

ERL MAINTENANCE SUPPORT SDN BHD

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



CEO OFFICE

DOCUMENT CONTROL PROCEDURE

Ref. No. G00.OMM.M11160.DD.1003.B

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Release

Released:	Thomas Baake	Chief Executive Officer	02/08/2023	
Checked:	Suriani Farisa Md Isa	Human Resource	1 August 2023	
Checked:	Siti Fauzana Nor Mohd	Finance & Administration	17.07.2023	
Checked:	Sukhbir Singh	Safety & Security	12 July 2023	
Checked:	Gan Lee Hong	Procurement	24.07.23	
Checked:	Raefendy Ismail	Material Management	20.07.2023	
Checked:	James L. Boudville	Operations	13.07.23	
Checked:	Norhandee Nordin	Operations - Transportation	25.07.2023	
Checked:	Omar Zakir	Operations - Control Centre	14.07.23	
Checked:	Jayaraj Savarimuthu	Maintenance	26.07.2023	
Checked:	Norazman Abu Hassan	Rolling Stock	30.07.2023	
Checked:	Noel Devan	Systems	25 July 2023	
Checked:	Abdul Halim Baharom	Infrastructure	31.07.2023	
Checked:	Mohd Hisham	Project and Engineering	26/7/2023	
Checked:	Thomas Baake	Chief Executive Officer	02/08/2023	
Checked:	Haryati Khalil	CEO Office	12.07.23	
Checked:	Nurasyiqin Josni	CEO Office	05.07.23	
Author:	Muhammad Azim	CEO Office	28.06.23	
	Name	Department	Date	Signature

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Change Record and Configuration Control

B	15 Jun 2023	<ul style="list-style-type: none"> Update in accordance to latest Company Organisation Chart Ref.No. G00.OMG.M11110.BB.0005.* as per memo Ref.No. OMG.STF.M11110.1028.A Update digitalisation document processes Inclusion of review and update of periodically active documents date 	MdAzim
A	29 Mar 2021	<ul style="list-style-type: none"> Department Restructuring – New department name and codes as per Memo Ref.No. OMG.STF.M11110.1027.A & OMG.STF.M11110.1026.A Update the latest Company Organisation Chart Ref.No. G00.OMG.M11110.BB.0005.* Profile at a new location under CEO department carrying same code OMM <p><i>Note: Old Document Ref.No. G00.OMM.M11160.DD.1001.B</i></p>	MdAzim
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMM.M11160.DD.1003.B					
Issues To Consider	Checked (Please mark X)				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		Adequate
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1 Purpose

This document standardizes incoming, outgoing and internal correspondence processes and management of E-MAS technical documentation. It also serves as a guideline to all E-MAS personnel.

All personnel who generate or receive company correspondence and/or technical documents must adhere to the documentation procedure defined. This procedure is established in accordance with Clause 7.5 of both ISO 9001:2015 and ISO 14001:2015 standard requirements in relation to Documented Information.

2 Scope, Distribution & Access

This procedure applies to all E-MAS personnel and accessible via EDMS and E-MAS Portal.

This procedure does not cover any "Private & Confidential" correspondence for Human Resource Department (HRD) and Finance & Administration Department (FAD) i.e correspondence with 2 authorized signatories and other Private & Confidential documents define by these departments.

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)
DC	Document Controller
MR	Management Representative
DOCS	Document Organization Control System
P&C	Private and Confidential
EPC	Engineering, Procurement and Construction
CD	Compact Disc
EDMS	Electronic Document Management System
QEMR	Quality Environment Management Representative
CEO	Chief Executive Officer
HOD	Head of Department
MS ISO	Refers to ISO 9001:2015 and ISO 14001:2015
ERL-CRS System	Express Rail Link-Commuter Rail Service System
Official Copy	Hardcopy with the company circulation stamping and initial by CEO or the CEO's mandate
Documentation	Material that provides official information or evidence or that serves as a record

Correspondences consist of:

- Internal Memorandums/Minutes of Meeting/Reports/E-Mails
- External parties Letters/Faxes/E-mails to E-MAS

E-mail is used for daily correspondences and it becomes official when it is forwarded to DC for profiling in EDMS, refer to Clause 5 of Correspondence Process Flow. Changes made after profiled in EDMS, shall be processed separately.

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4 Documentation

There are two types of documents,

1. Correspondence
 - Correspondence is a written communication between partners or parties both internal and external to E-MAS.
2. Technical documents
 - Manuals
 - Listing (Checklist, Record, Catalog, etc)
 - Specifications & Guidelines
 - Procedures
 - Forms
 - Drawings
 - Calibration Certificates
 - Manufacturer's literature
 - Training materials
 - Permits
 - License

4.1 Incoming Correspondence

A written communication addressed to E-MAS or staff for information or action. All other documentation (e.g. invoices, delivery notes, maps, etc) with a cover letter will be processed according to the respective department's instructions. The incoming correspondences received either by mail, by hand, facsimile or email. Refer to Clause 5.1 Incoming Correspondences Process Flow.

Note: DC shall not be responsible for the collection and distribution of personal items (e.g. Parcels or Packages)

4.2 Outgoing Correspondence

A written communication with external parties. All outgoing correspondences shall use E-MAS letterhead and initialed (**blue ink**) at the bottom left-hand corner by the author of the document or their respective HOD, with the exception of letters issued by the CEO. Refer to Clause 5.2 Outgoing Correspondences Process Flow.

4.3 Internal Correspondence

A correspondence between departments in E-MAS. Refer to Clause 5.3 Internal Correspondences Process Flows. Internal correspondence are to be processed fully in digital / softcopy as defined through memo "Digitalisation Document Process" ref.no. OMG.STF.M11400.1001.A. DC will only accept the following documents from E-MAS Office Templates in digital format i.e. PDF format:

- Memo (Memorandum)
- Report
- MoM (Minutes Of Meeting)
- Executive Paper

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4.4 Technical Document

4.4.1 Technical Documents are mainly from the following sources.

- Operation and Maintenance Procedures/Manuals/Forms/Listing/Presentation Slide developed by E-MAS personnel
- As-built Drawings
- Manufacturers Literature, Suppliers Manuals, Presentation Slide, Text Books and Safety Data Sheets
- All external and training materials, including CDs given to DC. (Handling of any training materials will be done according to *HRD Training Procedure*¹)
- Calibration Certificates, Laboratory Reports, Monitoring Reports and Analysis Report/Certificates

4.4.2 Procedures and Maintenance Manuals when using E-MAS Office Template are to be processed fully in digital / softcopy as defined through memo "Digitalisation Document Process" ref.no. OMG.STF.M11400.1001.A.

