

Product Safety & Product Quality



Unilever's reputation and success is founded upon providing safe high quality products and services that meet all applicable standards and regulation, both internal and external within the end to end value chain.

All employees have a role to play in ensuring that the products and services we provide meet and / or exceed the expectations of our consumers and customers.

Unilever will take prompt and timely action to recall products or services that don't meet our own high standards or those required by the marketplace.

Musts

Employees **must**:

- Apply effective processes to measure and record product and process performance and, where appropriate, take effective preventative steps or corrective action to assure great product quality experiences for our customers and consumers
- Promptly and proactively report all product safety or product quality concerns to their Line Manager or Business Integrity Officer

Must nots

Employees **must not**:

- Knowingly produce or distribute products, including promotional items, or services that could adversely impact employees' or consumers' health, endanger customers or adversely impact Unilever's brand reputation
- Take decisions about product safety or product quality without the authority and / or sufficient knowledge to do so
- Respond to customers or consumers about the product quality or safety of products without authorisation to do so