

ERL MAINTENANCE SUPPORT SDN BHD

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



Finance & Administration

**Administration of Cleaning Services-
Depot, TPSS, Night Interior Train Cleaning
and Track Vehicles Procedure**

Ref. No. G00.OMB.M82100.CD.1002.A

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Release

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

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Change Record and Configuration Control

A	9 Dec 2022	New procedure - Area Administrator guidelines for cleaner	Azriatushaida
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMB.M82100.CD.1002.A					
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		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	x	

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1 Purpose

This procedure is to ensure proper administration of cleaning activities by Cleaning Services Contractor at the Depot inclusive of TPSS.

2 Scope, Distribution & Access

The scope of the cleaning work is based on the Appendix 1 - Schedule 2: Service and Specifications provided in the Cleaning Services Contract between ERLSB and the Cleaning Contractor (Ref.no. G00.OMB.M14500.GD.1003.A [Doc# 153450]). This is in accordance with O&M requirement under Appendix 1: Clause 12- Cleaning.

This procedure shall be read by all HOD and cleaning administrator that assigned by each department to monitor the cleaners. This procedure can be accessed via E-MAS portal and EDMS, under Finance & Administration Procedures.

3 Abbreviation

E-MAS	ERL Maintenance Support Sdn. Bhd. 199901023674 (498574-T)
ERLSB	Express Rail Link Sdn. Bhd. 199601003493 (375839-H)
EDMS	Electronic Document Management System
KPI	Key Performance Indicator
HOD	Head of Department
CS	Cleaning Supervisor
CC	Cleaning Contractor
CSC	Cleaning Service Cleaner
FAD ADM	Finance & Administration Department – Administration Unit
KPI	Key performance Indicator
Departmental Codes	Refer to Documentation Manual (G00.OMM.M11160.BT.1007.*)

4 Administrator Coverage Areas and Responsibility

4.1 Area Administrators

Area Administrators are required to monitor the cleanliness of the following areas which carried out by the CC:

Administrator	Areas
FAD- ADM	Administration building, Main Workshop – 1 st floor, parking areas, walkway, cafeteria, rest areas, lobby, staircases
RST	Main Workshop – Ground floor including locker room & prayer rooms Pit Cleaning (Pit 9, 10, 11) Stabling Yard Train Interior Night Cleaning MMT Store
SYS-ELT	TPSS and Maintenance Vehicle washing related coordination
INF	Main Workshop (Building 3, 4 and 7)

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4.2 Area Administrator Responsibility

4.2.1 Inspection of the cleaning activities

Monitoring of the cleaning activities will be done by respective Area Administrator for their areas and will directly liaise with CS if found any issue or receive any complaints.

4.2.2 KPI Monitoring

KPI shall be monitored as per list in Appendix 1. Refer to Appendix 2 for the Compilation of KPI forms use by each area.

4.2.2.1 Depot and Main Workshop areas

The Area administrator will be making appointments with CS for KPI checking. The frequency of KPI checking will be based on the administrator requirement.

4.2.2.2 TPSS

As for TPSS, cleaner will be required to come once a week and this will be the benchmark for their KPI.

4.2.2.3 Building 3, 4 and 7

As for building 3, 4 and 7 the KPI will be based on no complaint received from staff on the cleanliness of the areas.

4.2.2.4 Train Interior Night Cleaning

Train Interior Night Cleaning KPI monitoring is done daily by RST supervisor.

4.2.2.5 Administer Attendance reporting

CS to update at the stipulated working hours daily. This is done through WhatsApp group. CS to give monthly compilation of the attendance together with other reports to ERLSB. Area Administrator may highlight any discrepancies found during attendance reporting.

4.2.2.6 Handling complaints on cleanliness

Respective Area Administrator is responsible to handle complaints on cleanliness matters at their areas and shall communicate directly with the CS of the CSC on the matters.

4.3 Cleaning Coordination Meeting

ERLSB will be conducting the cleaning coordination meeting on a quarterly basis. An invitation will be forwarded by ERLSB to the Area Administrator who is needed during the meeting.

5 Briefing by SAS and Quality & Environment Management Representatives

Safety briefing in accordance to Safety Procedure (Ref No: G00.OMZ.M11451.NP.0006. *) shall be conducted by SAS representative for all new cleaners before they are allowed to start work at the depot. They must understand all safety precaution to be taken and acknowledge that they have attended safety briefing. The CS shall be the responsible person to ensure that their subordinate adhere to the said procedure.

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In addition, MRQ&E shall brief cleaners on E-MAS environmental obligation as per Guidelines for Contractor Working in E-MAS (Ref No: G00.OMQ.M11426.AH.1013. *).

CS shall provide the updated list of its cleaners via email to FAD ADM three (3) working days before new cleaners' report to duties at the depot areas for FAD ADM to arrange for the briefing with respective department.

6 Training

The CS to ensure their employees are trained and competent to perform the cleaning tasks, assessment of quality standard, supervision and managing a cleaning contract.

7 Cleaning Machinery and Equipment's

The CC shall supply sufficient cleaning equipment and machinery. E-MAS Administrator shall report to ERLSB if any discrepancies found which resulted to work cannot be done due to lack of machineries or equipment.

As for equipment supplied by E-MAS i.e.: steamer machine for train interior night cleaning, the training will be provided by RST department and all related issues pertaining to the equipment shall be handle by RST Administrator.

8 Chemical Handling

The CSC shall use appropriate and approved chemical. Each chemical must be labelled and have Chemical Safety Data Sheet. Chemical Safety Data Sheet need to be submitted to MR and SAS before work starts or as and when requested at any time.

Respective Area Administrator (Refer Clause 4: Administrator Coverage Areas and Responsibility) shall coordinate with CS on the chemical use for their areas to be submitted to MR.

