

E-Bulletin

First Ever Edition

2023

**HR
Roadshow**

Rolling out the JG climate survey

**WELLNESS
compensation
& benefit**

**BIGGER
WE
BETTER
TOGETHER**

Thank you for joining us on this journey. We're excited to connect with you and build a thriving community together.

**STORE
Opening
Ceremony**

www.jayagrocer.com

Happy New Year everyone! As we are now in 2024, I find myself reflecting on the remarkable journey we've had last year. We've grown a lot as a team, learned many things and achieved amazing stuff in everything we've done. Each milestone we've reached stands as a testament to our collective dedication and commitment to excellence.

Dear JG's,

The few achievements that stands out:

1. We successfully opened our 50th Jaya Grocer store at BMC Mall by the end of last year. This is no small feat and I am grateful for the unwavering support and collective effort that everyone has put into growing the business.

2. We launched our first private label with Village Park Sambal in May 2023. This was our foray into the world of private labels and has been an exciting adventure. I am thrilled to see its rapid success, swiftly becoming the top-selling item in the sauces category. I eagerly anticipate further collaborations in the coming year, as we continue to innovate and delight our customers.

3. Our Jaya Loyalty programme has reach 1 million members last year. This is a testament to the collaborative efforts of our entire team. From sharp negotiations by our buyers to dedicated efforts in outlet displays and marketing, each contribution has been instrumental in this remarkable achievement.

4. Self-checkouts are a permanent feature at all new Jaya outlets. The introduction of self-checkout counters stands as a testament to our commitment to enhancing customer experience.

Acknowledging the discomfort of long queues, our 2023 pilot project has seen resounding success, with 20% of transactions now processed through self-checkout machines. This will be a permanent feature in all our new stores, ensuring a smoother shopping experience for our valued customers.

5. Launched our first ever employee engagement survey.

We are open to new ideas and suggestions from you. Conducting our first-ever employee engagement survey reflects our earnest commitment to inclusivity and constant improvement. Your feedback is invaluable, and I commend the HR team for their tireless efforts in ensuring that every voice within the Jaya Grocer team is heard and considered as we strive for continuous enhancement.

Stay tuned as we've heard from you; watch out for our action plans. Baby steps will surely lead us in the right direction. As we set our sights on 2024, our aspirations for growth remain steadfast.

Expansion: Plans to expand our footprint across Klang Valley and venture into new markets like Seremban and Malacca are on the horizon.

Talents: Growth comes with the challenge of attracting the right talent. We're actively engaged in initiatives aimed at bolstering our employer branding including collaborating with government agencies such as PERKESO and tapping into diverse talent pools from various regions through career fairs, reaching out to outskirt talents and many more.

Productivity: Recognizing the evolving landscape of people's needs and changing trends, we remain committed to exploring innovative solutions to enhance productivity within our operations teams as we continue to scale.

Employee Experience: I am excited about the initiatives lined up for 2024, focusing on enhancing our Employee Value Proposition, refreshing benefits, optimising Talent and Performance Management, fostering a robust culture of Employee Engagement and many more.

I cannot stress enough that our accomplishments thus far would not have been possible without each and every one of you. Your unwavering support, tireless efforts, dedication, remarkable teamwork and resilience are the driving force behind our success, and for that, I am truly grateful.

As we move forward, let's maintain a positive outlook and strive towards our objectives while remembering the importance of self-care. Take breaks, rest well, and take good care of yourselves. This will help you stay focused on our goals and objectives.

Thank you for being an integral part of this incredible journey. Together, let's make 2024 a year filled with even greater achievements and shared victories! We can do this!



**Bigger 'WE',
Best Together**



Hai JG's!

Selamat Tahun Baru! Seiring memasuki tahun 2024, saya mendapati tahun lepas merupakan perjalanan luar biasa yang kita harungi bersama. Kita telah berkembang sebagai satu pasukan, memperolehi pelajaran yang berharga, dan mencapai pencapaian luar biasa di semua bidang kerja kita. Setiap pencapaian yang diraih adalah bukti komitmen kolektif kita terhadap kecemerlangan.

Mari raikan beberapa kejayaan kita:

1. Berjaya membuka cawangan Jaya Grocer yang ke-50 di BMC Mall pada penghujung tahun

lepas. Saya ingin mengucapkan terima kasih atas sokongan tidak terhingga dari setiap individu dalam mengembangkan perniagaan kita.

