

**ERL MAINTENANCE SUPPORT SDN BHD**

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




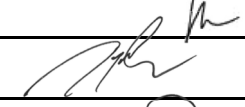
**CEO OFFICE**

**ENVIRONMENTAL MANAGEMENT PROCEDURE**

Ref. No. G00.OMQ.M11412.AF.1002.B

| Location      | Reference              | Rev. | Date         | Page No.     | Document Name                      |
|---------------|------------------------|------|--------------|--------------|------------------------------------|
| E-MAS Offices | G00.OMQ.M11412.AF.1002 | B    | 17 June 2025 | Page 2 of 17 | Environmental Management Procedure |

## Release

|                  |                                 |                                 |              |   |
|------------------|---------------------------------|---------------------------------|--------------|---|
| <b>Released:</b> | Dr. Hassan Alsalamat            | Chief Executive Officer         | 30.06.2025   |    |
| <b>Checked:</b>  | Ham Mow Wai                     | Asset Management                | 30.06.25     |    |
| <b>Checked:</b>  | Jayaraj Savarimuthu             | Maintenance                     | 24.06.2025   |    |
| <b>Checked:</b>  | Noel Devan                      | Systems                         | 24 June 2025 |    |
| <b>Checked:</b>  | Norazman bin Abu Hassan         | Rolling Stock                   | 23.06.2025   |    |
| <b>Checked:</b>  | Abdul Halim bin Baharom         | Infrastructure                  | 23.06.2025   |   |
| <b>Checked:</b>  | James L. Boudville              | Operations                      | 23.6.25      |  |
| <b>Checked:</b>  | Norhandee bin Nordin            | Operations – Drivers & Stations | 23.06.2025   |  |
| <b>Checked:</b>  | Omar Zakir bin Ibrahim          | Operations - Control Centre     | 23.06.25     |  |
| <b>Checked:</b>  | Suriani Farisa binti Md Isa     | Human Resource                  | 19-Jun-2025  |  |
| <b>Checked:</b>  | Siti Fauzana Nor binti Nor Mohd | Finance & Administration        | 18 June 2025 |  |
| <b>Checked:</b>  | Raefendy bin Ismail             | Material Management             | 18.06.2025   |  |
| <b>Checked:</b>  | Gan Lee Hong                    | Procurement                     | 18.06.25     |  |
| <b>Checked:</b>  | Sukhbir Singh                   | Safety & Security               | 18.06.25     |  |
| <b>Checked:</b>  | Muhammad Azim bin Abdullah      | CEO Office                      | 18.6.25      |  |
| <b>Author:</b>   | Haryati binti Khalil            | CEO Office                      | 17 June 25   |  |
|                  | <b>Name</b>                     | <b>Department</b>               | <b>Date</b>  | <b>Signature</b>  |

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

| Location      | Reference              | Rev. | Date         | Page No.     | Document Name                      |
|---------------|------------------------|------|--------------|--------------|------------------------------------|
| E-MAS Offices | G00.OMQ.M11412.AF.1002 | B    | 17 June 2025 | Page 3 of 17 | Environmental Management Procedure |

## Change Record and Configuration Control

| B        | 17 June 25 | Revised to reflect Department Restructuring – New department name as per E-MAS Organisation Chart, ref no: G00.OMG.M11110.BB.0005.AK  | Haryati |
|----------|------------|---|---------|
| A        | 23 July 21 | Revised to reflect Department Restructuring – New department name as per E-MAS Organisation Chart, ref no: G00.OMG.M11110.BB.0005.*<br><br>Significant change at para 7.2,7.4,8.1,8.2,8.3 and 9.2<br>Note: Previous document ref no. G00.OMQ.M11422.AF.1001.B | Haryati |
| Revision | Date       | Modification  | Name    |

| Planning Of Changes Reference For Revision: G00.OMQ.M11412.AF.1002.B      |                         |   |    |   |         |
|---|-------------------------|---|----|---|---------|
| Issues To Consider  | Checked (Please mark X) |   |    |   | Remarks |
| 1) Is there any negative impact?  | YES                     |   | NO | X |         |
| 2) Will the integrity of QEMS be affected?                                | YES                     |   | NO | X |         |
| 3) Are 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 Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 4 of 17    | Environmental Management Procedure |