9 Chemical Spillage

Any chemical spillage in the premises shall be handled by E-MAS resulted from E-MAS activities or processes and others to be handled by the process owners i.e.: contractor etc. Refer to Chemical Management Guideline (Ref no: G00.OMB.M11246. AF. 1001.*) and Spillage Control Process Flow (Ref No: G00.OMQ.M11426.AH.1063.*). Cleaners is not allowed to clean any spillage and to inform Area Administrator (Refer Clause 4: Administrator Coverage Areas and Responsibility) if found any chemical spillage.

10 Storage of Equipment, Machinery and Chemical

All cleaning equipment, machinery and chemical are stored in proper manner at designated areas provided. The list of inventories should be put in place to ensure availability, sufficient and serviceable. Storage areas shall be secured and allow access to authorized personnel only.

CC is responsible for ensuring the equipment, machinery and chemical is store in proper manner. Area Administrator is allowed to perform a spot check as and when necessary.

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11 Sanitary Bins Waste and General Waste collection

Sanitary bins waste collection in Depot is managed by contractor appointed by CC. The schedule is maintained by the contractor and CC. Sanitary bins waste collection is one (1) time per week. General waste collection for Depot is schedule for three (3) times a week. CC will ensure the waste is collected on time. FAD-ADM or RST to sign the form for verification purposes. Form shall be signed only after CS checked and confirm the waste is collected and signature is sighted on the said form.

All issues pertaining to sanitary bin waste and general waste collection will be handled directly by CC. E-MAS Administrator shall liaise with CS if found any discrepancies.

12 Penalty for Non-Compliance

The penalty for non-compliance is RM 500.00/incident Refer Appendix 3- Schedule 5 of the Cleaning Services Procedure (Ref No: G00.OMB.M14500.GD.1003.*). Administrators shall indicate the penalty imposed for the month together with evidence and fill up the Penalty for Non-Compliance Form (Refer appendix 4) and submit together with the monthly KPI reporting.

13 Name List and Access Cards for CS

Request of the access card will be done by ERLSB as per Access Card Procedure clause 6.2 (Ref No: G00.OMZ.M15400.CA.0005.*).CS is responsible to update the latest name list to respective Area Administrator for any movement or replacement of workers. This is to ensure that administrator have the latest name list.

It is the CS responsibilities to ensure the access card is return to the SAS department each time there is a resignation. CS shall liaise with SAS if the access card needs to be reassigned to new CSC. SAS to update the systems and their tracking accordingly.

14 Submission of Reports to ERLSB

Each Area Administrator to submit the finalized KPI to FAD ADM within 5 working days of the beginning of the subsequent month. FAD ADM will then compile the KPI and submit the reports to ERLSB. Softcopy of the monthly report compilation must be submitted latest by 10 working days from the beginning of the month to ERLSB and followed by hardcopy submission.

15 Zero-Tolerance Against Bribery and Corruption (MACC Act 2009)

E-MAS takes a zero-tolerance position against all forms of bribery and corruption within the department. This is in line with the Malaysian Anti-Corruption Commission Act 2009 (MACC Act 2009).

We are committed to act professionally in all our relationships and business dealings and will continue to stand by our values of honesty and moral responsibility.

Employees are prohibited from making an offer or pay anything of value or accepting any gratification for any improper purpose whether directly or indirectly to influence any act or decision. Employees are also prohibited from asking or soliciting gifts from external parties.

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Appendices

Appendix 1: Schedule 2: Service and Specifications of the Cleaning Services Extracted from Contract between ERLSB and Juwara
(Ref No: G00.OMB.M14500.GD.1003.A [Doc # 153450])

Schedule 2 Services and specifications

WORKS AT STATIONS, COMMON AREA, PAID AREA & ERLSB OFFICES & CAFETERIA

NO.	AREA	SERVICES	FREQUENCY
1	Homogenous Tiles and Skirting	Dry sweep or vacuum to remove all loose dirt, dust etc.	At regular interval
		Spot clean to remove all stains and embedded grime.	At regular interval
		Thorough mop clean with appropriate detergents.	Daily
		Machine scrub clean with approved chemical and rinse dry.	Monthly
2	Concrete / Cement flooring	Dry sweep or vacuum to remove all loose, dirt, dust etc.	At regular interval
		Remove oil and stubborn stains with an appropriate solution of water and detergent and rinse dry.	When necessary
		Machine scrub clean with approved chemical and rinse dry.	Monthly
3	Vinyl / PVC Flooring	Dry sweep or vacuum and damp mop to remove all dirt and dust etc. Scrap away chewing gum and related substances.	At regular interval
		Damp mop with an appropriate detergent to remove all black streaks, stains etc. and spray buff to shine.	When necessary
		Wax polish and machine buff with appropriate chemical and equipment.	Half Yearly
4	Granite Flooring\	Dry sweep or vacuum to remove litter and debris. Scrap away chewing gum and like substances.	At regular interval
		Dust mop clean to remove loose dust and litter.	At regular interval
		Damp mop to remove dirt, dust, soil, spillage etc. Floor to be kept dry and non-slip.	At regular interval
		Scrub and wash clean surface with water and non-caustic detergent and rinse dry. Machine buff with appropriate chemical (as per manufacturer's instruction) and equipment.	Monthly
5	Carpeted Floor	Thorough vacuum clean with suction machine to remove dry particles and loose dirt.	Daily
		Spot clean to remove stains, spillage, chewing gum etc.	When necessary

Item 9	Clause 3.4(c)	Location for return of security devices: At stations, the office of the Station Manager, and at all other locations, to the guard house/security office at that location
Item 10	Clause 3.4(f)	Method of access to the Premises: In accordance with ERLSB security and safety procedures
Item 11	Clause 3.4(l)	Periods when Contractor's Representative must be on the Premises: as per the Servicing Times and Working Days specified in the table set out in Schedule 3
Item 12	Clause 3.5	Training programs: In accordance with the ERLSB security and safety procedures
Item 13	Clause 3.6	A list is required.
Item 14	Clause 7.2(b)	Minimum amount of public liability insurance to be maintained by Contractor: RM1,000,000.00
Item 15	Clause 10.2(a)	Address for Service of Notices: Express Rail Link Sdn Bhd: Level 2 KL City Air Terminal, KL Sentral Station, 50470 Kuala Lumpur Facsimile No: (03) 2267 8910
		Juwara Resources & Trading (M) Sdn Bhd Wisma Juwara, No 5 & 7, Jalan IMP 1/3, Pusat Teknologi Sinar Meranti, Taman Industri Meranti Park 47120 Puchong, Selangor Darul Ehsan

