

# SUSTAINABLE LIVING PLAN: AUSTRALIA & NEW ZEALAND



## INTRODUCTION

## INTRODUCTION

The Unilever Sustainable Living Plan is our commitment to developing new ways of doing business that will drive sustainable growth. Our ambition is to decouple our growth from our environmental impacts across the full lifecycle of our products, from the sourcing of raw materials all the way through to the energy and water needed by people to cook, clean and wash with our products and their disposal.

However for Unilever, sustainability isn't just about the environment; there is also a social and economic dimension. Our products make a difference to people's health and well-being and our supply chain supports the livelihoods of millions so it's also about increasing the positive social impact of our business and our brands.

We want to be a sustainable business in every sense of the word and this starts with achieving the three big goals we have set for ourselves by 2020:

**HALVE  
ENVIRONMENTAL  
FOOTPRINT OF  
OUR PRODUCTS**

**HELP 1 BILLION  
PEOPLE IMPROVE  
THEIR HEALTH &  
WELLBEING**

**SOURCE 100% OF  
AGRICULTURAL  
RAW MATERIALS  
SUSTAINABLY**

Supporting these three big goals are 50 separate targets - each quantified and time bound.

Here in Australia and New Zealand (ANZ) we have chosen to focus on 26 of the 50 global targets where we believe we can have the largest impact and make the greatest difference to our environment and the needs and aspirations of people in Australia and New Zealand.

In many of the 26 local focus areas, we've already built sustainability into the way we do business in ANZ and the stories detailed here highlight these proud achievements. However we know there is more work to do and some uncharted areas that we do not have an answer for yet.

To this end, we are partnering with industry bodies, Government, NGOs, educational institutions and local communities to ensure that our small actions together translate into a big difference for our customers, consumers, employees and for the world at large.

This is our blue-print for the role Australia and New Zealand will play in helping deliver the vision of the Unilever Sustainable Living Plan.

## IMPROVING HEALTH AND WELL-BEING

Working with Government and other key partners, we will help people take action to improve their health and wellbeing and offer choices that help them to do this.

# NUTRITION

## Improve heart health

**Global target:** By 2020 we aim to motivate 100 million people globally to take the Heart Age test with our Flora brand and reduce elevated heart age by an average of three years for those who follow the recommended diet and lifestyle plan.

In 1999 Australia and New Zealand were the first markets to launch Flora pro-activ, our cholesterol lowering spread with plant sterols. Since then we've sold more than 80 million tubs, with more than 20% of households benefiting from its cholesterol lowering properties every year.

We continue to help people understand heart health and over 67,000 Australians have taken the Heart Age test since its 2010 launch.

Unilever has been part of the Heart Foundation Tick program in Australia and New Zealand for more than 20 years. 93% of our spreads and 97% of our side dish products meet the Tick program's strict nutrition criteria and carry the Tick. Flora pro-activ is also a proud supporting sponsor of the National Heart Foundation of Australia's Go Red for Women campaign, helping to raise awareness of women's heart health.

## Reduce salt levels

**Global Target:** Reduce salt levels further to help consumers meet the globally recommended level of 5 grams of salt a day by 2015.

Through our on-going salt reduction program we develop new products with lower salt levels and reduce the salt content of existing products. We removed more than 250 tonnes of salt from our spreads range in the 1990's and since 2001 have reduced the salt content across 155 Continental products by on average 30%.

We are an advisory board member of AWASH (Australian Division of World Action on Salt and Health) and we are working with the Australian Government's Food and Health Dialogue to implement a series of salt reduction targets. Together we aim to promote healthier lifestyles

through reducing the salt content of commonly consumed foods and showing consumers how they can prepare delicious and healthy meals that are lower in salt.

## Reduce saturated fat

**Global target:** We are committed to improving fat composition of our products by reducing saturated fat as much as possible and increasing levels of essential fats so that leading spreads will contain less than 33% saturated fat as a proportion of total fat by 2012 and a daily portion will provide at least 15% of the essential fatty acids recommended by international dietary guidelines.

We support Australian dietary recommendations to eat less saturated fat by improving the types of fats in our products, reducing saturated fat and where possible, increasing levels of healthy, essential fats. Through ongoing reformulation we've removed 3,000 tonnes of trans fat from our spreads range, which is now virtually trans fat free, and all our spreads already contain less than 28% saturated fat. We've also removed 595 tonnes of saturated fat from our Continental products and Streets ice cream range since 2001.

