



Unilever Australasia Quality & Consumer Safety Policy

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Unilever Australasia is a leading supplier of fast-moving consumer goods providing Foods and Home & Personal Care Brands in Australia and New Zealand. Examples of our leading brands are Continental, Dove, Flora, Bertolli, Lipton, Lynx, Omo/Persil, Rexona, Magnum, Cornetto, Paddlepop and Sunsilk.

Our vision is to help people feel good, look good and get more out of life with brands and services that are good for them and good for others so as to create a better future every day. As a result we strive to provide products that satisfy customer and consumer expectations and are safe in design, supply and use.

Our aim is to ensure that both quality and consumer safety are an integral part of creating and maintaining our brands as the preferred customer and consumer choice.

Objectives:



- 1 Comply with all applicable product and consumer safety legislation, and other requirements e.g. relevant industry standards or codes of practice, Unilever quality and consumer safety policies and standards.
- 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 procedures and support systems to enable recall of product from the market place.
- 6 Maintain a formal Quality and Consumer Safety Management System which meets the needs of the business e.g. based on ISO9001, Hazard Analysis and Critical Control Point (HACCP) system, Unilever standards.
- 7 Provide appropriate training and education to all employees so that they understand their responsibility for Quality and Consumer Safety.
- 8 Disseminate relevant quality and consumer safety information to all employees, contractors, labour hire employees and visitors to the workplace.
- 9 Supply necessary product information to customers and consumers, including safe handling instructions.
- 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.

Sebastian Lazell
Chairman, Unilever Australasia
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