Schedule 1 Items

Items from General Conditions

Item 1	Clause 1.1 and 6.1	The Contract Sum is RM 166,000.00 per month.	
Item 2	Clause 1.1	Premises:	Areas Covered:
		KL CAT - KL. Sentral Station	ERLSB areas
		Bandar Tasik Selatan Station	ERLSB areas
		Putrajaya Station	ERLSB areas
		Salak Tinggi Station	ERLSB areas
		KLIA	KLIA Ekspres Platform, Offices, Baggage Handling area, Old KLIA Transit area, International & Domestic counters
		KLIA 2	KLIA Ekspres Platform, Concourse, Offices, International & Domestic counters, Washroom
		Park N Ride Facility	Parking areas at Salak Tinggi area
		Trains - Spot Cleaning	At both KL CAT & KLIA2 Platform (revenue service trains)
Depot	Administration Building, Workshops, TPS (Technical Room), Night Interior Train Cleaning		
Track Vehicle	Maintenance Train		
Item 3	Clause 1.1	The Nominated Representative is: The Chief Executive Officer of ERL Sdn. Bhd.	
Item 4	Clause 1.1	The Contractor's Representative is: Project Manager/Designated Supervisor of the Contractor on duty at the relevant time	
Item 5	Clauses 1.1 and 4.1	Commencement Date: 1 June 2022	
Item 6	Clauses 1.1 and 4.1	Termination Date: 31\$ May 2024	
Item 7	Clause 3.1(b)	Information about each person performing the Services is required to be provided to ERLSB.	
Item 8	Clause 3.1(c)	Times and periods of access to the Premises: as per the Servicing Times and Working Days specified in the table set out in Schedule 7	

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Appendix 2: Compilation of KPI forms use by each area

CLEANING SERVICES CONTRACT KPI AND MONITORING CHECKLIST
BLOCK : Admin Building

				LEGEND : (1) - Satisfactory, (0) - Unsat/ (1) - Satisfactory, (0) - Unsatisfactory			
NO.	AREA	SERVICES	FREQUENCY	E-MAS representatives			
				Dept: Name:	Dept: Name:	Dept: Name:	Dept: Name:
				Contractor representatives			
		Name:	Name:	Name:	Name:		
		Date:	Date:	Date:	Date:		
		Time:	Time:	Time:	Time:		
1	Homogenous Tiles and Skirting	Dry sweep or vacuum to remove all loose dirt, dust etc.	At regular interval				
		Spot clean to remove all stains and embedded grime.	When necessary				
		Thorough mop clean with appropriate detergents.	1 x Weekly				
		Machine scrub clean with approved chemical and rinse dry.	1 x Monthly				
2	Vinyl / PVC Flooring	Sweep or vacuum and damp mop to remove all dirt and dust etc. Scrap away chewing gum and related substances.	At regular interval				
		Spot sweeping/mopping	At regular interval				
		Damp mop with an appropriate detergent to remove all black streaks, stains etc, and spray buff to shine.	Daily				
		Wax polish and machine buff with appropriate chemical and equipment.	Quarterly				
3	Carpeted Floor	Thorough vacuum clean with suction machine to remove dry particles and loose dirt.	Weekly				
		Spot clean (steam clean) to remove stains, spillage, chewing gums etc.	When necessary				
		Surface cleaning with dry chemical or "Deep Steam Extraction" Shampooing.	1x Half Yearly				
4	Ceiling boards, plaster ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	When necessary				
5	Air Condition Vents Light fitting/ other electrical fixtures	Vacuum clean Air-Conditioning and ventilation grilles, electrical and light fittings, dispensers, reflectors and exhaust fans etc with brush head vacuum cleaner to remove dust etc. (A qualified technician to be provided by ERL for removing and fixing)	Half Yearly				
6	Metal Strip ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	When necessary				
7	Concrete Ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	Monthly				
8	Telephone	Damp wipe all telephone with germicidal solution, including ear and mouthpiece.	Daily				
9	Waste paper basket	Empty and damp wipe all waste paper baskets, Remove trash nightly and replace plastic bags.	At regular interval				
10	Settee/ Sofas	Vacuum all settee and sofas.	Weekly				
		Spot clean to remove spots and stain which has adhered to surface.	When necessary				
11	Coffee tables	Damp wipe to remove dirt, dust, marks etc.	When necessary				
12	Table side/ file racks/ Cabinet	Using a damp cloth, dust all horizontal and vertical surfaces to remove dust and foreign materials.	Daily				
13	Table top	Damp wipe all tables	Daily				
14	Wall partitions columns Wall tiles	Spot clean to remove spills/stains, spillage cobwebs, chewing gum, marks etc.	When necessary				
		Damp clean with appropriate solution and disinfectant and dry with soft cloth. Cement pointing of tile joint must be free from dirt and accumulated grime.	At regular interval				
		Spot clean any marks, cobwebs, and spills/stains.	When necessary				
		Spot clean to remove stains, spillage, chewing gum, stickers etc.					
15	Painted surfaces	Spot clean to remove spills/stains, spillage etc.	When necessary				
		Damp clean with appropriate solution and disinfectant and dry with soft cloth. Cement pointing of tile joint must be free from dirt and accumulated grime.	At regular interval				
16	Granite Flooring	Dry sweep or vacuum to remove litter and debris. Scrap away chewing gum and like substances.	At regular interval				
		Dust mop clean to remove loose dust and litter.	At regular interval				
		Damp mop to remove dirt, dust, soil, spillage etc. Floor to be kept dry and non-slip.	At regular interval				
		Scrub and wash clean surface with water and non-caustic detergent and rinse dry. Machine buff with appropriate chemical (as per manufacturer's instruction) and equipment.	Monthly				
17	Corridors, Lobbies, Reception, Public Seating	Spot clean all vertical surfaces including light switches, electrical receptacles, furniture and doors.	At regular interval				
		Spot clean all partitions, wall doors and glazing.	At regular interval				
		Using scraper, remove all chewing gum and like substances. Wipe clean all exit doors.	When necessary				

