Materiality Matrix 2019/2020 – Issues and Topics

A total of 169 topics have been identified and grouped into 19 issues. The tables on the following pages list the 19 issues that form Our Materiality Matrix and reflect how we have prioritised them. We have classified these issues into five Focus Areas. Improving Health & Well-being, Reducing Environmental Impact and Enhancing Livelihoods encompass the three Big Goals of the Unilever Sustainable Living Plan; Responsible Business Practices and Wider Sustainability Issues include issues that are not explicitly part of our Plan, but which are relevant to our commitments as a responsible business. These issues are listed by priority which indicates the importance attached to any given issue according to its impacts on our business and its importance to our stakeholders. Priority does not equate to the extent of action within Unilever to address an issue.
## Improving Health and Well-being

### Very high priority

**Health & hygiene**
Definition: Improving the health and hygiene of stakeholders across our value chain through products, campaigns and partnerships.
- Handwashing
- Hygiene
- Oral health
- Sanitation

### High priority

**Nutrition & diets**
Definition: Developing products with a balanced nutritional profile and promoting consumers' understanding of their own nutrition, and its links to their health and well-being.
- Access and affordability
- Calories
- Diets and lifestyle
- Fortification
- Meat and dairy-free alternatives
- Nutritional labelling
- Nutritional profile
- Product reformulation
- Religious or vegetarian suitability
- Salt
- Saturated fat
- Sugar
- Trans fat
## Reducing Environmental Impact

### Very high priority

**Climate change**
Definition: Reducing GHG emissions, energy use and mitigating the effects of long-term changes in the Earth’s climate and its physical impacts on business operations, communities and the natural environment. Advocacy and partnerships with others to reduce climate change impacts.

- Access to affordable, reliable and sustainable energy
- Air pollution
- Alternative energy sources
- Climate partnerships & advocacy
- Deforestation
- Direct energy consumption
- GHG emissions from our value chain
- Low carbon products
- Operational eco-efficiency
- Refrigerants
- Renewable energy
- Transportation

**Packaging & waste**
Definition: Reducing the environmental impact of packaging and waste, including the protection of marine environments.

- Biodegradable/bio-based packaging
- Circular economy
- Consumer waste
- Energy from waste
- Fibres
- Food waste
- Livelihoods of waste pickers
- Marine life & plastic pollution
- Microplastics
- New business models: reusable & refillable packaging
- Operational (manufacturing; offices; logistics) waste
- Package collection & recycling
- Recycling technologies
- Sachet waste
- Single-use packaging
- Wipes
- Virgin plastic

**Water**
Definition: Improving access to water, and managing water use and abstraction sustainably across our value chain.

- Access to affordable water & water services
- Biodegradability: formulation & chemical use in manufacturing and agriculture
- Conflict & competition over water resources
- Consumer water use
- Safe drinking water
- Water abstracted for production
- Water availability & security
- Water discharge
- Water in ecosystem protection & restoration (also water recycling)
- Water partnerships & advocacy
- Water pollution
- Water quality
- Water regulation
- Water reuse & recycling
- Water-related risks & management
- Water use in agriculture

**Sustainable & responsible sourcing**
Definition: Ensuring the social, environmental and economic sustainability of key agricultural raw ingredients in the supply chain – and sourcing of non-agricultural materials in a responsible, fair and transparent manner.

- Cereals
- Certification
- Cocoa
- Conflict materials
- Dairy
- Environmental degradation
- Extended producer responsibility
- Food commodity prices
- Food security
- Herbal infusions
- Land use
- Organic products
- Palm oil
- Paper & board
- Rapeseed
- Responsible sourcing of non-agricultural goods and services
- Soy
- Sugar
- Sustainable sourcing of agricultural crops
- Tea
- Traceability & transparency
- Vanilla
- Vegetables

### Moderate priority

**Biodiversity**
Definition: Protecting the variety and value of plant and animal life on Earth by applying sustainable agricultural practices.

- Flora & fauna
- Natural capital
## Enhancing Livelihoods

### Very high priority

**Human Rights**  
Definition: Upholding and promoting the basic rights and freedoms of all who work across the value chain.