5 Document Management and Correspondence Flow

DOCS Open is no longer available due to server-obsolences. Therefore files from DOCS Open were transferred and stored in the DC share folder; access to these files are only through DC.

The document originator from the respective department shall be responsible for assigning the corresponding reference number. DC may only assist in suggesting the reference codes when requested. If a technical document is to be incorporated into the system, it must have a code generated as per this procedure. Refer to *Documentation Manual*² for the reference codes.

The following documents will not be stamped. However, cover letters or waybills related to these documents shall be stamped to facilitate distribution:

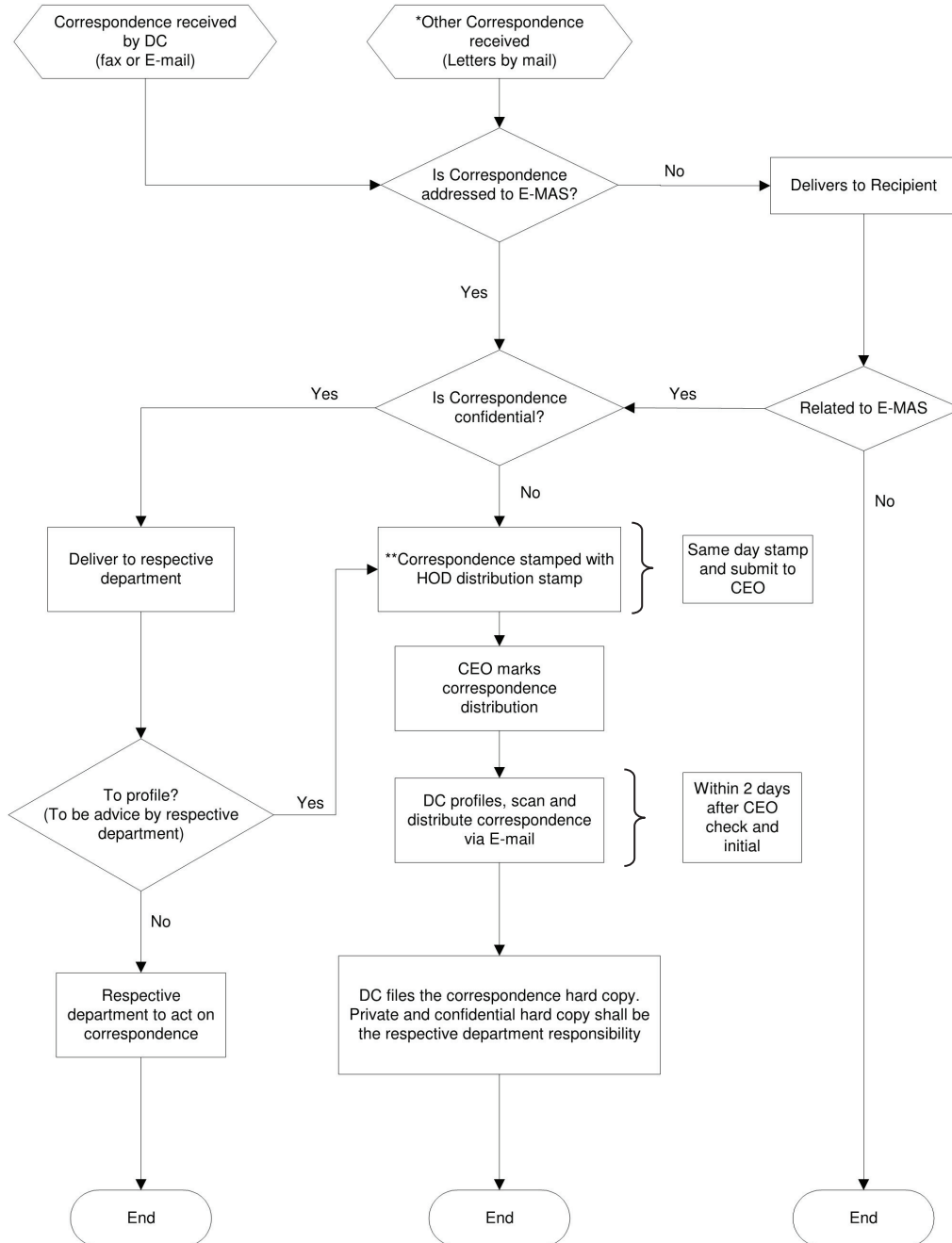
- Original contract and audit reports
- Original technical drawings
- Original purchase order and quotation
- Original financial documents - Invoice, Debit Note, Credit Note
- Other documents identified by the respective department HOD or the CEO

DC shall follow up the incoming correspondence on a monthly basis to ensure timely response by respective HODs. Monthly incoming correspondence will be forwarded to the respective HOD within seven (7) working days at the beginning of the month. HOD has ten (10) working days to feedback status on their respective incoming correspondence. DC will then compile all incoming correspondence with an updated status for record keeping and future references.

