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# Together For A Brighter Future

At Unilever Indonesia, we are committed to sustainability in all aspects of our business. We recognize that Indonesia faces significant challenges, notably poverty, health, nutrition, resource sustainability, waste management, and climate change. Unilever Sustainable Living Plan (USLP) is Unilever's global initiative to address these challenges. Among the many activities inspired by the Plan are hygiene campaigns to improve people's health and well-being; reducing the environmental footprint of our products and operations; and improving the livelihood of millions of people throughout our value chain. Unilever Indonesia is committed to making this Plan an intrinsic part of our daily work. By living our Plan, we not only grow the company's business but also help to make life better for every Indonesian – joining hands and working together for a brighter future.





# SUSTAINABILITY SCORECARD

## Targets and Achievements in Brief

### UNILEVER SUSTAINABLE LIVING PLAN (USLP) AREA

### OBJECTIVES

Improving Health And Well Being

Reduce diarrheal & respiratory diseases through hand washing.

Improve oral health.

Reducing Environmental Impact

Reduce water in laundry & hair  
\*\* washing process.

Enhancing Livelihoods

Helping smallholder farmers.

INDONESIA

2014 RESULTS (INDONESIA)

1,936,500  
people



6,581,600\*  
people

1,098,500  
people



1,135,919  
people

18,534  
million m<sup>3</sup> (watersaved)



24,676  
million m<sup>3</sup> (watersaved)

28,200  
farmers



31,000  
farmers

\* Significant increase in number of people due to a new initiative which involved PKK nation wide in 2014

\*\* changes in water conversion in 2013 & 2014 (in comparison to 2011 & 2012)

# OUR APPROACH TO SUSTAINABILITY REPORTING

Through this Sustainability Report, we aim to share information transparently about our long-term impact on society and the environment, and also explain how this is fundamentally linked to our long-term business success.

This is our 4<sup>th</sup> Sustainability Report that based on the Global Reporting Initiatives (GRI) Guidelines, which conveys our approach to managing the key impacts of Unilever Indonesia on the economy, the society, and the environment. Published in May 2015, it follows up on our previous report, which was published in May 2013. **[G4-29]**

## Reporting Period

This report, which is published every two years, covers the period from January 1, 2013 to December 31, 2014. For selected performance indicators that have been historically tracked, we have included data from the previous two years. **[G4-28] [G4-30]**

## Audience

Many stakeholders have an interest in our social and environmental performance. To make sure our report serves the needs of a varied audience, we have tried to provide a balance of detailed data as well as easy-to-read performance summaries. The report has been written primarily for an external audience, although we share the information it contains with employees and customers in different formats. Readers can find more information about all our commitments at [www.unilever.co.id](http://www.unilever.co.id).

## Report Structure

This report is structured differently from previous reports, reflecting the way in which we intend to communicate social and environmental matters with our customers, employees and other stakeholders in the future. This is based on Unilever's global effort in creating a more sustainable future through the Unilever Sustainable Living Plan (USLP) as the underlying ethical and sustainability performance of the entire group. Therefore, we have structured this year's report based on the commitment

stated in the Unilever Sustainable Living Plan. It also includes relevant illustrative descriptions of case studies and business activities. There is no re-statement from the previous report in this year's Sustainability Report.

**[G4-22] [G4-23]**

## Report Technical Standards & Assurance

We have used our Sustainable Living Plan commitments to structure this report. To provide a common point of reference we have also used the Global Reporting Initiative (GRI) G4 – CORE option as a reporting guideline. GRI G4 references can be found on page 84. The application of the GRI G4 Core Option of this report has been externally verified by M&R Assurance. **[G4-32] [G4-33]**

## Disclosures of Management Approaches

Based on the GRI G4 Guidelines, the disclosure of management approaches for each of the identified material aspects is categorized and discussed in the relevant chapters or sections of this report.

## Reporting Principle

The determination of the report content is in accordance with the four principles of GRI G4, namely: **[G4-18]**

### 1. Stakeholders Inclusiveness

This principle requires that in the reporting process, stakeholders' interests are taken into account, from the determination of the report contents until the provision of inputs and responses to published reports.

### 2. Materiality

This principle requires that the report contains material issues or aspects that are needed by the stakeholders to make decisions.

### 3. Sustainability Context

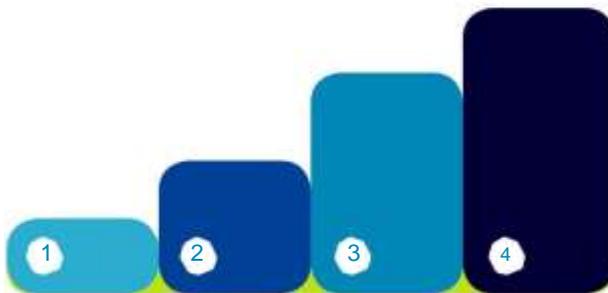
This principle requires that the report covers all relevant sustainability issues for Unilever Indonesia.

### 4. Completeness

This principle requires that the report is made with a clear scope for a particular reporting period, supported by complete data for the scope and the reporting period.

### Process For Defining Report Content

In defining the context of this report, we went through a 4-stage process that consists of: **[G4-18]**



#### 1. Stage 1

Identifying the relevant sustainability aspects and the boundaries of each aspect.

#### 2. Stage 2

Prioritizing sustainability aspects and issues to determine the level of materiality for each aspect.

#### 3. Stage 3

Validating the material aspects.

#### 4. Stage 4

Reviewing the previous report.



## OUR APPROACH TO SUSTAINABILITY REPORTING

### KEY Impacts And Materiality [G4-18]

A wide range of social, environmental and ethical issues have an impact on our business, either directly or through our nationwide supply chains here in Indonesia. Consequently, we have to manage a continually evolving set of issues. We have implemented the global Sustainable Living Plan framework of the Group and customized it to fit the needs and expectations of our stakeholders here in Indonesia.

Our stakeholders helped us in designing programme. With their insights, we were also able to address our key social and environmental challenges. The most recent version of the Sustainable Living Plan is referred to in this report and was used to determine the materiality of the issues it covers.

Our Sustainable Living Plan commitments were further assessed for materiality by the management of Unilever Indonesia, who ranked them in terms of their 'importance to stakeholders', as indicated by the stakeholders, and 'importance to Unilever Indonesia' on a materiality matrix. To find out more on how we defined this year's Sustainability Report Content please refer to chapter 6 "Our Sustainability Strategy and Plan" in this Report.

