

PETRONAS PENAPISAN (TERENGGANU) SDN. BHD. (81909-X)

A Wholly-owned subsidiary of PETRONAS
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To Whom It May Concern,

PETRONAS Penapisan (Terengganu) Sdn. Bhd. (also known as PP(T)SB) is a wholly-owned subsidiary of PETRONAS and operates a refinery/aromatics complex located in the east coast of Peninsular Malaysia.

Right after the recent economic downturn in 2009, we embarked on an initiative to look at how to step up the pace to be more productive in the way we do things and to ensure we have the necessary competency to run our business more efficiently. As the MD/CEO of PP(T)SB, I have employed the services of Renoir Consulting to implement this initiative under a project named LE²AP (Leading Efficiency Excellence Across PP(T)SB) focusing on three main objectives: Productivity Culture, Capability Building and Savings Realisation.

Renoir's approach has been very effective and they managed to keep a realistic balance between Productivity and the Company's resources. One of the major achievements is that we have created a further 20% manpower optimisation opportunity as a result of significant Productivity improvements, and the realisation is progressing well. However the benefit of this is not just the cost reduction but also we have made Productivity a major focus of our staff in PP(T)SB. In other words, we have embedded "Productivity Culture" into the Company.

In addition to facilitation on Productivity Improvements, Renoir also provided an impressive Return On Investment of 4:1 against their fees. The major savings are from manpower optimisation, reduction of shut-down duration and lab test reduction. I would also like to mention that Renoir delivered significant behavioral and culture changes in our staff and has made our organisation more performance oriented and cost focused. I am confident that with Renoir's high emphasis on sustainability, we can ensure the continuity of the Productivity and performance improvements.

I would have no hesitation in recommending their services to you.

Yours Sincerely,



Ahmad Hamizan Hasan
MD/CEO
PETRONAS Penapisan (Terengganu) Sdn. Bhd.