¹ & ² Refer Appendix

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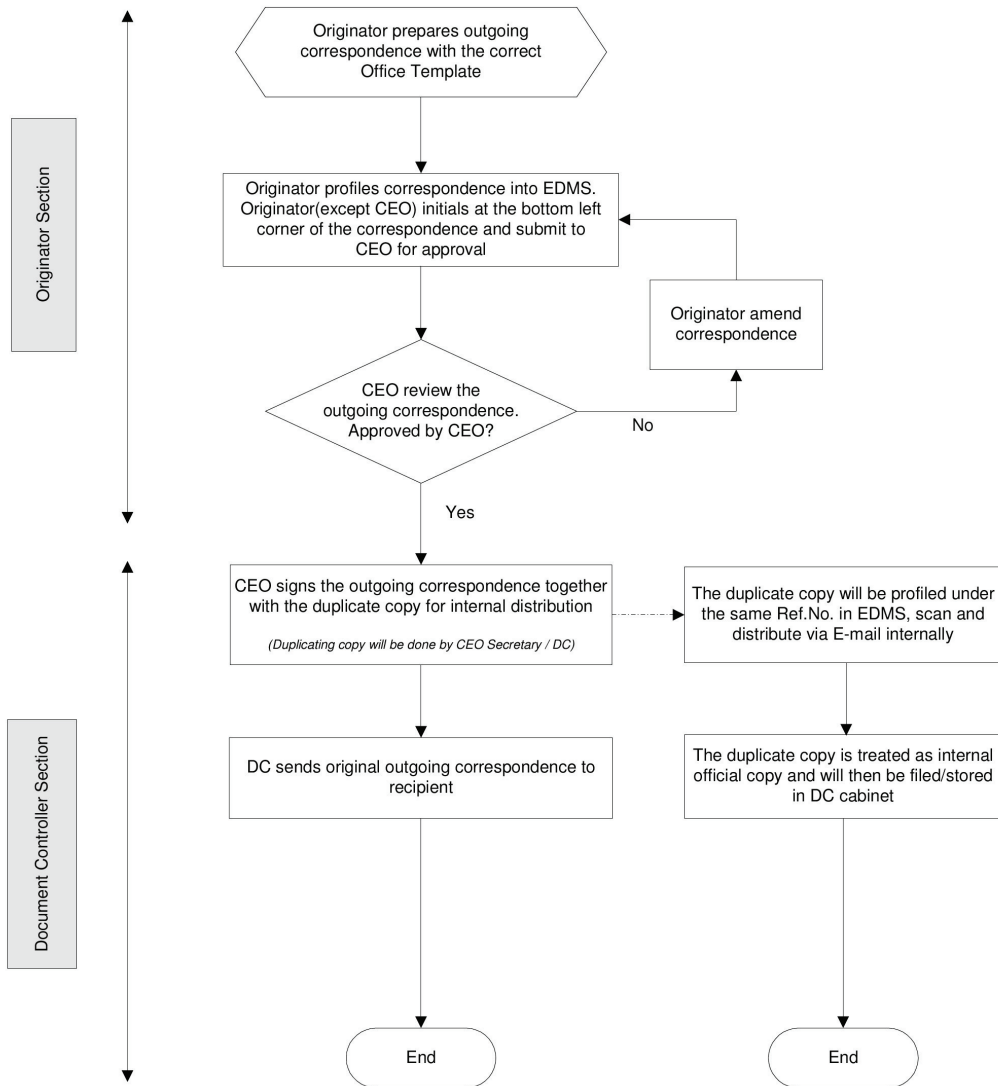
5.1 Incoming Correspondences Process Flow



Note:
 *All letters received will be sorted and delivered to the respective department the next working day.
 **Whether a correspondence is received by fax, email or postal, whichever come first is processed for distribution at once and stored together at the end of the process.

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5.2 Outgoing Correspondences Process Flow

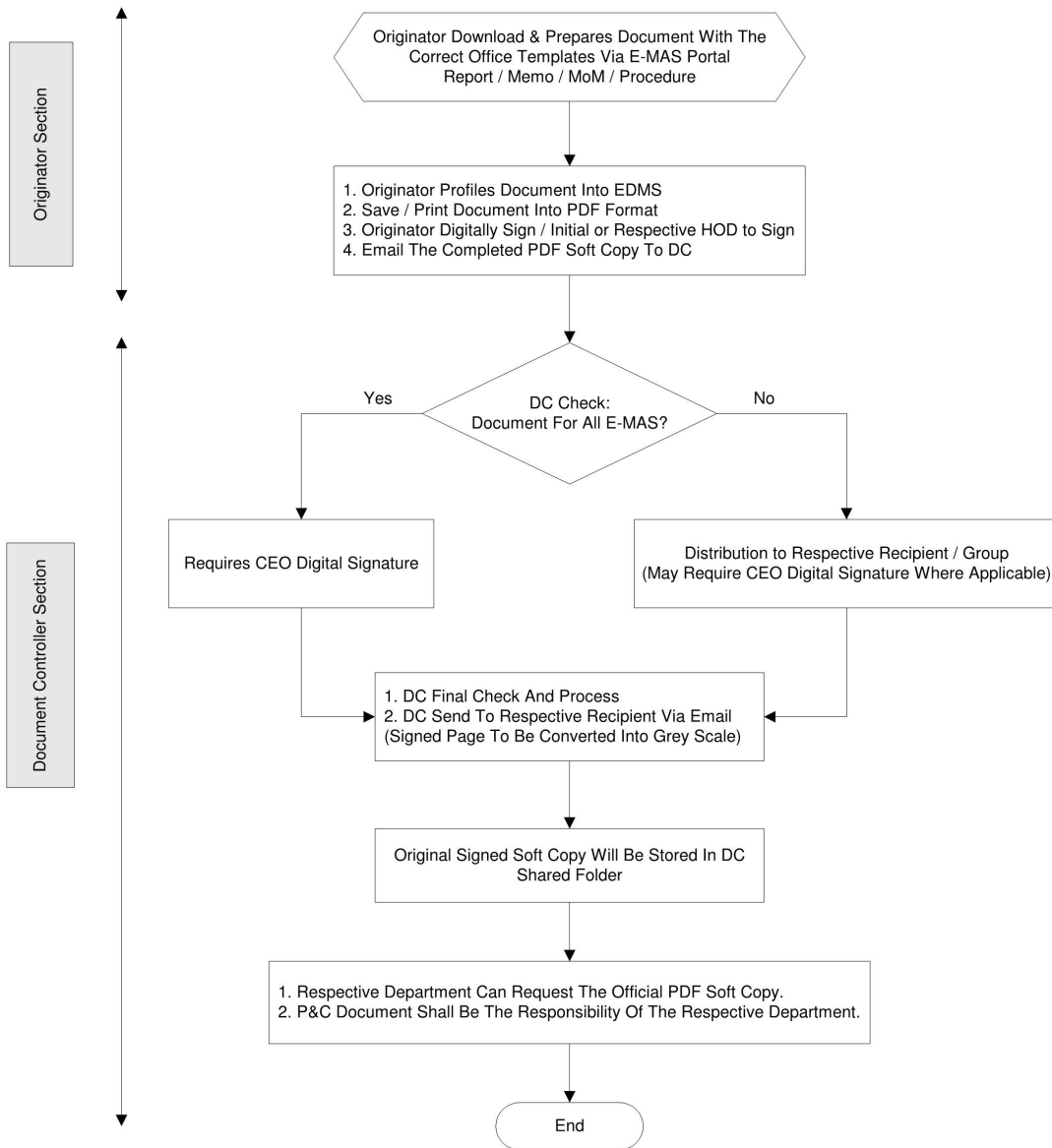


Note:
 Originator to give clear instruction to DC for specific processes / request.
 Respective department can request for the official copy(s) for their safe keeping.
 Managing of Private and Confidential correspondence shall be the responsibility of the respective department.
 The process flow is applicable when the correct office template is used

