TuK INDONESIA

TuK Indonesia <office@tuk.or.id>

L'Oreal Complaint Letter

TuK Indonesia <office@tuk.or.id> 22 July 2026 at 14:10
To: Herve.Mas@loreal.com, Jean-Pierre.Coutauchaud@loreal.com
Cc: Linda Rosalina <linda@tuk.or.id>, Abdul Haris <aris@tuk.or.id>, "[REDACTED] " <[REDACTED] >, "[REDACTED] " <[REDACTED] >, [REDACTED]

Dear L'Oréal 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 L'Oréal's 2018 and 2019 Palm Oil Mill List, PT MAS is one of your suppliers.

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.

We have already filed our complaint through your L'Oréal Speak Up channel.

However we wanted to inform you directly about the nature of our complaint.
We hope to hear from you soon.

Regards,
TuK INDONESIA

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