate professional and personal responsibilities. In this condition, subject to Crazy's work assignments and Executive Director's approval, the employee's supervisor or direct manager shall determine the working hours that best suit the needs of the work to be done by the individual employee.

#### Attendance and punctuality

Attendance is one of the key factors in employees' job performance in Crazy. Punctuality and regular attendance are expected of all employees. Except with Crazy's Executive Director's documented approval, all employees are required to clock-in and clock-out on their daily work basis either with Work Zone App or other required App.

In the event of forgetting clock-in or clock-out on a daily basis, employees must raise Time Sheet requests in their Employment Hero (Swag) App for approval before the start of next pay run. Otherwise, the employees' working time will be defaulted to 4 hours on that day. Employees' missing clocking ins (outs) cases must be less than 2 times every pay period.

Excessive absences (no matter excused or unexcused), tardiness or leaving early is unacceptable. If employees are absent for any reason or schedule to arrive late or leave early, the employees must notify their supervisor or line manager as far in advance as possible and no later than one hour before the start of scheduled working time. Meanwhile, the employees are also required to raise related leave request in Employment Hero App.

In the case of an emergency, employees must notify their line manager or supervisor as soon as they can. Otherwise, the related rules need to be followed, and they are:

- ◆ For all absences extending longer than 1 day (including 1 day) but less 3 days, with raising leave requests as required, employees must telephone their direct manager or supervisor at least 24 hours before the employees are due to start their work at the latest.
- ◆ For all absences extending longer than 3 days (including 3 days) but less 7 days, with raising leave requests as required, employees talk with their direct manager or supervisor in person with informing Executive director at least 15 days before the employees are due to start their work at the latest.
- ◆ For all absences extending longer than 7 days (including 7 days), with raising leave requests as required, employees must talk with their direct manager or supervisor in person with informing Executive director at least 30 days before the employees are due to start their work at the latest.

When reporting an absence, employees should indicate the reasons of their absence as well as their expected return-to-work date. A physician's statement is required as proof of the need for any longer than 8 Hours illness-related absence regardless of the length of absence.

Expectation of other Crazy policies, employees who is absent from work without notification to their supervisor, direct manager, or HR manager, or who is excessively absent, tardiness or leaving early, will be considered as a violation of Crazy employment terms. In this case, Crazy will take appropriate disciplinary action against the offending party upon result of inner investigation, and the action could include warnings suspensions and termination.

### **Overtime**

Overtime is only applicable to an employee in Crazy works extra time, and it includes work done:

- beyond their ordinary hours of work
- outside the agreed number of hours
- outside the spread of ordinary hours.

Only upon the request of the employee's supervisor or Executive Director, employees in Crazy may authorize overtime. Also, overtime requests need to be raised in Employment Hero App by employees in Crazy and approved by their director managers.

For more detailed information of overtime, please refer to the document: **Crazy's Overtime Policy & Procedures**

## **3.2 Employment policy and practices**

### **Job Description and Salary Administration**

Each position in Crazy shall has a written job description, which generally includes: the purpose of the position, areas responsibility, direct supervisor/managers, qualifications required, salary range, working hours, working condition, etc. The supervisor/manager or Executive Director shall have discretion to modify the job description to meet the needs of Crazy.

Upon employment, salary agreement between Crazy and employees is made as to whether employees are hired with a fixed annual salary or an hourly rate. In both case, employees are paid fortnightly with payslip. Salary is distributed on the last day of fortnight period, except when either these days falls on a Saturday, Sunday, or holiday. In these cases, salary will be distributed on the preceding workday.

### **Work Review**

The work performance of each Crazy employees will be review on an ongoing basis with their supervisors/managers to provide a systematic means of performance evaluation. The purpose of the work review in Crazy is to encourage both supervisors and employees to exchange ideas in order to create positive change in the organization. The supervisor/manager will hold an employee appraisal review twice a year.

The employee may request a review of personal action or an unsatisfactory of performance review in Crazy. Employees are expected first discuss their concern with their direct supervisor/manager. If further discussion is required, the employee may then discuss the case with Executive Director. The decision of the Executive Director is final.

### **Personal records**

Personal records are the property of Crazy, and access to the information they contain is restricted and confidential. A personal file shall be kept for each employee and should include the employee's resume, copy of employment letter, job description, performance reviews, disciplinary records, salary changing records, and other relevant information. It is each Crazy employee's responsibility to promptly notify his/her direct supervisor and HR manager in writing of any changes in personal data,

which including personal mailing address, phone numbers, names of dependents, and his/her emergency contact information.

All employees must complete their time attendance records for review and approval, within two days of the end of each pay period. Accurate recording time worked is every Crazy employee’s responsibility. Tampering, altering, or falsifying time records may result in disciplinary action.