NO.	AREA	SERVICES	FREQUENCY				
	Corridors, Lobbies, Reception, Public Seating	Dust mops all hard surface floors with a treated dust mop and/or vacuum clean carpet floors.	At regular interval				
		Spray Buff vinyl floors, Deep vacuum / pile lift all carpets.	Weekly				
		Dust wipe clean all walls, edges, ceilings and associated fixtures and fittings.	Daily				
		Steam clean all carpet flooring.	Half Yearly				
18	Balustrades and Railings	Spot clean to remove stickers, dirt, stains, etc.	When necessary				
		Spot clean finger marks and stains.	When necessary				
		Clean both sides of glass panels with glass cleaning solution and spot clean as necessary.	Daily				
		Wipe clean handrails; polish stainless steel and buff to shine.	Weekly				
19	All hanging fixtures such as PA speakers, CCTVs, etc.	Dust clean all CCTV, PA speakers	Weekly				
20	Partitioning	Spot clean to remove stickers, litter, stains, etc. and dry clean with a clean soft cloth to remove fingerprints, dust etc.	Daily				
		Damp clean with appropriate detergent and dry surface with a soft clean dry cloth.	Weekly				
		Polish stainless steel surface and buff to shine with a soft dry cloth.	Monthly				
21	Signage Directory Boards Showcases	Spot clean to remove stickers, litter, stains etc. and dry clean with a clean soft cloth to remove fingers prints, dust etc.	When necessary				
		Damp clean with appropriate detergent and dry surface with a soft clean dry cloth.	Weekly				
		Polish stainless steel surface and buff to shine with a soft dry cloth.	Weekly				
22	Glass Door and Frames (Interior, facing platform)	Thorough wipe clean all the glass using lamb wool squeeze method to remove dust and dirt algae and other removable stains with approved solution.	Weekly				
		Spot clean to remove hard stains.	When necessary				
23	Mechanical and Electrical Room	Dust/Wipe clean all walls, edges and associated fixtures and fitting. Sweep all concrete floors.	Weekly				
		Vacuums clean all equipment, (Do not use water or chemical to clean electrical/ electronic equipment)					
24	Driveway and Car park	Dry sweep to remove litter, and rubbish.	At regular interval				
		Spray with high-pressure washer to remove dirt and oil mark etc.	Weekly				
25	Waste Management at Administration/ Management Centre	Waste Management including collection of waste from site, transporting and disposing	3x Weekly				
26	Concrete/ Cement flooring	Dry sweep or vacuum to remove all loose, dirt, dust etc.	1x Daily				
		Remove oil and stubborn stains with an appropriate solution of water and detergent and rinse dry	1x Week and when required				
		Machine scrub clean with approved chemical and rinse dry	1x Monthly				
27	Dustbin and Ashtray bin	Clear refuse, cigarette butts and filter sand and wipe	3x Daily				
28	All offices/ Meeting Room	Wipe tables, cabinets, blinds and other similar furniture, computers, fax, telephone and other office automation equipment with appropriate mild non caustic cleansing agent or germicidal solution	1x Weekly				
		Vacuum clean air conditioning and ventilation grilles, electrical and light fittings, dispensers, reflectors and exhaust fans etc with brush head vacuum cleaner to remove dust etc	1x Half yearly				
		Empty all waste paper baskets, Remove trash and replace plastic bags.	2x Daily				
		Vacuum and clean all settee and sofas, Spot clean to remove spots and stain which has adhered to surface.	1x Weekly				
		Using a damp cloth, dust all horizontal and vertical surfaces of table side / file racks / cabinet to remove dust and foreign materials	1x Daily				
29	Pantry	Wipe tables, cabinets, and other similar furniture, with appropriate mild non caustic cleansing agent and disinfect	1x Daily				
		Using a germicidal solution, thoroughly clean all washbasins including underside and pipes	1x Daily				
		Dust mops all hard surface floors with a treated dust mop and/or vacuum clean carpet floors	1x Daily				