### Scope and Boundary [G4-17] [G4-18] [G4-19] [G4-20] [G4-21]

This report focuses primarily on Unilever Indonesia's activities including head office, representative offices, factories, and distribution centers throughout Indonesia. This report does not cover the activities of outsourced services and suppliers. Nevertheless, controllable material aspects such as human rights, labour practices, compliance with laws and regulations and environmental performance of suppliers and business partners within our supply chain are covered in this report.

### Data

The relevance of data and measurements included in this report has been reviewed and verified by Unilever Indonesia's Sustainability Reporting Team, which consists of representatives from various departments and functions in the company. There were no significant structural changes to our business during 2013-2014. All data and statements in this report relate to the financial years 2013-2014 and 2011-2012 as the baseline comparison.

Data gathering, calculation and analysis follow the relevant national and international standards, such as the International Financial Reporting Standard (IFRS) for our financial data, Carbon Trust UK for carbon emission calculations, and the Ministry of Manpower for Employee Health and Safety performance reporting.

### Feedback Channel

We are committed to improving the quality of our Sustainability Report. We welcome feedback from all readers and stakeholders. If you wish to comment and submit your feedback or ideas on how we can improve, please send them to: [\[G4-31\]](#)

### Sinta Kaniawati

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PT Unilever Indonesia Tbk / Yayasan Unilever  
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[www.unilever.co.id](http://www.unilever.co.id)

Chapter In this report	Reported Material Aspects	Reported Indicators	UNILEVER	CUSTOMERS	SUPPLIERS
ABOUT UNILEVER INDONESIA IMPROVING HEALTH & WELL BEING	Anti-Corruption	SO3, SO4			
	Indirect Economic Impacts	EC7			
	Customer Health and Safety	PR1			
	Product and Service Labeling	PR3, PR5			
	Customer Privacy	PR8			
REDUCING ENVIRONMENTAL FOOTPRINT	Indirect Economic Impacts	EC7			
	Energy (plant)	EN3, EN5, EN6, EN7			
	Water (plant)	EN8			
	Emission	EN15, EN18			
	Effluents and Waste	EN23, EN24			
	Products and Service	EN27			
	Compliance	EN29			
	Transport	EN30			
	Supplier Environmental Assessment	EN33			
	FAIRNESS IN THE WORKPLACE	Employment	LA1, LA2		
Occupational Health and Safety		LA6, LA8			
Training and Education		LA9, LA11			
Supplier Assessment for Labor Practice		LA14, LA15			
Anti-Discrimination		HR3			
INCLUSIVE BUSINESS	Indirect Economic Impacts	EC7			
	Procurement Practices	EC9			
	Supplier Human Rights Assessment	HR10			
	Local Community	SO1			

## President director statement [G4-1]

We at Unilever Indonesia feel honoured that our company is one that consumers, and other stakeholders alike, allow to be part of their daily lives. Our vision is indeed to earn the love of Indonesia by touching the lives of Indonesians every day. We want our presence to make a real difference for our consumers, customers and the community and therefore, beyond merely making and selling products to them, we would like to fulfill their need and aspiration for nutrition, personal hygiene and sanitation, as well as inspire them to do real actions to create a brighter future for our children and their children, together.



## Dear Respected Stakeholders,

The founding fathers of Unilever, Antonius Jurgens, Samuel van den Bergh and William H. Lever, started the company with concern for hygiene and nutrition on their minds, in the impoverished Europe of the late 19th century. This mission continues to be at the core of our company's values, which includes making sustainable living commonplace. Our global vision is to double the size of our business, whilst halving our environmental footprint and further improving our social impact. These objectives are included in our global Sustainable Living Plan, and many of our activities in Indonesia are based on this Plan. In various programmes in co-operation with the Indonesian Doctors Association (IDI) and the Indonesian Dental Association (PDGI), we have helped to make hand washing and tooth brushing firm habits for millions of people.

With our sustainability programmes, co-ordinated and implemented by the Unilever Indonesia Foundation (YUI), we aim to cover all parts of the value chains that we as a company are part of, from the sourcing to the consumer. In 2012, we were able to achieve green certification of all our palm oil procurement in Indonesia. We have also helped many of the tea plantations from which we source to become certified by the Rainforest Alliance. We are also making the soya bean production by the farmers from which we source sustainable.

Making agricultural production sustainable requires continued hands-on support to farmers, most of whom are small-scale producers with little margin for error. Our experience with the many farmer co-operatives we have supported is that, once they have experienced the benefits of the cost savings and new market opportunities sustainable production creates, they are willing to continue on their own the technical and administrative work it requires. After one or two co-operatives have gone through this process with us, other co-operatives will often follow.

Our sustainability policy is driven by our belief that this is how business should be done. Our consumers recognize this and consumers in Indonesia are highly aware of the importance of sustainability. Our research demonstrates that this awareness and recognition are major contributors to the strong consumer loyalty that our brands enjoy. The social missions of Bango and Lifebuoy have made these long-standing brands achieve consistently high growth.

We aim to extend this effect to all products that bear the Unilever logo.

In spite of the occasionally turbulent industrial relations in Indonesia during the last two years, Unilever Indonesia has always maintained a good rapport with its employees. With responsible employment policies, Unilever Indonesia has avoided any disturbances to its operations.

We invite large suppliers to our factories specifically to show our waste water treatment plants, our energy saving and our waste management systems. We have already achieved zero landfill waste in our factories in Cikarang and Rungkut and we are on the way to achieving this objective also for our head office.

The Board of Directors monitors sustainability issues through the Board Radar, which brings all matters of importance to the attention of the Board on at least a monthly basis.

With sustainability at the core of our business model, we believe we are able to win our 'must-win battles' in brands and innovation, our presence in the market place, continuous improvement and the best talents.

Moving forward, Unilever Indonesia will continue to promote, live and realize its Sustainable Living Plan. We want to lead actively in the areas related to our business and inspire others in enabling a good everyday life for our consumers and stakeholders in Indonesia.

Finally, I want to thank all of our employees, business partners and others for the remarkable contribution they made to our company in 2014.

On behalf of Unilever Indonesia



**Hemant Bakshi**  
President Director

# ABOUT US

Established on 5<sup>th</sup> December 1933, Unilever Indonesia has grown to be a leading company of Home and Personal Care as well as Foods and Refreshments products in Indonesia. Unilever Indonesia's portfolio includes many of the world's best known and well loved brands, such as Pepsodent, Pond's, Lux, Lifebuoy, Dove, Sunsilk, Clear, Rexona, Vaseline, Rinso, Molto, Sunlight, Wall's, Blue Band, Royco, Bango.