**Staff Benefits and other work policies.**

◆ Staff benefits

Crazy shall provide a range of benefits to all eligible full-time and part time employees, and the following outline of available benefits is provided with the understanding that benefits plans may change from time to time.

- Holidays  
Full time employees (employee who regularly work at least 38 Hours per week) are eligible holidays per year as follows:

NSW	VIC
New Year's Day	New Year's Day
Australia Day	Australia Day
Good Friday	Labor Day
Holy Saturday	Good Friday
Easter	Holy Saturday
Easter Monday	Easter
Anzac Day	Easter Monday
King's Birthday	Anzac Day
Labor Day	King's Birthday
Christmas Day	Friday Before the AFL Grand Final
Boxing Day	Melbourne Cup
	Christmas Day

Part-time employee will be pro-rated in accordance with the hours regularly worked by the employee. Part-time employees are ineligible for holiday leave benefits.

- Annual Leave  
All employees in Crazy (except for casual employees) get paid annual leave. Use of annual leave is subject to approval by the supervisor/manager and Executive Director, and must be requested in hourly increments, using the leave request form in Employment Hero APP.
- Sick Leave  
All employees in Crazy (except for casual employees) get paid sick leave A physician’s statement is required as proof of the need for any illness-related absence, and the sick leave request must be requested in hourly increments, using the leave request form in Employment Hero APP.
- Birthday gift
- Wedding gift
- Anniversary Rule
- Festival red pocket
- Others

### 3.3 Other employment policy

#### Security and checks

Crazy employees are often given considerable responsibility for both goods and money. Therefore, employees must follow the rules in this area.

- ◆ Company entrance keys: Entrance keys are important company assets in Crazy, and it is not permitted to leave company with bringing key with them, without approval from Executive Director. If a violation of this policy occurred, Crazy will take appropriate disciplinary actions of termination.
- ◆ Staff-shopping: Crazy product employee discount when employee want to purchase goods from Crazy. When employees want to shop while they are at work, employees must do so in their break. Once employees have paid for their goods, they must check the quantities and products match what is listed on the receipt.
- ◆ Employee Theft: All employees need to look after workplace and values in Crazy. Crazy have zero tolerance toward employee theft, fraud, or attempted theft. Regardless of stolen items, this action will result in termination.
- ◆ Cash register rules: If employee work at cash register, it is important for the employee to be aware cash register rules. Employee must contact their manager if they have not received a copy of the cash register rules.
- ◆ Price revision and reduction: Price of Crazy products may only be revised by person who are authorized to do so. If a violation of this policy occurred, Crazy will take appropriate disciplinary actions of termination.
- ◆ CCTV: To ensure employee safety in Crazy, closed-circuit CCTV has been installed in places where it can help to prevent crimes. For instance, at entrances to warehouses, and office, cash register in reception areas. When spot check is required, department managers take in charge to view CCTV recordings in the case of suspected irregularities.

#### Dress Code

Employees in Crazy are responsible for ensuring their appearance is neat, clean, and professional for their positions. Meanwhile, all employees must comply with all dress requirements for safety reasons.

- ◆ Staff Uniform: If employees are provided with uniform, it is employees' responsibility to make sure that their uniform is clean and intact. Employees who work in warehouse, must wear safety shoes during their entire working period. If a violation of this policy occurred, Crazy will take appropriate disciplinary actions that may include penalty, and termination.
- ◆ Use of their own clothes: If employee wear their own clothes to work, the clothes must also be clean and intact.
  - Male employees must wear long trousers, such as canvas trousers, jeans, a shirt, polo shirt or T-shirt (whether sleeves are long or short).
  - Female employees must wear long trousers, such as canvas trousers, jeans, a dress, or skirt (non-warehouse staff), a shirt, polo shirt or T-shirt (whether sleeves are long or short).

- Crazy employees are not permitted to wear jogging/excise pants, leggings or thigh-short dresses/skirts or shorts. However, warehouse staff are allowed to wear shorts).
- ◆ Appearance and personal hygiene: Employees must be clean and well-groomed when they arrived at work, especially the ones who will be involved in meetings with Crazy customers.
- ◆ Jewelry, tattoos, and piercings: Employees are allowed to simple and discreet jewelry. Tattoos and piercings are also allowed as long as they do not contain political, religious, and other symbols or characters that are discriminatory or offensive.

### **Working Environment and well-being**

- ◆ Working environment
  - Crazy aims to prevent accidents and injuries at work and want to ensure a good working environment in daily operating activates. Employees are expected to be involved in the cooperation on Occupational Health and Safety. Employees are responsible for complying and observing company guidelines.
  - It is also important for Crazy employees to inform their managers as soon as possible when they are pregnant, so that their personal situation can be take into account and adjustment of their tasks could planned and implemented.
  - Both the mental and physical environments are valued in Crazy. Employees need to treat each other properly and contribute a health psychological working environment in Crazy.
- ◆ Smoking
  - Crazy has a total smoking ban at all locations, and this applies to both regular cigarettes and e-cigarettes. Smoking in outdoor areas also should follow local guidelines.