NO.	AREA	SERVICES	FREQUENCY				
30	Staircase	Using a scraper, remove all chewing gums and like substances, spot clean	When necessary				
		Sweep all stairs and landings	1x Daily				
		Damp mop to remove dirt, dust sill, spillage etc, staircase shall keep dry and non slip	1x Daily				
		Dust all edges, ledges railing and light diffusers on staircases and doors	1x weekly				
		Machine scrub clean with approved chemical and rinse dry	1x Monthly				
31	All general areas	Dust wipe clean all walls, edges, ceilings and associated fixtures and fittings (limited to 4m from floor)	1x Weekly				
		Dust wipe clean all glazing accessible from building interior (limited to 4m from floor)	1x Weekly				
		Dust wipe clean all glazing, ceiling, walls and associated structure accessible from building interior (above 4m)	1x Half yearly				
32	All toilets	Replenish all washroom supplies (toiletries)	When necessary				
		Using a scraper, remove all chewing gums and like substances from the floors	When necessary				
		Wipes clean all doors, mirrors and associated frames and counter tops	At regular interval				
		Damp mop floor using a germicidal solution and dry spot clean	At regular interval				
		Using a germicidal solution, thoroughly clean all washbasins including underside and pipes	1x Daily				
		Wipe and polish all chrome and steel material	3x Weekly				
		Wipe and clean mirrors and frame with soft cloth to remove all dust and blemishes	3x Weekly				
		Damp clean walls/doors/partitions with a germicidal solution to remove fingerprints, dirt and stubborn stains	3x Weekly				
		Using the germicidal solution, thoroughly clean all toilets and urinals inside and outside. Wipe and polish all fixtures	1x Daily				
		Scrub bottom and side of urinals, especially the joint and recesses, with detergent followed by rinsing	1x Weekly				
		Wash down tiled and painted walls	1x Weekly				
		Clean to remove stains watermarks on all metal fittings polish all chrome/stainless steel fittings	1x Weekly				
		Thoroughly scrub floor including edges and corners with appropriate detergent and rinse with clean water and vacuum dry surface	1x Weekly				
33	Sanitary Bins	Provision of sanitary bins and collections at ladies	As when required				
34	Fire extinguishers and fire hose reel cabinets	Spot clean any stains, remove fingerprint, litter, stickers, tags, etc. from the cabinets	1x Weekly				
		Damp clean all fire extinguishers and boxes (exposed surface only) with appropriate detergent and dry surfaces with a soft cloth	1x Weekly				
35	Floor Mats	Entrance area of Administration Block – 2 nos. of 5'x3'	Fortnightly				
		All offices entrance on left and right wings for both levels (IT, HR & Finance, Operations, QMD) – 4 nos. of 5'x3'	Fortnightly				
		All toilet entrance – 4 nos. of 5' x 3'	Fortnightly				
		Staircase area – 2 nos. of 5' x 3'	Fortnightly				
		Pantry – 1 no. of 5'x3', 1 no of 2'x3'	Fortnightly				
		All ext door at Administration Block – 4 nos. of 5'x3'	Fortnightly				
		Air Rail Lounge (ARL) entrance – 2 nos. of 5'x3'	Fortnightly				
		Air Rail Lounge (ARL) wash hand area – 1 no. of 5'x3'	Fortnightly				
		Toilet and Female rest room at Air Rail Lounge area – 2 nos. of 2'x3'	Fortnightly				
		Male and Female Surau at Air Rail Lounge – 2 nos. 5'x3'	Fortnightly				

Air Rail Lounge/ Surau/ Ladies Rest							
1	Concrete/ Cement flooring	Dry sweep or vacuum to remove all loose, dirt, dust etc.	1x Daily				
		Remove oil and stubborn stains with an appropriate solution of water and detergent and rinse dry	1x Week and when required				
		Machine scrub clean with approved chemical and rinse dry	1x Monthly				
2	Carpeted Floor(Surau)	Thorough vacuum clean with suction machine to remove dry particles and loose dirt	1x Daily				
		Spot clean to remove stains, spillage, chewing gum etc.	As required				
		Surface cleaning with dry chemical or "Deep Steam Extraction" Shampooing	1x Quarterly				
3	Painted Surface	Damp clean with appropriate solution and disinfectant and dry with soft cloth, Cement pointing of tile joint shall be free from dirt and accumulated grime	Fortnightly				
4	Dustbin	Clear refuse, cigarette butts and filter sand and wipe	3x Daily				
5	Air Rail Lounge	Wipe tables, cabinets, and other similar furniture, with appropriate mild non caustic cleansing agent and disinfect	1x Daily				
		Using a germicidal solution, thoroughly clean all washbasins including underside and pipes					
		Dust mops all hard surface floors with a treated dust mop and/or vacuum clean carpet floors					
		Clear Grease trap under kitchen sink	3x per week				
			Total Score				
			Monthly Score				

Comments (E-MAS)

Comments (Contractor)

Checked by (E-MAS) :

Confirmed by (Contractor) : Confirmed by (Contractor) :

Name :

Name :

Name :

Date :

Date :

Date :

CLEANING SERVICES CONTRACT KPI AND MONITORING CHECKLIST
BLOCK : Main Workshop



				LEGEND : (1) - Satisfactory, (0) - Unsatisfactory			
NO.	AREA	SERVICES	FREQUENCY	E-MAS representatives			
				Dept: Name: Area:	Dept: Name: Area:	Dept: Name: Area:	Dept: Name: Area:
				Contractor representatives			
				Name: Date: Time:	Name: Date: Time:	Name: Date: Time:	Name: Date: Time:
1	Homogenous Tiles and Skirting	Dry sweep or vacuum to remove all loose dirt, dust etc.	At regular interval				
		Spot clean to remove all stains and embedded grime,	When necessary				
		Thorough mop clean with appropriate detergents.	1 x Weekly				
		Machine scrub clean with approved chemical and rinse dry.	1 x Monthly				
2	Carpeted Floor	Thorough vacuum clean with suction machine to remove dry particles and loose dirt.	Daily				
		Spot clean (steam clean) to remove stains, spillage, chewing gums etc.	When necessary				
		Surface cleaning with dry chemical or "Deep Steam Extraction" Shampooing.	1x Half Yearly				
3	Ceiling boards, plaster ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	When necessary				
4	Air Condition Vents Light fittings/ other electrical fixtures	Vacuum clean Air-Conditioning and ventilation grilles, electrical and light fittings, dispensers, reflectors and exhaust fans etc with brush head vacuum cleaner to remove dust etc. (A qualified technician to be provided by ERL for removing and fixing)	Half Yearly				
5	Metal Strip ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	When necessary				
6	Concrete Ceilings	Spot clean to remove visible stains, stickers, cobwebs etc.	Monthly				
7	Telephone	Damp wipe all telephone with germicidal solution, including ear and mouthpiece,	Daily				
8	Waste paper basket	Empty and damp wipe all waste paper baskets, Remove trash nightly and replace plastic bags.	At regular interval				
9	Settee/ Sofas	Vacuum all settee and sofas,	Weekly				
		Spot clean to remove spots and stain which has adhered to surface.	When necessary				
10	Coffee tables	Damp wipe to remove dirt, dust, marks etc.	When necessary				
11	Table side/ file racks/ Cabinet	Using a damp cloth, dust all horizontal and vertical surfaces to remove dust and foreign materials.	Daily				
12	Table top	Damp wipe all tables	Daily				
13	Wall partitions columns Wall tiles	Spot clean to remove spills/stains, spillage cobwebs, chewing gum, marks etc.	When necessary				
		Damp clean with appropriate solution and disinfectant and dry with soft cloth, Cement pointing of tile joint must be free from dirt and accumulated grime.	At regular interval				
		Spot clean any marks, cobwebs, and spills/stains.	When necessary				
		Spot clean to remove stains, spillage, chewing gum, stickers etc.					
14	Painted surfaces	Spot clean to remove spills/stains, spillage etc.	When necessary				
		Damp clean with appropriate solution and disinfectant and dry with soft cloth, Cement pointing of tile joint must be free from dirt and accumulated grime.	At regular interval				
15	Corridors, Lobbies, Reception, Public Seating	Spot clean all vertical surfaces including light switches, electrical receptacles, furniture and doors.	At regular interval				
		Spot clean all partitions, wall doors and glazing.	At regular interval				
		Using scraper, remove all chewing gum and like substances. Wipe clean all exit doors.	When necessary				
		Dust mops all hard surface floors with a treated dust mop and/or vacuum clean carpet floors.	At regular interval				
		Spray Buff vinyl floors. Deep vacuum / pile lift all carpets.	Weekly				
		Dust wipe clean all walls, edges, ceilings and associated fixtures and fittings.	Daily				
		Steam clean all carpet flooring.	Half Yearly				
16	Balustrades and Railings	Spot clean to remove stickers, dirt, stains, etc.	When necessary				
		Spot clean finger marks and stains.	When necessary				
		Clean both sides of glass panels with glass cleaning solution and spot clean as necessary.	Daily				
		Wipe clean handrails; polish stainless steel and buff to shine,	Weekly				