2. Melancarkan label peribadi pertama iaitu, Village Park Sambal, pada Mei 2023.

Menjelajah dunia label peribadi telah menjadi pengembaraan yang menarik. Saya sangat gembira melihat kejayaannya yang pesat, menjadi item terlaris dalam kategori sos. Saya dengan penuh semangat menantikan kerjasama lebih besar pada tahun yang akan datang sambil memenuhi kehendak pelanggan kita.

3. Program "Jaya Loyalty" telah mencapai 1 juta ahli pada 2023.

Kejayaan ini adalah bukti usaha bersama seluruh pasukan kita. Dari rundingan oleh pihak buyer hingga usaha berdedikasi mereka dalam mempromosikan dan memasarkan outlet kita, setiap sumbangan memainkan peranan penting dalam pencapaian luar biasa ini.

4. Kaunter bayaran sendiri kini menjadi ciri kemudahan di semua cawangan Jaya yang baru.

Pengenalan kaunter bayar sendiri membuktikan komitmen kita untuk meningkatkan pengalaman pelanggan. Sedar akan ketidakselesaan beratur panjang, projek perintis kita pada tahun 2023 telah berjaya dengan cemerlang, dengan 20% transaksi kini diproses melalui mesin daftar bayar sendiri. Ini akan menjadi ciri tetap di semua kedai baru kita, memastikan pengalaman membeli-belah yang lebih lancar untuk pelanggan kita yang dihargai.

5. Melancarkan sesi tinjauan penglibatan pekerja pertama kita.

Kita terbuka kepada idea dan cadangan baru dari anda. Pelaksanaan tinjauan penglibatan pekerja pertama kita mencerminkan komitmen kita terhadap inklusiviti dan peningkatan berterusan. Maklum balas anda amat berharga, dan saya mengucapkan puji kepada pasukan HR atas usaha gigih mereka dalam memastikan setiap suara dalam pasukan Jaya Grocer didengar dan dipertimbangkan semasa kita berusaha untuk peningkatan berterusan. Sertai kami menantikan maklum balas dari anda. Nantikan pelan tindakan yang akan diberi. Langkah kecil pasti akan membawa kita ke arah yang lebih baik.

Seiring kita meletakkan matlamat kita pada 2024, aspirasi untuk pertumbuhan berkekalan termasuk:

Perkembangan: Merancang untuk memperluaskan kedudukan kita di luar Lembah Klang dan mengeksplorasi pasaran baru seperti Seremban dan Melaka.

Bakat: Pertumbuhan datang dengan cabaran untuk menarik bakat yang sesuai. Kita terlibat secara aktif dalam inisiatif yang bertujuan untuk mengukuhkan imej majikan kita, termasuk kerjasama dengan agensi kerajaan seperti PERKESO dan menggandakan bakat dari pelbagai wilayah melalui pameran kerjaya, mendekati bakat di luar bandar, dan banyak lagi.

Produktiviti: Sedar akan keperluan yang berkembang dan tren yang berubah, kita komited untuk meneroka penyelesaian inovatif untuk meningkatkan produktiviti dalam pasukan operasi kita sambil kita terus berkembang.

Pengalaman Pekerja: Saya sangat bersemangat dengan inisiatif yang telah disiapkan untuk 2024, memfokuskan pada peningkatan Nilai Pekerja kita, manfaat yang segar, mengoptimumkan Pengurusan Bakat dan Prestasi, memupuk budaya Penglibatan Pekerja yang kukuh, dan banyak lagi.

Saya tidak dapat menekankan dengan mendalam bahawa pencapaian kita setakat ini tidak akan

mungkin terjadi tanpa anda semua.

Sokongan tanpa batasan, usaha yang gigih, dedikasi, kerjasama

luar biasa, dan ketabahan anda adalah pendorong di sebalik kejayaan kita, dan untuk itu, saya amat

bersyukur. Mari kita kekalkan pandangan positif dan usaha ke arah objektif kita sambil mengingati kepentingan menjaga diri. Ambil masa rehat, tidurlah dengan baik, dan jaga diri anda dengan baik. Ini akan membantu anda kekal fokus pada matlamat dan objektif kita. Terima kasih kerana menjadi sebahagian daripada perjalanan yang luar biasa ini. Bersama-sama, mari kita menjadikan 2024 tahun yang penuh dengan pencapaian lebih hebat dan kemenangan yang dikongsi bersama! Kita mampu melakukan ini!