PT. Unilever Indonesia Tbk. (Unilever Indonesia) is an Indonesia-based company headquartered in Jakarta that is primarily engaged in manufacturing, marketing and distributing fast-moving consumer goods (FMCG). We offered our shares to the Indonesian public in 1981 and Unilever Indonesia has been listed on the Indonesia Stock Exchange since 11 January 1982. Our long history and professionally managed operation has made Unilever Indonesia one of the Top 5 Companies on the Indonesia Stock Exchange. [\[G4-3\]](#) [\[G4-4\]](#) [\[G4-5\]](#)

Unilever Indonesia has operated in Indonesia for more than 80 years and is deeply embedded in the local economy. With more than 6,000 employees throughout the archipelago, Unilever's purpose has remained the same as its work: to create a better future every day – to help people feel good, look good and get more out of life with our brands and services. Our business contributes directly to the country's tax base and employment. Approximately 95% of Indonesians use at least one Unilever product, including brands such as Pepsodent, Lifebuoy and Blue Band. [\[G4-8\]](#) [\[G4-10\]](#)





## History & milestone

Unilever Indonesia was first established on 5 December 1933 as Lever's Zeepfabrieken N.V with deed No. 23 (notary in Batavia). This deed was approved on 16 December 1933 by the Gouverneur - Generaal van Nederlandsch-Indië, registered on 22 December 1933 at the Raad van Justitie in Batavia, and published on 9 January 1934 in the Javasche Courant.

The Company's name was changed to PT Unilever Indonesia on 22 July 1980 and on 30 June 1997 it was changed to PT. Unilever Indonesia Tbk. Ever since, Unilever Indonesia has been in operation and delivering various products essential for millions of households across the archipelago.

Currently, Unilever Indonesia's shareholders are comprised of Unilever Indonesia Holding (85%) and public (15%). [\[G4-7\]](#)

# 1933

**Unilever was established under the name Lever's Zeepfabrieken NV in Angke, Jakarta.**

## 1936

Blue Band Margarine and Lux Soap production van den Bergh's Fabrieken NV in Angke, Jakarta.

## 1942

Unilever control discontinued (World War II).

## 1982

Unilever Indonesia went public, listing 15% of its shares on the Indonesia Stock Exchange.

## 1988

Transferred of the Toilet Soap Factory from Colibri to Rungkut Factory, Surabaya.

## 1992

The Wall's ice cream factory was opened in Cikarang. Conello and Paddle Pop appear in the market for the first time.

## 1995

Construction of detergents and foods factory in Cikarang, Bekasi.



# 1980

The Company renamed as PT Unilever Indonesia fullstop and Yamani Hasan was the first Indonesian citizen to be appointed as was the first the Company's President Director.



# 1990

The Personal Care factory was opened in Rungkut, Surabaya. The Company entered the tea business with the acquisition of SariWangi.



# 2000

The Company entered the soy business, with acquisition.

## 2004

Knorr Indonesia had been acquired from Unilever Overseas Holding Ltd and merged with Unilever Indonesia. The hair care factory relocated from Rungkut to Cikarang.

## 2005

Opening of liquid / shampoo factory in Cikarang.



## 2012

Unilever Indonesia successfully doubled the business within five years and recorded a sales more than 2 billion euro.



## 2008

Asia's largest Skin Care factory was built at our Cikarang site. The Company entered the fruit business acquiring the brand Gogo and Gogo P was launched. Unilever

## 2013

Unilever Indonesia celebrated its 80-years anniversary in Indonesia, launching "Project Inspire" to inspire and create a future not just for children, but for the future

### Product & brands [G4-4]

Our brands play a major part in achieving the objectives of our sustainable living plan to help more than a billion people worldwide improve their health and well-being. Unilever Indonesia has grown to be one of the nation's leading companies. Here is a selection of our best known brands:

### FOOD AND REFRESHMENT



### Home Care



### Personal Care



### Operational Areas & Market Scale [G4-6]

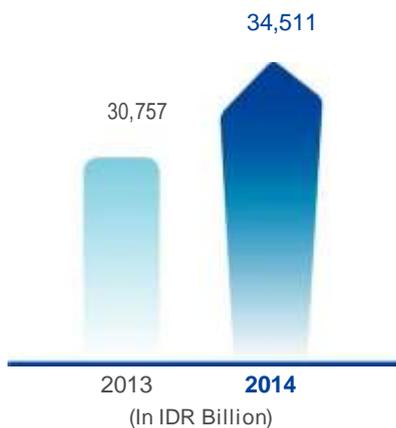
From its head office in Jakarta Indonesia, Unilever manages six factories in Jababeka Industrial Estate, Cikarang, Bekasi (West Java), and two factories in Rungkut Industrial Estate, Surabaya (East Java). Currently we have more than 40 product brands and 1,000 Stock Keeping Units (SKUs) which are distributed through a network of more than 500 independent distributors covering hundreds of distribution centres, satellite warehouses, depots and other distribution facilities.

In 2012, Unilever Indonesia’s Mega Distribution Centre in Cibitung (West Java) started its operation. With a floor area of around 80,000 square meters, it constitutes the biggest warehouse in Indonesia for an FMCG-company and the largest Unilever warehouse in the world.

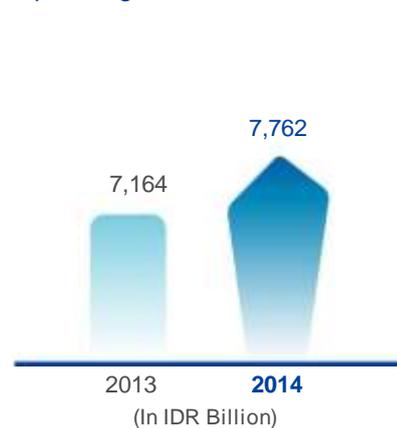
### Unilever Indonesia’s Market Scale [G4-9]