### **Personal Procedures of reporting work-related disagreements**

When job-related disagreement or conflict occurs, all effort shall be made to solve the problem at first point at the workplace level. Employees are encouraged to firstly contact their direct supervisor/manager for assistance to resolve the issue. Considering the complexity level of the disagreement, preferred contact ascending level of management for employee are listed as below:

- ◆ Direct supervisor/manager  
Employee are suggested to first talk to their line supervisor/manager.
- ◆ Human resource manager  
If employee feel uncomfortable to reach their direct supervisor/manager, or their issues are not been solved in time, employees are recommended to inform Human resource manager of the issue for prompt response.
- ◆ Executive Director  
If employee still feel uncomfortable about the situation after talking with human resource manager, employees then are recommended to contact Executive Director for solution.



## 4 Company Policies

This section outlines employment policies and rules in Crazy, and the employment conditions are provided in employees' contract and related agreements. All employees are required to operate their duties in accordance with the Act of Fair Work Commission and the National Employment Standards (NES).

Employees' employment condition could be impacted if employee violate Crazy's internal rules and policies.

### 4.1 Policy of Equal Employment Opportunities

Crazy follows the spirit and intent of all Federal, State and Local Employment law (where branch office locates) and Crazy is committed to equal employment opportunities. Employees in Crazy have equal opportunities, regardless their race, color, religion, national region, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected by federal, state, and local law. Employees in Crazy are evaluated according to their personal skills, merit, and work performance. The policy of equal employment opportunities in Crazy is applied to all aspect of employments, including recruitment, hiring, job assessment, promotion, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, and termination.

If a violation of this policy occurred, Crazy will take appropriate disciplinary action against the offending party upon result of inner investigation, and the action could include warnings suspensions and termination.

### 4.2 Policy against Workplace Harassment

Crazy is also committed to provide its employees a work environment without workplace harassment, and employees in Crazy are expected to conduct their behavior in a professional manner and to show respect for their co-workers.

The commitment of Crazy in workplace harassment begins with recognition and acknowledgement that sexual harassment and other types of discriminatory harassment are unlawful. This policy of Crazy applies to all work-related settings and operations no matter inside or outside of workplace, during business trips, or business-related events. Crazy's property, such as telephones, computers, and computer applications (email, account login and internet access etc.) should not be used to engage in misconduct of violating this policy.

If a violation of this policy occurred, Crazy will take appropriate disciplinary action against the offending party upon result of inner investigation, and the action could include warnings suspensions and termination.

### 4.3 Computer and information security policy

The computer and information security policy are applicable for employees' usage of Crazy's all digital devices and related systems, which includes individual computers, centralized computer equipment, all associated software, Crazy's telephone, as well as mail systems.

The purpose that Crazy providing access to computers and systems is to support its business activities. Although limited personal use of Crazy's devices and systems is allowed, none of this usage should even conflict with the primary purpose for which they have been provided. Crazy employees are personally responsible to follow computer and information security policy as below:

- ◆ All dates in computers and communication systems (such as documents, emails, messages) are intellectual property of Crazy. Crazy have authority to inspect and monitor such data at any time.
- ◆ Crazy's system must not be used to create or transmit materials which is derogatory, defamatory, obscene or anything that might be constructed as harassment or disparagement based on race, color, national origin, sex, religious or political beliefs. Meanwhile, the systems must not be used to solicit or proselytize others for commercial purposes, causes, outside origination's, chain messages or other non-job-related purpose.

- ◆ Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to Crazy's host computer systems and networks. The security facilities have been provided to restrict access to certain information sources for the purpose of safeguarding information. The actions listed below, that could potentially present security risks, should be avoided.
  - Passwords should not be shared between employees in Crazy. If written down, passwords should be kept in places not easily accessible.
  - Document libraries of other employees should not be browsed unless there is a legitimate business reason to do so.
  - Crazy's devices facilities should not be used to attempt unauthorized access to or use of other origination's computer system and data. Computer games should not be loaded on devices that Crazy provided for business usage.
  - Both internal developed and licensed software of Crazy should not be copied onto floppy dislike or other media other than for the purpose of backing up employees' hard drive.
  - Employees should not leave their personal computer at the turning on status when they are leaving their work area or office for an extended time.

## 5. Expense and Travel Allowance

### 5.1 Expense

Reimbursements are authorized for reasonable and necessary expenses incurred in carrying out work responsibilities in Crazy. Mileage and transportation, parking fees, fees of accommodation, meals and incidental expenses when required during business trips, are all illustrative, reasonable, and necessary expenses.