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5.3 Internal Correspondences Process Flow

Digitalisation Document Process Flow



Note:

1. Originator to give clear instruction to DC for any deviation processes / request.
2. All private and confidential document must clearly indicate before submitting to DC.
3. Originator is advised to inform DC if the document require CEO initial /remark before processing.
4. The process flow is applicable when the correct office template is used.

By: Document Controller

Ref.No. G00.OMM.M11400.BK.1003.A

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6 Profiling Paper Documents

Large size files or documents will not be stored in EDMS due to the limitation of server disk space but will be paper profiled with a reference number to identify files or documents.

Physical documents which are not stored in the EDMS e.g. charts, maps, blueprints, training manual, external material and P&C documents, shall be tracked. The owner or responsible department must identify the location of these documents for record purposes.

For assistance, please refer to DC.

7 Private and Confidential (P&C) and Urgent Documents

There are documents that require only the CEO's review and action. For any P&C documents, it can be immediately sent to the CEO without going through DC unless instructed otherwise. As such, the P&C documents are not required to be processed by DC. The signed document shall be forwarded directly to the responsible department for their onward action.

For HRD related documents, it must be handled by CEO Secretary or to be collected by HRD personnel. The responsibility of identifying and processing P&C documents is under the HOD of the respective departments.

Any department that is expecting any P&C or urgent correspondence shall make an arrangement with DC for immediate routing. In the absence of CEO (e.g. meeting, medical leave, etc), urgent correspondence can be distributed to the respective department via email by DC as advance information. Other correspondence will be treated as P&C or urgent if there's a specific remark on the document front page or the envelope.

8 Document Creation - Profiling in EDMS

8.1 Templates

User should always use the correct and latest office templates whenever they are creating a new document. E-MAS Office templates are available in the E-MAS portal under CEO Office or user may contact DC for assistance.

8.2 Access Rights

The document originator's is to determine the appropriate access rights in EDMS to ensure that the intended users can access the document.

8.3 Document Saving

When saving a document in EDMS the user must profile the document to get the auto generated reference code. Insert the references code in the document and save it. Attach the document in EDMS according to your reference number created.

Note: Only EDMS Administrator can delete a profile in EDMS System.

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8.4.1 Saving as “New Document”

Saving a New Document means the user creates a new document by using an office template.

8.4.2 Saving as “Edit Profile”

Saving as edit profile means saving after editing title, access rights, replacing attachment, updating incoming reference number and adding notes or comments under the same document reference number.

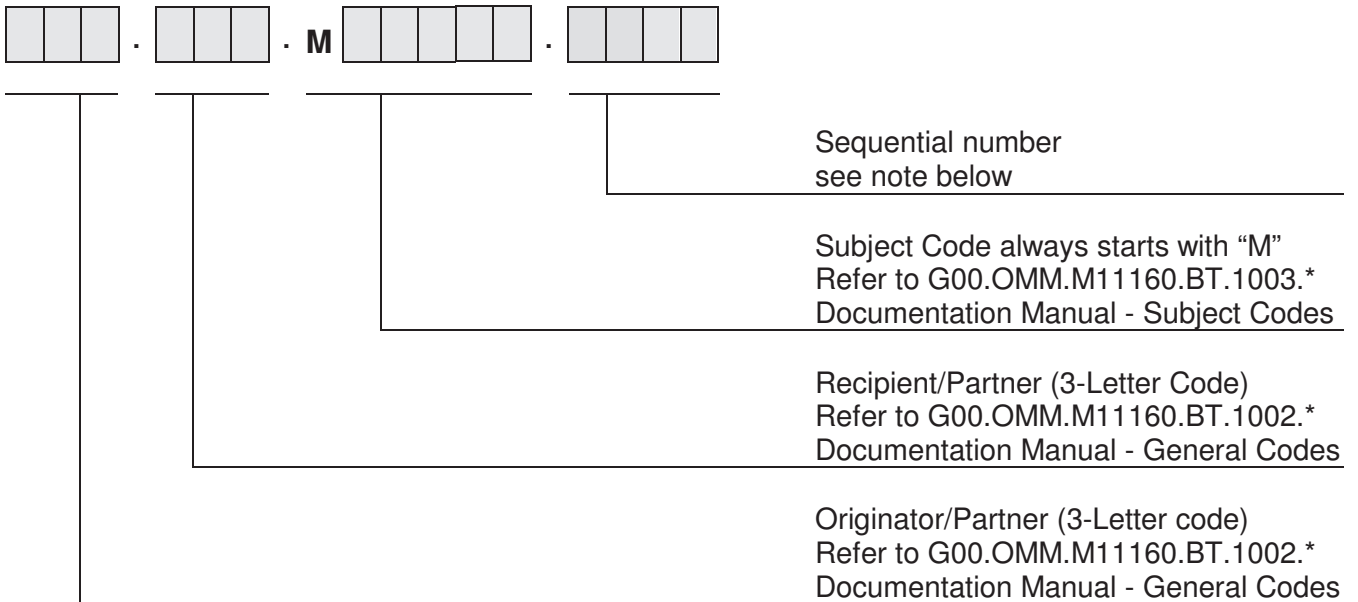
8.4.3 Saving as “New Version”

Saving a new version means to update a revised technical document in the EDMS.
 Note: User must disable all access rights for the previous version and stamp superseded on the hard copy front page.