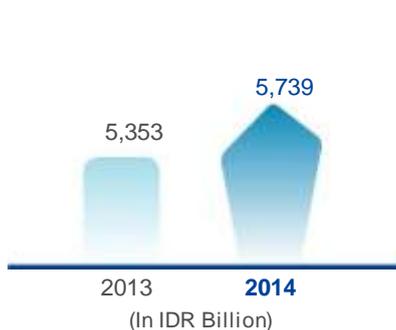
Net Sales



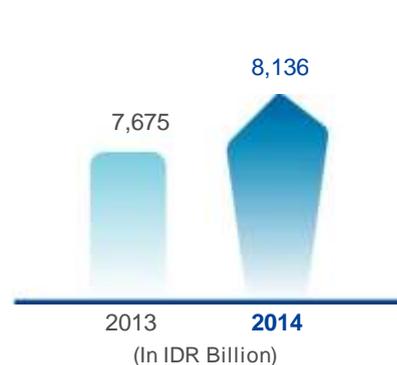
Operating Profit



Comprehensive Profit Of the Year

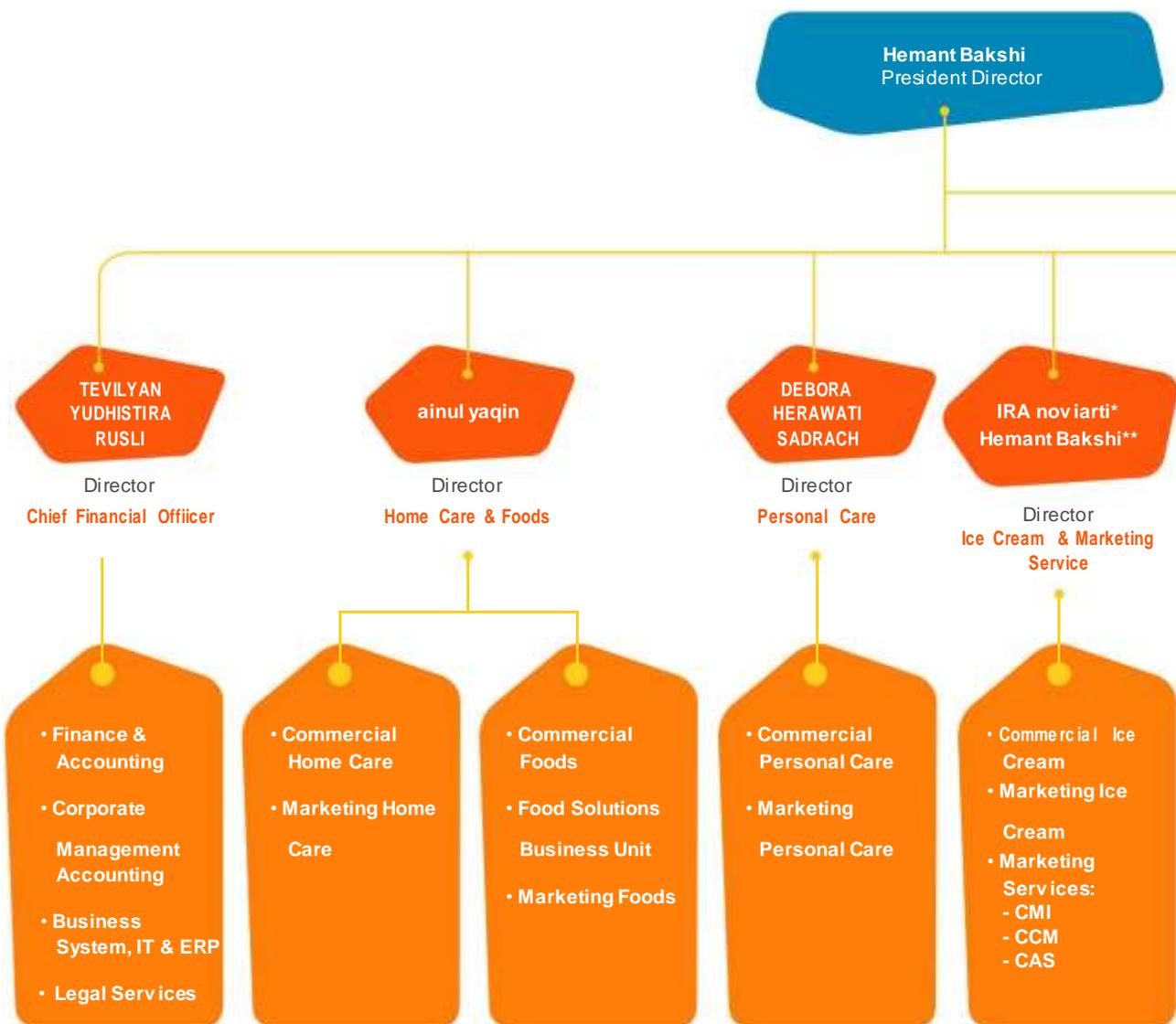


EBITDA



# Organization Structure

Our organization structure is designed to deliver faster decisions. Our workforce is central to this structural design. We give our highest attention to their professional development, their life-work balance, and their ability to contribute equally as part of a diverse workforce. There were no significant changes of the organisation structure during the reporting period. [G4-13]



\* until 1 December 2014

\*\* since 1 December 2014 - 1 January 2015

**RAMAKRISHNAN RAGHURAMAN**

Director  
Supply Chain

- Commercial Supply Chain
- Customer Services
- Supply Management
- Quality
- Assurances & Environment
- Supply & Demand Planning
- Engineering & Safety
- Manufacturing
- Logistics

**HADRIANUS SETIAWAN**

Director  
Customer Development

- Activation Implementation Management
- Sales Operations
- Customer Marketing & Trade Category Management
- Commercial Customer Development
- Customer Development Management

**ENNY HARTATI SAMPURNO**

Director  
Human Resources

- Corporate General Affairs
- HR Business Partners
- Industrial Relations
- Experties Team:
  - Talent
  - Learning
- Remunerations
- Service Delivery Centre
- Medical Services

**SANCOYO ANTARIKSO**

Director & Corporate Secretary  
External Relations

- Corporate Secretary
- Corporate Communication:
  - Internal Communication
  - Media Relation
  - External Affairs
- Unilever Indonesia Foundation:
  - Enhancing Livelihood
  - Public Health & Education
  - Environment
- Investor Relations

**AKHMAD saeful**  
Internal Audit

### Good Corporate Governance [G4-34]

Unilever Indonesia is strongly committed to upholding the highest standards of corporate governance throughout its vast operations. The principles of good corporate governance reflect our values and Code of Business Principles (CoBP) as well as the business processes, controls and standard operating procedures. Unilever Indonesia is committed to responsible management, not only of the business, but also of the impact on the physical and social environment. This is one of our core values and an essential component in building trust among our investors and stakeholders. Therefore, Unilever Indonesia's management team and employees always ensure that the principles of good corporate governance are applied in every aspect of our daily operations.

The corporate governance framework defines the relationship between the company and its shareholders and stakeholders, and the relationship between the General Meeting of Shareholders, Board of Commissioners and Board of Directors. It also incorporates systems and policies that govern the management of assets and risks in supporting the company's financial soundness and achievement of its growth objectives: our compliance with statutory provisions, the development of our human resources, our safety and environmental management practices, and the development of our corporate culture.

