Unilever is one of the world’s leading suppliers of Food, Home and Personal Care products. Working to create a better future every day, we help people feel good, look good and get more out of life. Unilever’s portfolio features some of the world’s best-known household names. In Australasia, our brands include Continental, Flora, Lipton, Bushells, OMO/Persil, Surf, Domestos, Rexona, Lynx, Dove, Radox, Vaseline, Sunsilk, TRESemmé, Toni & Guy, Clear, Streets Ice Cream, Magnum, Blue Ribbon and Paddle Pop.

The Unilever Sustainable Living Plan is at the core of our business model and is our commitment to developing new ways of doing business that will drive sustainable growth. Our global vision is to double the size of our business while reducing our environmental impact and increasing our social impact by 2020. Unilever ANZ (Australia & New Zealand) has a role to play in contributing to this vision, as outlined in the ANZ Compass Strategy.

We strive to create products that meet customer and consumer expectations of performance, quality and safety. Stringent testing by Unilever’s Safety and Environmental Assurance Centre (SEAC) 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 safety and environmental 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 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 2013