9 Coding System for Correspondence and Technical Document

9.1 Coding system for incoming, outgoing and internal correspondence

Documents must be coded according to the following structure:



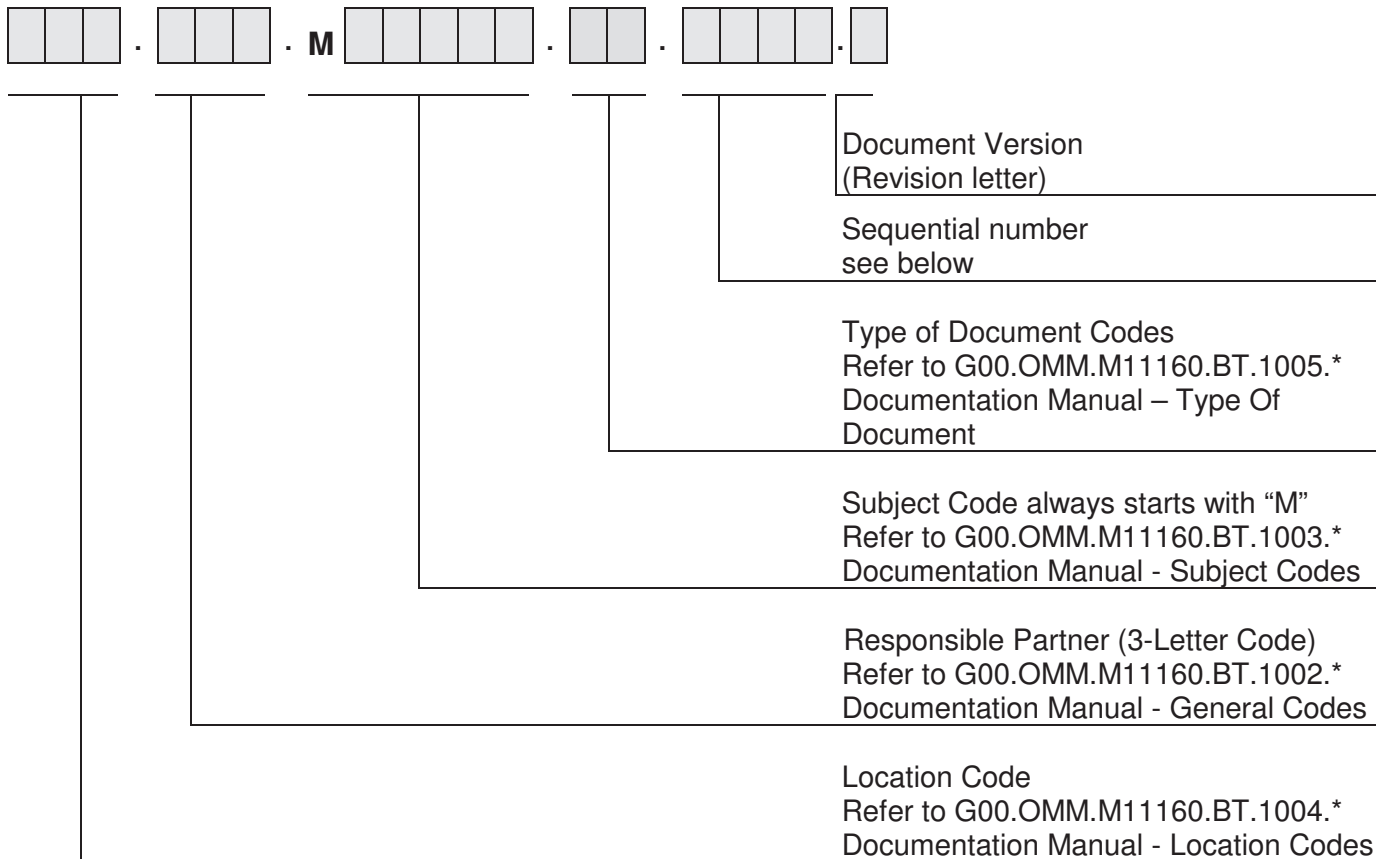
Note: The sequential number is a running 4-digit serial number for each partner combination and subject. The serial number is generated automatically by the EDMS. The sequential number will begin with 1xxx to identify the document profile in EDMS. **No new version allowed for these correspondences.**

Note: An asterisk (*) used to refer to the latest version.

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9.2 Coding system for Technical Documents

Documents must be coded according to the following structure:



New revisions of documents will be registered with a new revision code. A sequential letter (i.e. A, B, C) will identify the revision code. The first version will always be defined with the letter “A”. Users should enable track changes to enable readers to see the changes that have been made in the new version. A left vertical line in the adjacent left margin should appear next to spaces that have been changed.

The sequential number is a running serial number dependant upon each location code, responsible partner code, subject code and document type code.

An asterisk (*) is used to refer to the latest revision or latest running number.

- Example of referring to the latest version:
Documentation Manual Procedure - **G00.OMM.M11160.BT.1001.***
- Example of referring latest running number:
Administration Monthly Report update - **G00.OMM.M16260.RC.***

Note: All printed document should be defined with the latest revision code sequential letter.

Note: An asterisk (*) used to refer to the latest version

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10 Coding System for HR Documents

HR document coding system is similar to section 9 Coding System for Correspondence and Technical Document except documents are registered in sequential numbers under HR serial number record.

11 Computer Generated Documents without Signatures

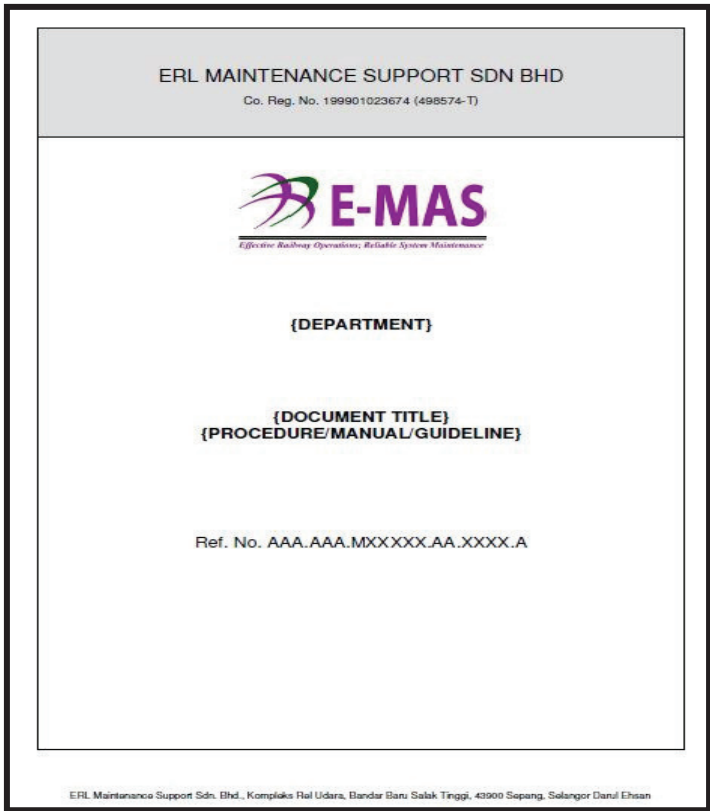
Certain documents i.e. correspondences to personnel for company activities, may not require any signature from the CEO. It is distributed as information to personnel. If such correspondences distributed, a clause should be included as per below, provided after approval from CEO.

