

30 March 2026

Dear Stakeholders,

Invitation To Comment on MSPO RECERTIFICATION 1 ANNUAL SURVEILLANCE AUDIT 1 for FGV REFINERIES SDN BHD (KUANTAN OIL PRODUCT)

FGV REFINERIES SDN BHD (KUANTAN OIL PRODUCT) has appointed Trans Certification & Inspection Sdn. Bhd. (TRANS) to conduct MSPO Recertification 1 Annual Surveillance Audit 1 of its management unit. The certification audit will be conducted on **1 Refinery** managed by **FGV REFINERIES SDN BHD (KUANTAN OIL PRODUCT)**.

Trans Certification & Inspection Sdn. Bhd. plans to conduct the certification audit for **FGV REFINERIES SDN BHD (KUANTAN OIL PRODUCT)** on **16.04.2025** in accordance with **MS 2530:2022: Malaysian Sustainable Palm Oil (MSPO) - Part 4-2: General Principles for Oil Palm Processing Facilities Including Supply Chain Requirements**. Copy of Standard MS 2530:2022 – 4.2 can be occupied from Department Standards Malaysia through email at: mysol.jsm.gov.my. The assessment will cover legal, environment, economical, workers' health and safety, and social aspects as required by MSPO.

The following are the information on the certification unit:

Refinery	Address	GPS Reference	Activity
FGV Refineries Sdn Bhd (Kuantan Oil Products)	Lot No 1863, Tanjung Gelang pelabuhan Kuantan, Mukim Sungai Karang, 26080 Kuantan Pahang	N 3.965634 E 103.428335	3550 mt/day

Trans Certification & Inspection Sdn. Bhd. Company was establishing since 2017 mainly provider sustainable, quality management, product certification. Since 2015, TRANS was actively doing audited on behalf of a few of Certification Body. TRANS has established a Standard Operating Procedure for Appeal and Complaint that can be occupied TRANS website: <https://transcert.com.my/complaint-procedure/>. The TRANS Audit Team assigned for

FGV REFINERIES SDN BHD (KUANTAN OIL PRODUCT) is as follows:

- i) Mr. Mohamad Irwan b Senin as Lead Auditor (Legal Requirements, Environmental and Stakeholders Consultations)
- ii) Mr. Mohamad Farhan b Muhammad Tajmudin Shah as Auditor (Safety and Health and Social Aspects and Best Practices)
- iii) Mr. Mohd Fikhri Haizum b Isamuddin as Auditor (Legal Requirements, Environmental and Stakeholders Consultations)

In preparation for the assessment, related stakeholders are invited to provide written input to the assessment by commenting on related aspects. An operation particularly on environment or social aspect. Date and time for consultation of interested parties are as follow:

Refinery	Address	GPS Reference	Date & Time
FGV Refineries Sdn Bhd (Kuantan Oil Products)	Lot No 1863, Tanjung Gelang pelabuhan Kuantan, Mukim Sungai Karang, 26080 Kuantan Pahang	N 3.965634 E 103.428335	16 April 2026 10:00 am

If you are unable to attend the assessment meeting, you are invited to send an email to the auditor regarding any issues you wish to raise during or after the Malaysian Sustainable Palm Oil (MSPO) assessment. Topic that you may wish to comment are as follows:

- Environmental Protection
- Biodiversity conservation
- Opportunity for employment
- Company approach to community development
- Your relationship with the company
- Participation in decision making
- Free, prior and informed consent
- Suggestion for improvement

You may submit written complaints or comments to us by returning the attached feedback form within 30 days from the date of this letter. If necessary, the audit team will arrange a meeting or phone discussion during or before the on-site audit to gather further information. If you wish your comments to be treated confidentially or to remain anonymous, please mark your reply "IN CONFIDENCE". We assure you that any source of information received will be treated as confidential, and any disclosure of the source will only be made with your consent.

Thank you for your feedback.

Sincerely,



Nurul Basyirah bt Bahrum
MSPO Scheme Coordinator
Trans Certification & Inspection Sdn. Bhd

STAKEHOLDER FEEDBACK FORM

To :

MSPO Scheme Coordinator

Trans Certification & Inspection Sdn. Bhd.

No. B30, Tingkat 1,

Jalan IM2/5, Bandar Indera Mahkota,

25200 Kuantan Pahang

Tel: +609-5751333.

Email: info@transcert.com.my

FEEDBACK ON MSPO AUDIT AT :

I would like to confirm that:

Have no issues to be raised against the audit site.

Have the following issues against the audit site:

Issues related to legal compliance:

Issues related to social aspects:

Issues related to environmental:

Issues related to safety and health:

Others:

I would like to TRANS audit team to arrange discussion with the following person for further details:

Name:

Position:

Contact No:

E-mel address:

Thank You,

Yours sincerely,

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Name:

Address:

Contact No: