

**SAFE AND RESPECTFUL WORKPLACE POLICY  
HUMAN RESOURCE DEPARTMENT**

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Process Owner		
NO	NAME	DESIGNATION
1	David Andrew Jansen	Head of Human Resource
Control Owner		
2	Komathi Perumal	Manager - Industrial Relations

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**1) OBJECTIVE**

This policy is developed with the aim to enable Jaya Grocer Employees to drive greater and sustainable high performance through a common understanding of how to create a safe and respectful workplace. This is done in alignment with our values and to allow Jaya Grocer Employees to work in an environment that allows them to feel safe to give of their best at work.

**2) SCOPE**

- 2.1 Within this Policy, the term “Employee” shall mean permanent employees, contract workers, consultants, secondees and interns.
- 2.2 This Policy covers harassment by a Employee which occurs both in and outside of the workplace, including on work trips, work-related events, work-related social functions, irrespective of how such harassment is carried out.
- 2.3 It is expected that Employees treat one another, along with Jaya Grocer’s partners, contractors, vendors, agencies, customers, suppliers, and visitors, with dignity and respect.
- 2.4 If it is determined that a Employee’s conduct has violated this Policy, Jaya Grocer will take steps to ensure such conduct is effectively and fairly addressed

in accordance with the procedures set out in the Jaya Grocer Safe and Respectful Workplace Procedure, and any Employee found to have engaged in conduct which violates this Policy shall be subject to disciplinary action, up to and including termination.

- 2.5 Jaya Grocer recognizes that the procedural requirements of implementing this Policy may vary from country to country, and this Policy should be carried out in consideration of local laws and practices.

### **3) JAYA GROCER COMMITMENT**

- 3.1 Jaya Grocer is committed to providing working environments that foster respectful, safe and inclusive working relationships that are free from harassment.
- 3.2 Jaya Grocer's zero-tolerance approach means that it will treat all instances of harassment as provided for in this Policy seriously and will hold accountable Employee who have violated this Policy.
- 3.3 Jaya Grocer recognises that it has a duty of care to treat all parties in a fair, respectful, confidential and anti-retaliatory manner throughout any process of resolution.
- 3.4 Jaya Grocer prohibits abusive conduct and harassment towards all persons involved in Jaya Grocer's operations, including, but not limited to, Employees, customers, vendors, partners, contractors, agencies, suppliers and visitors.
- 3.5 As a caring and close-knit community, everyone in Jaya Grocer has a role to play in fostering a respectful, safe and inclusive working environment by taking reasonable actions to prevent or stop acts that are prohibited in this Policy. This may include direct intervention when safe to do so, enlisting the assistance of others, reporting such conduct, seeking assistance from a person in authority, or providing support for affected parties.

### **4) MAKING A REPORT**

- 4.1 Employee shall report any incidents of abuse or harassment using the SRW Form, accessible via the QR code provided on various informational materials displayed across Jaya Grocer facilities.
- 4.2 Alternatively, employee may report such incidents through the whistleblowing channel at [whistleblowing@jayagrocer.com](mailto:whistleblowing@jayagrocer.com)

### **5) INVESTIGATION MANAGEMENT**

- 5.1 Investigations will be conducted by a designated group of HR personnel, who may, at their sole discretion, include representatives from other functions depending on the nature of the report.

- 5.2 The investigation team will not include individuals who are directly implicated or associated with the alleged wrongful activities. The team will maintain impartiality and objectivity throughout the investigation of ensuring a fair and unbiased evaluation of the facts and circumstances.
- 5.3 All permanent employees, contract employees, secondees, consultants, interns, contractors, business partners, and outsourced personnel engaged by Jaya Grocer, as well as affiliates, are required to cooperate fully in any investigation. Refusal to cooperate will be considered grounds for disciplinary action, including but not limited to termination of employment or service contract, and may result in the cessation of the investigation process.
- 5.4 If a violation of the law or Jaya Grocer's policies or serious misconduct has been established, remedial action will be taken that is commensurate with the severity of the offence.
- 5.4.1 Such disciplinary measures against the accused, can include a warning up to termination of employment and/or contract of service, and may also lead to legal prosecution and/or legal action to seek restitution.
- 5.4.2 Reasonable and necessary steps will be implemented to prevent any further violations.

## **6) CONFIDENTIALITY**

- 6.1 The confidentiality of the employee will be upheld, and all reports of the alleged incident of act will be kept confidential to the extent possible, in accordance with the need to conduct a thorough investigation and address any misconduct appropriately.

## **7) PROTECTION AND NON-RETALIATION**

- 7.1 In accordance with the Company's policies, Jaya Grocer shall not engage in, nor tolerate, any form of retaliation or attempted retaliation, whether direct or indirect, against any employee who submits a report, or any individual who participates or assists in the investigation process. Retaliation, in any form, is strictly prohibited.
- 7.2 Retaliation against the employee who reports is considered a serious violation and will result in disciplinary action, which may include termination of employment and/or contract of service.
- 7.3 Employee who believe they have been subjected to retaliation are encouraged to report the matter to HR by email at [jg.ir@jayagrocer.com](mailto:jg.ir@jayagrocer.com)

### **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.