Adelene Foo
CEO Jaya Grocer



David Andrew Jansen.
HOD Human Resources

2023! Wow! What a year it has been for us all! The market trends, people and customer needs are constantly evolving around us. It is crucial for us to remain adaptable and future-ready to stay ahead in this ever-changing landscape.

As we faced rapid changes surrounding us, "people" is key to achieving sustainable growth and increasing our value for Jaya Grocer. Without you, there won't be a business to begin with, so thank you for being a part of Jaya Grocer's family!

Many initiatives have been taken during this year and which includes planning for the future be it short and long term plans. To begin with, a recap from our announcement made on Sept 15 2023, Jaya Grocer's Vision, Mission and Values has been set in place to ensure we know where we are heading.

It is vital that everyone understands it well on the objectives and bring the Jaya Grocer's Values in our day to day lives. How does Values impact our deliverables? Imagine this..

Values is our believes and from that it transforms into behaviours, from behaviours it will be reflected towards our performance. This is our DNA.

Teamwork | Trust | Growth Integrity | Customer Satisfaction

Apart from setting up the foundation, we were also on the journey in ensuring that you are well taken care of. In another words, what we are trying to say is ensuring you have the best Employee Experience here in Jaya Grocer.

We have reviewed/revise many processes, organizational structure changes, policies, practices, elevating our communications, and there are still many more to come. So, stay tune as 2024 will be an exciting year.

As part of driving listening culture, we thank you for participating in our 1st ever JG's Employee Climate Survey.

By listening to you, we shall be able to prioritise the areas that needs improvements on. Remember, the aim is about continuous improvement towards you having the best Employee Experience.

This e-bulletin for instance is new to everyone. It's Jaya's first ever. Its purpose is to ensure you are well informed towards the happenings happening within Jaya Grocer.

It's one way on building up our internal communications. The objective for the Bulletin is an avenue for celebration, ensuring everyone is engaged in Jaya's initiatives, getting everyone informed in the things that we do, recognition, education and many more.

We have heard and listen to many during the JG Climate Survey, and we thank you sincerely for being honest and importantly participating. As I indicate above, 2024 will be an exciting year for us as there will be many new initiatives for everyone for example Employer/Employee Branding, Employee Value Proposition,

New Benefits Review, systems enhancements that will drive digitalization and automation, Career Development, Talent Management, Health & Safety and many more. I extend my deepest thanks for your continued contributions and dedication. Let's march into 2024 with enthusiasm, unity, and the unwavering belief that ou r collective efforts will propel Jaya Grocer to even greater heights.

Together, we create not just a workplace but a thriving community where each one of you plays a vital role. Here's to a thriving 2024!

5 Golden Rules For Jaya Grocer Staff

Work Station Ergonomics:



Maintain proper ergonomics at your workstation to prevent muscle and bone disorders. Adjust your chair, monitor, and keyboard for comfort, and take regular breaks to stretch.

Fire Safety:



Be aware of the office's fire evacuation procedures and the location of fire exits and fire extinguishers. Participate in fire drills to ensure you know how to respond in an emergency.



Mental Health:



Prioritize your mental health and well-being. If you're feeling stressed or overwhelmed, reach out to HR or a mental health resource provided by the company.

Data Security:



Safeguard sensitive company information and data. Follow cybersecurity protocols, avoid sharing sensitive data with unauthorized individuals, and report any suspicious activity promptly.

Hygiene and Sanitation Practices:



Practices: Adhere to rigorous hygiene and sanitation practices, encompassing frequent handwashing, proper disposal of waste, and maintaining cleanliness in work areas, to ensure a safe and healthy environment.

Growing Strong

Introducing 3 Fresh Outlets to the Family!

2023 was a blast as we unveiled three fantastic new outlets at Sunway Pyramid, BMC Mall, and Eco Galleria Johor Bharu. The fun times we shared and memories we made are now cherished parts of our journey! 🎉



Eco Galleria, Johor

Unveiling our Eco Galleria, JB outlet on August 31st was a moment to remember. Our HQ staff turned up in full force for the grand opening, capturing the best shots of a day filled with excitement. Kudos to the impeccable opening ceremony! 🌟🎉



Sunway Pyramid



The grand opening of Sunway Pyramid took place on October 1st, 2023, marked by a spectacular entrance featuring a vibrant Chinese drum performance. The festivities reached new heights with the presence of our delightful frog mascot. It was an opening that truly made a splash!



BMC Mall, Cheras

Cheers to the grand opening of Hank's at BMC Mall on October 19th! Unforgettable moments were crafted as we savored the finest wines, creating memories that will last a lifetime. 🍷🎉



50th Outlet!

