

**DISCIPLINARY POLICY  
HUMAN RESOURCE DEPARTMENT**

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Process Owner		
NO	NAME	DESIGNATION
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**1) OBJECTIVE**

The objective of this Disciplinary Policy is to establish a structured and transparent framework for maintaining discipline within the organization. This policy aims to promote a culture of accountability, fairness, and respect, while ensuring compliance with the laws, regulations, and ethical standards governing Jaya Grocer’s operations.

It is designed to safeguard the interests of both employee and Jaya Grocer by addressing misconduct, ensuring equitable treatment, and upholding the principles of natural justice in all disciplinary matters.

**2) PURPOSE**

It encompasses all acts of misconduct, breaches of the Group’s rules and regulations, violations of ethical standards, and other forms of indiscipline.

The policy is aligned with relevant legal provisions, including but not limited to the Employment Act 1955 and the Industrial Relations Act 1967, ensuring compliance with the statutory framework governing employer-employee relations.

**3) SCOPE**

This policy is applicable to all entities operating under Jaya Grocer, encompassing permanent employees, contract employees, secondees, and interns engaged in any capacity, hereinafter collectively referred to as “employee”.

#### 4) PRINCIPLE

- 4.1 Employee is expected to maintain reasonable standards of work, conduct, and discipline, adhering to both expressed and implied obligations to Jaya Grocer. The following principles underpin this policy:
- 4.1.1 **Fair Treatment:** Disciplinary actions will be administered in a fair, impartial, and consistent manner, ensuring that employees are treated equitably.
  - 4.1.2 **Natural Justice:** The general principles of natural justice shall be upheld. Employee will have the right to be informed of allegations, the opportunity to present his/her case, and the right to appeal.
  - 4.1.3 **Progressive Discipline:** Disciplinary actions are intended to be corrective rather than punitive, focusing on rectifying behavior and performance issues.
- 4.2 Jaya Grocer reserves the right to initiate disciplinary action against employees for any form of misconduct, indiscipline, or breach of its policies, rules, and regulations.

#### 5) STANDARDS OF CONDUCT

- 5.1 Employee is expected to conduct with integrity, professionalism, and respect towards colleagues, business associates, and others. Harassment, discrimination, or any behaviour deemed abusive, threatening, disrespectful, or degrading is strictly prohibited.
- 5.2 Employee at all times are required to:
- 5.2.1 Respect confidentiality and refrain from disclosing proprietary or sensitive information without authorization.
  - 5.2.2 Abide by Jaya Grocer's policies, procedures, and ethical guidelines.
  - 5.2.3 Notify Jaya Grocer within 24 hours of any arrest or detention by law enforcement authorities and provide relevant documentation.

#### 6) CLASSIFICATION OF MISCONDUCT

- 6.1 Major Misconduct, includes but not limited to;
- 6.1.1 Disclosing any confidential information including confidential information of the Group's business associates to third parties without proper authorization.
  - 6.1.2 Any misrepresentation, falsification and/or intentionally withholding information in the Employment Application Form.
  - 6.1.3 Falsification, defacement, or destruction of any record of the Group.
  - 6.1.4 Repetition of habitual tardiness (late coming) after initial disciplinary action.

- 6.1.5 Repetition of absenteeism after initial disciplinary action.
- 6.1.6 Abandonment of employment.
- 6.1.7 Clocking in/out (recording attendance) for another employee.
- 6.1.8 Amending attendance record without prior approval.
- 6.1.9 Theft and/or attempted theft.
- 6.1.10 Misappropriation of funds.
- 6.1.11 Misappropriation of customers' points.
- 6.1.12 Taking and/or consuming Company properties without prior approval (i.e. disposed/to be disposed of items, free gifts, promotional items, etc.)
- 6.1.13 Dishonesty.
- 6.1.14 Defrauding or attempting to defraud the Company.
- 6.1.15 Conviction by any Court of Law for any criminal offense.
- 6.1.16 Intoxication while on duty and/or in the Company's premises.
- 6.1.17 Alcohol consumption while driving the Company's vehicle or operating machinery.
- 6.1.18 Under the influence of drugs while on duty and/or possession of drugs in the Company premises.
- 6.1.19 Smoking in the restricted area of the Company's premises before, during and after office hours.
- 6.1.20 Wilful insubordination or disobedience, whether alone or together with others, to any lawful and reasonable order of a superior.
- 6.1.21 Avoiding, evading, refusing, or acting in a manner that discourages the assigning of work by a staff-in-charge or other staff authorized to do so.
- 6.1.22 Idling, leaving the place of work, loitering and/or holding long conversations unrelated to work and the general wasting of time.
- 6.1.23 Sleeping during working hours
- 6.1.24 Assault and/or attempt to assault Company's employee(s), business partners, suppliers and their employees and/or Company's clients.
- 6.1.25 Threatening and/or intimidating the Company's employee(s), business partners, suppliers and their employees and/or Company's clients.

