

ERL Maintenance Support Sdn Bhd

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

MEMORANDUM

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E-MAS Overall Key Performance Indicator (KPI)-2024

Dear All,

E-MAS's overall Key Performance Indicator (KPI) achievement target has been set at 82% since 2018. We achieved 87% in 2023, and the management would like to congratulate all staff for the dedication and contribution towards achieving the KPI target.

Therefore, in-line of continuation improvement to our processes and as agreed by the management during the recent Management Review Meeting, our new overall Key Performance Indicator target is set to **88%** for 2024.

Thank you.

Yours sincerely,

Thomas Baake
Chief Executive Officer

cc: Nil

Attachment: Nil