“This is computer generated information. No signature is required”

12 Revision Control of Procedures

These sections serve as revision, control & management of procedure and other technical documents. This is established in accordance to Clause 7.5 of ISO 9001:2015 and ISO 14001:2015 Standards requirements in relations to Documented Information.

E-MAS procedures and manuals are defined as documents that are either company wide or departmental. It is effective upon the release by the relevant authorities i.e. CEO or departmental HOD. Procedure has to be created as per the Procedure template shown in Figure 1.



The image shows a template for the front page of a procedure document. It is enclosed in a black border. At the top, there is a grey header box containing the text "ERL MAINTENANCE SUPPORT SDN BHD" and "Co. Reg. No. 199901023674 (498574-T)". Below the header is the E-MAS logo, which consists of a stylized green and purple graphic followed by the text "E-MAS" and the tagline "Effective Railway Operations; Reliable System Maintenance". The main body of the page is white and contains the following text: "{DEPARTMENT}", "{DOCUMENT TITLE}", "{PROCEDURE/MANUAL/GUIDELINE}", and "Ref. No. AAA.AAA.MXXXXX.AA.XXXX.A". At the bottom of the page, there is a small grey footer box containing the text "ERL Maintenance Support Sdn. Bhd., Kompleks Rel Udara, Bandar Baru Salak Tinggi, 43900 Sepang, Selangor Darul Ehsan".

Figure 1 – Template Procedure Front Page

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13 Creating a New E-MAS Procedure and Manual

E-MAS procedures and manuals are to be prepared using the correct procedure template, located at E-MAS Portal.

A procedure or manual shall be saved as Technical Documents in EDMS as shown below in Figure 2 - Profile Selection Screen.

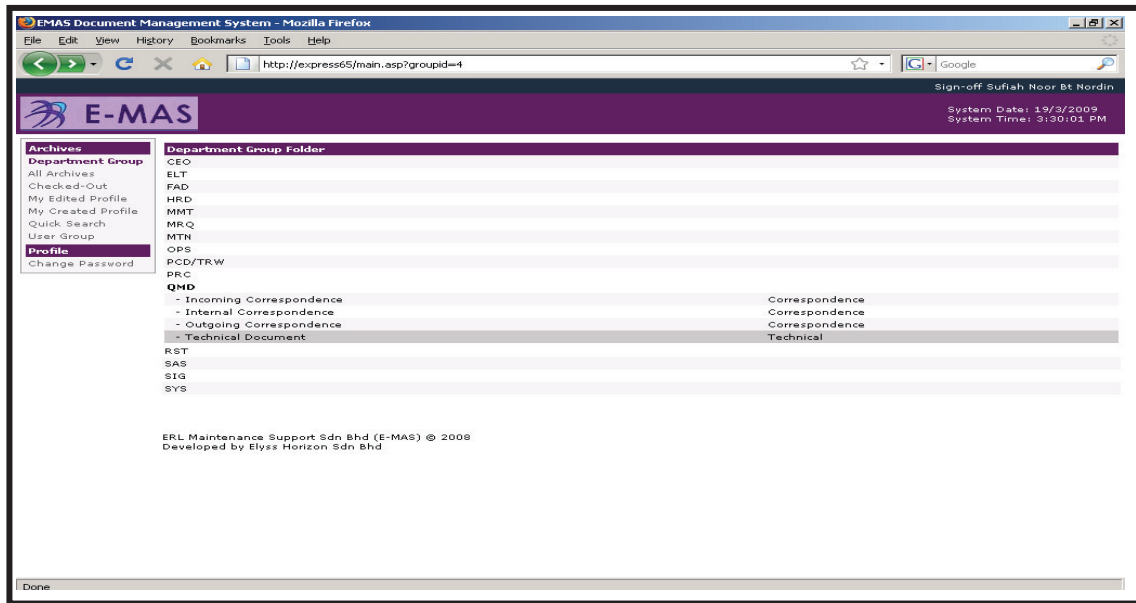


Figure 2 - Profile Selection Screen

When profiling a document the author must set the access rights of the intended recipients. Refer to the *Documentation Manual*² or request assistance from DC on how to apply the correct code to a procedure or manual.

After a procedure or manual is released, DC scans and converts to True-PDF format, stores and distributes an official version to the intended recipients via e-mail within three working days. The original signed (hardcopy) is then kept by DC. The scanned copy is made available in the E-MAS Portal. The respective department QEMR is to check and confirm the updated procedure is in the E-MAS portal. The MS-Word document will be accessible only to those who have the authority to revise it.

Document author decides on access as described in Section 2 - Scope, Distribution & Access in the procedure and/or manual itself. Refer to Figure 3 - Scope, Distribution & Access.

<p>2 Scope, Distribution & Access</p> <p>This procedure applies to all E-MAS personnel and access is given via EDMS and E-MAS Portal.</p>
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Figure 3 – Scope, Distribution & Access

² Refer Appendix

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To replace original documents, the author can give editing rights to a reviewer. Any changes shall be discussed with the Author. The updated document must be saved and re-attached in EDMS as shown below in Figure 4 - Replace Original.

