

EXIT INTERVIEW POLICY
HUMAN RESOURCE DEPARTMENT

Document No	Issue No	Revision No	Effective Date
R45	1.0	1.0	01.03.2025

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 the Exit Interview Policy is to gather feedback from employees who are voluntarily leaving the organization. This process aims to understand the reasons for their departure, identify potential improvements in the work environment, and gain insights that can help in retaining current employees. The data collected through exit interviews is vital for continuous improvement of the workplace and employee engagement.

2) Introduction

The policy applies to all employees who voluntarily resign or retire from the company. It does not apply to employees who are terminated, laid off, or dismissed involuntarily, although a separate process may be used for those situations if required.

3) Exit Interview Process

3.1 Timing: Exit interviews will be conducted on or before the employee’s last working day. The HR department is responsible for scheduling the interview and ensuring the departing employee is informed about the process.

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- 3.2 Interviewer: The exit interview will be conducted by representatives as mentioned below:
Operation Division (Outlet & DC) : Store Manager or Manager
Non Operation Division (Head Quarters) : HR representative
- 3.3 Confidentiality: The employee's feedback during the exit interview will be kept confidential and will only be shared with leadership or relevant parties if needed to address specific concerns or improve organizational practices.
- 3.4 Method of Interview: The exit interview may be conducted in person, via phone, or through an online survey. The format will depend on the employee's preferences and availability.
- 3.5 Voluntary Participation: Participation in the exit interview is voluntary. However, employees are strongly encouraged to share their experiences and feedback, as it provides valuable insights for the company.

4) Area of Focus

- 4.1 The exit interview will generally cover the following topics:
- 4.1.1 Reason for Departure: Understanding the employee's primary reason for leaving.
 - 4.1.2 Work Environment: Exploring the workplace culture, management practices, team dynamics, and physical working conditions.
 - 4.1.3 Career Development: Evaluating opportunities for growth, training, and advancement within the organization.
 - 4.1.4 Compensation and Benefits: Gathering feedback on salary, benefits packages, and overall satisfaction with compensation.
 - 4.1.5 Management and Supervision: Assessing the quality of supervision, communication, and management support.
 - 4.1.6 Suggestions for Improvement: Gathering suggestions on how the company can improve employee retention, morale, and overall operations.

5) Action and Follow-Up

- 5.1 Documentation: The HR representative will document the key points from the exit interview and share a summary with relevant management teams, ensuring anonymity where appropriate.

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5.2 Review and Analysis: The HR team will periodically analyze exit interview data to identify common trends, recurring issues, and areas for improvement. This will help guide the development of employee retention strategies and workplace improvements.

5.3 Feedback Loop: If the exit interview uncovers significant concerns (e.g., issues related to harassment, discrimination, or safety), these will be escalated and addressed immediately. Employees should also feel comfortable reporting any unresolved issues to HR.

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.