Secure Inbox

CORRESPONDENCE | CASE | Case ID

By the case manager

Thank you for your submission.

We confirm that your report has been successfully received and is currently under review by the appropriate team.

Ferrero Integrity Helpline

Aug 24, 2026, 4:07 PM

By the case manager

Thank you for your letter and for bringing your concerns to the Ferrero Integrity Helpline.

We take all submissions seriously and assess them in accordance with our responsible sourcing commitments and internal procedures.

We would like to inform you that we have conducted a review of the allegations and engaged with relevant suppliers and stakeholders.

PT Maju Aneka Sawit (PT MAS) has been identified within Ferrero's supply chain based on our latest publicly disclosed Palm Oil Suppliers and Mill Lists(July 2024-June 2025).

At the stage of the review and according to the information currently available to us, PT MAS continues to hold valid ISPO and RSPO

certifications, most recently renewed on 16 August 2026.

As a consequence, we have not identified any formal findings of non-compliance by a competent authority or a certification body in relation to the allegations raised in your correspondence but we will continue to monitor developments and will take into account any new information that may emerge through our due diligence processes.

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