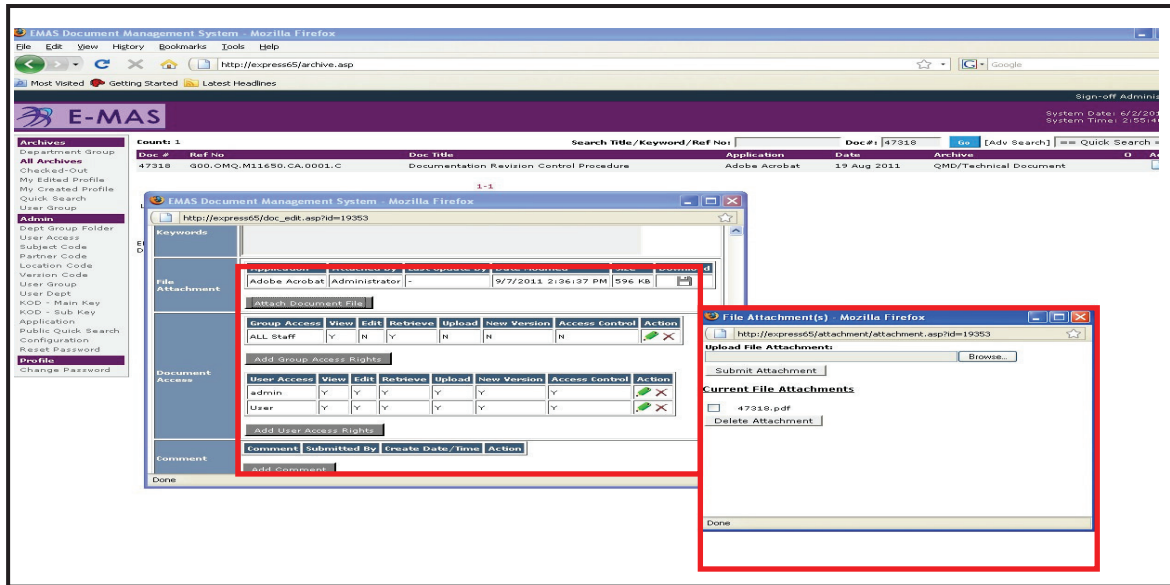


Figure 4 - Replace Original

13.1 Signing, Checking and Releasing Authority

Procedures for release shall be signed by the Author. HODs are required to check and sign procedures implemented throughout E-MAS. Departmental procedures are to be checked and signed by department HOD as releasing authorities. Immediate HOD shall sign documents that have been acknowledged and initialed by sub-group HOD.

The following parties are required to check and sign all E-MAS procedures and manuals:

- MR shall ensure E-MAS procedures and manuals comply with ISO QEMS requirements. e.g. Planning of Changes, ref clause 13.2.
- DC checks to ensure correct usage of templates, reference numbers. etc.
- HODs to ensure compliance to respective department procedures
- SAS HOD signature is mandatory when there are related matters regarding Safety and Security aspects

All company procedures will be released in True-PDF format and the releasing of procedures shall only be carried out by Document Controller, refer to Memo ref.no. OMM.HOD.M10100.1001.A.


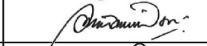


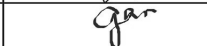







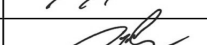



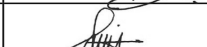
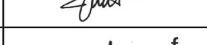

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The signing and releasing authority is governed by the *Signature Mandate Regulation procedure*³. A sample of signing, checking and releasing authority is shown in Figure 5 – E-MAS Procedure Release.

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Release

Released:	Name	Department	Date	Signature
	Thomas Baake	Chief Executive Officer	10/05/2023	
Checked:	Suriani Farisa Md Isa	Human Resource	14.04.2023	
Checked:	Siti Fauzana	Finance & Administration	07.04.23	
Checked:	Sukhbir Singh	Safety & Security	29 03 2023	
Checked:	Gan Lee Hong	Procurement	31.03.2023	
Checked:	Raefendy Ismail	Material Management	31.03.2023	
Checked:	James L. Boudville	Operations	29.3.23	
Checked:	Norhandee Nordin	Operations - Transportation	30.03.2023	
Checked:	Omar Zakir	Operations - Control Centre	30.03.23	
Checked:	Ham Mow Wai	Maintenance	10.04.2023	f 
Checked:	Anthony Arokianathan	Wayside	10.04.2023	f 
Checked:	Jayaraj Savarimuthu	Rolling Stock & Engineering	10.04.2023	
Checked:	Norazman Abu Hassan	Rolling Stock	10.04.23	
Checked:	Noel.D	Systems	3 April 2023	
Checked:	Abdul Halim Baharom	Infrastructure	10.04.23	
Checked:	Muhamad Dzulfaqar Yusoff	Project and Engineering	05.04.2023	
Checked:	Haryati Khalil	CEO Office	29.03.2023	
Checked:	Nurasyiqin Josni	CEO Office (DC)	29.03.2023	
Author:	Muhammad Azim Abdullah	CEO Office	29.03.2023	
	Name	Department	Date	Signature

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

Figure 5 - E-MAS Procedure Release

³ Refer Appendix

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13.2 Revising an E-MAS Procedure and Manual

E-MAS procedures can be revised as authorized by department HOD and is also responsible to determine the required access rights setting.

When a procedure and manual is revised, changes must be tracked using the “Track Changes” tool in MS-Word as shown below in Figure 6 - Track Changes Settings.

Track Changes Setting results in a vertical line on the left side of the document to highlight user of the changes.