**TABLE OF CONTENTS****Page**

|       |   |      |
|-------|---|------|
| 1     | Purpose .....   | 5    |
| 2     | Scope, Distribution and Access .....                              | 5    |
| 3     | Reference, Abbreviation and Definitions .....                     | 5    |
| 4     | EMS Process Map .....   | 7    |
| 5     | Environmental Aspects .....                                       | 7    |
| 5.1   | Objective .....   | 7    |
| 5.2   | The Management of Environmental Aspects .....                     | 7    |
| 5.2.1 | Identifying Environmental Aspects and Environmental Impacts ..... | 7    |
| 5.2.2 | Significance Determination .....                                  | 8    |
| 5.2.3 | Reviewing of Environmental Aspects and Environmental Impact ..... | 8    |
| 6     | Environmental Objective .....                                     | 10   |
| 6.1   | Objective .....   | 10   |
| 6.2   | The Management of Environmental Objective .....                   | 10   |
| 7     | Operational Control .....   | 11   |
| 7.1   | Objective .....   | 11   |
| 7.2   | Operational Control .....   | 11   |
| 7.3   | Documented Operating Procedures .....                             | 12   |
| 7.4   | Pollution Control and Waste Management .....                      | 12   |
| 8     | Emergency Preparedness and Response .....                         | 12   |
| 8.1   | Objective .....   | 12   |
| 8.2   | The Management of ERP (incident with Environmental Impact) .....  | 13   |
| 8.3   | Oil and Chemical Spillage Management .....                        | 13   |
| 9     | Compliance Obligation .....                                       | 14   |
| 9.1   | Objective .....   | 14   |
| 9.2   | Responsibilities .....  | 14   |
| 10    | Communication .....   | 14   |
| 10.1  | Objectives .....  | 14   |
| 10.2  | Internal Communication .....                                      | 15   |
| 10.3  | External Communication .....                                      | 15   |
| 11    | Checking .....  | 15   |
| 11.1  | Monitoring and Measurement and Evaluation of Compliance .....     | 15   |
| 11.2  | Objective .....   | 15   |
| 11.3  | Responsibilities .....  | 15   |
| 11.4  | Evaluation of Compliance .....                                    | 15   |
| 12    | Appendices .....  | 16   |
| 12.1  | Reference Code .....  | 16   |
| 13    | Appendix A .....  | 1718 |

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 5 of 17    | Environmental Management Procedure |

## 1 Purpose

The purpose of this procedure is to address the management of the following ISO 14001:2015 Environmental Management System [EMS] requirements, i.e.:

- i. Environmental Aspects
- ii. Objectives, Targets and Programmes
- iii. Operational Control
- iv. Emergency Preparedness and Response
- v. Legal and Other Requirements
- vi. Communication
- vii. Monitoring and Measurement
- viii. Evaluation of Compliance

## 2 Scope, Distribution and Access

This procedure applies to business operations to meet existing Environmental requirements as defined in the Quality and Environmental Management System Manual<sup>1</sup>.

Distribution and access are to be given to all E-MAS employees via EDMS and E-MAS's portal.

## 3 Reference, Abbreviation and Definitions

|          |  |
|----------|--|
| Abnormal | Activities conducted during the breakdown  |
| APAD     | Agensi Pengangkutan Awam Darat   |
| CEO      | Chief Executive Officer  |
| COPEMMEC | Compliance Obligations, Performance Monitoring, Measurement and Evaluation of Compliance |
| CP       | Competent Person/s   |
| EAEI     | Environmental Aspect Environmental Impact  |

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 6 of 17    | Environmental Management Procedure |

