

# Progress on our commitments



## Health and well-being

### Our commitment

#### Nutrition

Conduct regular reviews of our portfolio of food products via our Nutrition Enhancement Programme

Guide consumers to meet the World Health Organization's recommended daily intake of 5 g of salt per day by reducing salt levels in our products. Our ambition is to reach 6 g per day by 2010 and 5 g by 2015

Display percentage of Guideline Daily Amounts (GDA) for five key nutrients on pack for products sold in Europe as part of CIAA voluntary initiative

Reach 100 million people 2009-2020 through Heart Age online tool

Deliver school meals to 100,000 children in 2009 via our partnership with the UN World Food Programme

#### Hygiene and well-being

Change the hygiene behaviour of 1 billion people 2009-2015 through Lifebuoy and its partner programmes

Align partnership activities with FDI World Dental Federation to focus on day and night brushing campaign

Reach 5 million young people 2005-2010 with self-esteem materials through Dove's Self-Esteem Fund

### Progress in 2009

Our food portfolio remains under regular review. 44% of our products are in line with internationally accepted guidelines for saturated and trans fat, sugar and salt

76% of our portfolio already meets our 2010 benchmarks to help consumers reduce to 6 g per day

Achieved for over 90% of eligible products; implementation plans are in place for the remainder

Around 1.5 million people took the Heart Age test

Delivered nearly 17 million school meals to 80,000 children

Lifebuoy reached millions of people in 23 countries via Global Handwashing Day 2009. Extended roll-out of hygiene education programmes in Indonesia, Pakistan, Sri Lanka and Vietnam

Launched joint Brush Day and Night campaign with the FDI World Dental Federation

Reached 1.3 million people with educational programmes, bringing the total to 4.8 million

## Sustainable living

### Our commitment

#### Business growth

Reduce our overall environmental impact while doubling the size of our business

#### Sustainable sourcing

Source all tea for Lipton and PG tips tea bags in Western Europe from Rainforest Alliance Certified™ farms by 2010. Purchase all tea for our Lipton tea bags from certified sustainable sources by 2015

Purchase all palm oil from certified sustainable sources by 2015

Source 100% cage-free eggs for:

- Hellmann's, Amora and Calvé products sold in Western Europe by 2012
- Hellmann's Light mayonnaise in N America
- Ben & Jerry's ice cream in Europe by 2004 and the US by 2010

Assess potential of Fairtrade sourcing for Ben & Jerry's ice cream ingredients

#### Refrigerants

Purchase new point-of-sale ice cream cabinets that use climate-friendly HC refrigerants, wherever technically and legally feasible

#### Climate change

Reduce CO<sub>2</sub> from energy in our manufacturing by 25% by 2012 (measured per tonne of production against a 2004 baseline)

#### Water

Continue to reduce water use in our manufacturing operations per tonne of production

#### Manufacturing waste

Continue to reduce total waste in our manufacturing operations per tonne of production

#### Packaging

Eliminate PVC from our packaging, where viable, by 2010. Identify technologies to allow elimination of all PVC by end of 2012

### Progress in 2009

Assessed the greenhouse gas, water and waste impacts of 1,500 products

Around 80% of Lipton Yellow Label and PG tips tea sold in Western Europe comes from Rainforest Alliance Certified™ farms

Globally, around 15% of our tea is sourced from Rainforest Alliance Certified™ farms

Purchased 185,000 tonnes of certified sustainable palm oil via GreenPalm certificates, accounting for 15% of our total purchases

- Western Europe target achieved by end 2009, ahead of schedule
- Sourcing started in 2009 in preparation for product roll-out in 2010
- Achieved target for Europe in 2004. On track to meet US target by end of 2010

In early 2010, Ben & Jerry's committed that, where Fairtrade options exist, all ingredients will be Fairtrade-certified in Europe by end of 2011 and worldwide by 2013

Around 430,000 HC refrigerant cabinets purchased since 2004

Over 1995-2009, achieved a 40% reduction in CO<sub>2</sub> from energy from manufacturing. On track to achieve 2012 target

Over 1995-2009, achieved a 65% reduction in water use

Over 1995-2009, achieved a 73% reduction in total waste

On track to achieve 2010 target. Working with suppliers to identify novel technology solutions

## Economic impacts

### Our commitment

#### Business performance

Long-term ambition to be in the top third of a reference group of 21 consumer goods companies for total shareholder return on a 3-year basis

Increase the penetration and consumption of our categories by consumers at all income levels in developing and emerging markets

#### Smallholder farmers

Explore opportunities to increase sourcing from smallholder farmers to ensure security of supply

### Progress in 2009

Reached target of top third: 5th out of 21

Reached 49% of sales from these markets

- 10,500 farmers now involved in allanblackia project in Africa
- 38,000 smallholder farmers have achieved Rainforest Alliance certification in Kenya over 2007-2009