[G4-14]

### Ethics & Integrity [G4-56]

Unilever Indonesia's ethics, values and compliance practices are enshrined in our Code of Business Principles (CoBP), which describes the standards of operational behaviour. All employees of Unilever Indonesia must adhere to these Principles in dealings with internal and external parties. Moreover, the CoBP also represents our commitment to achieving a balance between our short-term and long-term interests. Unilever Indonesia's CoBP covers product standards, obeying the law, employees, shareholders, business partners, community involvement, public activities, the environment, innovation, competition, business integrity, conflicts of interest, compliance, monitoring & reporting, a whistleblower mechanism, employee stocks, internal control, the internal audit unit, external audit, our quality management system, consumer care, and procurement of goods and services.

On top of that, Unilever Indonesia is committed to conducting its operations with honesty, integrity, openness, and respect for human rights and the interests of our employees. Compliance with the laws and regulations of the country in which we operate is a must.

In order to ensure that every employee obeys these codes, Unilever Indonesia's Internal Audit Unit (IAU) provides independent, objective assurance on the effectiveness and integrity of our operations. The IAU will identify and evaluate significant exposures to risk, and contributes to the improvement of risk management and control systems. Besides that, the IAU team will also assist our management and highest governance bodies in maintaining effective controls by evaluating their effectiveness and efficiency and by promoting continuous improvement. Furthermore, the IAU follows up all audits to ensure that the recommended management actions have been effectively implemented.

[G4-SO3]

In 2013 and 2014, the IAU conducted audits covering Site Access Controls, Payroll, IT Procurement & Operations, In-Store Point of Sales Visibility, Brand Activations, Factory Asset Management, Coconut Sugar Management, Handheld Terminals, Procurement (Indirect & Engineering), Trade Support Expenses, Sales Incentives, Logistics, Distributor Claim Processes, Custom Invoice Process, IT Project Governance, Black Soy Bean Advance Management, and Account Receivables Invoices and Tax. Reports on all these audits were then submitted to the Audit Committee, the President Director and the relevant Directors after management accepted the recommended actions. [G4-SO3]



**As a part of our business ethics and integrity policy, all employees of Unilever Indonesia must actively discourage the exchange of gifts in relationship with third parties.**



## Blue Umbrella Whistleblower Scheme

### [G4-SO4]

Unilever Indonesia's whistleblower mechanism, known as the Blue Umbrella scheme, can be utilized by any employee to report breaches or suspected breaches of the Code of Business Principles. This mechanism provides employees with the option of reporting such behaviour, under conditions of strict confidentiality, to an independent unit if they are unwilling or unable to report through their line manager. Alternatively, employees may report through Unilever's global ethics hotline. When a report is received, the Blue Umbrella team assigns a team to investigate. Appropriate action, commensurate with the nature and severity of the violation, will be taken in respect of any proven ethics violation.

## Transparency To Shareholders

Unilever provides regular and reliable information about its activities, structure, financial situation and performance to all shareholders. Unilever is also committed to establishing mutually beneficial relations with its suppliers, customers and other business partners. In order to fulfil our responsibilities to society through community involvement, Unilever strives to be a trusted corporate citizen. In public activities, Unilever also cooperates with governments and other organizations in the development of proposed legislation and other regulations that may affect legitimate business interests.

## CONTINUOUS Improvement In the Supply Chain

Unilever Indonesia, a part of Unilever global, is a huge operation. We realize that our scale gives us the power to influence and inspire many people – such as our customers, suppliers, and distributors – to take action in creating a better future. In this sense, our supply chain is an integral part of our sustainability strategy. We work in

partnership with our customers, suppliers, distributors, local government and many other stakeholders to promote product quality, environmental care, and increased understanding of sustainability issues and to disseminate good practices throughout our supply chain. On top of that, Unilever Indonesia adopts relevant management systems and standards, both national and international standards, in our operations to ensure the effectiveness, quality and continuous improvement in our value chain, namely: ISO 9001 Quality Management System, ISO 14000 Environment Management System, OHSAS 18000 Occupational Health and Safety Management System, HACCP Food Safety Management System, Good Manufacturing Practice, Good Warehousing Practice, Rain Forest Alliance (RFA), Roundtable for Sustainable Palm Oil (RSPO), and many more. [G4-15]

In 2013 and 2014, Unilever Indonesia's Code of Business Principles (CoBP), labour practice standards, human rights standards, and operational standards were publicized to all employees and our significant customers, suppliers and business partners, including agencies, event organizers and contractors as a part of the third party selection criteria.

[G4-LA14][G4-HR10]

## Ethical Behaviour Awareness Training & Campaigns For All Employees

Unilever succeeds

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## Anti Corruption Training For All Employees

In 2013 an awareness programme was executed in close cooperation with the Communications and Legal Departments under the tagline "Jangan Lagi Galau: Kenali dan Katakan Transparan" (Don't Be Worried, Recognise It and Talk About It Clearly). This programme campaign covered four areas, namely Anti-Bribery, Gifts and Entertainment, Avoiding Conflicts of Interest, and Reporting. The programme was held for Government, Regulators and NGOs. One of the events was held at the Corruption Eradication Commission of the Republic of Indonesia, which was attended by employees at Head Office and various business units.

## Product Safety and Local Sourcing

Using scientific innovation to meet consumer needs, Unilever will work on the basis of sound science, applying rigorous standards of product safety. Regarding procurement of goods and services, Unilever Indonesia prioritises local sourcing of raw material wherever feasible, and follows the standards and practices for procurement.

## Membership in Associations [G4-16]

Unilever Indonesia is actively involved in various strategic associations to encourage sustainability practices and to discuss various matters related to business and operational success in our sector. Up to the end of 2014, Unilever Indonesia is registered as a member in these association:

- Indonesia Food and Beverages Association (Gabungan Asosiasi Makanan dan Minuman Indonesia – GAPMMI)
- Union of Cosmetic Companies of Indonesia (Persatuan Perusahaan Kosmetik Seluruh Indonesia – PERKOSMI)
- Association of Priority Line Companies (Asosiasi Perusahaan Jalur Prioritas – APJP)
- Indonesian Advertisers Association (Asosiasi Perusahaan Pengiklan Indonesia – APPINA)
- Indonesian Association of Household Goods Producers (Asosiasi Perusahaan Produsen Perlengkapan Rumah Tangga – PEKERTI)
- Indonesian Association of Child-Friendly Companies (Asosiasi Perusahaan Sahabat Anak Indonesia – APSAI)
- Indonesian Anti-Counterfeiting Society (Masyarakat Indonesia Anti Pemalsuan – MIAP)
- Association of Indonesian Soft Drink Manufacturers (Asosiasi Perusahaan Produsen Minuman Ringan – ASRIM)
- Indonesian Chamber of Commerce and Industry (Kamar Dagang dan Industri Indonesia –KADIN)
- Indonesian Employers Association (Asosiasi Pengusaha Indonesia – APINDO)
- Foreign Chambers of Commerce (EUROCHAM, INA, Britcham)