Community Connections

Experience the dynamic stories of networking triumphs, collaborations, and enduring relationships. This section celebrates the power of unity, showcasing the shared enthusiasm and impactful connections that make events not just memorable but transformative.



DISCOVER JG

JG Discovery unfolded at Eco Galleria Johor and Sunway Pyramid, complementing the opening of new stores. The event buzzed with diverse activities, featuring games, performances, and engaging interaction sessions.

"Eco Galleria, 31 August 2023"



*Amazing
Performance!*



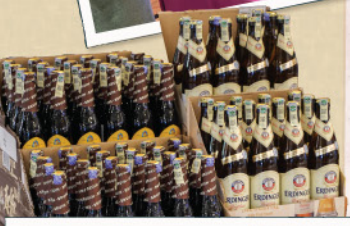
coles Collaboration

Official event marking Coles' entry into Jaya Grocer, introducing a delightful range of quality Australian products. This exclusive collaboration is a strategic move by Jaya Grocer to better serve the vibrant Australian expat community.



Hanks

At the Hank's event, we introduced our customers to a selection of exquisite wines, offering a taste of refined indulgence. The evening was a harmonious blend of sophistication and flavor. 🍷💎



Taste good



Raya Celebration

The 2023 Raya celebration was fantastic! The food was exquisite, and everyone looked adorable in their Baju Melayu and Baju Kurung. The atmosphere was filled with joy as people had a great time with the charming props around the office entrance.



Selamat Hari Raya!



"Yummy"



Maaf Zahir Batin



"So happening & memorable"



CNY Celebration

Welcoming the Year of year of Rabbit with joy and festivities! 🐰💎 Chinese New Year 2023 brought together vibrant traditions, delicious feasts, and heartfelt moments of celebration.



Let's start the fire!



Xin nian hao!



"The Lion Dancing"



Village Park Sambal

Experience shopping like never before! 🛒 Thrilled to announce our exciting collaboration with Village Park Sambal for the launch of Jaya Grocer Private Labels. Unveiling specialty products that redefine uniqueness.

Fast selling!



RESIPI
ASLI



VILLAGE PARK NASI LEMAK
Sambal



We are having fun!



Career Fair

Fantastic Career Fair 2023! Connecting talent with opportunities, they've showcased our commitment to fostering professional growth. Big shout-out to the HR team for their outstanding efforts. Kudos! 🌟👥



Hello!



New Office
Grand Opening



Exciting launch at our splendid second office! The stunning workspace deserves a grand opening featuring a vibrant lion dance and photo session. 🎉🏢



JGBG



JGEM



JOAK



JGSJ



JGJS



JGDM



JGHC



JGGP



JGAD

Journey with JG's
HR's Roadshow





JGGQ



JGMN



DCKD



DCPU



CHSU



JGJJ



JGJJ

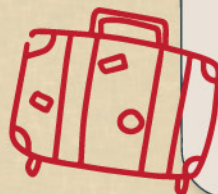


JRNF



JGLL

- Rolling Out the JG Climate Survey
- Do's and Don'ts Dialogue
- Dive into Appraisals



Company Employee Orientation

All newcomers are warmly invited to join company orientation. It's the perfect opportunity to dive into core company Vision, Mission, Values and kickstart thier journey with Trendcell.

(22 sessions)



Inhouse Training

Food Handler Course

This course empowers our employees with the highest standards of knowledge and skills in food safety and hygiene, ensuring they provide outstanding food quality and services to our valued customers.



Fast Track Program

The Fast Track Promotion Program is designed to provide employees with a structured and focused path to advance their career within the organization. There are several courses employees have to attend such as Self Leadership, Supervisory Skills Mastery, Problem Solving & Decision Making and Coaching and Mentoring.

(18 sessions)



Safety & Health

In Jaya Grocer, we prioritize the safety and well-being of our employees. Therefore, they are several courses conducted as a collaborative efforts between Occupational Safety & Health and Training & Development department such as Firefighting, Basic Occupational First Aid, CPR & AED, Ergonomic & Manual Handling in the Workplace, Mental Health Wellness & Resilience Against Workplace Stress and Working At Height.



