

Complaint Letter to Unilever

2 messages

TuK Indonesia <office@tuk.or.id>

1 July 2026 at 09:37

To: palmoil.grievances@unilever.com

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

, [REDACTED],
, [REDACTED]

Dear Unilever 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 Unilever's 2023 and [2024 Palm Oil Mill List](#), 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



Unilever Complaint Final.pdf
1526K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

2 July 2026 at 15:02

To: office@tuk.or.id



Address not found

Your message wasn't delivered to **palmoil.grievances@unilever.com** because the address couldn't be found or is unable to receive email.

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▲ This link will take you to a third-party site

The response from the remote server was:

550 5.4.1 Recipient address rejected: Access denied. For more information see <https://aka.ms/EXOSmtpErrors> [AM4PEPF00025F98.EURPRD83.prod.outlook.com 2026-07-02T08:02:12.279Z 08DED399DF2B26D4]

Final-Recipient: rfc822; palmoil.grievances@unilever.com

Action: failed

Status: 5.4.1

Remote-MTA: dns; [unilever-com.mail.protection.outlook.com](https://aka.ms/EXOSmtpErrors). (52.101.73.4, the server for the domain [unilever.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> [AM4PEPF00025F98.EURPRD83.prod.outlook.com 2026-07-02T08:02:12.279Z 08DED399DF2B26D4]

Last-Attempt-Date: Thu, 02 Jul 2026 01:02:12 -0700 (PDT)

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