



UNILEVER ANZ QUALITY & CONSUMER SAFETY POLICY

Unilever is one of the world's leading suppliers of Food, Home and Personal Care products. Our vision is to double the size of the business whilst reducing our environmental footprint and increasing our positive social impact.

Unilever's portfolio features some of the world's best-known household names. In Australia & New Zealand, our name brands include Flora, Lipton, Bushells, Dove, Rexona, Lynx, Vaseline, Omo/Persil, Surf, Continental, Toni & Guy, TRESemmé and Streets.

We strive to create products that meet customer and consumer expectations of performance, quality and safety. Stringent testing by Unilever is an integral part of maintaining our brands as the preferred customer and consumer choice. Before a product reaches consumers, every aspect of the product is assessed for compliance and approval against a set of internal global standards.

In addition, our products also meet strict Australian and New Zealand government regulatory standards for quality and safety.

OBJECTIVES:

1. Comply with all applicable product and consumer safety legislation, and other requirements e.g. codes of practice, relevant AS/NZS standards, export requirements, relevant importing country requirements, as well as Unilever quality and consumer safety standards and policies.
2. Identify and evaluate potential quality and consumer safety hazards within our operations and those arising from change, and seek to eliminate or control them.
3. Set annual measurable objectives and targets for continuous improvement and provide sufficient resources to implement plans that address quality and consumer safety risks.
4. Regularly report and review quality and consumer safety performance, objectives and targets, improvement activities and compliance programs.
5. Maintain a formal Quality and Consumer Safety Management System which meets the needs of the business and of our customers e.g. Hazard Analysis and Critical Control Point (HACCP) system, Unilever standards.
6. Maintain procedures and support systems to enable recall of products from the market place.
7. Supply necessary product information to customers and consumers, including safe handling instructions.
8. Provide appropriate training and education to all employees so that they understand their responsibility for Quality and Consumer Safety.
9. Disseminate relevant quality and consumer safety information to all workers and others within Unilever ANZ operations.
10. Work with our contract manufacturers, suppliers, distributors, and customers to achieve quality and consumer safety improvements.
11. Anticipate and respond to developing issues and public concerns.
12. Ensure the Quality and Consumer Safety Policy is effectively implemented and publically available.

Clive Stiff

Chairman & Chief Executive Officer
Unilever ANZ

1st August 2015