Leadership Strategy Workshop

On July 7th, 2023, our top management joins our Jaya Grocer Leadership Strategy Workshop. This event provided a valuable opportunity for our leaders to connect, collaborate, and collectively shape Jaya Grocer's Vision, Mission, and Values. These elements are the cornerstone of our forthcoming company refresh and the development of a new Employee Value Proposition (EVP)



Inhouse Training

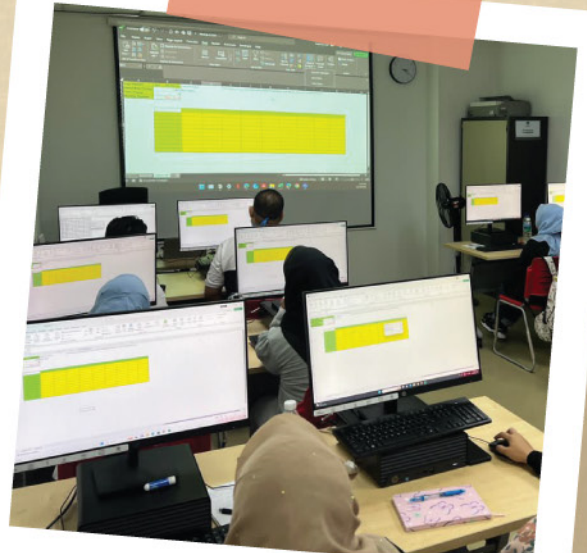
KPDNHEP for Price Control and Anti-Profiteering Regulations

Our buyer team is presented with a distinctive and invaluable opportunity to participate in a briefing with KPDNHEP on Price Control and Anti-Profiteering Regulations. This session holds paramount importance for our organization as it allows us to harmonize with government SOPs and adhere to regulatory guidelines.



Microsoft Office Courses

To enhance our employees' technical skills and work efficiency, our team has been attending Microsoft Office classes such as Microsoft Excel Intermediate & Advanced, Power Point, Power BI, Maximizing Pivot Table and many more. These courses provide an opportunity to expand their knowledge and proficiency in essential office tools.



Service from our H.E.A.R.T.S for Retails Operations

This initiative underscores our dedication to continuously improving our customer service skills and ensuring that every interaction with our customers is a positive and memorable experience
(18 sessions)



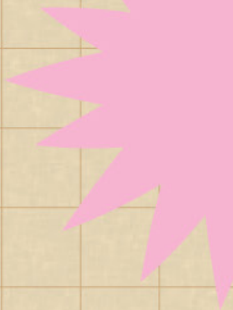
Product Knowledge Training

Fresh Market Product Training (Kiwi, Cherry, Avocado & Blueberry)





Customer Service



"Excellent Staff"

would like to highlight & praise your team at JG, Eco Majestic branch - they are a team of excellent staffs that any retail outlet will truly need.

deepest appreciation especially to the cashier counter team - they are polite, friendly & helpful. For example, when Grab points was newly introduced, we were not familiar with it but the cashier counter staff explained & guided us patiently.

praises product freshness, the warmth, pleasant & positive feeling felt when dealing with your staff are the reasons that made me a returning customer despite higher prices at JG compared to other supermarkets.

Thank you for the quality of service provided - efficient, detailed, gracious customer service, please keep it up with the good work!

Please share this with your top management & I hope due recognition will be given to the team who truly deserves it.



Hats off to the outstanding customer service provided by the Eco Majestic staff! The emails speak volumes, truly inspiring. Heartfelt congratulations, and we look forward to JGEM continuing to strive for excellence. Much love to the JGEM team! 🌟❤️

Shirley



"Great to be loyal customers"



CSHQ's loyalty gift has been met with positive feedback. It's heartening to see customers delighting in receiving the gift as much as we enjoy giving them. A wonderful expression of appreciation for our valued customers who have been loyal shoppers with us.

Charlotte Canny

Thank you [Jaya Grocer](#) for the lovely Coles hamper of imported delicious, quality products which was delivered right to my doorstep today! My family and I are so grateful for your kindness in sharing these wonderful products with us! The shopping bag is also so pretty and useful! I'm truly honoured to be selected as one of your loyal customers. This comes as an unexpected surprise but the BEST Merdeka and Malaysia Day gift simultaneously!!! 🇲🇾🇲🇾🇲🇾

My heartfelt appreciation to Mr Richard for coordinating the hamper delivery and communicating with me on the matter. 🙏 My family will continue to support [Jaya Grocer](#) through the years - the ideal store with myriad product variety of quality at the most affordable prices and promotions for every family! A comfortable shopping experience indeed in a lovely ambience with friendly staff! 💖💖💖

[Jaya Grocer](#) provides contactless Grab delivery for our shopping ease. I'm also looking forward to their new store opening in Sunway Pyramid soon! 😊



"Well Done!"