|                                     |  |
|-------------------------------------|--|
| EDMS                                | Electronic Document Management System  |
| E-MAS                               | ERL Maintenance Support Sdn. Bhd. Co. Reg. No. 199901023674 (498574-T)   |
| EMP                                 | Environmental Management Program   |
| Emergency                           | Incidents, e.g., fire, chemical spillage, etc  |
| EMS                                 | Environmental Management System  |
| EO                                  | Environmental Objective  |
| ERLSB                               | Express Rail Link Sdn. Bhd. Co.Reg.No.199601003493 (375839-H)  |
| ERL                                 | Express Rail Link, also known as KLIA Ekspres  |
| ERP & ICS                           | Emergency Response Plan Incorporated With Incident Command System  |
| EMP                                 | Environmental Management Plan/Program  |
| Environmental Aspects (EA)          | Elements of the Company's activities, products or services that can interact with the environment. A significant environmental aspect has or can have a significant environmental impact |
| Environmental Impact (EI)           | Any change to the environment, whether adverse or beneficial, wholly or partially resulting from the company's environmental aspects   |
| EPMC                                | Environmental Performance Monitoring Committee. Refer to EPMC Organisation chart, G00.OMQ.M11110.BB.1004.*   |
| HOD                                 | Head of Department   |
| ISO                                 | Refers to ISO 9001:2015 and ISO 14001:2015, respectively   |
| MTN, SAS and other department codes | Refer to Department codes as per G00.OMG.M11110.BB.0005.*  |
| MR                                  | Appointed Management Representative for Quality (ISO 9001) and Environmental (ISO 14001)   |
| Normal                              | Activities conducted during normal conditions  |

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 7 of 17    | Environmental Management Procedure |

|      |   |
|------|---|
| PIC  | Person In Charge                                    |
| QE   | Quality and Environmental                           |
| QEMR | Quality and Environmental Management Representative |
| QEMS | Quality and Environmental Management System         |
| SOP  | Standard Operating Procedure                        |

#### **4 EMS Process Map**

The sequence of the EMS Process Map<sup>1</sup> can be referred to in Appendix A.

#### **5 Environmental Aspects**

##### **5.1 Objective**

E-MAS determines the environmental aspect and associated impacts of its activities and services that it can control or influence with consideration of the life cycle perspective. The relevant aspects will be reviewed regularly to ensure that all current aspects have been identified and that they are correctly prioritized.

##### **5.2 The Management of Environmental Aspects**

The following will be utilized to identify the aspects and impacts and to determine significance:

###### **5.2.1 Identifying Environmental Aspects and Environmental Impacts**

The Relevant Department identified its EAEI assessor, who is responsible for carrying out the EAEI exercise [hereinafter called EAEI Team], led by MR. EAEI Team shall undertake the identification and evaluation of EA and the associated impacts.

The EAEI Team shall brainstorm and ensure full coverage of activities/services annually or on an ad-hoc basis.

Tasks like maintenance, start-up, shut down, emergency response, etc., shall be considered in the classification of work activities. All activities that are likely to cause a significant impact shall be identified and shall be considered as normal, abnormal, or emergency conditions.

When identifying EA, the following are to be considered wherever possible:

- Emissions to air (Air pollution, ozone layer depletion, global warming, acid rain, etc.)

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 8 of 17    | Environmental Management Procedure |

- Discharges to watercourses (Water pollution, including surface water and groundwater contamination, etc.)
- Disposal to land (Land/soil pollution, e.g., soil contamination, etc.)
- Noise pollution
- Generation of wastes (e.g., solid, liquid, gaseous)
- Depletion of natural resources (e.g., depletion of diesel, gas etc.)

EAEI assessment data will be consolidated into a matrix, i.e., EAEI Assessment. EAEI on-site assessment would also be carried out as and when required.

#### **5.2.2 Significance Determination**

EA will be evaluated using the criteria and scoring as derived in the Risks and Opportunities Management Guideline<sup>1</sup>.

