

EMPLOYEE SELF SERVICE (ESS) POLICY
HUMAN RESOURCE DEPARTMENT

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Revision History

Amended to be aligned with the current process and procedure of Jaya Grocer.

Process Owner

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1) Objective

The purpose of this policy is to define the guidelines and expectations for employees in updating their personal, contact, and employment-related information in the company’s Human Resources (HR) System. The guidelines is to ensure that:

- 1.1 Accurate and up-to-date information is maintained to support effective HR processes such as payroll, benefits administration, performance reviews, and legal compliance.
- 1.2 Enable the accessibility of employees to submit and flexibility of employees to update their information from anywhere and at any given time.
- 1.3 Allow for real-time checking on employees data, providing transparency to both employees and administrators.

2) Introduction

This policy applies to all employees who have access to the company’s HR System. It covers the process for employees to update their personal and employment-related information, including but not limited to contact details, emergency contacts, bank account information, tax forms, and benefits choices.

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3) Roles and Responsibilities

3.1 Employee

3.1.1 Employees are responsible for ensuring that their personal and employment-related information is accurate and up to date in the HR System. This includes, but is not limited to, the following:

- Personal Information: Marital status and religion
- Contact Information: Address, phone number, email address.
- Emergency Contact Information: Contact name, phone number, relationship.
- Family Information: Spouse, children, parents and siblings

3.1.2 Employees must access the company's HR System using their unique login credentials. The HR System is available online and can be accessed via laptop or mobile.

3.2 Payroll Department

3.2.1 Payroll Department will review and validate the changes before approval is done in the system.

3.2.2 Payroll Department is to provide guidance and assistance to employees who encounter difficulties when updating their information in the HR system.

3.2.3 Payroll Department is to keep records of all updates for audit and compliance purposes.

4) Data Security and Confidentiality

4.1 Employees are required to keep their login credentials confidential to prevent unauthorized access to their personal and employment-related information.

4.2 Any suspicious activity or breach of system access should be reported to the Payroll Department immediately.

5) Incorrect or Incomplete Information

5.1 It is the employee's responsibility to ensure that the information entered into the HR system is correct. The company reserves the right to contact employees if information is incomplete or appears incorrect, and the employee must correct or provide the missing information within a reasonable time frame.

5.2 Failure to update critical information (such as tax forms, benefits selections, or emergency contact information) in a timely manner may result in delays or errors in payroll, benefits administration, or other essential services.

6) System Availability

6.1 The company's HR System is generally available 24/7. However, there may be



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scheduled maintenance periods or unplanned outages. Employees will be notified in advance if maintenance will affect access to the system.

7) Appendix

7.1 Rymnet - Employee Self-Service User Guide

IMPORTANT NOTE

Notwithstanding with the above, the Management at its sole discretion, reserves the right to amend, and or delete the contents of this guideline or any part of it from time to time.