

# A SUMMARY OF UNILEVER'S HIGHEST PRIORITY MATERIAL ISSUES & POTENTIAL SOCIETAL IMPACTS

The table below summarises the potential impacts on society from the highest priority material issues that we have identified in our latest materiality assessment. These issues are influenced by a number of macro forces, such as increasing stress on the environment. Through the Unilever Sustainable Living Plan (USLP), we are responding to these issues and the risks and opportunities they create. The links in the left hand column connect to the relevant section of our [Sustainable Living Report 2018](#) for further information. See the [Defining our material issues](#) chapter for details of our principal risks, our materiality matrix and an overview of the progress we are making in addressing these material issues through the USLP.

MATERIAL ISSUE	POSITIVE SOCIETAL IMPACTS	POTENTIAL NEGATIVE SOCIETAL IMPACTS
<a href="#">Water</a>	<p>We are accelerating our product innovation to meet the needs of people in water-scarce regions, while continuing to reduce water use in agriculture and our own manufacturing operations.</p> <p>We are developing innovative home, beauty and personal care products to help people adapt to a water-scarce world. For example, our Rin and Sunlight smart-foam fast-rinse laundry detergents available in India and South Africa respectively, and our Love Beauty and Planet range, which uses fast-rinse technology in its conditioners, are helping people to use less water, as they require less water to work effectively.</p> <p>We are also developing products which use no water at all, such as Domestos Flush Less, a toilet spray that disinfects and eliminates odours without the need to flush, and our Love Home and Planet and Day2, our first dry wash sprays, which are made with only 0.02% of the water used in a normal UK laundry load.</p> <p>We're working with our agricultural suppliers to improve crop yields while using less water. Water management is an integral part of our Sustainable Agriculture Code (SAC). Close to 100% of our vegetable suppliers, including tomato suppliers, now comply with our SAC. And almost all, when using irrigation, have water management plans in place and report on the water used. Our suppliers are also adopting an additional set of farm practices in their uptake of the updated 2017 SAC, which has clear guidance on all aspects of Climate Smart Agriculture. These include ensuring that water infrastructure, like pipes and canals, is readily maintained, as well as</p>	<p>Water is critical for the planet, its ecosystems and its inhabitants to survive and thrive. 2.8 billion people around the world are experiencing poor access to water. This number is estimated to increase significantly, with the Water Resources Group estimating that 25% of the total water demand in 2030 will not be met.</p> <p>People experiencing water scarcity are making trade-offs about how they will use their limited supply of water. Household water scarcity is becoming a major issue in fast-growing cities in developing countries where infrastructure has not kept pace with the growth in population and income.</p> <p>Climate change, urbanisation, population growth and a growing middle class have combined to create a global water crisis – characterised by droughts, floods and localised shortages.</p>

	<p>encouraging suppliers to influence the water management decisions of their farmers, to conserve water and improve the efficiency of their water use.</p> <p>We are driving sustainable water use in our factories and abstracting significantly less water. Our factories abstracted 22.5 million fewer cubic metres of water in 2018 than in 2008, achieving our target two years ahead of schedule. This equates to a reduction of 44% per tonne of production.</p>	
<p><b><u>Nutrition &amp; diets</u></b></p>	<p>We are working with governments, NGOs and businesses to align with the Sustainable Development Goals to eliminate hunger and promote health and well-being around the world.</p> <p>We've been working to improve the nutritional quality of our products for over a decade. Additionally, it has been part of the USLP since its launch in 2010. We are making progress towards meeting our Highest Nutritional Standards and maximising the goodness of our products. We do this by reducing nutrients of concern, such as salt and sugar, as well as lowering calories. We've eliminated trans fats originated from partially hydrogenated vegetable oils and we're also providing essential micronutrients and increasing our plant-based offerings. In addition, we aim to provide at least 200 billion servings containing essential micronutrients by 2022, for example, through iron-fortified Knorr/Royco bouillon cubes in Nigeria and Kenya.</p> <p>Through using the reach and power of our brands, such as Knorr, Hellmann's, Wall's and Lipton, we are helping to empower people to make responsible food and refreshment choices, and adopt healthier habits.