

08/04/2025

Dear Stakeholders

INVITATION FOR STAKEHOLDER CONSULTATION SESSION AT SOLID PALM OIL MILL BERHAD

DQS Certification (M) Sdn Bhd would like to invite you to participate in the below stakeholder consultation session to gather your valuable sustainable inputs for the audited company as per details below:

Kepada Badan atau Orang Perseorangan yang berkepentingan

JEMPUTAN MENGHADIRI SESI MESYUARAT DENGAN PIHAK BERKEPENTINGAN SOLID PALM OIL MILL BERHAD

Perkara diatas adalah dirujuk. DQS Certification (M) Sdn Bhd dengan ini menjemput pihak Tuan/Puan untuk menghadiri diri ke sesi perundingan untuk mendapatkan maklumbalas untuk syarikat yang diaudit seperti dibawah:

Client Name / Nama syarikat	SOLID PALM OIL MILL BERHAD	
Audit Date / Tarikh audit	09 th – 10 th May 2025	
Address / Alamat	100KM, Jalan Miri-Bintulu, Coastal Road, 98000 Miri, Sarawak, Malaysia.	
Listed Site(s) / Unit tersenarai	Estate Name / Address	Total Area (Ha)
	Solid Palm Oil Mill Berhad	

The audit is to be conducted against MS2530-3-2:2022 – General Principles for Plantations and Organized Smallholders and MS 2530-4:2022 – General Principles for Palm Oil Mills. You may obtain the copy of a standard online at (<http://www.msonline.gov.my/catalog.php>).

Objective of the assessment is to seek views and opinions of stakeholder groups with regard to any oil palm management issue related to confirmation of compliance with legal, social, technical, economic, environmental and other requirements stipulated in the MSPO certification standards.

Audit akan dijalankan terhadap MS2530-3-2:2022 – General Principles for Plantations and Organized Smallholders and MS 2530-4:2022 – General Principles for Palm Oil Mills. Salinan standard boleh didapati secara atas talian (<http://www.msonline.gov.my/catalog.php>). Tujuan audit adalah untuk mencari pandangan dan pendapat Badan atau Orang Perseorangan yang berkepentingan berhubung dengan sebarang isu pengurusan kelapa sawit yang berkaitan dengan pematuhan terhadap keperluan undang-undang, sosial, teknikal, ekonomi, alam sekitar dan lain-lain yang ditetapkan dalam piawaian pensijilan MSPO.

Malaysia

Suite 43-4, Setia Avenue,
Jalan Setia Prima S U13/S,
Setia Alam Seksyen U13,
40170 Shah Alam, Selangor,
Malaysia.

Indonesia

Jl. Margasatwa 4, Unit A,
Cilandak Timur, Pasar Minggu
Jakarta Selatan 12560,
Indonesia.

Vietnam

Hanoi Office:
1st Floor VTC Building,
18 Tam Trinh Street,
Hai Ba Trung District,
Hanoi City, Vietnam.

Vietnam

Ho Chi Minh Office:
1st Floor, IBC Building,
No. 1A Me Linh Square,
Ben Nghe Ward, District 1,
Ho Chi Minh City, Vietnam.

Singapore

60 Paya Lebar Road #06-01,
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Tel. 84-4-39965796
Fax. 84-4-39333101

Tel. 84-8-38223536
Fax. 84-8-38223599

Tel. +65 6384 9238

For any disputes/complaints/grievances or feedbacks to be treated confidentially, please submit your feedbacks via the following channels:

Untuk sebarang pertikaian / aduan / rungutan atau maklum balas yang dirawat secara rahsia, sila maklumkan maklumbalas anda melalui saluran berikut:

- Email: info@dqs.com.my
- Write in / Tulis kepada: DQS Certification (M) Sdn. Bhd.
Suite 43-4 Setia Avenue, Jalan Setia Prima SU13/S,
Setia Alam, Seksyen U13, 40170 Shah Alam,
Selangor, Malaysia.
- Call / Telefon: +603-3342 3259 and speak to our Customer Service Executive.
- Fax: +603-3358 3299 and attention to our Customer Service Executive.
- Alternatively you can visit the following links to provide your complaints/feedbacks:
Sebagai alternatif, anda boleh melawat pautan berikut untuk memberikan aduan / maklumbalas anda
<http://www.dqs.com.my/contact/feedback/> or <https://www.dqs-holding.com/en/contact-us/contact-form-report-a-violation/>

Thank you.

Sekian, terima kasih.

Yours faithfully / *Yang Benar,*

Name of Lead Auditor: Edward Agong Ajan

Email address: edward.agong@dqs.com.my

DQS CFS CERTIFICATION (M) SDN BHD

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STAKEHOLDER FEEDBACK FORM (*Borang Maklumbalas Stakeholder*)

Site to be audited (Lokasi untuk audit dijalankan)	Carotino Sdn Bhd
Audit date (Tarikh audit)	09 th – 10 th May 2025

Stakeholder Information (*Maklumat Stakeholder*)

Name (<i>Nama</i>)	
Contact Number (<i>Nombor Telefon</i>)	
Email (if any)	
Address (<i>Alamat</i>)	
Organization (if relevant) (<i>Organisasi (Jika berkenaan)</i>)	

Stakeholder Feedback (*Maklumbalas Stakeholder*)

(select whichever applicable) / (*Pilih mana-mana yang berkenaan*)

- Participation in MSPO consultation session (*Penglibatan dalam perundingan dengan pihak-pihak kepentingan*)
 - YES: I will attend the stakeholder consultation during MSPO audit
(*YA: Saya akan hadir dalam sesi tersebut sewaktu audit MSPO dijalankan*)
 - NO: I will **not** attend the stakeholder consultation during MSPO audit
(*TIDAK: Saya **tidak** akan hadir dalam sesi tersebut sewaktu audit MSPO dijalankan*)

If YES, kindly select your preference
(*Jika YA, sila buat pilihan mengikut kesesuaian anda*)

- Consent from stakeholder for information to be appeared in audit report
(Perseujuan dari stakeholder sebagai maklumat yang akan dicatatkan dalam laporan audit)
 - I agree for DQS to disclose my name as the party interviewed in the MSPO audit
(Saya bersetuju untuk DQS memaparkan nama saya sebagai pihak yang diwawancara semasa audit MSPO dijalankan)
 - I prefer DQS to **not** disclose my name as the party interviewed in the MSPO audit
*(Saya memilih untuk DQS **tidak** memaparkan nama saya sebagai pihak yang diwawancara semasa audit MSPO dijalankan)*
- Other feedback (if any). This feedback will be highlighted by auditor during next on-site audit.
(Lain-lain maklumbalas (jika ada))

Name:

Date:

To be filled by DQS / Diisi oleh Pihak DQS

Lead Auditor Comments (elaborate briefly how is the above feedback been considered during the audit) /
Komen Jurulatih Utama (huraikan secara ringkas bagaimana maklum balas di atas telah dipertimbangkan semasa audit):

Communication to the above stakeholder on the issuance of MSPO certificate to the above-mentioned site(s):

Komunikasi kepada pihak berkepentingan di atas mengenai pengeluaran sijil MSPO ke unit yang disebutkan di atas:

Date / Tarikh:

Communicated by / Berkomunikasi dengan:

Communicated via (email/phone call etc) / Berkomunikasi melalui (e-mel / panggilan telefon dll):