

## EXCEPTION REQUEST POLICY – HUMAN RESOURCE

Document No	Issue No	Revision No	Effective Date
Rxx	1.0	0.0	01/XX/2025
<b>Revision History</b> Amended to be aligned with the current process and procedure of Jaya Grocer.			

Process Owner		
NO	NAME	DESIGNATION
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### 1. Introduction

The purpose of this policy is to provide a standardized framework for requesting and approving exceptions to standard organizational policies or practices applied by Human Resource. This ensures fairness, consistency, and alignment with the organization’s strategic objectives, while maintaining accountability and transparency in the decision-making process.

### 2. Objective

The objective of this section is to establish the Exception Request policy, procedure and outline.

### 3. Scope

This policy applies to all employees and departments within the organization. Exceptions refer to any requests that deviate from existing company policies, processes, or entitlements.

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### **4. Policies**

#### **4.1. Guiding Principles**

- 4.1.1. In order to ensure fairness and equality, all requests for exception will be reviewed impartially and consistently.
- 4.1.2. Exception requests shall align with the organization's mission, values and strategic objectives.
- 4.1.3. All requests will be diligently reviewed to assess their impact, feasibility, and potential precedent-setting implications.
- 4.1.4. Clear documentation and communication will be maintained throughout the process to ensure the transparency of the request and the decision-making.

#### **4.2. Process for Requesting Exceptions**

##### **4.2.1. Initiation:**

- i. Any request for an exception must be initiated by the employee's Head of Department / Manager via an email. The email shall include the rationale of the request, details of the requestor shall it concern the employee, and to be supported by documentation (shall any).
- ii. The Exception Request email shall be submitted to the Head of Human Resource for initial review. HR will evaluate the request based on its alignment with company policies, the justification provided, and any relevant precedents.
- iii. HR may consult with the relevant department heads or stakeholders for additional context or input.
- iv. Upon reviewing the exceptions, the Head of HR will escalate the exception request to the Chief Executive Officer (CEO) for final approval.
- v. The final decision will be documented and communicated through the HR department.

##### **4.2.2. Approval Criteria:**

- i. The rationale for the exception and its necessity.
- ii. Whether the request aligns with the organization's policies, values, and strategic priorities.

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- iii. The potential effect on resources, operations, and precedent-setting.
- iv. Whether the requested exception is practical and sustainable.

### 4.2.3. Communication of Decision:

- i. HR will communicate the final decision to the initiating party and any other relevant stakeholders.
- ii. For approved requests, HR will work with the necessary departments to implement the exception.
- iii. For declined requests, HR will provide a clear explanation of the decision.

### 4.2.4. Confidentiality:

All requests and associated decisions will be handled confidentially to protect the privacy and interests of all parties involved.

### **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.