CSR - Jusnil Ezzat Bin Abdul Samad

Hi Richard, just to highlight, one of our cleaners at JG Eco Grandeur, Kamal, found a wallet on Monday night after his shift. He brought to the attention of Encik Halim, our in-house security on Wednesday as he was off Tuesday.

Halim managed to track down the customer via phone based on the receipt found in the wallet.

Today at 1.30pm customer came and collect. He was very grateful as the cash(3 figures) and credit cards inside were intact. He expressed thankful to Kamal for being honest and holding on to the wallet.

Customer name - Mohd Kamal Arif

Staff name - Kamal (cleaner) JGEG

14



Commendable actions deserve recognition! Kudos to Kamal from JGEG, our dedicated cleaner, for his honesty and quick thinking. His exemplary effort, highlighted by En Jusnil from Customer Service at JGEG, ensures that customer service goes above and beyond at Jaya Grocer. Well done, Kamal! 🌟

KAMAL ARIF

Well Done External Inbox x

Mary Goh <marygoh33@gmail.com>
to me

6:29 PM (16 min)

I would like to commend Nur Alia Diyana of JG @ Bkt Jelutong for her excellent customer service.

Alia took the time to patiently introduce and clearly explain to me the benefits of the Grab / Jaya Grocer membership loyalty program.

Mary



Great work, Nur Alia Diyana from JGBJ! Alia went above and beyond, taking the time to explain the Jaya Grocer Grab points and Loyalty Membership Program to a customer, leaving them thoroughly impressed

Mary Goh

I do need to mention that the cashier who attended to me was extremely helpful and polite as she advised me to use my Grab points for redemption. I was very impressed with her service with a smile 😊👍 I think she just forgot to mention about the free bag to me. Thank you for your prompt attention in this matter. 🙏



The customer was highly impressed with the service received from the staff at JGSM. The employee provided assistance with a smile, was exceptionally helpful, and politely recommended using Jaya Grocer Grab reward points for redemption.

Doris Ruth De Silva

Dear Jaya Grocer,

I would like to request that you reward and appreciate the staff that I have attached an ID of in this email as he is a helpful and knowledgeable retail staff I have ever seen in my life. He knew exactly what I wanted and where it was in the store.

He made sure that I had one of the best customer service experience in Jaya Grocer Main Place. I hope that you will reward him for his commitment to his work.

Thank you.

Regards,

Dinesh Sharma,
PM,
Dexion Asia Sdn Bhd,
60197758838

"We are the best!"



Kudos to Firdaus from JG21! Renowned as the most knowledgeable retail staff, he effortlessly guided a customer to exactly what they needed ensuring the best customer service experience. Exceptional service at its finest!

Dinesh Sharma

"Check out the absolute splash-tastic fun with the **JGBG team**! Their energy was off the charts, and you can bet they had an absolute blast!"



Waterpark Session

HR team embracing all sorts of fun activities – from paintball battles and futsal to hiking. What's next on their fitness agenda? They sure know how to stay active and have a good time



Outdoor Activities



Inclusive Workplace Culture

Balancing Work and Play





Birthday Bash



Raya at Outlet



Halloween Celebration





GOLDEN 007 Gala

A night of glitz, glamour, and Golden 007 vibes! 🍷 ✨ A night of elegance and celebration, honoring our incredible suppliers and staff. Every face was a masterpiece of gorgeousness and handsomeness. 🌟 And the highlight? A lucky winner walking away with a dreamy RM 15k Vacation Voucher! 🌍
#007Gala #AnnualDinnerMagic
#CelebrationElegance" ✨



 **Jaya** **GROCER**

Night to Remember



Best Dress!



Human Resources

DO'S & DON'TS

DO'S

- * **Do Smile and Greet:** Always greet customers with a friendly smile and a warm welcome.
- * **Do Provide Assistance:** Offer assistance and guidance to customers in locating products or resolving issues.
- * **Do Resolve Complaints:** Take customer complaints seriously and work towards finding a satisfactory resolution.