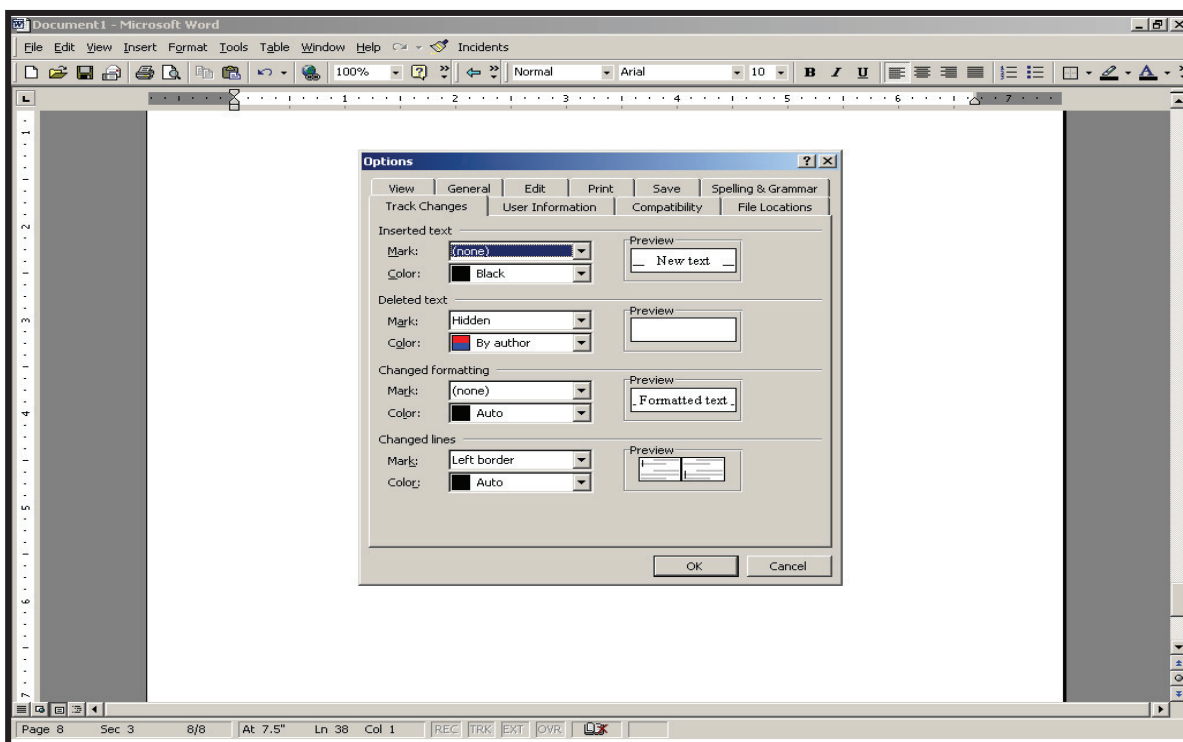


Figure 6 - Track Changes Settings

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
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The author shall complete the Change Record and Configuration Control table indicating the changes in the new version of the document, as shown in Figure 7 - Change Record and Configuration.

Change Record and Configuration Control			
Revision	Date	Modification	Name
B	03 Jan 2020	Revised to improve processes and control of documents.	MdAzim
A	03 Jan 2019	<ul style="list-style-type: none"> Department Restructuring – New department name and code as per Memo Ref.No. OMG.STF.M11110.1019.A & OMG.STF.M11110.1020.A Document revised as new version under new department code OMM. <p><i>Note: Old Document Ref.No. G00.OMQ.M11160.DD.0001.E</i></p>	Md Azim

Figure 7 - Change Record and Configuration

Note: Author shall maintain all revision history from start until current version to ensure full tracking of the document. For new document, authors are advice to make reference to superseded version (if any).

13.2 Planning of Changes

When a procedure or manual is created as new or being revised, the changes shall reflect the ISO requirements as shown in Figure.9 - Planning of Changes. Document author or the respective HOD shall add additional information on the remark columns when the answer is checked “Yes”. This is in accordance to clause 6.3 Planning of changes in the ISO 9001:2015.

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

Figure 9 – Planning of Changes

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
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14 Cross-Reference to Other Documents

Cross-referencing of procedure shall be limited as much as possible. If deemed necessary, the author shall identify the referred document only by the document name, followed by a footnote number. Subsequently the referred footnotes are to be reflected in the appendix section of the procedure.

14.1 Manuals and Drawings

As build drawings are stored in DC compactors as per *Manuals and Drawings List*⁴. This listing can be obtained from DC. Department wish to obtain this document shall contact DC and sign-in a log book and sign-off upon return to ensure traceability of document. User shall ensure items borrowed are complete and intact before returning to DC.

Any new technical documents received by departments shall be forwarded to DC for safe keeping and availability. Similarly should there be any revision and changes, DC has to be updated by the respective department. Access to these documents is controlled by DC.

15 Document Control, Review and Update

15.1 Controlled Documents

For new or revised procedure, the originator shall distribute to respective HODs for checking and feedback. The HODs is then to feedback their comments within 5 working days. If no feedback received, the originator shall proceed distribute to relevant or all HODs in PDF format for signatures before sending to CEO for release.

Procedures shall be reviewed on a timely manner or at least every 3 years. Should there be no changes in its conformity, the process owner shall indicate its review status in their department's record matrix and inform DC. Subsequently, DC shall update the E-MAS Procedure List⁵ to reflect the current status. Operational memos, Working Instruction or changes accumulated for the year shall be updated into the procedure.

Documents such as checklist, register, matrix and etc. shall be reviewed on a timely manner. Should there be no changes, the process owner shall update the review date on the document and no new version to the document is needed.

In the event of organisation restructure that may involve change in the department code, the new revision of a document should begin with version A.

When a new revision of a procedure is released, the official hard copy must be stamped "SUPERSEDED" on the front page and archived. Access rights for the superseded official scanned copy shall be removed by DC. DC shall update the *E-MAS Procedure List*⁵ within 3 working days after the procedure is released.

⁴ & ⁵ Refer Appendix

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
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15.2 Uncontrolled Documents

All E-MAS employees are to ensure that their department use only controlled documents. All printed version are considered as uncontrolled copies, only documents in EDMS are accepted controlled copies. Each user is responsible to ensure that the documents printed are the latest version as in EDMS. User to make reference to DC for any doubt on the document versions.

15.3 Forms

A form is an online or a printed document with spaces in which to write elements of information, data, etc. Forms can be created based on department requirements. Any revision to a form must be reflected in the relevant procedure latest by the next review. Forms update shall be under respective department management and to forward a new or updated form to DC for immediate E-MAS Portal update. The respective department is responsible to release and inform the latest changes to the relevant parties.

16 Appendix

List of documents in this procedure.

No	Title	Reference Number
1	HRD Training Procedure	G00.OMH.M10580.SD.0006.*
2	Documentation Manual	G00.OMM.M11160.BT.0001.*
3	Signature Mandate Regulation Procedure	G00.OMM.M11160.CA.1001.*
4	Manuals and Drawings List	G00.OMM.M10100.CZ.1014.*
5	E-MAS Procedure List	G00.OMM.M10100.CZ.1013.*

Note: An asterisk (*) used to refer to the latest version.