

ERL Maintenance Support Sdn Bhd

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

MEMORANDUM

To: All E-MAS Personnel	Originator:	Dr. Hassan Alsalamat/ Haryati
	Department:	CEO Office
	Tel:	+(60) 3-2267-7676
	Fax:	+(60) 3-2267-7770
	E-mail:	Haryatik@EMS

 Reference Number:
 OMG.STF.M11426.1007.A

 Date:
 13 January 2025
Updated Quality & Environmental Policy and Objectives

We are pleased to announce the recent updates to E-MAS's Quality & Environmental Policy and Objectives, which underscore our unwavering commitment to continuous improvement and sustainability across all operations.

Your active involvement is essential in achieving the goals outlined in these policies. We encourage you to:

- Familiarize yourself with the updated policies.
- Incorporate these principles into your daily activities.
- Contribute meaningfully to our shared mission of delivering sustainable and quality-driven services.

The updated Quality & Environmental Policy will be available on the E-MAS portal, website, notice boards, and other strategic locations for your reference.

Thank you for your dedication and cooperation as we work together to uphold these important objectives.

Sincerely,



 Dr. Hassan Alsalamat
 Chief Executive Officer

 Attachments: 1- Quality and Environmental Policy, G00.OMG.M11426. AB.1001.G
 2- Quality and Environmental Objective, G00.OMG.M11426. AB.1003.F
 cc: {none}

Quality and Environmental Policy

E-MAS is committed to provide safe, efficient, and environmentally sustainable train services.

E

Environmental Stewardship:

We are committed to identify and implement environmentally sustainable solutions.

M

Managing Processes Efficiently:

We regularly review and optimize our operational processes to enhance efficiency and reduce resource consumption.

A

Achieve Customer Satisfaction:

We are committed to implement quality control measures to maintain the highest standards of service excellence.

S

Sustainability as a Core Value:

We pledge to integrate sustainability considerations into our decision-making processes and business strategies



Dr. Hassan Alsalamat
Chief Executive Officer

Quality and Environmental Objective

E-MAS is committed to provide safe, efficient, and environmentally sustainable train services.

99.7%

On-time Train Service Performance

100%

Completion of Environmental Objective as planned

100%

Compliance with Legal Requirements

ISO 14001:2015 Sec. 6.1.3



Dr. Hassan Alsalamat

Chief Executive Officer