- 6.1.26 Instigating a physical altercation with the Company's employee(s), business partners, suppliers and their employees and/or Company's clients.
- 6.1.27 Instigating fellow employees and/or creating dissatisfaction among the employees against superior and/or the Company.
- 6.1.28 Wilful or irresponsible action resulting in the damage of Company's property.
- 6.1.29 Wilful negligence and/or carelessness causing damage and/or loss (monetary or otherwise) to the Company's property and/or its employee(s), business partners, suppliers and their employees and/or Company's clients.
- 6.1.30 Any act/conduct that is prejudicial to the interest or reputation of the Company.
- 6.1.31 Making noise or otherwise acting in a manner that disrupts the work of other staff.
- 6.1.32 Suppressing and non-reporting of a problem relating to work to immediate superior.
- 6.1.33 Spreading false, unpleasant or confidential information related to other staff or the Group among the staff or outsiders.
- 6.1.34 Wilful unauthorized obtaining and keeping of confidential information related to another staff or the Group.
- 6.1.35 Overstaying sanctioned leaves without sufficient grounds, proper or satisfactory explanation or without informing or attempting to inform his/her superior of the excuse for such absence.
- 6.1.36 Production of low quality or sub-standard work and slackness in performance in meeting goals.
- 6.1.37 Incurring debts or acting in any manner which would affect the public image of the Group.
- 6.1.38 Committing an immoral act within the Group premises.
- 6.1.39 Abuse of position of official power.
- 6.1.40 Default against any of the terms and conditions of service.
- 6.1.41 Soliciting or collection of contributions from other Employees of the staff.
- 6.1.42 For any purposes whatsoever at any time in the Group premises without obtaining the permission of the Management.
- 6.1.43 Use of abusive language towards other staff.

- 6.1.44 Excessive use of the telephone for private calls.
  - 6.1.45 Any form of Harassment & Discrimination towards Employees, customers or business partners (This includes Sexual Harassment).
  - 6.1.46 Any other act and neglect considered serious by the Group.
  - 6.1.47 All Minor Misconduct that is repetitive following disciplinary action is considered Major Misconduct.
- 6.2 Minor Misconduct, includes but not limited to;
- 6.2.1 Absence without permission or valid cause.
  - 6.2.2 Coming late to work.
  - 6.2.3 Leaving the place of work prior to completion of work hours without permission.
  - 6.2.4 Committing an act of nuisance on Group premises.
  - 6.2.5 Improper care of Group properties entrusted to Employees.
  - 6.2.6 Bringing friends/family without permission on work premises.
  - 6.2.7 Careless use of Group facilities/utilities.
  - 6.2.8 Sending frivolous or offensive notes/ WhatsApp/ memorandums/ letters/emails to and behaviour towards other employee(s).
  - 6.2.9 Distributing or posting handbills or circulars on Jaya Grocer.
  - 6.2.10 Not following uniform guidelines.
  - 6.2.11 Not replying to work related messages.
- 6.3 The lists of major and minor misconduct provided in this policy are illustrative and not exhaustive.

## **7) DISCIPLINARY PROCEDURE**

- 7.1 Investigation and Inquiry
  - 7.1.1 Disciplinary action will only be taken with a proper investigation and due diligence. In serious cases, an official Domestic Inquiry (DI) will be conducted to ensure a fair trial is provided.
  - 7.1.2 During the investigative or inquiry process, the employee may be suspended with half pay if deemed necessary for fourteen (14) days and with full pay for subsequent days following the fourteen (14) days.
- 7.2 Disciplinary Action

- 7.2.1 Depending on the severity of the misconduct and any mitigating factors, the following actions may be taken:
  - 7.2.1.1 Counselling and/or Verbal Warning
  - 7.2.1.2 Written Warning (including Warning, Stern Warning, and Final Warning)
  - 7.2.1.3 Suspension without pay
  - 7.2.1.4 Forfeiture or reduction of bonuses and increments
  - 7.2.1.5 Downgrading or demotion
  - 7.2.1.6 Termination of employment
  - 7.2.1.7 Filing legal suit against the employee, in extreme cases jeopardizing Jaya Grocer's business and reputation.

### 7.3 Right to Appeal

- 7.3.1 Employee subjected to disciplinary action have the right to appeal in writing within a specified period. The appeal will be reviewed by a designated authority, whose decision shall be final and binding.

### 7.4 Employee at all times are required to:

- 7.4.1 Respect confidentiality and refrain from disclosing proprietary or sensitive information without authorization.
- 7.4.2 Abide by Jaya Grocer's policies, procedures, and ethical guidelines.
- 7.4.3 Notify Jaya Grocer within 24 hours of any arrest or detention by law enforcement authorities and provide relevant documentation.

## 8) TERMINATION OF EMPLOYMENT

- 8.1 Termination of employment shall be considered as a last resort after all corrective measures have been exhausted. However, in cases of major or gross misconduct, immediate termination may be warranted, in accordance with the Employment Act 1955.

## 9) CONCLUSION

- 9.1 This policy reinforces Jaya Grocer's commitment to maintaining a respectful, productive, and lawful work environment. The policy serves as a guideline for fair and consistent treatment.

### **IMPORTANT NOTE:**

Notwithstanding the provisions above, the Management reserves the sole and absolute discretion to amend, modify, or delete any part of this policy at any time without prior notice.