

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)






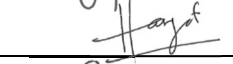
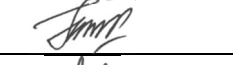
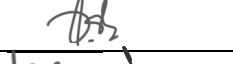
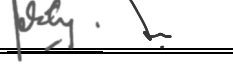
OPERATIONS DEPARTMENT

**ADMINISTRATION OF CLEANING SERVICES
- STATIONS**

Ref. No. G00.OMO.M82100.CD.1001.D

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 2 of 9	Administration of Cleaning Services - Stations

Release

Released:	Dr Hassan Alsalamat	Chief Executive Officer	21.01.2025	
Checked:	Sukhbir Singh	Safety & Security	21.01.2025	
Checked:	Muhammad Azim	CEO Office	17.01.25	
Checked:	Haryati Khalil	CEO Office	16.01.2025	
Checked:	James Boudville	Operations	15.1.25	
Checked:	Norhandee Nordin	Operations	13.01.2025	
Author:	Melaty/Mazlan	Operations	13.01.25	
	Name	Department	Date	Signature

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 3 of 9	Administration of Cleaning Services - Stations

Change Record and Configuration Control

D	08 Jan 25	Change KLIA & KLIA 2 to KLIA Terminal 1 and Terminal 2 Change date of submission monthly report of next month to 15 th instead of 10 th	Melaty/Mazlan
C	02 Dec 19	Revised to update changes to reflect ISO9001:2015 and ISO14001:2015 new requirements. To update Station Superintendent to Station Executive.	Melaty/Mazlan
B	24 Mar 14	Re-defined of specific contractor's name to 'Cleaning Services Contractor'.	Norhandee/Melaty
A	07 Oct 11	Change of HoD function code from G00.OMB.M82100.CD.0001.A to OMO. Total revision and focus only on administration of cleaning service contract entered by ERLSB	Norhandee
A	21 Sep 07	Change of code from OMI to OMB. Total revision and focus only on administration of cleaning service contract entered by ERLSB	Mahalatchmy
F	13 July 05	Edited all section as PWB is the sole cleaning contractor. Included train polishing & Nightly cleaning	V.Vijendran
E	07 Aug. 03	Edited all section, SJSB and PWB administration under one procedure	V.Vijendran
D	12 June 03	Edit section 3.1.1, section 3.1.1.2, section 3.1.2, section 3.2 and section 3.3	V. Vijendran
C	19 Aug 02	Included train interior cleaning at terminal stations	Ham MW
B	12 Jul 02	Updates after Meeting with SJSB	Ham MW
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMO.M15112.NA.1001.D					
Issues To Consider	Checked (<i>Please mark X</i>)				Remarks
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 4 of 9	Administration of Cleaning Services - Stations

TABLE OF CONTENTS**Page**

1.	Purpose.....	5
2.	Scope, Distribution & Access	5
3.	Abbreviations, Definitions and References	5
4.	Station Cleaning.....	6
4.1.	Daily Inspections.....	6
4.2.	KPI Monitoring Checklist.....	6
4.3.	Verification of Attendance	6
4.4.	Verification of Scheduled and Special Works	7
4.5.	Handling of Complaints on Cleanliness Matters	7
5.	Train Cleaning at Terminal Stations	7
6.	Briefing by SAS and MRQ&E	7
7.	Monthly Coordination Meetings	8
8.	Possession.....	8
9.	Transporting Materials between Stations using Trains	8
10.	Domestic Waste Management	8
11.	Communication	8
12.	Failure to Comply	8
13.	Training.....	9
14.	Cleaning Machinery and Equipments	9
15.	Chemical Handling	9
16.	Storage of Equipment, Machinery and Chemical.....	9
17.	Appendices	9
17.1.	Appendix 1: Schedule 2 - Service and Specifications (Extract from Cleaning Services Contract).....	9
17.2.	Appendix 2: KPI Monitoring Checklist and Schedule (G00.OMO.M82100.ND.1002.*) ..	9
17.3.	Appendix 3: Servicing Times and Working Days (Extract from Cleaning Services Contract).....	9
17.4.	Appendix 4: Communication of Reporting Flow (G00.OMO.M82100.CY.1001.*)	9
17.5.	Appendix 5: Monthly Performance Report for Cleaning Services Contract (G00.OMO.M82100.ND.1001.*)	9
17.6.	Appendix 6: Summary of KPI Monitoring Checklist (G00.OMO.M82100.ND.1003.*)	9
17.7.	Appendix 7: Schedule 5 – Liquidated and ascertained damages & penalty fees (Extract from Cleaning Services Contract).....	9

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 5 of 9	Administration of Cleaning Services - Stations

1. Purpose

This procedure is to ensure proper administration of cleaning activities by Cleaning Services Contractor at stations.