## List of Awards

### 2013 Awards

- March 2013  
**Indonesia MDG Award (IMA) 2012 in Category (DIY Healthy Village)**
- March 2013  
**Indonesia's Best Managed Companies 2012 by ASIAMONEY** in category Overall Best Managed Company in Indonesia – Large Cap
- June 2013  
**AREA (Asia Responsible Entrepreneurship Awards)** on South East Asia Green Leadership Awards on Waste Bank Programme
- July 2013  
**Finance Asia's Best Managed Companies Award:** Most Committed to a Strong Dividend Policy (Rank 2), Best Corporate Social Responsibility (Rank 4), Best Corporate Governance (Rank 9)
- September 2013  
**Intel AIM – Asian Forum on Corporate Social Responsibility** *Reducing Environment Impact of GHG, Water and Waste Programme* : Community Waste Bank System *Promoting Health, Wellbeing and Nutrition Programme* : Healthy Market and Healthy Village as an approach of Integrated Health *Enhancing Livelihood Programme*: Holistic Farmer's Development Programme to enhance livelihood through sustainable agriculture practices
- October 2013  
**Stevie Awards**  
**Gold Stevie Award winners:**  
Nomination: Social Economic and Environment Innovation of Waste Bank  
Category: Corporate Social Responsibility Programme of the Year (Asia, Australia and New Zealand)  
**Silver Stevie Awards:**  
Nomination: PT. Unilever Indonesia company's commitment to Save The Golden Age at East Java  
Category: Corporate Social Responsibility Programme of the Year (Asia, Australia and New Zealand)  
**Bronze Stevie Awards**  
Nomination: PT. Unilever Indonesia's commitment to enhance livelihood through Farmers Field School at Java  
Category: Corporate Social Responsibility Programme of the Year (Asia, Australia and New Zealand)
- December 2013  
**Global Compass Award** on Sustainability ("End to End Solution to Post Consumer Waste Packaging")
- December 2013  
**Masyarakat Agribisnis & Agro Industri Indonesia (MAI)** Category : Corporate CSR funding for establishing partnership of Malika black soya bean agribusiness for Kecap Bango



**Intel AIM – Asian  
Forum on  
Corporate Social  
Responsibility 2013**



**Asian Forum Csr  
Awards (AFCSR)  
2014**



**Stevie Awards  
2013**



**Stevie Awards  
2014**

## 2014 Awards

- March 2014  
**MDG's Awards**
  - Environment Programme: Independent & Integrated Waste Bank Management to create a healthy environment and economic empowerment for communities.
  - Health, Wellbeing & Nutrition Programme: Providing ancillary local food for School Programme – with Project Laser Beam
- August 2014  
**Asian Forum Csr Awards (AFCSR)**  
Health Enhancement Award; Integrated Hygiene Promotion on School Programme
- August 2014  
**Stevie Awards**  
Silver for categories;
  - Health, Wellbeing & Nutrition Programme: Reaching the Brighter Future Through Integrated Health
  - Hygiene – Nutrition Behavior Promotion at school CSR Programme of the year.
  - Best Annual report – online
- August 2014  
**Forbes Awards**  
4<sup>th</sup> Rank on the Forbes World's Most Innovative Companies and 1<sup>st</sup> Rank of the Most Innovative Companies by Forbes Asia
- August 2014  
**Channels News Asia Sustainability Ranking**  
100 Top Sustainable Companies in Asia
- September 2014  
**Anugerah Perusahaan Terbuka Indonesia (APTI) Award 2014** Honoured as second winner of APTI 2014
- November 2014  
**Asia Corporate Excellence and Sustainability (ACES) Awards** Top 5 Companies Work For
- December 2014
  - **Asia Money** Best for Corporate Social Responsibility
  - **Sustainable Business Award** Strategy & Vision; CSR in the Community; Supply Chain Management, as well as the top award for Best Overall Programme.



# SUSTAINABILITY GOVERNANCE

This year Unilever Indonesia continues its progress towards achieving the company's global vision of being profitable in a growing market and at the same time halving its environmental footprint and increasing its positive social impact. This is a quest that requires a broad view of the entire value chain and partnerships with suppliers, customers, consumers, government and all stakeholders.



In 2014, Unilever Indonesia maintained its position as one of the largest operations in the country, serving millions of consumers in Indonesia with a total number of employees reaching more than 6,500 people and sales revenue of IDR 34.5 trillion. [G4-DMA] [G4-EC8]

#### UNILEVER SUSTAINABLE LIVING PLAN: A PLAN FOR A BETTER FUTURE [G4-56]

The Unilever Sustainable Living Plan has been set by Unilever Global as a blueprint strategy with a clearly defined vision for our future. Through our brands and services, we aim to amplify our positive social impact, inspire millions of people across the world and help them to live a better life. On top of that, this plan helps us to balance our business growth with environmental consciousness. With this plan, we believe that Unilever can help make a big difference to the world.

The Unilever Sustainable Living Plan (USLP) incorporates all Unilever brands around the world. As a directive strategy, the USLP has economic, social and environmental dimensions. These dimensions represent our belief that Unilever as a company must grow profitably and at the same time assure that what it does is eco-friendly. Our products can help billions of people around the world live a healthier life. This is why the first pillar of the USLP is Health and Well-being.

The next USLP pillar is Reducing Environmental Impact. Our value chain is massive; we run offices and factories around the world, produce thousands of products every day, and distribute them to millions of consumers. We realize this value chain has a significant environmental impact.

Therefore, Unilever works across its entire value chain, from the sourcing of raw materials, the way consumers use its products, up to the after-consumer disposal phase. Through this value chain approach, Unilever also aims to reach the most significant social and environmental impacts that often occur outside its direct control. For example, on the farms where raw materials are grown, or in people's homes when they cook, clean, or wash using our products, and finally up to the disposal of packaging.

#### MAKING SUSTAINABLE LIVING COMMONPLACE [G4-56]

Our purpose as a business is about helping to build a world that works within the natural limits of the planet. We work to create a better life for people that help people feel good, look good and do good. Our Sustainable Living Plan is our blueprint for addressing the challenges we face in doing business.

