

Complaint Letter to Colgate-PalmOlive

Rose Berlinger <rose_berlinger@colpal.com>

7 October 2026 at 00:53

To: TuK Indonesia <office@tuk.or.id>

Cc: responsible_sourcing@colpal.com, ethics@colpal.com, [REDACTED], [REDACTED], [REDACTED]

, [REDACTED]

Dear TUK Indonesia,

Thank you for your follow-up email.

Colgate-Palmolive takes these allegations very seriously. We are committed to ensuring transparency and adherence to our No Deforestation, No Peat, No Exploitation (NDPE) policy across our supply chain. Our supply chain disclosures and mill lists are updated annually and published on our website [here](#). Earthworm Foundation is a strategic partner assisting us with supply chain monitoring, grievance support, and field engagement. Their work supports our policy implementation, including investigating possible non-compliance.

We have raised these concerns directly with Musim Mas. We are reviewing their responses along with the evidence you provided.

Based on an initial review of the company's response, RSPO audit results and the evidence you provided there are significant differences in perspectives which warrant further understanding. To complete our assessment, we would appreciate your help with the following:

1. Can you share any additional details regarding the specific communities involved, the concerns being raised, and whether there are affected communities beyond Penyang and Tanah Putih villages.
2. Several of the allegations contradict the findings of 2026 and previous RSPO audits of the companies named. Do you and the organizations that have signed this complaint letter intend to raise these concerns through the RSPO complaints process?
3. Our investigation indicates that PT MAS's operating license predates the relevant regulation and therefore maintains that the 20% plasma obligation does not apply. We understand that Musim Mas has engaged directly with Wahli, in the community, on this matter. Can you share details of that engagement and why you believe community needs were not addressed?

Best regards,
Rose

Rose Berlinger

Colgate-Palmolive

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Forest & Human Rights

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