

Alloy Toll Management Sdn Bhd	Doc. No.	: APPENDIX 16
	Version No.	: 1.0
External Communication	Effective Date	: 01 / 02 / 2022

External Parties	Method	Section	Who Involved	When
ANIH Berhad	Meeting / Email / WhatsApp	HQ	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM, TM	Quarterly / As and when required
Alloy Maintenance Engineering Sdn Bhd	Meeting / Email / Phone call / WhatsApp	HQ & Toll Plaza	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM, Sr.OE, TM, OE, Sr.SV, SV	As and when required
Touch N' Go Sdn Bhd	Meeting / Email / WhatsApp / Phone call	HQ & Toll Plaza	Sr. TM, TM, OM, OE, SV, Clerk	As and when required
Malaysian Highway Authority	Meeting / Email / WhatsApp	HQ & Toll Plaza	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM,	As and when required
Local Authority (Police, Hospital, JBPM etc)	Meeting / Phone call	HQ & Toll Plaza	All	As and when required
Suppliers, Contractors, Security Service	Phone call / Fax / WhatsApp / External Provider Evaluation	HQ & Toll Plaza	OM, TMM, Sr. TM, TM, OE, SV, Clerk	As and when required
Debt Collectors Agent	Email / Letter / Phone call / WhatsApp	HQ	TM	As and when required
System Integrator	Email / Phone call / WhatsApp / Letter / Memo / Fax	HQ & Toll Plaza	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM, Sr.OE, TM, OE, Sr.SV, SV,	As and when required
Highway User	Verbal / Phone call / Memo / Email / Customer Satisfaction Survey / Feedback Form	HQ & Toll Plaza	OM, OE, Sr. SV, SV, ASV, TC, TM, Sr. TMSV, TMSV	As and when required

Remarks :

TMM - Manager / Assistant Manager, Toll Monitoring
OM - Manager / Assistant Manager, Toll Operations
Sr.TM - Senior Executive, Toll Monitoring
Sr.OE - Senior Executive, Toll Operations
TM - Executive, Toll Monitoring
OE - Executive, Toll Operations
AE - Executive, Administration

Sr. SV - Senior Supervisor, Toll
Sr. TMSV - Senior Supervisor, Toll Monitoring
SV - Supervisor, Toll
TMSV - Supervisor, Toll Monitoring
ASV - Assistant Supervisor, Toll
TC - Toll Collector
PKP - Kerani POS