NO.	AREA	SERVICES	FREQUENCY				
17	All hanging fixtures such as PA speakers, CCTVs, etc.	Dust clean all CCTV, PA speakers	Weekly				
18	Partitioning	Spot clean to remove stickers, litter, stains, etc. and dry clean with a clean soft cloth to remove fingerprints, dust etc.	Daily				
		Damp clean with appropriate detergent and dry surface with a soft clean dry cloth.	Weekly				
		Polish stainless steel surface and buff to shine with a soft dry cloth.	Monthly				
19	Signage Directory Boards Showcases	Spot clean to remove stickers, litter, stains etc. and dry clean with a clean soft cloth to remove fingers prints, dust etc.	When necessary				
		Damp clean with appropriate detergent and dry surface with a soft clean dry cloth.	Weekly				
		Polish stainless steel surface and buff to shine with a soft dry cloth.	Weekly				
20	Glass Door and Frames (Interior, facing platform)	Thorough wipe clean all the glass using lamb wool squeeze method to remove dust and dirt algae and other removable stains with approved solution.	Weekly				
		Spot clean to remove hard stains.	When necessary				
21	Mechanical and Electrical Room	Dust/wipe clean all walls, edges and associated fixtures and fitting. Sweep all concrete floors.	Weekly				
		Vacuums clean all equipment, (Do not use water or chemical to clean electrical/ electronic equipment)					
22	Perimeter Drain	Sweep to keep litter free.	Daily				
		Thorough wash clean to remove removable stains with high pressure washer.	Monthly				
23	Driveway, Car park and Compound at Stations	Dry sweep to remove litter, and rubbish.	At regular interval				
		Spray with high-pressure washer to remove dirt and oil mark etc.	Weekly				
24	Waste Management at Administration/ Management Centre	Waste Management including collection of waste from site, transporting and disposing	3x Weekly				
25	Concrete/ Cement flooring	Dry sweep or vacuum to remove all loose, dirt, dust etc.	1x Daily				
		Remove oil and stubborn stains with an appropriate solution of water and detergent and rinse dry	1x Week and when required				
		Machine scrub clean with approved chemical and rinse dry	1x Monthly				
26	Dustbin and Ashtray bin	Clear refuse, cigarette butts and filter sand and wipe	3x Daily				
27	All offices/ Meeting Room	Wipe tables, cabinets, blinds and other similar furniture, computers, fax, telephone and other office automation equipment with appropriate mild non caustic cleansing agent or germicidal solution	1x Weekly				
		Vacuum clean air conditioning and ventilation grilles, electrical and light fittings, dispensers, reflectors and exhaust fans etc with brush head vacuum cleaner to remove dust etc.	1x Half yearly				
		Empty all waste paper baskets, Remove trash and replace plastic bags.	2x Daily				
		Vacuum and clean all settee and sofas. Spot clean to remove spots and stain which has adhered to surface.	1x Weekly				
		Using a damp cloth, dust all horizontal and vertical surfaces of table side / file racks / cabinet to remove dust and foreign materials	1x Daily				
28	Pantry	Wipe tables, cabinets, and other similar furniture, with appropriate mild non caustic cleansing agent and disinfect	1x Daily				
		Using a germicidal solution, thoroughly clean all washbasins including underside and pipes	1x Daily				
		Dust mops all hard surface floors with a treated dust mop and/or vacuum clean carpet floors	1x Daily				
		Using a scraper, remove all chewing gums and like substances. Spot clean	When necessary				
29	Staircase	Sweep all stairs and landings	1x Daily				
		Damp mop to remove dirt, dust spill, spillage etc. staircase shall keep dry and non slip	1x Daily				
		Dust all edges, ledges railing and light diffusers on staircases and doors	1x weekly				
		Machine scrub clean with approved chemical and rinse dry	1x Monthly				