</p> <p>We're committed to ensuring our products are clearly labelled with nutritional information so people can make informed choices available in appropriate portion sizes, and marketed responsibly. We continue to ensure we offer a variety of choices, at premium to affordable prices, even in the most remote locations across the world. And to achieve our mission, we're working in partnership with others.</p>	<p>The way the world produces and consumes food today is unsustainable. By the middle of this century, the planet will need to feed an extra 1.5 billion people. The Global Nutrition Report 2018 says that the double burden of malnutrition across the world is already unacceptably high and progress in tackling this is unacceptably slow.</p> <p>We continue to focus on reducing nutrients of concern ensuring that our foods and refreshments continue to meet people's taste and quality expectations. This is important because only when products are chosen can they affect people's diets.</p> <p>We are also striving to source our ingredients sustainably and support farmers and others who make their livelihood from working for us and with us. See Agricultural Sourcing below.</p>
<p><b><u>Packaging &amp; waste</u></b></p>	<p>We minimise waste by reducing, reusing and recycling our own waste and encouraging our consumers to do the same. We want to move towards a more circular economy, enabling more packaging to either remain in loops or have the best possible opportunity to be recycled. A more circular use of materials means lower costs and less waste. With regards to positive societal impacts, it means new sources of value for our customers and consumers, better risk management of raw materials, and improved approaches to the supply chain.</p> <p>In 2017, we made a public commitment to address plastic packaging waste. By 2025, all our plastic packaging will be reusable, recyclable or compostable and at least 25% of it will come from recycled plastic content. To help deliver these commitments we have an internal framework: <a href="#">Less plastic. Better plastic. No plastic.</a></p>	<p>Plastic has become an integral part of our lives. But with that has emerged the enormous – and growing – problem of plastic waste. It is littering our environment, polluting our seas and killing aquatic life.</p> <p>The challenge is that so little plastic packaging is currently recycled, recyclable or reusable. The result is a significant economic loss for society and business. Plastic packaging waste represents an \$80-\$120 billion loss to the global economy every year according to the World Economic Forum.</p> <p>As a consumer goods company, we're acutely aware of the impacts of the linear "take-make-dispose" model to society and the environment. And we want to change it. A more circular approach is needed, where we not only use less packaging, but</p>

	<p>'Less plastic' is about cutting down how much we use in the first place. Since 2010 we've reduced the weight of our packaging by 18% through lightweighting and design improvements. 'Better plastics' is about making our products recyclable and eliminating problematic materials. 'No plastics' is about thinking differently – using alternative materials such as aluminium, glass, paper and board where possible and removing plastic where it is not necessary, such as plastic stiffeners from soap bars. We're also looking at reuse, encouraging shoppers to refill or reuse through vending machines. It's early days but we are committed to finding non-plastic packaging solutions.</p> <p>We're long-term collaborators with the Ellen MacArthur Foundation and their New Plastics Economy initiative. In October 2018, we joined around 250 packaging producers, brands, retailers, recyclers, governments and NGOs in signing The New Plastics Economy Global Commitment, which aims to create 'a new normal' for plastic packaging. It makes business sense to keep plastic in the economy and out of our natural environment, generating economic value for society as well as reducing packaging pollution.</p>	<p>design the packaging we do use so it can be reused, recycled or composted rather than polluting the environment through landfill or as litter.</p>
<p><b><u>Deforestation</u></b></p>	<p>Our commitment to source 100% of our palm oil from sustainable sources is helping to avoid emissions from deforestation from agricultural commodity supply chains. We're also encouraging the entire industry, including growers, traders, manufacturers and retailers to set and meet high standards of palm oil production, extending beyond current certification schemes. In particular, we are focused on helping catalyse transformative change at the landscape or jurisdictional level in key regions of South-East Asia, South America, and West and Central Africa.</p> <p>To prevent the worst impacts of climate change and safeguard the world's biodiversity, we need to restore and expand forested areas. We are now working on five different landscape programmes across Indonesia and Malaysia, of which restoration is a part.