DON'TS

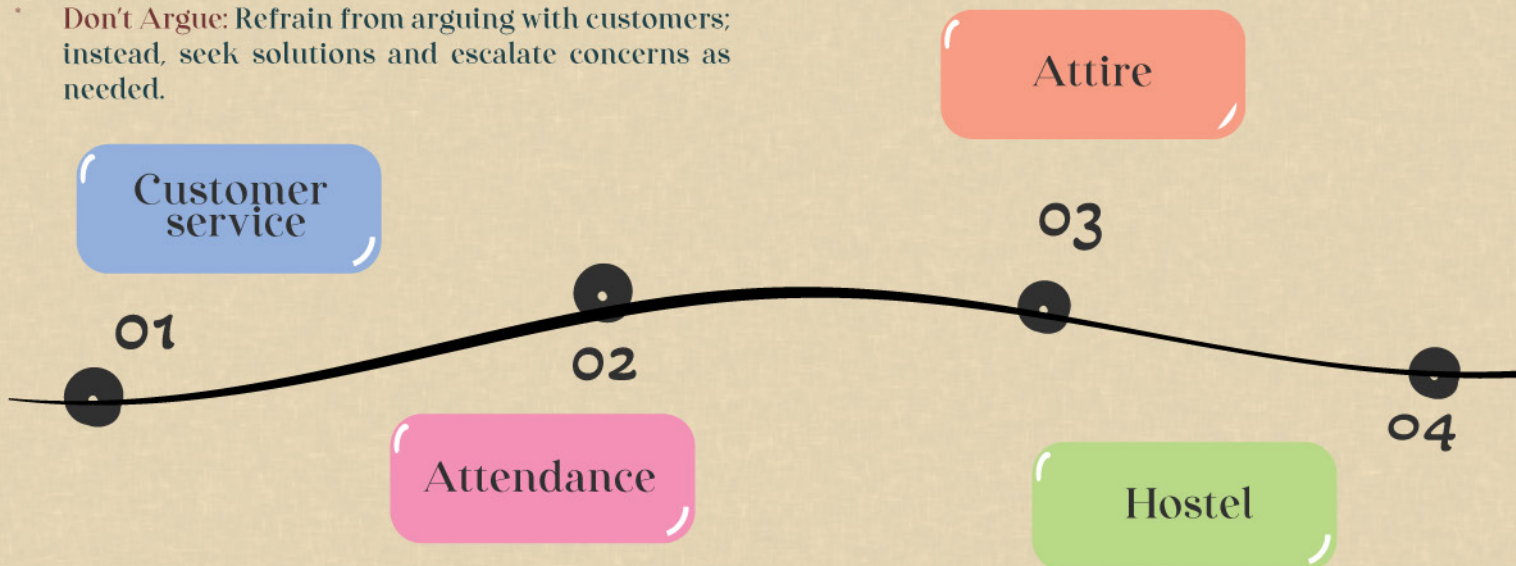
- * **Don't Ignore Customers:** Avoid ignoring or neglecting customers. Always acknowledge their presence.
- * **Don't Be Rude:** Never be impolite or dismissive to customers, even when faced with difficult situations.
- * **Don't Argue:** Refrain from arguing with customers; instead, seek solutions and escalate concerns as needed.

DO'S

- * **Dress According to the Dress Code:** Adhere to the company's dress code and uniform policy.
- * **Maintain Cleanliness:** Keep your attire clean, well-maintained, and in good condition.
- * **Choose Appropriate Footwear:** Wear shoes that are safe, comfortable, and appropriate for your role.

DON'TS

- * **Don't Violate Dress Code:** Avoid wearing attire that violates the company's dress code policy.
- * **Don't Wear Inappropriate Attire:** Refrain from wearing clothing that is offensive, too revealing, or otherwise inappropriate for the workplace.
- * **Don't Disregard Footwear Safety:** Don't wear unsafe or unsuitable footwear that could lead to accidents or discomfort.



DO'S

- * **Do arrive punctually:** Be on time for your scheduled shift.
- * **Do communicate in advance:** Notify your supervisor if you'll be late or need time off.
- * **Do plan your schedule:** Organize your time to meet work commitments.

DON'TS

- * **Don't be habitually late:** Avoid chronic lateness or frequent unexcused absences.
- * **Don't stay silent:** Don't forget to inform your supervisor about your absence or tardiness.
- * **Don't request last-minute time off:** Avoid making last-minute requests for time off unless it's necessary. Avoid making last-minute requests for time off unless it's necessary.

DO'S

- * **Adhere to Restrictions:** Respect the hostel's policies by not bringing restricted items, such as alcohol or pets.
- * **Keep Common Areas Clean:** Help maintain cleanliness in common areas, such as kitchens and lounges.
- * **Report Issues:** Promptly report any maintenance or security concerns to hostel management.
- * **Respect Privacy:** Respect your roommates' privacy and personal space.