# SUSTAINABILITY GOVERNANCE



We use the same value chain approach for the third pillar, Enhancing Livelihoods. Our business plays a role in enhancing the livelihoods of people by widening opportunities, and increasing skills. We also include more people in our business growth by driving fairness in the workplace, advancing human rights across our operations and extended supply chain, and developing inclusive business to improve the livelihoods of smallholder farmers. In addition, we aim to improve the incomes of small-scale retailers, and increase the participation of young entrepreneurs in our value chain.

At Unilever Indonesia, we play a proactive and important role in achieving the global targets set by our parent company. These initiatives are presented throughout this report, showing how the USLP commitments have been incorporated into Unilever Indonesia's strategy as reflected in our management, investments in innovation, products, process efficiency, and communication of our brands and in various ways to get us closer to our Indonesian consumer.

## PROJECT SUNLIGHT – SUSTAINABLE LIVING: TOGETHER FOR A BETTER FUTURE

Unilever Indonesia's brands through their purpose driven programmes are already working with communities to promote healthier, more sustainable lifestyles: Lifebuoy

soap is helping to protect millions of children from sanitation-related diseases; Molto One Rinse helps families to conserve water; and Kecap Bango is helping black soya bean farmers to grow their crops more sustainably and improve their livelihoods.

Now we see an opportunity to get millions more people involved to create a global momentum for change. We know that people want to live more sustainably, but need to do it in a way that fits in with the way they live.

Unilever, globally and here in Indonesia, aims to help tackle some of those challenges, and we cannot work alone in doing so. As the theme of Sustainability Report 2014 is "Together for a Brighter Future", we need help from each and every individual – our customers, our consumers, suppliers, NGOs, everybody – to help realize a brighter future for all.

Project Sunlight was initiated as a vessel to inspire and encourage individuals to take action towards a more sustainable lifestyle by joining our brand's social mission that we believe will amplify positive impacts to a wider audience, reaching more and more people.

Project Sunlight was first launched in 2013 in four countries: the United Kingdom, the United States of America, India,

and Indonesia. Since then, Project Sunlight has inspired millions of people to take small steps towards a more sustainable lifestyle and drive positive change within their local communities. We have also been bringing together the social missions of our brands, including Pepsodent, Lifebuoy, and Blue Band, in improving sanitation, health, well-being and nutrition.

In Indonesia, Project Sunlight mainly focuses on increasing access to water and sanitation facilities as well as on providing hygiene education at primary schools. To inspire individuals, the Project Sunlight Indonesia website, [www.projectsunlight.co.id](http://www.projectsunlight.co.id), is constantly updated with stories and know-how on sanitation, health, nutrition and eco-friendly lifestyles that can be implemented in daily lives. We cover topics such as:

- Various personal, home and family hygiene and sanitation tips, including inspirational stories and education materials available for free downloading
- #BrightFuture volunteer registration
- Support a cause with our partner NGOs
- #BrightFuture ideas sharing
- Nutrition and Healthy Diet
- Eco-friendly living tips that cover various impactful small steps in waste recycling, energy efficiency, carbon emission reduction, wise water consumption, and much more
- Various social programmes that support health, well-being, nutrition, partnership, and social welfare

### STAKEHOLDER ENGAGEMENT

Stakeholder engagement is embedded in the way we operate. Gaining support from our stakeholders is crucial for our success. To that end, Unilever Indonesia strives to understand the expectations of stakeholders who have an interest in our operation. Constructive engagement with our diverse stakeholders helps us to make responsible and sustainable decisions. On top of that, engaging with our stakeholders helps us to ensure potential problems are addressed, and changes are communicated and understood. Through active and effective stakeholder engagement, Unilever Indonesia can design approaches that will amplify its positive impact and mitigate or even eliminate negative impacts on consumers, the environment, and communities.



**We believe that through Project Sunlight and by working together, we can motivate millions of people to make sustainable living commonplace and help create a brighter future for all. By the end of 2014, more than 180 million people had signed up to Project Sunlight Indonesia's website, showing their support for creating a brighter future through health education and the provision of products in various**

# SUSTAINABILITY GOVERNANCE

Our engagement principles are based on: **[G4-26]**

- Inclusivity:**  
 We consider our stakeholders to be those who have a direct interest in our business and those who are impacted by our business and how we operate.
- Materiality:**  
 The stakeholder engagement process helps us identify and manage current and emerging issues.
- Responsiveness:**  
 We continually monitor the changing environment in which we operate to ensure that stakeholder concerns are captured and managed on a continuous basis. We recognize that material issues can be very complex, with diverging stakeholder expectations. We endeavour to manage these expectations in a transparent, sensible and fair way.

## WHO ARE OUR STAKEHOLDERS

We identify our stakeholders based on principles of responsibility and representation. In determining our key stakeholders, we also take into consideration other aspects, namely their involvement in, and their influence, proximity, and dependency on Unilever Indonesia's business and operations. Unilever Indonesia categorizes its stakeholders into two groups: internal and external stakeholders. Internal stakeholders include employees, shareholders, and business partners. External stakeholders include government, NGOs, academics, media, trade associations, consumers and communities.

**[G4-24][G4-25]**

## HOW WE ENGAGE WITH THEM

We engage with stakeholders in many ways and at many levels, from the queries that reach us via our website, brand activation events that actively involve our consumers, joint research activities with nutritionists, to face-to-face meetings with investors, governments and regulators, customers, employees, community groups, and many others. We find that constructive dialogue through these engagements, including with those who may hold critical views, helps us understand the dilemmas we face in running a business that is seeking to always be responsible and sustainable.