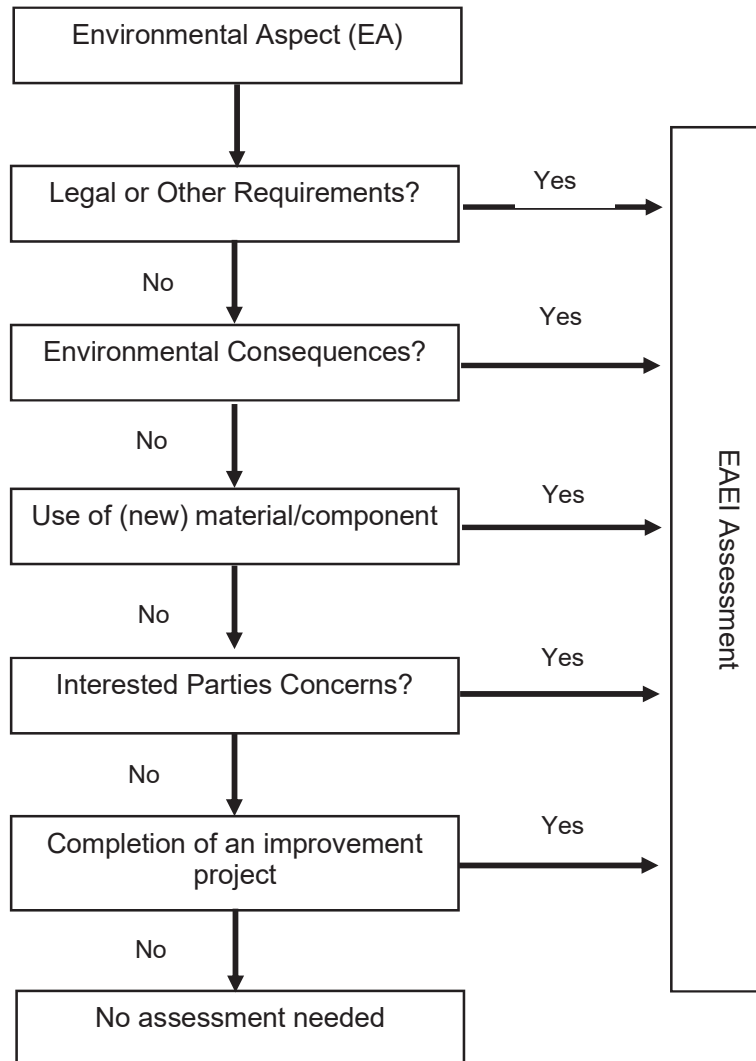
#### **5.2.3 Review of Environmental Aspects and Environmental Impact**

The objective of reviewing the EAEI assessment is to identify and determine any potential risk, significant aspects and subsequent mitigation measures while ensuring compliance with legal and other requirements.

The assessment will be based on the following diagram;



| Location      | Reference              | Rev. | Date         | Page No.     | Document Name                      |
|---------------|------------------------|------|--------------|--------------|------------------------------------|
| E-MAS Offices | G00.OMQ.M11412.AF.1002 | B    | 17 June 2025 | Page 9 of 17 | Environmental Management Procedure |



The EAEI Team shall review the EAEI Assessment Matrix<sup>1</sup> of environmental aspects and updates whenever there is a:

- Legal or other requirements to which E-MAS subscribes (refer to COPEMMMEC<sup>1</sup>). Environmental consequences, i.e. changes (adverse or beneficial) to land, water and air pollution, noise emission, scheduled waste generation, electricity or water usage
- Use of (existing/new) material, i.e. change or new material used in the existing process that may have an impact to the environment, e.g. new chemical/ mineral oil in large volume (>50L/kg) or usage of parts/ components that need special disposal requirements

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 10 of 17   | Environmental Management Procedure |

- Interested parties' concerns, i.e. ERLSB, Government Agencies (DOE, APAD and e.t.c.), communities along the corridor and passengers.
- Upon completion of an improvement project.

The HOD shall notify the MR of any of the above developments. HOD to provide the process flow of the process and supporting documents such as:

- Manual
- Guideline/ SOP/ Technical Instruction
- Checklist
- SDS (if applicable)

The EAEI Team shall then finalize with the EAEI Assessment Matrix<sup>1</sup> and inform the findings to relevant HOD for necessary action to be taken to minimize the impact.

EAEI Assessment Matrix<sup>1</sup> would be used by the Management to prioritize significant EAEI and decide which identified significant aspects should be used in the EO<sup>1</sup>.

## **6 Environmental Objective**

### **6.1 Objective**

The setting up of EO<sup>1</sup> will help to translate the environmental goals into measurable results and be integrated into E-MAS Key Performance Indicator<sup>1</sup> or other management programs if deemed necessary by the Management.

### **6.2 The Management of Environmental Objective**

Objectives and targets shall take into consideration the following:

- QE Policy<sup>1</sup>
- QE Objectives<sup>1</sup>
- Significant aspects
- Continual Improvement
- Compliance obligation
- Risks and Opportunities

The EO<sup>2</sup> will be reviewed, discussed and approved during the Management Review Meeting. The relevant HODs will be responsible for planning, identifying, and putting into action the EMP for their significant aspects to meet the approved objectives and targets.