We continue to increasingly promote reduced or low fat (light) variants across Continental foods, Blue Ribbon ice cream and Flora spreads. Through using innovative methods and reformulation we have recently reduced the saturated fat content of our existing Blue Ribbon Vanilla flavours by 32% and Blue Ribbon Classic Chocolate by 60% whilst still delivering a great texture and taste.

## Reduce sugar levels

**Global target:** Reduce sugar levels in our ready to drink teas by a further 25% by 2020.

Since 2003, we've reduced the sugar content of regular Lipton Iced Tea by 7% and introduced two light Lipton Ice Tea variants. In 2010 Lipton was one of the first major brands to use the natural non-sugar sweetener, Stevia, with our re-launch of Lipton Green Ice Tea which contains approximately 30% less sugar. We've also removed 380 tonnes of sugar from our Streets ice cream range since 2004.



## HEALTH AND HYGIENE

### Promoting young women's self esteem

**Global target:** With our Dove brand we have already helped 5 million young people improve their self-esteem through educational programmes. By 2015 we aim to have helped 15 million young people.

Since 2006 we've helped improve the self-esteem of over 160,000 young people in Australia through the "Dove BodyThink" programme run in partnership with Butterfly Foundation and we aim to reach over 250,000 by 2015.

Dove has also supported the Australian National and New Zealand Breast Cancer Foundation with its Dove Pink range since 2007, raising almost \$950,000 for research and helping boost the self-esteem of cancer patients. Our ambition is to raise more than \$1.5 million by 2015.

### Partners

We partner with leading Australian and New Zealand organisations such as the National Heart Foundation of Australia, the Dietitians Association of Australia, Dietitians New Zealand and the New Zealand Nutrition Foundation.

We are advisory board members of AWASH (Australian Division of World Action on Salt and Health) and we actively participate in Government and industry expert committees including the Food and Health Dialogue and the Australian Food and Grocery Council's Health, Nutrition and Scientific Affairs Committee.

We support health professionals by providing evidence based educational materials that help share healthier diet messages with consumers in Australia and New Zealand. We also hold a number of educational seminars for health professionals each year and support nutrition research through our research scholarship programs with the Dietitians Association of Australia and Dietitians NZ.



### Reduce calorie levels

**Global target:** 100% of our children's ice cream products will contain 110 calories or fewer per portion by 2014.

We offer families a healthier treat option by ensuring our core Paddle Pop range and all new kids ice cream products already contain 110 calories or less, are a source of calcium and meet strict school canteen nutrition guidelines across Australia and New Zealand.

We continue to look for opportunities to lower calories across our portfolio, for example our new Splice Real Fruits range contains real fruit with only 75 calories per serve.

### Providing healthy eating information

**Global target:** All products will provide full nutritional information with energy per portion on front of pack and eight key nutrients and % Guideline Daily Amounts (Dietary Intake Guidelines in Australia & NZ) for five nutrients on the back of pack.

We've already introduced front of pack labelling for energy per portion and energy % Daily Intake Guideline (DIG) and by mid 2013 we will also move % DIGs for fat, saturated fat, sugar and sodium to the front of pack.

In addition to carrying the Heart Foundation Tick on more than 80 products we provide nutrition information on brand websites and on [www.unilever.com.au](http://www.unilever.com.au) and [www.unilever.com.nz](http://www.unilever.com.nz). We provide nutrition resources for health care professionals via our Health Care Nutrition website.



CERT TM

## REDUCING ENVIRONMENTAL IMPACT

Working across all of our operations and products and in partnership with Government, other stakeholders and the people who use our products, we will reduce our overall environmental impact.

# GREENHOUSE GASES

## Reduce GHG from Washing Clothes

**Global Target:** We will reduce the GHG impact of the laundry process by concentrating our liquids, compacting our powders and reformulating our products to reduce GHG by 15% by 2012. We will encourage our consumers to wash at lower temperatures and at the correct dosages in 70% of machine washes by 2020.

Cleaner Planet Plan is our long term laundry sustainability strategy which encompasses OMO, Persil, Surf, Drive and Comfort. We have:

- Pioneered concentrated detergents with Small & Mighty resulting in the elimination of the equivalent of 60 million plastic shopping bags and 260 million A4 sheets\* of paper worth of packaging every year, and removing 1,000 truck journeys in transport (halving GHG emissions from logistics). Australia and New Zealand's liquid and powder detergents are now among the most concentrated in the world
- Removed phosphate across our laundry range which delivered an estimated 30% reduction in the GHG footprint of OMO in Australia (due to the energy intensity of sourcing phosphate). By simply switching to new OMO, households can save up to 20 kg of CO<sub>2</sub> a year in the overall product footprint
- Provided tips across millions of laundry packs and the Cleaner Planet Plan website to help households wash more efficiently. In Australia and New Zealand many households already wash at low temperatures, however we'll continue to work with our suppliers to offer innovative solutions that help further reduce GHGs associated with washing clothes.

