

Alloy Toll Management Sdn Bhd	Doc. No. : APPENDIX 12
	Version No. : 2.18
Internal Communication	Effective Date : 23 / 03 / 2018

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, VP/AVP TM, OM, AVP, Sr.TM, Sr.OE, TM, OE, Sr.SV, Sr.TM, TMSV, SV	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	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 & TC	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, VP/AVP TM, OM, AVP, Sr.TM, Sr.OE, TM, OE, Sr.SV, Sr.TM, TMSV, SV, TC	As and when required

Remarks :

VP /AVP, TM - Vice President/ Assistant Vice President, Toll Monitoring
OM - Operations Manager
Sr.TM - Senior Executive,Toll Monitoring
Sr.OE - Senior Executive, Operations
TM - Toll Monitoring Executive
OE - Operations Executive

Sr. SV - Senior Supervisor
Sr. TM - Senior Toll Monitoring Supervisor
SV - Supervisor
TMSV - Toll Monitoring Supervisor
TC - Toll Collector

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