</p> <p>For more than 15 years now, we have been at the forefront of driving industry-wide change through firstly, focusing on our own operations and supply chain, and secondly, by working to transform the wider industry.</p> <p>In our own operations, we work closely with our suppliers. All of our suppliers need to adhere to our <a href="#">Sustainable Palm Oil Sourcing Policy (PDF   167KB)</a>, which was updated in 2016 with stronger commitments to human rights and inclusion of smallholder farmers amongst other requirements.</p> <p>To help transform the wider industry, in 2004, we helped pioneer the Roundtable on Sustainable Palm Oil (RSPO), the only globally recognised certification standard, to help drive sustainable production. We did this because we realised that no single business</p>	<p>Up to 80% of terrestrial biodiversity and more than 1 billion people depend on forests for their livelihoods. We're the world's largest single buyer of palm oil – purchasing 3% of global production each year – so we're especially focused on breaking the link between palm oil production and deforestation. We want to use this purchasing power to transform these sectors – through partnerships, advocacy and committed work on the ground.</p> <p>Palm oil only grows in the tropics, which is where there are tropical rainforests home to a host of flora and fauna. The rising demand for palm oil and other agricultural commodities has led to forest loss in these areas. A <a href="#">report from the IUCN</a> (June 2018), suggests that banning palm oil would most likely increase the production of other oil crops to meet demand for oil, displacing rather than halting the significant global biodiversity losses caused by palm oil.</p> <p>A balance clearly needs to be struck between the rising demand for the crop and the economic benefit this brings to millions of people working in the industry, and protecting the world's forests and the wildlife that lives there. That is why we are at the forefront of driving sustainable production and have committed to sourcing 100% of our palm oil sustainably by 2019 as well as eliminating deforestation from our supply chain. See Agricultural sourcing below.</p>

	<p>can turn the industry around. All those with a stake in the industry need to be involved. So, the RSP0 represents both growers and buyers, as well as mill operators, commodity traders, non-profit environmental and social groups, and other influential organisations.</p> <p>We also work to drive the Tropical Forest Alliance, a global public-private partnership in which partners take voluntary actions, individually and in combination, to reduce the tropical deforestation associated with sourcing soy, beef, and paper and pulp as well as palm oil.</p>	
<p><a href="#">Agricultural sourcing</a></p>	<p>How will we achieve our ambitions to grow Unilever responsibly, with a supply chain that both retains consumers' trust and creates new opportunities for positive social impacts? We believe a big part of the answer to both questions can be found in the widespread adoption of sustainable agriculture – which is why we're committed to sourcing our agricultural raw materials sustainably.</p> <p>Sustainable farming methods have the potential to increase farmers' yields considerably, mitigate the effects of climate change and provide farmers, their families and their surrounding communities with opportunities to build more prosperous societies. Through tailored impact programmes over the past decade, we've worked to help millions of smallholders improve their crop yields while increasing the quality and consistency of the crops they grow. By doing so, we are helping to create a sustainable platform for the smallholders to increase and diversify their incomes, which in turn, helps us build a resilient and sustainable supply chain. In 2018, our business enabled 746,000 smallholder farmers to access initiatives to improve agricultural practices or increase incomes.</p> <p>In 2017, we reviewed the scope of our sustainable sourcing programme to ensure that we were able to drive maximum positive impact via our sourcing commitments. We believe we will have a bigger and deeper impact on our supply chain by expanding our sustainable sourcing programme beyond agriculture to include materials such as mined materials and plastics, driven by our Responsible Sourcing Policy.</p> <p>Our focus, energy and resources are aligned to create positive and transformational societal impacts through our continued close collaboration with partners, suppliers, NGOs and government bodies.</p>	<p>How will the world rise to the challenge of feeding over 9 billion people without depleting the planet's natural resources? Sustainability is evolving and there is increased interest and scrutiny from consumers about the origin of ingredients, the environmental protection of our planet, and the fair and ethical treatment of people within our extended supply chain.