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 11 of 17   | Environmental Management Procedure |

The approved EO<sup>1</sup> will be disseminated to all employees through email and other means of communication.

When planning these programs, E-MAS shall consider its technological options, financial, operational and business requirements.

The respective HOD to request the CEO's approval in writing should there is a deviation from the approved EO<sup>1</sup>.

## **7 Operational Control**

### **7.1 Objective**

- E-MAS established, implemented, controlled and maintained the processes needed to fulfill the EMS requirements, consistent with its QE Policy<sup>1</sup> and QE Objectives<sup>1</sup> and Risks and Opportunities<sup>1</sup>.

### **7.2 Operational Control**

E-MAS ensures that the outsourced processes are controlled or influenced, consistent with the life-cycle perspective. E-MAS has:

- Determine its environmental requirements for the procurement of products and services as appropriate
- Communicate its environmental requirements to external providers, including contractors and suppliers

EPMC was formed (consists of CP, PIC, and identified handlers) and from time to time, the team will meet up to discuss the E-MAS's Environmental Performance status

EPMC is responsible for updating the Management on:

- E-MAS environmental performance
- Any updates or changes in the relevant statutory requirements that may have an impact on E-MAS processes or services.
- Improvements to mitigate identified risk

The relevant Department is required to:

- Control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary
- Continually review the significant aspects list to determine all the operations and activities associated with these aspects that necessitate operational control
- Establish, implement and maintain a documented procedure(s) to control situations where their absence could lead to deviation from the QE Policy<sup>1</sup> and QE Objectives<sup>1</sup>.
- Identify any gaps or deviation from the QE Policy<sup>1</sup> and QE Objectives<sup>1</sup> and addressed them through the relevant procedure
- Checks to ensure that operating criteria in the procedure(s) are specified where necessary

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 12 of 17   | Environmental Management Procedure |

- Ensure any person(s) performing a task for it or on behalf that has the potential to cause a significant EI(s) identified by the Department is competent based on appropriate training, education or experience and shall retain associated records

### **7.3 Documented Operating Procedures**

Establishing operating procedures related to significant aspects shall be the responsibility of the respective Department.

This procedure shall cover the operations and processes, including parameters in which the process will operate, which may have a significant impact on the environment and will reflect E-MAS's QE Policy<sup>1</sup> and its EO<sup>1</sup>.

Operating procedures shall be updated as necessary following internal or external audits, new legislation, or reflecting working practices or new processes adopted by the respective Department.

### **7.4 Pollution Control and Waste Management**

The requirements for pollution control and waste management shall be identified during EAEI assessment and monitored through COPEMMEC<sup>1</sup> or EMP by the relevant Department.

Pollution control includes train washing and sewerage treatment plant discharge samplings, generator sets noise and air emission level monitoring etc.

Scheduled Waste management includes identification, notification, labeling, storing and disposal of the Scheduled Wastes generated. The details of the Scheduled Wastes management can be referred to the Workflow for Asset Retirement, Scheduled Wastes and Scrap Management<sup>1</sup>.

The Department is responsible (with the advice from CP or PIC) to ensure that any criteria or guidelines set by DOE or any other local authorities are adhered to and are met.

All staff, including HOD's are required to refer to the Safe Chemical Management Guideline<sup>1</sup> to ensure all environmental requirements are adhered to and addressed.

All records are to be retained as per Document Structure & Record Matrix Procedure<sup>1</sup>.

## **8 Emergency Preparedness and Response**

### **8.1 Objective**

To establish, implement and maintain a procedure(s) to identify potential emergencies and potential accidents that can impact/s on the environment and how it will respond to them.

It is a requirement by APAD for all railway operators to conduct an emergency response exercise once every year to assess the operator's level of preparedness against any emergencies. The emergency scenarios for the ERP, planned to be adopted for the exercise, are based on APAD's approval.

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 13 of 17   | Environmental Management Procedure |

## 8.2 The Management of ERP (incident with Environmental Impact)

Emergency Response Plan Incorporated with Incident Command System<sup>1</sup> shall be referred in managing emergencies and the model tool for command, control and coordination of the response.

