

Complaint Letter to Ferrero

2 messages

TuK Indonesia <office@tuk.or.id>

1 July 2026 at 09:52

To: Mario.Abreu@ferrero.com, Mario.A@ferrero.com

Bcc: Abdul Haris <aris@tuk.or.id>, Linda Rosalina <linda@tuk.or.id>, [REDACTED]

, [REDACTED]

[REDACTED]

, [REDACTED]

Dear Ferrero Management,

We are a civil society coalition consisting of [Transformasi untuk Keadilan \(TuK INDONESIA\)](#), [Sawit Watch](#), and the [Regional Executive of WALHI Central Kalimantan](#); Indonesia's largest environmental organization.

We are writing to you because we are deeply concerned about your relationship with PT Maju Aneka Sawit (PT MAS or Maju Aneka), a subsidiary of Musim Mas Group operating in East Kotawaringin District, Central Kalimantan Province. Per Ferrero's [2023](#) and [2025 Palm Oil Mill](#) Lists, PT MAS is one of your suppliers. Publicly available documents indicate that you have been sourcing from [Maju Aneka since as early as 2020](#).

Our concerns stem from the results of an investigation, which has uncovered evidence of a series of potential violations of Indonesian law, RSPO principles, and your company's supplier sustainability policies, including the "No Deforestation, No Peat, and No Exploitation (NDPE)" standard. Below we have provided evidence that PT MAS' actions could be threatening the rights of local communities and the environment. This evidence raises serious questions about PT MAS' commitment to environmental sustainability, social responsibility and ethical business practices.

Please see the attached (.pdf) file to view the full complaint letter.

Regards,

TuK Indonesia



Ferrero Complaint.pdf

1528K

Mail Delivery Subsystem <MAILER-DAEMON@mx07-00303601.pphosted.com>

1 July 2026 at 09:55

To: office@tuk.or.id

The original message was received at Wed, 1 Jul 2026 02:55:37 GMT
from [m0145969.pops.net](#) [127.0.0.1]

----- The following addresses had permanent fatal errors -----

<mario.a@ferrero.com>

(reason: 550 5.4.1 Recipient address rejected: Access denied. For more information see <https://aka.ms/EXOSmtpErrors> [DB1PEPF00039230.eurprd03.prod.outlook.com 2026-07-01T02:55:37.757Z 08DED23E94AA2835])

----- Transcript of session follows -----

... while talking to ferrero-com.mail.protection.outlook.com..

>>> DATA

<<< 550 5.4.1 Recipient address rejected: Access denied. For more information see <https://aka.ms/EXOSmtpErrors> [DB1PEPF00039230.eurprd03.prod.outlook.com 2026-07-01T02:55:37.757Z 08DED23E94AA2835]

550 5.1.1 <mario.a@ferrero.com>... User unknown

<<< 503 5.5.2 Need rcpt command [DB1PEPF00039230.eurprd03.prod.outlook.com 2026-07-01T02:55:37.757Z 08DED23E94AA2835]

Final-Recipient: RFC822; mario.a@ferrero.com
X-Actual-Recipient: rfc822; mario.a@ferrero.com
Action: failed
Status: 5.4.1
Remote-MTA: DNS; [ferrero-com.mail.protection.outlook.com](https://aka.ms/EXOSmtpErrors)
Diagnostic-Code: SMTP; 550 5.4.1 Recipient address rejected: Access denied. For more information see <https://aka.ms/EXOSmtpErrors> [DB1PEPF00039230.eurprd03.prod.outlook.com 2026-07-01T02:55:37.757Z 08DED23E94AA2835]
Last-Attempt-Date: Wed, 1 Jul 2026 02:55:37 GMT

----- Forwarded message -----

From: TuK Indonesia <office@tuk.or.id>
To: Mario.Abreu@ferrero.com, Mario.A@ferrero.com
Cc:
Bcc:
Date: Wed, 1 Jul 2026 09:52:21 +0700
Subject: Complaint Letter to Ferrero

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Ferrero Complaint.pdf
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