

**PT UNILEVER INDONESIA TBK  
PRINCIPLES OF SHAREHOLDERS' COMMUNICATION  
POLICY**

<b>Policy Number</b>	CG.002
<b>Board Sponsor</b>	VP Governance & Corporate Affairs
<b>Policy Owner</b>	Governance and Corporate Affairs Department
<b>Effective Date</b>	February 24 <sup>th</sup> , 2017
<b>Supersedes</b>	n/a
<b>Code Policy Reference</b>	Code of Business Principle – Engaging Externally

## I. Objectives

PT Unilever Indonesia Tbk (“the Company”) is committed to create long-term shareholder value to its shareholders. One of the commitments is implemented through regular and constructive communication to both individual and institutional shareholders (“the Shareholders”) and in appropriate circumstances, the investment community at large. The Company shall provide equal, fair and timely access for all of its Shareholders. This is to ensure that understandable and balanced information, in related to the Company’s business activities, are rightly and accurately distributed.

Constructive dialogues between the Management and the Shareholders are important for the Company to improve the quality of corporate governance practices

Through this policy, the Company sets out general process to promote effective and efficient communication with its Shareholders, to encourage active engagement and to ensure that Shareholders’ rights are secured and exercised.

Reference for investment community includes potential investors that analyze and report the Company’s business performance.

## II. General

- 2.1 The Management shall maintain open communication with its Shareholders and the investment community and review this policy along with the changes in business environment.
- 2.2 The Company will provide relevance and fair disclosures, equal treatment to its Shareholders, and protection to the Shareholders’ interest. The disclosure of any information shall be done in accordance with the prevailing regulations, including the stock exchanges rules on which the Company is listed, and the Code of Business Principles (CoBP) as the internal governance





standard. The Company shall assure that the dissemination of information is made truthfully to avoid any false perception in the market.

- 2.3 Detailed information on the Company's business activities is provided through annual report, sustainability report, interim financial reports and other corporate news that are available on the Company's website.

In normal course of the business, Chief Financial Officer, Corporate Secretary and Investor Relations Department will take a role in the communication between the Company and the Shareholders and/or investment community.

### III. Communication Channels

Communication Channels to Shareholders and/or investment communities shall be made through:

#### 3.1 General Meeting of Shareholders.

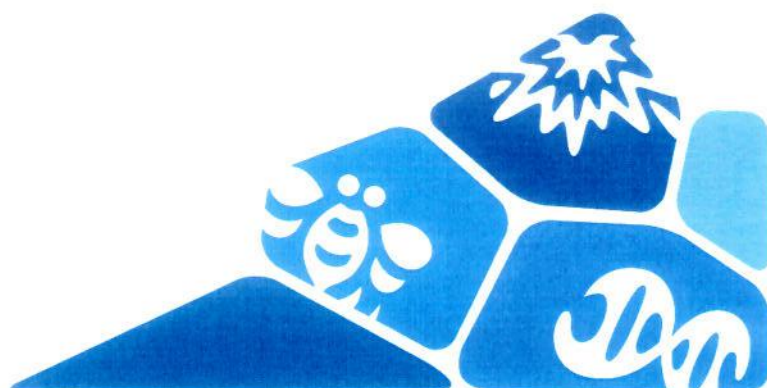
General Meeting of Shareholders is one of Unilever Indonesia's channels of communication with its Shareholders. The Company's President of Commissioner, members of Board of Commissioners, President Director, members of Board of Directors, and senior management team, to the extent it is possible, will be present in the event; and answer any questions from Shareholders. The Company shall give Shareholders opportunity to raise questions and answers during the meeting.

Shareholders are encouraged to participate in general meetings. In a condition where the Shareholders are unable to attend and vote in person, the Company shall give the opportunity for the Shareholders to appoint proxies to attend and vote for and on behalf of the intended Shareholders. Such form can be requested to our Share Registrar before the date of the meeting.

The resolution or minutes of the meetings shall be prepared in a clear and transparent manners. The Company shall provide such documents to public in compliance with local regulations.

#### 3.2 Public Expose

The Company shall conduct annual public expose that briefs on Company's update to the Shareholders and investment community. The public expose is arranged to ensure that dissemination of information has been equally distributed.







### **3.3 Interim Financial Statements**

The Company shall publish its quarterly financial statements in compliance with local regulations. Statements prepared shall provide fair, comparable, understandable and relevant financial disclosures that represent the Company's latest financial conditions. The financial information shall be announced at two national newspapers at least twice a year.

### **3.4 Sustainability Report**

The Company shall provide information in related to the Company's sustainability initiatives. The information will explain on how the Company manages its relationship with its environment, community, consumers, customers, employees and other stakeholders to achieve its sustainable business purpose.

The information related to Company's sustainability initiatives shall be disclosed in the Sustainability Report, Annual Report and/or website.

### **3.5 Communication to Investment Community**

Investor/analysts meetings, briefings and conferences for both investors and investment community will be available on periodical basis in order to facilitate communication between all parties. During the meeting, the Company will provide relevant information that explains the overview of its business, latest activities, and financial condition.

### **3.6 Website**

The Company shall utilize website as a mean to provide public information to Shareholders and stakeholders. The website will contain any information in related to Company's latest business activities that can be made through announcements, interim reports, annual reports, sustainability reports and any other corporate communications. Any public information that is posted at listed stock exchange's website shall be available in the Company's website.

Aforementioned information shall be provided in compliance with local regulations. Any news in the Company's website shall be updated and reviewed in a regular manner, to reflect the latest information of the Company.

### **3.7 Shareholders Inquiries**

For Shareholders and investment communities, questions can be directed to Investor Relations Department or the Company's Share Registrar whose contacts are available at the Website within the Investor Relations sections. The Company has outlined Frequently Asked Questions at its website, which purpose is to help answering Shareholders' general queries.





#### IV. Shareholders Privacy

The Company recognizes the importance of Shareholders' privacy and will comply with our policy in data privacy.

Approved by
  <b><u>Sancoyo Antarikso</u></b> VP Governance & Corporate Affairs

