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Detailed description

Inbox

Reference number: rLeKYG

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Do you have any documents (as an example: files, emails, SMS, Instant messaging, messages, etc.) which could support your description of the events?
All main formats are accepted up to 500 MB.

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08.10.2026 - 18:37 Created by: L'Oréal

Dear TuK INDONESIA,

Further to our previous exchanges, we would like to provide an update on the follow-up to your submission.

We have sought factual clarifications from Musim Mas regarding the concerns raised about PT Maju Aneka Sawit and have received a response together with supporting documentation. Receipt of these materials does not, in itself, constitute a conclusion by L'Oréal on the concerns raised.

Building on the information already provided, we would welcome your views on the follow-up you are seeking from L'Oréal and any points you

would like us to consider further.

Thank you again for bringing these concerns to our attention.

Sincerely,

L'Oréal Global Ethics Department

07.09.2026 - 21:40 Created by: L'Oréal

Dear TuK INDONESIA,

Thank you for your follow-up message.

We recognise the importance of the concerns you raised. Please be assured that the matter continues to receive our full attention and is being reviewed carefully and thoroughly.

We are assessing the information available and taking the necessary steps to ensure that the concerns raised are considered appropriately. We will provide a further update through this Speak Up platform as soon as we are in a position to share meaningful information.

Sincerely,

L’Oréal Global Ethics Department

26.08.2026 - 11:28 Created by: Reporter

Dear L’Oréal Global Ethics Department,

We are writing to ask if there are any updates regarding our complaint on this matter.

Sincerely,
TuK INDONESIA

05.08.2026 - 08:11 Created by: Reporter

Dear L’Oréal Global Ethics Department,

We confirm receipt of your message, and await a thorough review regarding our complaint. We would also like to note the complaint concerns not only PT Mas, but numerous other companies operating in Central Kalimantan that have been in your supply chain in recent years.

Best Regards,
TuK INDONESIA

31.07.2026 - 11:27 Created by: L'Oréal

Dear

We acknowledge receipt of your letter dated July 22, 2026, regarding PT Maju Aneka Sawit (PT MAS), which we understand was also submitted in parallel directly to Mr. Hervé Mas and Mr. Jean-Pierre Coutauchaud.

To ensure your concerns are handled consistently and efficiently, we kindly ask that any further communication on this matter be directed through this Speak Up platform going forward.

We take note of the matters raised and confirm that they are being reviewed internally.

Sincerely,

L'Oréal Global Ethics Department

22.07.2026 - 09:08 Created by: System

Thank you. The report was successfully submitted. The processing period can be up to 7 days. You will then find a reply in your Inbox.

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