2. Scope, Distribution & Access

The scope of the cleaning work is based on the Appendix 1 - Schedule 2: Service and Specifications provided in the Cleaning Services Contract.

This procedure is applicable to:

- Operations Station Supervisor (OSS) for the cleaning inspections and monitoring
- Operations Department (OPS) for the administration of the cleaning services and as the interface to Express Rail Link Sdn Bhd (ERLSB) in forwarding the monthly performance report
- Safety & Security (SAS) for safety management
- Infrastructure (INF) for any damages and missing items
- Management Representative Quality & Environment (MRQ&E) for environmental obligation

This document is available in E-MAS Operations Department portal.

3. Abbreviations, Definitions and References

E-MAS	ERL Maintenance Support Sdn. Bhd. Co. Reg. No. 199901023674 (498574-T)
ERLSB	Express Rail Link Sdn. Bhd. Co. Reg. No. 199601003493 (375839-H)
EDMS	Electronic Document Management System
KPI	Key Performance Indicator
HOD	Head of Department
CS	Cleaning Supervisor
CSC	Cleaning Service Contractor
OPS	Operations Department
OSS	Operations Station Supervisor
SAS	Safety and Security Department
INF	Infrastructure Department
PICOP	Person In-Charge Of Possession
KLS	Kuala Lumpur Sentral Station
BTS	Bandar Tasik Selatan Station
PCS	Putrajaya Cyberjaya Station
STS	Salak Tinggi Station
KLIA T1	Kuala Lumpur International Airport Terminal 1
KLIA T2	Kuala Lumpur International Airport Terminal 2
SAP	System Application Product
NCR	Non-Compliance Report
PPE	Personal Protective Equipment
MRQ&E	Management Representative Quality & Environment

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 6 of 9	Administration of Cleaning Services - Stations

4. Station Cleaning

The OSS shall be the person responsible for the following:

- Day to day inspection of the cleaning activities and verification of scheduled cleaning (as describe in Appendix 1 – Schedule 2: Service and Specifications)
- Perform KPI Monitoring on weekly schedule with CSC representative and submit to Station Executive for compilation (as described in Appendix 2 – Key Performance Indicator (KPI) Monitoring Checklist and Schedule)
- Verification of the attendance or the provision of the cleaning staff by the CSC at the stipulated working hours and days (as described in Appendix 3 – Servicing Times & Working Days)
- Handling of complaints by passengers or other personnel on cleanliness matters (as described in Appendix 4 – Communication of Reporting Flow)

The OSS shall communicate directly with the CS of the CSC on matters listed above.

4.1. Daily Inspections

The OSS shall carry out daily inspections at the station particularly to all the public area including platforms, concourses, walkway and toilets.

Any non-compliance found during inspection shall be notified to CS and recorded in the Station Journal. The OSS shall inform the CS on duty to resolve the non-compliance immediately. Repetition of non-compliance shall be treated as a non-conformance and Station Executive must be informed via e-mail.

Any damages or missing items to equipment, related to CSC, shall be reported to INF. Therefore, INF will create a notification in the SAP. All non-conformances including serial number of notifications in the SAP created by INF detailing the damages and missing items shall be compiled and tabulated in the Monthly Performance Report for Cleaning Services Contract (Appendix 5) and submitted to ERLSB latest by 15th of next month.

4.2. KPI Monitoring Checklist

KPI Monitoring Checklist is conducted on weekly basis as detailed below:

- Thrice a week at KLS including train turnarounds
- Once a week for all other stations

There shall be a minimum of 8 reports submitted weekly. The report shall be compiled and tabulated in a Summary of Key Performance Indicator (KPI) Monitoring Checklist (Appendix 6) and submitted to ERLSB latest by 15th of next month.

4.3. Verification of Attendance

The OSS shall verify the numbers of the cleaners provided at each station. OSS shall initial the CSC attendance logbook for verification.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 7 of 9	Administration of Cleaning Services - Stations

4.4. Verification of Scheduled and Special Works

The CS upon completion of the schedule and special works shall approach the OSS for verification of the works done. The OSS shall inspect and initial the form provided by the CS.

At the end of each month any non-conformances shall then be compiled and tabulated in the Monthly Performance Report for CSC (Appendix 5) and submitted to ERLSB latest by 15th of next month.

4.5. Handling of Complaints on Cleanliness Matters

Any issues/complaints by passengers or other personnel related to station cleanliness, ERLSB shall highlight to the OSS on duty at the respective stations. The OSS has to:

- Carry out immediate inspection
- Follow up the complaints with CS on duty
- Ensure the problem are being attended amicably
- Notify ERLSB

In case the issue is unsolved, OSS shall report to Station Executive for further action. Station Executive will update ERLSB on the outcome (refer to Appendix 4 for Communication of Reporting Flow).