The Emergency Response Plan Incorporated with Incident Command System<sup>1</sup> includes any potential impacts to the environment arising from the possible emergencies that may occur. It shall also include the plans to prevent or mitigate any potential environmental impacts.

Each year, based on a rotation basis, the identified Department (as listed below) is required to conduct an ERP (Environment) exercise. The purpose of conducting the exercise is to evaluate each Department's readiness in handling the emergency, which involves chemical handling at the workplace. Below is the identified Department's schedule to conduct the ERP exercise on a rotation basis and sequence.

| Department to initiate ERP | Year |
|----------------------------|------|
| RST                        | 2026 |
| SYS                        | 2027 |
| INF                        | 2028 |
| MMT                        | 2029 |
| RST                        | 2030 |
| SYS                        | 2031 |
| INF                        | 2032 |
| MMT                        | 2033 |

Environmental-related emergencies such as the accidental/ unintentional release of untreated effluent, untreated sewage, chemical or oil spillage and e.t.c. to be considered as a scenario by the relevant Department.

## 8.3 Oil and Chemical Spillage Management

E-MAS provides Spill Kits that are located at various strategic locations. The material/tool/PPE available in the Spill Kit can be used should any accidental spillage occur. Any material/tool/PPE used for cleaning the spillage needs to be replaced by the user/Department as soon as possible by raising a purchase requisition to PRC. The Department in charge of the spill kit/s is required to perform a periodic inspection to ensure availability at all times.

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 14 of 17   | Environmental Management Procedure |

It is the responsibility of the first responder to attend to the accidental spillage that occurs by assessing the criticality of the spillage (including seeking the chemical's information via SDS), stopping the source of the spillage (if possible), and reporting the incident to the relevant parties. All material/tool/PPE contaminated with the chemical/oil during the cleaning process is considered Scheduled Wastes and need to be disposed of based on the rules and regulations imposed by the authorities.

The details of handling and management of the accidental spillage can be referred to Spillage Control Process Flow<sup>1</sup>.

## **9 Compliance Obligation**

### **9.1 Objective**

To establish, implement, maintain and monitor company activities to ensure and demonstrate conformity to the applicable legislation.

### **9.2 Responsibilities**

It is the responsibility of the HoDs/QEMRs to ensure the relevant legislation/s related to their Department is defined, ensure the staff under the Department understands the content of the legislation and update the MR for compilation purposes.

MR shall maintain the COPEMMEC<sup>1</sup> via EDMS. CP in charge is responsible for notifying MR should there be any new additions or updates on the legislation. Information on the new updates or additions to the legislation can be obtained via the government's agencies website or direct information received from them.

It is the responsibility of the relevant HoDs to notify MR regarding any changes in their processes or work activities that may affect the Department's compliance with the stipulated legislation. From the information received, MR will update the COPEMMEC<sup>1</sup> accordingly.

## **10 Communication**

### **10.1 Objectives**

To establish, implement, and maintain a procedure(s) for:

- Internal communication among various levels and functions of the organization
- Receiving, documenting and responding to relevant communication from the external party

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 15 of 17   | Environmental Management Procedure |

## **10.2 Internal Communication**

E-MAS QE Policy<sup>1</sup>, QE Objectives<sup>1</sup> and EO<sup>1</sup> are displayed on the company portal and general notice boards. Any changes in policy or procedures are communicated to all employees.

## **10.3 External Communication**

External communication includes external environmental-related complaints, queries, etc., from customers/suppliers and interested parties. All environmental nature correspondence received by MR is forwarded to the CEO for decision and then to the relevant Department as per Document Control Procedure<sup>1</sup>.

All communication with outside parties will be documented and profiled in EDMS. E-MAS QE Policy<sup>1</sup> is made available on its website and only on request from any interested parties.

# **11 Checking**

## **11.1 Monitoring and Measurement and Evaluation of Compliance**

### **11.2 Objective**

To establish, implement, maintain, monitor, measure and evaluate compliance regularly, the key characteristics of E-MAS operations and activities that can have a significant EI (including the recording of information to track performance and relevant operation control).

### **11.3 Responsibilities**

The respective HOD/Department's QEMR/ CP shall identify, compile, monitor, review and update their COPEMMEC<sup>1</sup> annually.