\*Based on 80gsm A4 paper

## Reduce GHG from our manufacturing

**Global target:** By 2020 CO<sub>2</sub> emissions from our factories will be at or below 2008 levels despite significantly higher volumes. This represents a 63% reduction per tonne of production and a 43% absolute reduction vs a 1995 baseline. We will more than double our use of renewable energy to 40% of our total energy requirement by 2020 and all newly built factories will aim to have less than half the impact of current ones.

Through good manufacturing practice, streamlining processes and capital investment we are contributing to the Australian Government's target to reduce CO<sub>2</sub> emissions by 25% by 2020 (vs. 2000 baseline) and the New Zealand Government's target of a 10-20% reduction by 2020 (vs. 1990 baseline).

We've reduced CO<sub>2</sub> emissions across our manufacturing operations by 9.5% per tonne of production and have kept our absolute levels flat since 2008 (despite production increases). This represents a 63.3% per tonne of production and 77.8% absolute reduction versus a 1995 baseline.

We've achieved this through:

- Installing energy efficient air compressors that produce 43% less CO<sub>2</sub> emissions
- Ensuring all new equipment uses energy efficient motors
- Implementing a new program to maintain and fix leaks
- Installing energy efficient lighting and motion sensors
- Implementing heat recovery and insulation from our boiler and air compressor equipment to re-use heat in the manufacturing process.

Our Tatura factory received a \$1.25 million Government grant to construct a 1.1 megawatt co-generation plant which generates electricity and heat using natural gas and thermal energy. Once complete, this will cut greenhouse gas emissions by an estimated 44% (6000 tonnes per annum at an absolute level) while making Tatura near self-sufficient in meeting its electricity needs.



# WATER

## Reduce GHG from our transport

**Global target:** By 2020 CO<sub>2</sub> emissions from our global logistics network will be at or below 2010 levels despite significantly higher volumes. This will represent a 40% improvement in CO<sub>2</sub> efficiency. We will achieve this by reducing truck mileage; using lower emission vehicles; employing alternative transport such as rail or ship; and improving the energy efficiency of our warehouses.

We will reduce GHG emissions from our line haul network by moving all our truck fleet to Euro V emission standards by 2016, resulting in a 27% CO<sub>2</sub> reduction per unit transported. All new trucks bought from 2011 will be at Euro V standards. Additionally we are working with our carriers to maximise truck loads and route efficiency for further reductions.

## Reduce GHG from refrigeration

**Global Target:** We will accelerate the roll-out of freezer cabinets that use climate-friendly (hydrocarbon) refrigerants. We have already purchased 450,000 units with the new refrigerant and we will purchase a further 850,000 by 2015.

Since 2010, we've replaced more than 5,000 Streets ice cream freezers with new models that use hydrocarbon refrigerant (R290). By 2016 85% of our freezers and fridges will use hydrocarbon refrigerant (R290) delivering expected GHG savings of up to 38% per fridge annually. By 2020 100% of our freezers will be using hydrocarbon refrigerant (R290), reducing GHGs associated with refrigeration by up to 40% (based on replacement of old freezers per annum).

We are also piloting new solar powered Lipton Ice Tea and Streets Ice Cream kiosks at two sites in 2011. The first of their type in Australia, they emit zero GHGs.



## Reduce water use in the laundry process

**Global Target:** We will reduce the water required in the laundry process by making easier rinsing products and detergents that deliver excellent cleaning but use less water more widely available.

Our move to Small & Mighty concentrated liquids across OMO, Persil and Surf has reduced the water used in manufacturing each dose of product by 80%. We've developed high performing OMO and Persil formulations specifically for front loader machines which use less water.

Our Cleaner Planet Plan tips on pack help consumers reduce their water use without compromising on the quality of their washing.

## Reduce water use in skin cleansing and hair washing

**Global Target:** By 2015 we intend to reach 200 million consumers with products and tools that will help them use less water while washing and showering. Our goal is to reach 400 million by 2020.

With our significant hair washing and skin cleansing portfolio we recognise the need to help our consumers use less water while washing and showering and are evaluating ways in which we can encourage less water usage whether it be through education, communication or innovation.