- Child labour
- Discrimination
- Equality of opportunity & treatment
- Forced labour
- Freedom of association & collective bargaining
- Harassment
- Informal labour in our value chain
- Labour management relations
- Land rights
- Maternity & paternity protection
- Migrant workers & trafficking
- Modern slavery
- Rights of indigenous peoples
- Sexual exploitation
- Training & education
- Working hours

### High priority

**Social & economic inclusion**  
Definition: Delivering business growth that benefits multiple stakeholder groups, and ensuring fair compensation at all levels across the business and our value chain.

- Access to land & opportunities
- Emerging markets strategy
- Equal remuneration
- Executive pay
- Fair trade
- Gender diversity & inclusion
- Gender equality in the workplace
- Gender pay gap
- Gender pricing
- Knowledge transfer to emerging markets
- Living Wage
- Opportunities for young people
- Product affordability & accessibility
- Rural development
- Self-esteem & body confidence
- Smallholder farmers
- Small-scale retailers
- Socially inclusive business models

**Employee health, safety & well-being**  
Definition: Protecting and promoting the physical and mental well-being of employees.

- Communicable diseases
- Mental health & well-being
- Non-communicable diseases (e.g. cancer, diabetes, obesity)
- Occupational health & safety
- Physical health

**Talent & development**  
Definition: Attracting, retaining and developing the best talent through policies and practices related to employees.

- Access to talent
- Employment practices
- Employee engagement
- Talent attraction & retention
## Responsible Business Practices

<table>
<thead>
<tr>
<th>High priority</th>
<th>Moderate priority</th>
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<tbody>
<tr>
<td><strong>Governance, accountability &amp; culture</strong>&lt;br&gt;Definition: Implementing policies and practices to ensure all stakeholder expectations are met and to help manage risks and crises – and ensuring that employees are confident about speaking up.</td>
<td><strong>Data security &amp; privacy</strong>&lt;br&gt;Definition: Protecting Unilever and others’ data from malicious attack and improper use.</td>
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<tr>
<td>● Accountability to stakeholders&lt;br&gt;● Board composition &amp; effectiveness&lt;br&gt;● Employment culture&lt;br&gt;● Transparency &amp; reporting&lt;br&gt;● Values&lt;br&gt;● Whistle blowing</td>
<td>● Cyber security&lt;br&gt;● Data privacy</td>
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<td><strong>Ethics &amp; integrity</strong>&lt;br&gt;Definition: Ensuring employees live Unilever’s values in their own work, are vigilant in identifying potential concerns and confident about speaking up in such situations.</td>
<td><strong>Tax and economic contribution</strong>&lt;br&gt;Definition: Paying tax in a fair and transparent manner, and responding appropriately to specific tax policies (e.g. carbon, sugar). Making a positive contribution to local and national economies.</td>
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<td>● Anti-bribery &amp; corruption&lt;br&gt;● Anti-counterfeiting&lt;br&gt;● Anti-trust/anti-competitive behaviour&lt;br&gt;● Compliance</td>
<td>● Economic value added&lt;br&gt;● New ventures/acquisitions&lt;br&gt;● Payments to suppliers&lt;br&gt;● Tax contributions&lt;br&gt;● Tax incentives&lt;br&gt;● Tax transparency</td>
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<tr>
<td><strong>Moderate priority</strong></td>
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<td><strong>Responsible marketing and advertising</strong>&lt;br&gt;Definition: Marketing to consumers in an appropriate and responsible manner.</td>
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<td>● Gender and other stereotyping&lt;br&gt;● Marketing to children&lt;br&gt;● Marketing to other vulnerable groups&lt;br&gt;● Responsible marketing practices</td>
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## Wider Sustainability Issues

### Very high priority

**Trusted products & ingredients transparency**  
Definition: Ensuring the quality and safety of our products – and the ingredients we use within them.

- Consumer confidence in ingredients
- Product & ingredient safety
- Product & ingredient transparency
- Responsible labelling

### High priority

**Sustainable innovation & technology**  
Definition: Promoting sustainable and the safe use of technologies to create new and modified products, packaging and ways of conducting business.

- Artificial intelligence
- Big data
- Eco-design
- New & emerging technologies

### Moderate priority

**Animal testing & welfare**  
Definition: The treatment and well-being of animals in the supply chain, as well as policies and practices in relation to animal testing.

- Animal testing
- Cage-free eggs
- Farm animal welfare