

9/7/2025

Dear Stakeholders

**INVITATION FOR STAKEHOLDER CONSULTATION SESSION AT SARATOK PALM OIL MILL SDN BHD-SAPOM COLLECTION CENTRE**

DQS CFS 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 SARATOK PALM OIL MILL SDN BHD-SAPOM COLLECTION CENTRE**

*Perkara diatas adalah dirujuk. DQS CFS 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:*

<b>Client Name / Nama syarikat</b>	<b>SARATOK PALM OIL MILL SDN BHD-SAPOM COLLECTION CENTRE</b>	
<b>Audit Date / Tarikh audit</b>	30 July 2025 – 31 July 2025	
<b>Address / Alamat</b>	Lot 3090, Block 201, Sarikei Land District, 96100 Sarikei, Sarawak	
<b>Listed Site(s) / Unit tersenarai</b>	<b>Estate Name / Adress</b>	<b>Total Area (Ha)</b>
	Saratok Palm Oil Mill Sdn Bhd-SAPOM Collection Centre	N/A

The audit is to be conducted against MS 2530-4-3:2022: General Principles for Dealers. You may obtain the copy of a standard online at (<https://mysol.jsm.gov.my/>). 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 MS 2530-4-3:2022: General Principles for Dealers. Salinan standard boleh didapati secara atas talian (<https://mysol.jsm.gov.my/>). 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 56-4, Setia Avenue,  
Jalan Setia Prima U13/S,  
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40170 Shah Alam,  
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Tel. +603-3342 3259 (Hunting Line)



**Singapore**

60 Paya Lebar Road #06-01,  
Paya Lebar Square,  
Singapore 409051.

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](mailto:info@dqs.com.my)
- Write in / Tulis kepada: DQS Certification (M) Sdn. Bhd.  
Suite 56-4 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: Mohd Hidhir bin Hamdan

Email address: [mohd.hidhir@dqs.com.my](mailto:mohd.hidhir@dqs.com.my)

DQS CFS CERTIFICATION (M) SDN BHD

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Tel. +603-3342 3259 (Hunting Line)		Tel. +65 6384 9238

**STAKEHOLDER FEEDBACK FORM** (*Borang Maklumbalas Stakeholder*)

Site to be audited <i>(Lokasi untuk audit dijalankan)</i>	
Audit date <i>(Tarikh audit)</i>	

**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  
*(Persetujuan 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))*

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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):*