



# Memo

**To :** All Staff (ERL & E-MAS)  
**From :** Chief Executive Officers  
**Ref. :** ERL-HRM-1040325-00  
**Date :** 6 February 2025  
**Subject :** PRIORITY SEATS FOR PAYING PASSENGER

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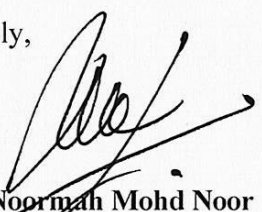
This memo serves to reiterate the numerous reminders previously issued concerning the above matter. Given that several reminders have already been issued/provided, effective immediately, any staff who fail to prioritise seating for paying passengers:

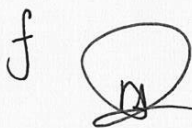
1. A counselling session with the respective Head of Management/Department for explanation and clarification, accompanied by a verbal warning
2. A repeat offense will result in a formal warning letter by Human Resource
3. Such actions may impact the employee's performance appraisal due to non-compliance with company policy.

We wish to emphasise once again that priority seating **MUST** be given to paying passengers, particularly when the train is full. The Management regards this matter with utmost seriousness and does not condone to such behaviour. Your understanding and cooperation are greatly appreciated.

Thank you.

Sincerely,

  
**Datin Noorimah Mohd Noor**  
Chief Executive Officer



**Dr Hassan Alsalamat**  
Chief Executive Officer

  
12/25

