

Alloy Toll Management Sdn Bhd	Doc. No.	: APPENDIX 12
	Version No.	: 2.19
Internal Communication	Effective Date	: 01/01/2022

Topic Discussed (Not limited to following details)	Method	Section	Who Involved	When
1.0 Staff matters 2.0 Plaza issues ( KLK & ECE) 3.0 Quality Matter 4.0 Any other information as required	a. Operation Meeting	HQ & Toll Plaza	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM, Sr.OE, TM, OE, AE, Sr.SV, Sr.TMSV, SV, TMSV	Quarterly
1.0 Operation Planning 2.0 Operation Matter 3.0 Services Matter 4.0 Any other information as required	b. Plaza Meeting	Individual Toll Plaza	OE, Sr. SV, SV, ASV, TC, PKP	Once in two month
1.0 Good Service to Customer 2.0 Toll Booth Operation 3.0 Attendance & Recess arrangement 4.0 Any other information as required	c. Roll call through Intercomm / Short meet up before start duty	Individual Toll Plaza	Sr. SV, SV, ASV, TC, PKP	Daily / as and when required
1.0 New issues 2.0 Reminder, Memo 3.0 Any other information as required	d. Memo / Whats App	HQ & Toll Plaza	Everybody	As and when required
1.0 Any matters arise 2.0 Urgent matters 3.0 General Information 4.0 Customer Complaint 5.0 Any other information as required	e. Phone / Fax / WhatsApp	HQ & Toll Plaza	Everybody	As and when required
1.0 Employment Contract 2.0 Confidential Letter 3.0 New information 4.0 Any other information as required	f. Letter	HQ & Toll Plaza	Everybody	As and when required
1.0 Audit on Toll Documents 2.0 Audit on Procedures 3.0 Traffic and Revenue Information 4.0 Any other information as required	g. Letter / Memo / Fax	HQ & Toll Plaza	Head/Deputy Head, Toll Management, TMM, OM, Sr.TM, Sr.OE, TM, OE, AE, Sr.SV, Sr.TMSV, SV, 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

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