5. Train Cleaning at Terminal Stations

Trains interiors are to be cleaned as per cleaning scope in Appendix 1. OSS on duty at terminal stations shall on random basis check the train interior cleanliness. The inspection will be conducted at the departure platform KLS and at platform KLIA Terminal 2 where the cleaning work is done.

Similar grading used for the station cleaning shall also be applied for the train cleaning inspection results.

6. Briefing by SAS and MRQ&E

A safety briefing in accordance to Safety Procedure G00.OMZ.M11451.NP.0006.*¹ will be conducted by SAS representative for all new cleaners before they are allowed to start work at the stations. They must understand all safety precaution to be taken and acknowledge that they have attended safety briefing. The CS shall be the responsible person to ensure that their subordinate adhere to the said procedure.

In addition, briefing the cleaners on environmental obligation according to Guidelines for Contractor Working in E-MAS (G00.OMQ.M11426.AH.1013. *) will be conducted by MRQ&E or the assigned person in-charge.

The CSC shall provide the updated list of its cleaners in the monthly report.

¹ Note: An asterisk (*) used to refer to the latest version, applicable for all pages in this procedure.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 8 of 9	Administration of Cleaning Services - Stations

7. Monthly Coordination Meetings

Monthly coordination meetings will be held with CSC, ERLSB, SAS and INF on a monthly basis. Any arising matters and NCR shall be discussed in the meeting.

8. Possession

There are a few areas that require a track possession before any cleaning work is conducted such as:

- Platform Screen Door (PSD) from the trackside at KLS, KLIA Terminal 1 and KLIA Terminal 2
- Track cleaning at the station platform

The CS shall request for the track possession via the Station Executive.

The OSS may become the PICOP and be responsible for the safety of the cleaners in the track possession area.

All cleaners must wear their own PPE (Orange Safety Vest) while working in the ERL tracks.

9. Transporting Materials between Stations using Trains

The Cleaning Contractor is allowed to use the trains to transfer materials between stations with the following conditions:

- Liaise with OSS on duty prior to material transfer
- Must be accompanied by the CSC personnel
- Only non-hazardous chemical is allowed to be transported via trains
- All non-hazardous chemicals transported must be labelled correctly
- Any spillage incident, CSC to ensure this is handled/managed in accordance with the Environmental Quality Act 1974 requirements, supervised by OSS and reported to the OCC

10. Domestic Waste Management

The CSC is responsible for domestic waste management including collection and transporting the waste from STS and BTS. At other stations, the waste is disposed at the waste disposal site provided by the owner of the premises.

11. Communication

Communication is made through mobile phone only. CSC to update CS mobile phone number and any changes must be informed via email.

12. Failure to Comply

The CSC must achieve a KPI >95%, if the KPI is lower, a penalty shall be imposed for each non-conformance (as described in Appendix 7 – Schedule 5: Liquidated and ascertained damages & penalty fees).

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M82100.CD.1001.	D	08.01.2025	Page 9 of 9	Administration of Cleaning Services - Stations

13. Training

The CSC to ensure their employees are trained and competent to perform the cleaning tasks, assessment of quality and environment standards, supervision and managing a cleaning contract.

14. Cleaning Machinery and Equipments

The CSC shall supply sufficient cleaning equipment and machinery. The OSS will randomly check the compliances according to the list.

15. Chemical Handling

The CSC shall use appropriate and approved chemicals. Each chemical must be labelled and have a Chemical Safety Data Sheet. The Safety Data Sheet should be kept at each chemical storeroom. Any new chemicals used should be informed and the Safety Data Sheet should be provided to SAS.

16. Storage of Equipment, Machinery and Chemical

All cleaning equipment, machinery and chemicals are stored in a safe and proper manner in the designated areas provided. The list of inventories should be put in place to ensure availability, sufficient and serviceable.

Storage areas shall be access by authorized personnel only.

17. Appendices

- 17.1. Appendix 1: Schedule 2 - Service and Specifications (Extract from Cleaning Services Contract)
- 17.2. Appendix 2: KPI Monitoring Checklist and Schedule (G00.OMO.M82100.ND.1002.*)
- 17.3. Appendix 3: Servicing Times and Working Days (Extract from Cleaning Services Contract)
- 17.4. Appendix 4: Communication of Reporting Flow (G00.OMO.M82100.CY.1001.*)
- 17.5. Appendix 5: Monthly Performance Report for Cleaning Services Contract (G00.OMO.M82100.ND.1001.*)
- 17.6. Appendix 6: Summary of KPI Monitoring Checklist (G00.OMO.M82100.ND.1003.*)
- 17.7. Appendix 7: Schedule 5 – Liquidated and ascertained damages & penalty fees (Extract from Cleaning Services Contract)