</p> <p>In 2018, we deepened our commitment to transparency with the publication of our <a href="#">palm oil mill list</a>. This provides interested parties with an in-depth look at our palm oil supply chain. The <a href="#">Unilever palm oil grievance tracker (PDF   721KB)</a> lists all public palm oil grievances raised to Unilever about direct and indirect palm oil suppliers. This includes allegations of non-compliance in Unilever's palm oil supply chain since 2014 as reported by our stakeholders, including civil society organisations and the media. We published the grievances list in January 2019, becoming the first fast-moving consumer goods company to do so.</p> <p>In 2018, we received five grievances and two updates to major grievances that had been raised in previous years. In total, at least 11 direct suppliers and 27 indirect/third-party suppliers of Unilever were linked to at least one grievance raised in 2018. Our palm oil Sustainable Sourcing team has been working closely with the stakeholders and our direct suppliers to seek resolution to all grievances listed.</p>
<p><a href="#">Climate action</a></p>	<p>Through the USLP, we are directly responding to a number of macro forces, including the climate crisis, which is already adversely impacting societies around the world. We advocate for policies that advance the goal of the Paris Agreement through our ambition to become carbon positive within our own operations by 2030 and through our target to halve greenhouse gas emissions across our value chain (which includes consumer use) by 2030.</p>	<p>Of the environmental risks identified by the World Economic Forum in its annual <a href="#">Global Risk Report</a>, four can be linked to climate change: extreme weather events, failure of climate change mitigation and adaptation, natural disasters and biodiversity loss and ecosystem collapse.</p> <p>The risks presented by climate change cross the boundaries between nations, continents, industries and societies, such as food and water crises, and large-scale</p>

	<p>Alongside our work on liquid detergents, we continue to lead the industry in developing lower-impact powders by removing or reducing phosphate – a key component with high GHG impact. We have eliminated phosphates in our machine dishwash products and reached a 95% reduction in the global use of phosphates across our laundry powders, resulting in lower CO<sub>2</sub> emissions of up to 50% per single consumer use.</p> <p>A shift to vegetarian and vegan diets is also helping to reduce emissions. We have a range of vegan and vegetarian variants such as Hellmann’s vegan mayonnaise, Ben &amp; Jerry’s non-dairy ice creams, Magnum vegan and other options. Two new brands – Love Home and Planet, a range of plant-based, home-cleaning products and Love Beauty and Planet, a natural hair and skincare product range – respond to the demand for vegan products and this helps consumers to reduce their GHG emissions.</p> <p>Our factory sites achieved our CO<sub>2</sub> reduction from energy target in 2016 – four years ahead of schedule – and they are continuing to cut CO<sub>2</sub> emissions from energy. Compared to 2008, CO<sub>2</sub> emissions from energy in our factories have fallen by 52% per tonne of production. In 2018, 67% of all grid electricity used in our manufacturing operations was generated from renewable resources. We are reducing GHG emissions from refrigeration through the ongoing roll-out of climate-friendly ice cream freezer cabinets, which use hydrocarbon refrigerants rather than hydrofluorocarbon refrigerants. By 2018, we had rolled out around 2.9 million climate-friendly ice cream freezer cabinets. In addition, our CO<sub>2</sub> emissions intensity from transport has improved by 38% since 2010.</p> <p>Tackling climate change requires transformational changes to the broader systems in which we operate. For this, we need ambitious government policy that creates the right context for change and business action. We support the advocacy work of the We Mean Business and are actively involved in a number of other business-led initiatives such as WBCSD’s Low Carbon Technology Partnership Initiatives, RE100 which campaigns for renewable energy, the HRH The Prince of Wales’s Corporate Leaders Group and the B Team. We have publicly supported calls for carbon pricing and are a member of the Carbon Pricing Leadership Coalition, hosted by the World Bank.</p>	<p>involuntary migration. In 2018, the IPCC published a report calling to limit global temperature increase to 2°C or the risks of drought, floods, extreme heat and poverty will worsen significantly for hundreds of millions of people.</p> <p>Over 60% of our GHG footprint occurs when consumers use our products. We’re using our knowledge and resources in innovation and R&amp;D to bring people the products they enjoy but which also respond to the climate crisis. For example, our concentrated liquid laundry detergents, such as Persil and Omo enable people to wash their clothes at lower temperatures, reducing GHG emissions by up to 50% per load.</p>