DO'S

- * **Dress According to the Dress Code:** Adhere to the company's dress code and uniform policy.
- * **Maintain Cleanliness:** Keep your attire clean, well-maintained, and in good condition.
- * **Choose Appropriate Footwear:** Wear shoes that are safe, comfortable, and appropriate for your role.

DON'TS

- * **Recommend Registration:** Encourage customers to register for Grab membership to access its benefits and services.
- * **Provide Guidance:** Assist customers in understanding the advantages of Grab membership, such as discounts and rewards.
- * **Use Ethical Practices:** Ensure that staff members don't engage in activities like stealing Grab points, which could harm the integrity of the program.

Grab
Membership/
Points

05

Hostel

06

Phone
Outlet Staff

Phone
HQ Staff

07

DO'S

- * **Do Respect Work Hours:** Use your phone for personal matters during non-working hours or designated break times.
- * **Do Prioritize Work Tasks:** Give priority to your work tasks and responsibilities during working hours.
- * **Do Keep Your Phone on Silent Mode:** Keep your phone on silent mode or vibrate during meetings and work-related activities.

DON'TS

- * **Don't Engage in Disruptive Usage:** Avoid using your phone for personal calls, texts, or social media during meetings or work-related tasks.
- * **Don't Engage in Excessive Usage:** Do not excessively use your phone for personal matters, as it can affect your productivity and professionalism.
- * **Don't Violate Company Policies:** Adhere to any specific phone usage policies set by the company to maintain a productive and professional work environment.

DON'TS

- * **Don't Violate Rules:** Avoid breaking any rules or policies set by the hostel management.
- * **Don't Neglect Cleanliness:** Don't leave common areas messy or neglect your cleaning responsibilities.
- * **Don't Ignore Issues:** Don't ignore or delay reporting maintenance or security issues.
- * **Don't Invade Privacy:** Respect the privacy and personal space of your roommates.

DO'S

- * **Do Secure Your Phone:** Keep your phone in a designated and secure area, such as a locker or break room, to ensure it does not interfere with your work.
- * **Do Use Break Times:** Limit phone use to designated break times and areas to avoid disrupting the selling floor.
- * **Do Make Emergency Calls:** If there is an emergency, discreetly step away from the selling floor to take or make a call.

DON'TS

- * **Don't be habitually late:** Avoid chronic lateness or frequent unexcused absences.
- * **Don't stay silent:** Don't forget to inform your supervisor about your absence or tardiness.
- * **Don't request last-minute time off:** Avoid making last-minute requests for time off unless it's necessary. Avoid making last-minute requests for time off unless it's necessary.

Farewell Gaston Teng

Bidding a heartfelt farewell to Gaston Teng, our esteemed leader for the past seven remarkable years. The farewell event at DCKD was nothing short of spectacular, with everyone cherishing the moments and creating lasting memories. Farewell to Gaston Teng after 7 incredible years. The farewell at **DCKD** was filled with amazing memories, but the sadness of seeing him go lingered. Best of luck to the boss of 7 years. 🌟



Farewell Chong Han Keong

Saying a heartfelt goodbye to Chong Han Keong, our CFO for the past wonderful years. Your dedication and financial expertise have been invaluable, leaving a lasting impact on our journey. Wishing you all the best in your next chapter! 🌟

Happy New Year, JG's Amazing Staff!

As we step into 2024, we're thrilled to bring you our very first e-bulletin, and we hope it's just the beginning of a fantastic year together! Our team has been working hard to make sure this e-bulletin is packed with exciting content and updates that you'll enjoy. We've had a blast creating it, and we can't wait for you to dive in and have as much fun exploring it as we did putting it together. Get ready for a year full of new adventures, opportunities, and shared moments. Together, we'll make 2024 an unforgettable year! Wishing you all a year filled with joy, success, and countless reasons to smile. Here's to making 2024 the best year ever! journey ahead with all of you!

2024 NEW YEAR MESSAGE

**Got any juicy updates or
exciting stories to spill?**

Share the scoop!

Hey JGs, we're in the dark about all the exciting stuff happening with you. Don't be shy- spill the beans!

This **E-Bulletin** is all about hot news and awesome stories. Let's feature you, sounds good kan?

If you've got success stories like tying the knot, welcoming a new baby, or any achievements whether its big or small, share them with **Adilah Farriz** at **0169699392** by the 1st of each month.

Guideline

Important info needed are:
Name:
Department:
Pictures: Clear pictures please!!
Stories: A little elaboration hehe