Employees are reimbursed for travel expenses, cost of accommodation and meals, only when the required business trips have been approved by the Executive Director during authorized duty prior to incurring the expense.

Employees are responsible for transportation costs between their home and Crazy office during normal work hours. Transportation costs can only be reimbursed by Crazy for work that occurred outside of normal working hours when employees are on official business for Crazy. Employees who are authorized to use their personal vehicles for business purposes are reimbursed to the kilometer rate that is provided by the Australia Tax Office.

## 5.2 Travel Allowance

Country	City	Crazy Role	Accomm. (\$)	Food & Drink (\$)	Incidentals (\$)	Daily Total (\$)
Australia	Adelaide	General role	150	50	40	240
		Team leader	160	55	45	260
		Manager	180	60	50	290
		Director	210	70	60	340
	Brisbane	General role	170	50	40	260
		Team leader	190	55	45	290
		Manager	210	60	50	320
		Director	260	70	60	390
	Canberra	General role	150	50	40	240
		Team leader	160	55	45	260
		Manager	180	60	50	290
		Director	240	70	60	370
	Melbourne	General role	170	50	40	260
		Team leader	180	55	45	280
		Manager	200	60	50	310
		Director	230	70	60	360
Sydney	General role	180	55	45	280	
	Team leader	190	60	50	300	
	Manager	210	70	55	335	
	Director	250	80	65	395	
China	Beijing, Shanghai, Hong Kong, Guangzhou, Shenzhen	General role	80	30	30	140
		Team leader	90	35	35	160
		Manager	100	40	40	180
		Director	130	45	45	220
	Others	General role	50	25	25	100
		Team leader	55	30	30	115
		Manager	60	35	35	130
		Director	70	40	40	150

Note: This table is used as a reference and adjustment will be made when necessary.

Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all expenditures made to claim.

For more detailed information of overtime, please refer to the document: **Crazy's Travel Policy & Procedures**

## 6. Ending Employment

Crazy or its employees may initiate end employment. Crazy encourages its employees to provide at minimum written notice period required prior to intended ending employment. After receiving the notice, an exit interview will be scheduled by the Executive Director or her designee. The Executive Director of Crazy has authority to employ or separate all other employees.

### 6.1 Resignation

Employees are encouraged to provide at least minimum notice period required in chart below in written format, and the notice starts the day of the employee gives notice that they want to end the employment and ends on the last day of employment in Crazy. Employees who resign are entitled to received accrued, unused vacation benefits.

Period of continuous service	Minimum Notice period
1 year or less	1 week
More than 1 year but less than 3 years	2 weeks
More than 3 years but less than 5 years	3 weeks
More than 5 years	4 weeks

### 6.2 Dismissal

Under certain situations, Lay-off or the termination of an employee may be necessary in Crazy. When a dismissal occurs, a minimum notice period based on employee's continuous service period (seen in chart above), will be provided in Crazy. Employees who are laid off or terminated, are entitled to received accrued, unused vacation benefits.

### 6.3 Reasons for Termination of Employment in Crazy

As stated in previous section, the Executive Director is authorized to discharge an employee in Crazy. Reason for termination of employment may include, but not limited to:

- ◆ Falsifying or withholding information on employee's employment application that did or would have affected Crazy's decision to hire him/her. This conduct will result in immediate termination of his/her employment in Crazy.
- ◆ Falsifying withholding information in other personal records in other personal records including personnel questionnaires, performance evaluation, or any other records.
- ◆ Continuously under performance or failed to perform assigned duties.
- ◆ Serious misconduct occurs when an employee in Crazy:
  - Cases serious and imminent risk to the health and safety of another person in Crazy, or to the reputation or profits of Crazy.
  - Deliberately behaves in a way that's inconsistent with continuing their employment.
- ◆ Insubordination or refusing to work reasonable overtime.
- ◆ Fighting, arguing, and attempting to injure another employee in Crazy.
- ◆ Breach of confidentiality

- ◆ Using or attempting to use any information obtained on the job in Crazy, which is not readily available to be the public, for personal gain.
- ◆ Using Crazy property or services for personal use without proper authority.
- ◆ Others conduct against laws, regulations, company policies or rules.

## **7 Property Return**

Employees are responsible for Crazy's both intelligence and physical properties that may issue to them and/or in their possession or control. The properties include but is not limited to:

- Telephones and sim cards.
- Computers as well as laptops, computerized diskettes, electronic mail codes.
- Other devices Crazy provided.
- Intellectual property (written materials, work products)
- Employee handbook
- Office keys
- Other properties Crazy provided.

In the circumstance of termination of employment, employee must return all Crazy property that is in their possession or control.