## Reduce water use in our manufacturing process

**Global Target:** By 2020 water abstraction by our global factory network will be at or below 2008 levels, despite significantly higher volumes. This represents a 78% reduction per tonne of production and a 65% absolute reduction versus a 1995 baseline.

Across our manufacturing sites we've reduced water use by 32.7% per tonne of production and 18.4% in absolute terms since 2005 and our usage is now below 2008 levels.

We've achieved this through:

- Reviewing and minimising water used to clean our production lines
- Harvesting and re-using storm water grey water
- On-going identification and elimination of leaks.

We will continue to integrate sustainable water management practices and investigate new water efficient technologies in our factories by, for example, identifying water re-use options and installing rain water tanks and dams to increase our re-use capacity by 59% by 2012.

# WASTE

## Reduce packaging

**Global Target:** By 2020 we will reduce the weight of packaging that we use by a third through light-weighting materials, optimising structural and material design, developing concentrated products and eliminating unnecessary packaging.

Since 2009 we've reduced like-for-like packaging by 1620 tonnes, taking our total tonnage to lower than 2007 levels, even with business volume growth, and we remain committed to further reductions in line with our Australian Packaging Covenant commitments. Our move to concentrated Small & Mighty laundry products reduced packaging by 50% in liquid and 40% in powder detergents and we will drive concentration in the Fabric Conditioner category through our 2011 Comfort launch.

Across our plastic packaged personal care products we continue to reduce packaging through more efficient designs and light weighting. For example we've reduced plastic weight by almost 20% in Dove Shampoo & Conditioners, 15% reduction in deodorant roll-on packaging and nearly 15% in the new Dove Body Wash Range. We're also increasing our range of larger value packs and are actively promoting these formats to reduce packaging per consumer use.

## Recycle packaging

**Global Target:** Working in partnership with industry, governments and NGO's, we aim to increase recovery and recycling rates on average by 5% by 2015 and by 15% by 2020. We will make it easier for consumers to recycle by using materials that best fit recycling facilities available by country and by increasing the recycled material content in our packaging to maximum possible levels. This will act as a catalyst to increase recycling rates.

Currently an estimated 70% of our paper and board packaging is made from recycled materials and 95% is recyclable. We currently do not use recycled plastic materials, but we have invested in technology that will allow this in the future. We use a number of plastic materials in our packaging, 40% of which is recyclable and we are working on increasing this percentage.

We aim to increase both the recycled content and recyclability of our packaging, as well as work with partners to increase recycling rates. For example, we are currently investigating options to increase the recycling rate of aerosols cans in Australia and New Zealand as well as plastics readily accepted for recycling in other markets.

## Reduce waste from our manufacturing

**Global Target:** By 2020 total waste sent for disposal will be at or below 2008 levels despite significantly higher volumes. This represents an 80% reduction per tonne of production and 70% absolute reduction versus a 1995 baseline.

Since 2008, we have reduced waste sent for disposal by 15.3% across our factories through implementing new recycling methods, improving our segregation of waste and putting in place new processes that allow us to reuse our raw material packaging as well as turn food waste into feedstock for other industries.

We are currently trialling new technologies at our North Rocks site to reduce effluent sludge waste by up to 80% which would reduce total site waste by 60%. At our Minto site we're implementing a new process to use effluent sludge as a soil conditioner which helps put vital nutrients into soil to prevent soil erosion for Australian farmers.

## Partners

We work with a range of partners including the Australian and New Zealand Governments to reduce carbon emissions, water and waste resulting from both our own operations and from the consumer use of our products. We actively participate in programs such as:

- The NSW Govt Office of Environment and Heritage sustainability advantage program
- The Sydney Water Every Drop Counts Program
- Regional Development Victoria's Efficient and Sustainable Industry Program
- The Australian Packaging Covenant
- The Australian Food and Grocery Council's Sustainable Practices Committee
- The Do Something! 10% Challenge to reduce energy and fuel use across the product lifecycle.



# SUSTAINABLE SOURCING

## Sustainable Palm oil

**Global Target:** We will purchase all palm oil from certified sustainable sources by 2015.

We have purchased enough Green Palm certificates to cover our entire Australian and New Zealand palm oil and palm kernel needs (as well as those of Western Europe). We continue to incentivise producers to become accredited as sustainable through the purchase of these certificates until there is a viable segregated sustainable palm oil supply chain for Australia and New Zealand, and in fact globally.