<p><a href="#">Human rights</a></p>	<p>Millions of people work in our operations and extended supply chain, helping us create the products that in turn, are used by billions. For us, fairness in the workplace is about respecting, and advancing, their human rights - everywhere we operate, and in everything we do.</p> <p>Our guiding principle is that business can only flourish in societies in which human rights are respected, advanced and upheld. We believe respecting and promoting human rights forms the foundation for a healthy, sustainable and equitable business, and are essential for effective relationships with everyone we depend on. This is reflected throughout the Unilever Sustainable Living Plan.</p>	<p>Human rights, and our work to embed and promote respect for them, cannot be separated from the changing economic and political conditions in the markets where we operate. Rapidly changing political climates all over the world continue to generate new human rights issues or accentuate existing ones.</p> <p>We focus on our ‘salient’ human rights issues - that is, those that are at risk of the most severe negative impacts through our activities or business relationships. We have defined these as: discrimination, fair wages, forced labour, freedom of association, harassment, health and safety, land rights and working hours. This</p>

	<p>We want to deliver positive social impact as well as business growth – it is fundamental to our purpose as a business. We’ve set a number of targets to advance human rights and to enhance the health and safety of our employees.</p> <p>We aim to uphold and promote human rights in three main ways: in our operations by upholding our values and standards; in our relationships with our suppliers and other business partners; and by working through external initiatives, such as the UN Global Compact, the Consumer Goods Forum and the Institute of Human Rights and Business to name a few.</p> <p>Our policies and codes drive our internal and external compliance requirements along our whole value chain. Our Framework for Fair Compensation sets out the principles which we require all our businesses to comply with by 2020, and includes our ambition that all employees should have guaranteed fixed earnings to earn a living wage. We instil safety in the behaviour of our people and the design of our sites and products, guided by a vision of Zero: Zero fatalities; Zero injuries; Zero motor vehicle incidents; Zero process incidents; and Zero tolerance of unsafe behaviour and practices. This sits alongside our aim to promote, maintain and enhance the health of our employees to maximise their fitness to work safely and effectively.</p>	<p>approach is in line with the UN Guiding Principles on Business and Human Rights, which we endorsed in 2011.</p>
<p><a href="#"><u>Women’s rights &amp; opportunities</u></a></p>	<p>Challenging and changing harmful social norms and stereotypes is a vital part of our strategy. We have a vision of a world in which every woman and girl can create the kind of life she wishes to lead, unconstrained by harmful norms and stereotypes. And a world, too, in which men are also free from the confines of adverse social norms and stereotypes of manhood and masculinity, and in which economies are growing and creating opportunities for men and women alike.</p> <p>When women are guaranteed equal rights, skills and access to opportunities – and when the norms and stereotypes that hold women back are challenged and overcome – the effect is transformational. It benefits whole societies as well as individuals and their families.</p> <p>Creating opportunities for women runs right through the Unilever Sustainable Living Plan and is a core element in many of our transformational sustainability aims. Examples include how Dove is helping to build self-esteem and body confidence in young people, how we’re enhancing access to training and skills for women in our agricultural supply chain via our Enhancing Livelihoods Fund, and how we’re creating economic opportunities for women to participate in our customer development network through our Shakti and Jaza Duka initiatives. Empowering women is also a vital component in our brand and strategic activities in areas including health &amp; hygiene – through initiatives such as Lifebuoy soap handwashing campaigns in neonatal clinics.</p>	<p>At the current rate of progress, women will have to wait 108 years to close the gender gap with men. Despite advances in some areas over the last decade, this wait is showing few signs of shrinking fast.</p> <p>The annual World Economic Forum Global Gender Gap Report, published in December 2018, found that the most challenging gender gap remains in the economic sphere, which the report found will take 202 years to close. This wait is unacceptable – for current and future generations of women and girls, and for the societies and economies of which they are a part.</p> <p>Our own research supports the widening evidence that some of the strongest forces behind persistent gender gaps are harmful social norms and stereotypes that limit expectations of what women can or should do. These outdated norms that discriminate against women are all around us, and they are deeply ingrained.</p>