NO.	AREA	SERVICES	FREQUENCY				
30	All general areas	Dust wipe clean all walls, edges, ceilings and associated fixtures and fittings (limited to 4m from floor)	1x Weekly				
		Dust wipe clean all glazing accessible from building interior (limited to 4m from floor)	1x Weekly				
		Dust wipe clean all glazing, ceiling, walls and associated structure accessible from building interior (above 4m)	1x Half yearly				
31	All toilets and Locker Room Area	Replenish all washroom supplies (toiletries)	When necessary				
		Using a scraper, remove all chewing gums and like substances from the floors	When necessary				
		Wipes clean all doors, mirrors and associated frames and counter tops	At regular interval				
		Damp mop floor using a germicidal solution and dry spot clean	At regular interval				
		Using a germicidal solution, thoroughly clean all washbasins including underside and pipes	1x Daily				
		Wipe and polish all chrome and steel material	3x Weekly				
		Wipe and clean mirrors and frame with soft cloth to remove all dust and blemishes	3x Weekly				
		Damp clean walls/doors/partitions with a germicidal solution to remove fingerprints, dirt and stubborn stains	3x Weekly				
		Using the germicidal solution, thoroughly clean all toilets and urinals inside and outside. Wipe and polish all fixtures	1x Daily				
		Scrub bottom and side of urinals, especially the joint and recesses, with detergent followed by rinsing	1x Weekly				
		Wash down tiled and painted walls	1x Weekly				
		Clean to remove stains watermarks on all metal fittings polish all chrome/stainless steel fittings	1x Weekly				
		Thoroughly scrub floor including edges and corners with appropriate detergent and rinse with clean water and vacuum dry surface	1x Weekly				
32	Sanitary Bins	Provision of sanitary bins and collections at ladies	As when required				
33	Fire extinguishers and fire hose reel cabinets	Spot clean any stains, remove fingerprint, litter, stickers, tags, etc, from the cabinets	1x Weekly				
		Damp clean all fire extinguishers and boxes (exposed surface only) with appropriate detergent and dry surfaces with a soft cloth	1x Weekly				
34	Floor Mats	All main entrance	Fortnightly				
		All toilet entrance – 4 nos, of 5'x 3'	Fortnightly				
		Staircase area – 2 nos, of 5'x 3'	Fortnightly				
		Pantry – 1 no, of 5'x3', 1 no of 2'x3'	Fortnightly				
		Male and Female Surau – 2 nos, 5'x3'	Fortnightly				
35	Service Pits	Dry sweep or vacuum to remove all loose, dirt, dust etc.	2x Weekly				
		Remove oil and stubborn stains with an appropriate solution of water and detergent and vacuum dry	As required				
		Clear all debris trapped inside sump	As required				
36	Store Shelves	Wipe clean with appropriate mild non caustic cleansing agent	1x Fortnightly				
37	Whole of Warehouse & Dangerous Goods and Chemical Storage (DGCS)	Vacuum clean air conditioning and ventilation grilles, electrical and light fittings, dispensers, reflectors and exhaust fans with brush head vacuum cleaner to remove dust etc	1x Half Yearly (including 2 days before annual stock take in June)				
		Dust wipe clean all walls, edges, ceilings and associated fixtures and fittings	1x Half Yearly (including 2 days before annual stock take in June)				
		Damp mop with an appropriate detergent to remove all black streaks, stain	1x Half Yearly (including 2 days before annual stock take in June)				
38	Stabling Area & Entrance of Workshop area	Dry sweep or mop to remove all loose, bird shit & droppings, dirt, dust etc.	2x Weekly				
		Thorough wash clean to remove bird shit & droppings, stains with high pressure water	2x Weekly				

Surau/ Locker room						
NO.	AREA	SERVICES	FREQUENCY			
1	Concrete/ Cement flooring	Dry sweep or vacuum to remove all loose, dirt, dust etc.	1x Daily			
		Remove oil and stubborn stains with an appropriate solution of water and detergent and rinse dry.	1x Week and when required			
		Machine scrub clean with approved chemical and rinse dry	1x Monthly			
2	Carpeted Floor(Surau)	Thorough vacuum clean with suction machine to remove dry particles and loose dirt	1x Daily			
		Spot clean to remove stains, spillage, chewing gum etc.	As required			
		Surface cleaning with dry chemical or "Deep Steam Extraction" Shampooing	1x Quarterly			
3	Painted Surface	Damp clean with appropriate solution and disinfectant and dry with soft cloth, Cement pointing of tile joint shall be free from dirt and accumulated grime	Fortnightly			
4	Dustbin and Ashtray bin	Clear refuse, cigarette butts and filter sand and wipe	3x Daily			
				Total Score		
				Total Score / Inspection		
				Monthly Score		

Comments (E-MAS)

Comments (Contractor)

Checked by (E-MAS) :

Confirmed by (Contractor):

.....

.....

Name

:

Name

Date

:

Date

Cleaning Services Monitoring Checklist

Date : - _____

Items/Area	Services No.	Nature of Work	Frequency	Key Performance Indicator (KPI)	LEGEND : (1) - Satisfactory, (0) - Unsatisfactory
Cabin flooring	1.1	Dry Sweep or vacuum to remove all loose dirt, dust etc.	1x Weekly	Free from dust and dirt	
	1.2	Spot clean to remove all stains and embedded grime	1x Weekly	Free from stains	
	1.3	Thorough mop clean with appropriate detergents	1x Weekly	Free from dust and dirt and unpleasant odours	
Inside Cabin	2.1	Spot clean all vertical surfaces including light switches, electrical receptacles, furniture and doors	1x Weekly	Free from dust, dirt and stains	
	2.2	Using scraper, remove all chewing gum and like substances, Wipe clean all exit doors	1x Weekly	Free from dust, dirt and stains	
	2.3	Dust wipe clean all doors, walls, edges, ceilings and associated fixtures and fittings	1x Weekly	Free from dust, dirt and stains	
	2.4	Wipe tables, cabinets, blinds and other similar furniture, computers, fax, telephone and other office automation equipment with appropriate mild non caustic cleansing agent or germicidal solution	1x Weekly	Free from dust and dirt	
	2.5	Using a damp cloth, dust all horizontal and vertical surfaces of table side / file racks / cabinet to remove dust and foreign materials	1x Weekly	Free from dust and dirt	
	2.6	Empty all waste paper baskets. Remove trash and replace plastic bags.	1x Weekly	Free from litter and unpleasant odour	
Painted Surface	3.1	Damp clean with appropriate solution and disinfectant and dry with soft cloth. Cement pointing of tile joint shall be free from dirt and accumulated grime	Fortnightly	Free from dust, dirt and stains	
Toilets	4.1	Replenish all washroom supplies (toiletries)	1x Weekly	All consumables in toiletries available in adequate quantity	
	4.2	Using a scraper, remove all chewing gums and like substances from the floors	When necessary	Free from any stains or chewing gum	
	4.3	Damp mop floor using a germicidal solution and dry spot clean	1x Weekly	Free from dust and dirt and unpleasant odours	
Toilets (cont'd)	4.4	Using a germicidal solution, thoroughly clean all washbasins including underside and pipes	1x Weekly	Free from grease, oil and should be shine	
	4.5	Damp clean walls/doors/partitions/ mirrors with a germicidal solution to remove fingerprints, dirt and stubborn stains	1x Weekly	Free from dust, dirt and stains	
	4.6	Using the germicidal solution, thoroughly clean all toilets and urinals inside and outside. Wipe and polish all fixtures	1x Weekly	Free from water marks, grease, gum, oil, unpleasant odours and should be shine	
	4.7	Scrub bottom and side of urinals, especially the joint and recesses, with detergent followed by rinsing	1x Weekly	Free from water marks, grease, gum, oil and should be shine	
	4.8	Wash down tiled and painted walls and shower recesses	1x Weekly	Free from grease, oil and should be shine	
Perimeter Drain & Roads	5.1	Sweep to keep litter free	1x Weekly	Free from litter and dirt	