Our leadership on sustainable palm oil was recognised in the Australian WWF 2010 Palm Oil Buyers Scorecard.

## Sustainable Paper & Board

**Global Target:** We will source 75% of the paper and board for our packaging from certified sustainably managed forests or from recycled material by 2015 and 100% by 2020.

100% of the paper and board packaging used for our locally made products is sustainably sourced, with the majority (90%) using recycled materials and the remainder sourced from sustainable forests. All our ice cream sticks for local manufacturing come from sustainable forests and we are working to ensure the same applies to the small percentage of ice creams we import from overseas.

## Sustainable Tea

**Global Target:** By 2015 we aim to have the tea in all Lipton tea bags sourced from Rainforest Alliance Certified™ estates. By 2020 100% of Unilever's tea, including loose tea, will be sustainably sourced.

We were the first major tea producer to move to sustainably sourced tea in 2009 with 50% of our Quality Black Lipton tea now sourced from Rainforest Alliance Certified™ estates. We aim to have 100% of our Lipton tea certified as sustainably sourced by 2012 with our remaining Australian and New Zealand tea brands before 2015.



## Sustainable Cocoa

**Global Target:** We will source cocoa sustainably for our Magnum ice cream by 2015 and all other cocoa by 2020.

We are moving towards 100% Rainforest Alliance Certified™ sustainably sourced cocoa for the chocolate coating in our Australian-manufactured Magnum ice cream range.

## Sustainable Fruit and Vegetables

**Global Target:** We will purchase 50% of our top 13 vegetables and herbs from sustainable sources by 2012 and 100% of our fruit by 2015.

We have asked our major fruit and vegetable suppliers to conduct self-assessments of 10 key sustainable agriculture indicators using a Unilever-developed software system. Our next step is to work with these suppliers and develop action plans where appropriate to improve sustainable agricultural practices.

## Fairtrade Ben & Jerry's

**Global Target:** All ingredients in Ben & Jerry's that can be sourced Fairtrade will be certified by 2013.

In 2011 our focus is on Fairtrade certification of cocoa and vanilla used in Ben & Jerry's ice cream.

## Partners

Unilever participates in a host of multi-stakeholder collaborations in this highly complex area. Unilever is a founding member of the Roundtable for Sustainable Palm Oil, The Roundtable for Responsible Soy and the Sustainable Agriculture Initiative Platform. In March 2011, Unilever also joined Bonsucro, the roundtable for sustainable sugar cane production. We will continue to work closely with our suppliers and partners, including the Rainforest Alliance and Fairtrade to drive progress.



We will enable our people to make sustainable choices at home and at work.

## PEOPLE

### Improve employee health and nutrition

**Global Target:** Our Lamplighter employee programme aims to improve the nutrition, fitness and mental resilience of employees. It has already been implemented in 30 countries and in 2011 we will extend its reach to a further 8 countries. Our long term aim is to extend the reach to all countries where we operate.

Our Lamplighter program, which was piloted in 2008, is now being extended to cover all sites and all employees and will include general health assessments, as well as additional elements such as skin cancer checks, heart health checks, flu vaccinations massages and work-life balance advice.

### Reduce energy consumption in our offices

**Global Target:** By 2020 we will halve the energy (kWh) purchased per occupant for the offices in our top 21 countries versus 2010.

We've reduced energy use in our Epping Head Office by 5.8% year on year through the installation of blinds to manage heat and cooling levels in office, changing to more efficient lighting (delivering a 45% energy saving), updating our air-conditioning system controls and installing a building management system. We continue to investigate a range of ways to reduce our office energy consumption including upgrading lighting sensor capabilities, investigating solar power options and on-going employee education.

### Reduce office waste and increase sustainable sourcing of office materials

**Global Target:** At least 90% of our office waste will be reused, recycled or recovered by 2015 with zero waste sent to landfill by 2017. We will reduce paper consumption per head by 30% and source all paper-based office materials from either certified sustainable forests or recycled sources by 2013.

To mark Earth Hour in March 2011 we launched a new segregated recycling system at our Epping Head Office which reduced waste sent to landfill by 60% and we continue to run employee education programs on waste reduction.

All printers have been switched to double-sided where possible to reduce paper printing by 25%, and "remember not to print" messaging will be included on all emails. All paper for our offices will be 100% recycled from 2011.

### Partners

We will partner with health organisations, including our healthcare provider, and our employees to create a healthier workplace and with local waste and cleaning vendors to increase recycling rates and reduce waste sent to landfill.