### **11.4 Evaluation of Compliance**

Non-compliance is construed as nonconformity and shall be addressed as per the Internal Audit, Nonconformity, and Corrective Action Procedure<sup>1</sup>.

Method to evaluate compliance:

| <b>Method</b>  | <b>Description</b>  | <b>Frequency</b> | <b>Record</b>         |
|----------------|---|------------------|-----------------------|
| Internal Audit | An independent review and evaluation of the QEMS to ensure compliance with ISO 9001 and ISO 14001 requirements, including compliance with legal requirements. | Once a year      | Internal audit report |

---

<sup>1</sup> Refer to Appendices for documents reference numbers

| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 16 of 17   | Environmental Management Procedure |

| <b>Method</b>                     | <b>Description</b>  | <b>Frequency</b>              | <b>Record</b>      |
|-----------------------------------|---|-------------------------------|--------------------|
| Site Inspection                   | An inspection of the site activities to ensure that site work is carried out following the EMS requirements.              | As per Department requirement | Report             |
| Management Review                 | Coverage under the Review Input   | Once a year                   | Minutes of Meeting |
| COPEMMEC                          | A document that combines Legal requirements, performance evaluation, monitoring, measurement and evaluation of compliance | Once a year                   | Register           |
| Complaints (Internal or external) | Environmental-related complaints  | As and when reported          | Log                |

## 12 Appendices

### 12.1 Reference Code

Reference code of documents/records referred to in this procedure. In the event the reference code is not listed here, refer to the Document Controller:

| <b>Document/Records</b>  | <b>Reference Code</b>    | <b>Document #</b> |
|--|--------------------------|-------------------|
| Safe Chemical Management Guideline   | G00.OMZ.M11150.BT.1001.* | 159898            |
| Compliance Obligations, Performance Monitoring, Measurement and Evaluation of Compliance | G00.OMQ.M11426.CZ.1009.A | 147878            |
| Document Control Procedure   | G00.OMM.M11160.DD.1003.* | 149690            |
| Document Structure & Record Matrix Procedure   | G00.OMM.M11100.BT.1001.* | 142493            |



| <i>Location</i> | <i>Reference</i>       | <i>Rev.</i> | <i>Date</i>  | <i>Page No.</i> | <i>Document Name</i>               |
|-----------------|------------------------|-------------|--------------|-----------------|------------------------------------|
| E-MAS Offices   | G00.OMQ.M11412.AF.1002 | B           | 17 June 2025 | Page 17 of 17   | Environmental Management Procedure |

|   |                          |                        |
|---|--------------------------|------------------------|
| Emergency Response Plan Incorporate With Incident Command System  | G00.OMZ.M11451.CB.0001.* | 47493                  |
| EAEI On-Site Assessment Form  | G00.OMQ.M11424.AD.1012.* | 141266                 |
| Environmental Management Systems - Requirements With Guidance For Use (Second Revision) ISO 14001:2015, IDT | G00.OMQ.M11412.QG.1001.* | 130536                 |
| Environmental Objective   | G00.OMQ.M11426.AH.100*.* | Running number in EDMS |
| EMS Process Map   | G00.OMQ.M11426.AH.1045.* | 142540                 |
| Internal Audit, Nonconformity and Corrective Action Procedure   | G00.OMQ.M11421.AF.1018.* | 148616                 |
| Quality & Environmental Management System Manual  | G00.OMQ.M11421.AF.1009.* | 136780                 |
| QE Policy   | G00.OMG.M11426.AB.1001.* | 127455                 |
| QE Objectives   | G00.OMG.M11426.AB.1002.* | 127457                 |
| Risks and Opportunities Management Guideline  | G00.OMQ.M11426.AF.1004.* | 149729                 |
| Spillage Control Process Flow   | G00.OMQ.M11426.AH.1063.* | 147470                 |
| Training Procedure  | G00.OMH.M10580.SD.0006.* | 52745                  |
| Workflow for Asset Retirement, Scheduled Wastes and Scrap Management  | G00.OML.M14100.CC.1001.* | 142302                 |
| * Refers to the latest revision   |                          |                        |

### 13 Appendix A

EMS Process Map<sup>1</sup>.

<sup>1</sup> Refer to Appendices for documents reference numbers