	<p>We participate in platforms that help us bring insights into Unilever, and share our insights with the wider world such as the UN Secretary-General’s High-Level Panel on Women’s Economic Empowerment; UN Women’s HeForShe movement; and our TRANSFORM public-private partnership with the UK Department for International Development; and the Unstereotype Alliance.</p>	
<p><a href="#">Sanitation &amp; hygiene</a></p>	<p>Our health and hygiene brands – Lifebuoy, Domestos, Signal, Pureit and Vaseline – aim to improve health through better hygiene. These everyday products – soaps, toilet cleaners and toothpastes – as well as our innovative water purifiers, can help prevent disease and improve people’s health and well-being. And ultimately, help to save lives.</p> <p>Providing quality, affordable products is only part of the solution to improve health through hygiene. Products alone are not enough. A big part of our work is encouraging people to adopt healthy habits. Studies show that most people know they should brush their teeth twice a day, and wash their hands with soap after going to the toilet and before eating, but often they don’t. As one of the world’s leading consumer goods companies, making products that people use every day, we understand the triggers, barriers and motivators that generate sustained behaviour shifts. Underpinning our approach is our behaviour change model, the <a href="#">Five Levers for Change (PDF   4MB)</a>. This is a set of principles that when applied consistently, increases the likelihood of creating a lasting impact. We use this knowledge, coupled with our expertise in marketing and in delivering campaigns at mass scale, to catalyse enduring change in everyday behaviours and positive societal impact.</p> <p>In 2010, we set a target to help more than a billion people take action to improve their health and hygiene by 2020. This will help reduce the incidence of life-threatening diseases like diarrhoea – one of the biggest causes of deaths in children under five. By the end of 2018, we had achieved our target, reaching 1.24 billion people since 2010 across our handwashing, sanitation, oral health, safe drinking water, self-esteem and skin healing programmes.</p> <p>We are supporting sanitation initiatives that drive behaviour change through a number of different routes, such as our support of UNICEF’s sanitation programme. We are also supporting the operation and maintenance of toilets in schools through our Cleaner Toilets, Brighter Futures programme, to ensure that school toilets are kept in a clean and working condition so they can be continually used over time. A key element of this work is supporting governments to adopt this behaviour change at a national level, such as regular monitoring of toilet standards in schools to drive widespread institutional change. This would mean that all schools are helped and ultimately, no student would have their health impacted, skip or drop out of school because of the lack of clean, safe toilets.</p>	<p>Lack of safe drinking water, and poor sanitation and hygiene, cause millions of preventable deaths each year – particularly among children.</p> <p>The World Health Organization estimates that tackling these interconnected issues has the potential to prevent at least 9% of global disease, and 6% of all deaths. Evidence shows that people will be healthier and happier and communities more productive if they have improved access to better sanitation, safe drinking water, and basic levels of hygiene. This is essential to lifting people out of poverty.</p> <p>Having clean, safe toilets in schools is important for pupils’ health and particularly for girls’ participation in school as poor toilet access is a key reason why girls skip or drop out of school when they start having their periods. But for toilets to be used continually over time, a fundamental shift in behaviour is needed.</p>

<p><a href="#">Ethics, values &amp; culture</a></p>	<p>We expect everyone at Unilever to be an ambassador for our high ethical standards – what we call ‘business integrity’. We want to create an environment where employees not only live our values in their own work – integrity, respect, responsibility and pioneering– but are vigilant in identifying potential concerns, and confident about speaking up in such situations.</p> <p>We’re committed to ensuring that all our employees work in an environment that promotes human rights by supporting diversity, trust and equal opportunities, and is free from discrimination or victimisation. This is one of the foundations of our business culture. It enables our employees to work at their best, wherever they are in the world. We also aim to have a positive influence across our value chain, working with suppliers, distributors and all third parties to raise the bar on issues such as human rights and anti-bribery and corruption.