Total Weekly Score /

% for Weekly Score

Comments

Checked by (E-MAS) :

Confirmed by (Contractor) :

.....

.....

Name :
Date :

Name :
Date :

Contractor : _____

Inspection Date : _____

Legend:

(√) - Done (X) - Not Done (NA) - Not Applicable

Train Number		CLEANING CRITERIA								Remarks	Performance Indicator % (To be filled up by E-MAS Representative)
		Floor and Carpet Cleaning (Mop, Vacuum etc)	Seat Cleaning (Vacuum, Sanitize etc)	Windows Cleaning (Frame and Glass)	Door Cleaning (Frame, Glass & Push Button)	Interior Wall Cleaning (Stain mark etc)	Lighting Cover, Roof Cornice & Air Conditioner Ducting Cleaning	Toilet Cleaning (Sink, Tap, Toilet Bowl, Mirror, Floor, Sewage Tank)	Windscreen Cleaning (Inner & Outer)		
1	X101										
2	X102										
3	X103										
4	X104										
5	X105										
6	X106										
7	X107										
8	X108										
9	X209										
10	X210										
11	T101										
12	T102										
13	T103										
14	T104										
15	T205										
16	T206										
17	T207										
18	T208										
Overall Performance Indicator %											

<p>E-MAS Representative Checked By ;</p> <p>Name : Date :</p>	<p>Cleaning Contractor Representative Confirmed By ;</p> <p>Name : Date :</p>
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<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMB.M82100.CD.1002.	A	9 Dec 2022	Page 11 of 12	Administration of Cleaning Services-Depot, TPSS, Night Interior Train Cleaning and Track Vehicles Procedure

Appendix 3: Schedule 5 of the Cleaning Services Procedure (Ref No:
G00.OMB.M14500.GD.1003.*)

Schedule 5 Liquidated and ascertained damages & penalty fees

Liquidated damages, at the rate of RM2,000.00 per day, will be payable by the Contractor to ERLSB in respect of any day on which less than 50% of the Contractor's personnel who are assigned to provide the Services at any of the Areas Covered (referred to in item 1 of schedule 1) in the personnel list given under clause 3.6 fail to report for duty within 2 hours of the corresponding time specified in the personnel list.

The penalty for non compliance is **RM 500.00/incident**. In the event the same non compliance is repeated for the month, the following penalty breakdown shall be applied, in the event that the Contractor commits any acts, offences or irregularities or omits to do any act which, in the reasonable opinion of ERLSB, is inconsistent with the required performance standards as provided in clause 4.2, 4.3, Schedule 2 and Schedule 3.

ERLSB will impose Juwara Resources & Trading (M) Sdn Bhd. a penalty of **RM1,000.00** per case on damage caused by Juwara Resources & Trading (M) Sdn Bhd., cleaners for matters such as stealing / taking peoples belonging.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMB.M82100.CD.1002.	A	9 Dec 2022	Page 12 of 12	Administration of Cleaning Services-Depot, TPSS, Night Interior Train Cleaning and Track Vehicles Procedure

Appendix 4: Penalty for Non Compliance Form

ERL MAINTENANCE SUPPORT SDN BHD

Company Reg No: 199901023674 (498574-T)

**Penalty for Non Compliance for Cleaners**

Contractor : Juwara Resources & Trading (M) Sdn Bhd
 Contract Name : Contract for Depot, Administration/Management Centre, TPSS & station
 Contract No. : ERL-CEO-0974821-BTMagr-Igtje
 Month : Aug-23

Item	Description	Indicator	Amount (RM)	Remarks
1	Performance Below KPI Target Achievement	a) Penalty will impose for not achieving KPI		
2	Replacement / Janitorial Staff not at location	a) The janitorial staff shall be at their working area during working hours b) Failure to justify shall subject to penalty		
3 *	Complaint 1 - Name : - Type : - Date : - Time : - Area :	a) Based on official complaints (email) by staff / HOD's on Contractor level of services		
4	Damages caused by Contractor's cleaners	a) Any damages caused by contractor's cleaners		
6	Others	a) Miscellaneous items not stated in KPI: i. Any unethical matters ii. Toiletries not replenish on time iii. Others (to indicate)		
TOTAL PENALTY			-	

* Please provide attachment(s) / photos if space provided is not sufficient

Footnote :
 The penalty rate is as per Agreement - Schedule 5 Liquidated and ascertained damages & penalty fees

Checked by (E-MAS) :

Confirmed by (Contractor) :

.....
 Name :
 Date :
 Company Stamp :

.....
 Name :
 Date :
 Company :
 Stamp