</p> <p>Our focus on business integrity makes Unilever stronger. It helps us to attract, retain and engage the best employees, and better able to select the right suppliers and business partners. It protects our people, our assets, our reputation and our relationships with stakeholders. It supports the conditions to work collaboratively, both internally and with our partners. And ultimately it helps us grow sustainably and deliver on the Unilever Sustainable Living Plan (USLP).</p> <p>Our Code of Business Principles and 24 related Code Policies are at the heart of our Business Integrity framework. They help us put our values of integrity, respect, responsibility and pioneering into practice.</p> <p>Our Business Integrity programme brings our values to life for all employees, and helps them apply our ethical standards day-to-day. In addition to our Code of Business Principles, it includes clear policies, guidelines and related learning materials, as well as robust procedures and controls to help us prevent, detect and respond to any inappropriate behaviour. Our Business Integrity framework has three pillars: prevention – we seek to embed a culture of integrity at all levels, in all geographies; detection – we encourage employees to speak up and give voice to their values; and response – we have the tools to investigate and if necessary sanction confirmed breaches, and use what we learn to continually improve.</p>	<p>The global environment in which businesses operate is often challenging, for example many countries rank poorly in global corruption indexes and the rapid escalation of the digital age has created new threats and behavioural expectations relating to the safeguarding of sensitive information.</p> <p>But the greater the pressures, the greater the effort needed to ensure values and standards are upheld, particularly for companies operating across many countries. The best companies drive success by operating with integrity and transparency, a respect for human rights and a responsibility for the societies and environments in which they operate.</p>
<p><a href="#">Trusted products &amp; ingredients</a></p>	<p>Consumers trust us to provide them and their families with safe and high-quality products. All of our products are designed and manufactured to be safe for their intended use.</p> <p>Our Code of Business Principles sets out our commitments to our consumers and to responsible innovation, providing branded products and services that are safe, and to innovate based on sound science. We have mandatory policies and standards in place to ensure that we meet these commitments. Safety and product quality are an important</p>	<p>Unilever is committed to providing branded products and services which consistently offer value in terms of price and quality, and which are safe for their intended use. Products and services will be accurately and properly labelled, advertised and communicated. Failure to do this could result in harm to our consumers and to our business.</p> <p>We track the number of product incidents we have globally. Unilever classifies them into those that could potentially impact consumers’ safety and incidents that could</p>

<p>and integral part of our product design. All 140 of Unilever Foods and Refreshment sites are certified to Food Safety System Certification scheme FSSC 22000, a Global Food Safety Initiative (GFSI) benchmarked standard.</p> <p>Unilever's long-established <a href="#">Safety &amp; Environmental Assurance Centre (SEAC)</a> works with teams across the company to assess the safety and environmental sustainability of our products, and the processes used to manufacture them. As part of our Responsible Innovation approach, we design safety and sustainability into our products and manufacturing processes using the best science available. SEAC's <a href="#">Safety Science in the 21st Century</a> website enables us to share our safety research with the global scientific community. SEAC also engages on a wide number of concerns such as <a href="#">animal testing</a>, <a href="#">plastic packaging</a> and the <a href="#">ingredients we use</a>. They work with external organisations and the authorities to develop more rigorous product vulnerability risk assessments and counter measure programmes that will help prevent malicious or economically motivated adulteration.</p> <p>As well as conducting our own pioneering scientific research, we also work closely with leading authorities around the world including regulators, government scientists and academic experts. This collaboration ensures we are always using the most up to date scientific advances within our safety and environmental sustainability assessments.</p>	<p>potentially seriously impact product quality. Wherever and whenever these shortcomings occur we investigate them fully, identify the root cause and capture them within a 'lessons learned' document which is then deployed throughout the end to end value chain order to prevent a recurrence.</p>
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