ULI Stakeholder Groups [G4-24]	
Consumers	
Employees	
Government and Regulatory	
Shareholders and Investors	
Media	
NGOs and General Public	

<b>Method of Engagement</b> <b>[G4-26]</b>	<b>Arising Subjects</b> <b>[G4-27]</b>
<ul style="list-style-type: none"> <li>• Through Unilever Indonesia's corporate digital assets, such as Facebook, Twitter @ULICareers.</li> <li>• Brand activation related to USLP programmes (Brand Social Missions)</li> <li>• Consumer Care Lines</li> </ul>	<p>Questions regarding our brands (Bango, Pepsodent, Lifebuoy, Domestos)</p>
<p>Various communication channels, such as email, booth display, and newsletter. All are applied for employees in factories, office sites and head office.</p>	<ul style="list-style-type: none"> <li>• Implementation of Project Sunlight</li> <li>• Internal Campaigns : COBP, occupational health &amp; safety.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively involved in lobbying process through trade associations such as GAPMMI and PERKOSMI to convey the message that industry wants halal to be voluntary.</li> <li>• Regular Meetings</li> <li>• Joint research projects or community programmes</li> </ul>	<p>The House of Representatives has issued the Halal Law, which that affects Unilever's business. Will be effectively implemented 5 years from 2014</p>
<ul style="list-style-type: none"> <li>• Quarterly results announcements</li> <li>• One-on-one meetings with investors and analysts</li> <li>• Conferences</li> <li>• Annual General Meeting</li> <li>• Annual Report</li> <li>• Sustainability Report</li> </ul>	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Clear and up-to-date information regarding corporate actions and strategic directions</li> <li>• Non-financial performance progress and status</li> <li>• USLP Progress</li> </ul>
<ul style="list-style-type: none"> <li>• Proactively socializing our sustainability narratives to ULI key corporate media, media engagement sessions, discussion and events related to USLP updates.</li> <li>• Tap in to media community</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of Project Sunlight</li> <li>• Waste Bank</li> <li>• Healthy Living and Hygiene Campaigns</li> </ul>
<ul style="list-style-type: none"> <li>• Collaborative activities and joint programmes</li> <li>• ULI website</li> <li>• ULI's brands related environmental and social campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• USLP programs development and progress status</li> <li>• Opportunity to collaborate in USLP campaigns</li> <li>• Corporate activities information</li> </ul>

## SUSTAINABILITY GOVERNANCE

### MATERIALITY ANALYSIS – REPORTING WHAT MATTERS, WHERE IT MATTERS

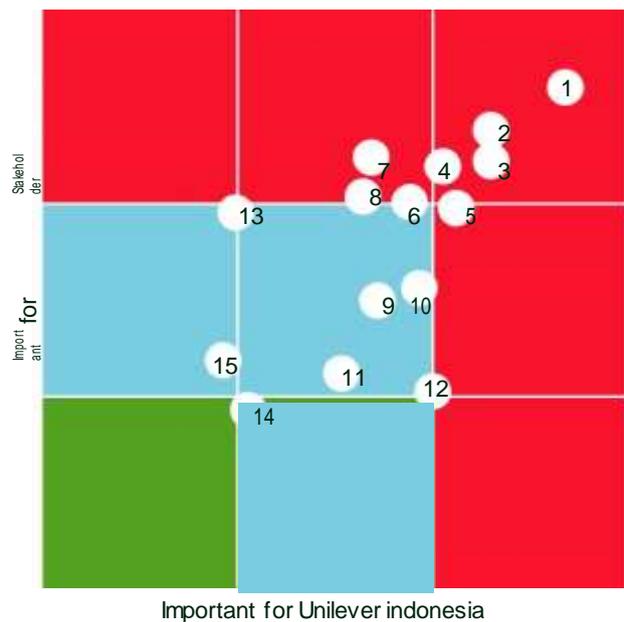
Issues arising from the stakeholder engagement process were further analysed and prioritized as our most material sustainability issues. We identified material sustainability issues according to the Global Reporting Initiative Reporting Guidelines GRI-G4. We aim to integrate our materiality matrix into future stakeholder engagements to align our business and stakeholder concerns more effectively. For our 2014 sustainability report, we will focus on the issues that are most material to our business and our stakeholders. We identified the relevant areas and have used a materiality matrix to map these issues and focus on each area according to the following criteria: [\[G4-18\]](#)[\[G4-19\]](#)

	We report the issues that are most relevant and have high current or potential impact on our business and stakeholders.
	These issues are reported but not necessarily with quantitative indicators. Some issues have only partial impacts on the business and stakeholders.
	These issues are of low materiality and are not reported in detail.

Materiality surveys were distributed to our stakeholders in order to help us define issues that matter for both our stakeholders and our sustainability approach. We also used this survey to identify topics that our stakeholders want us to discuss in this year's report. We involved approximately 50 respondents from various stakeholder groups in this year's

materiality survey. They fairly represent various stakeholder groups, namely customers, employees, labour unions, NGOs, the general public, media, regulators, investors and business partners.

Following the survey, in order to gain a more in-depth insight, we conducted interview sessions with selected respondents of each stakeholder group. Through a combination of these two methods, Unilever Indonesia is committed to providing the most material information for our stakeholders. The main topics considered as material to our stakeholders, which are therefore covered in this report, are shown in the materiality matrix below: [\[G4-18\]](#)[\[G4-19\]](#)[\[G4-26\]](#)[\[G4-27\]](#)



Based on the survey result, we learned that stakeholders are placing more interest in how Unilever Indonesia ensures and safeguards its products' quality, including the use of preservatives in our products, which will ultimately impact the aspect of consumer health and safety. Other material aspects highlighted by our stakeholders this year were environmental performance, human resources and social contribution.



1 <sup>st</sup> Tier	2 <sup>nd</sup> Tier	3 <sup>rd</sup> Tier
<ul style="list-style-type: none"> <li>1. Customer Health and Safety, including Product Information, Labeling, Responsible Marketing, Customer Care</li> <li>2. Energy, Water and Waste Management</li> <li>3. Usage of Preservatives</li> <li>4. Labor Practices</li> <li>5. Community Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>6. Sustainable Supplier Relationship &amp; Inclusivity</li> <li>7. Nutritional improvement</li> <li>8. Training and Development</li> <li>9. Post Consumer Waste Approaches</li> <li>10. Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>11. Carbon Footprint Management</li> <li>12. Material Usage</li> <li>13. Donation for community and indirect economic impact in the value chain</li> <li>14. Electricity Usage</li> <li>15. Fuel Consumption</li> </ul>



As a representation of stakeholder engagement and materiality analysis, Unilever Indonesia has formulated this year’s Sustainability Report content structure based on areas of significant impact of our operations and of most concern to our stakeholders: Reporting what matters, where it matters, and to whom it matters. **[G4-18][G4-19]**

## SUSTAINABILITY GOVERNANCE

ULI SR2014 Main Chapter	Discussion Topics	GRI G4 Material Aspects and Reported Indicators
IMPROVING HEALTH AND WELL-BEING	<ul style="list-style-type: none"> <li>• Product Responsibility and Consumer Health and Safety</li> <li>• Product and Ingredients Safety</li> <li>• Product Labelling</li> <li>• Consumer Feedback &amp; Satisfaction</li> <li>• Health, Hygiene and Nutrition Related Campaigns</li> </ul>	<p>Indirect Economic Impacts – EC7, [G4-19]</p> <p>Customer Health and Safety – PR1</p> <p>Product and Service Labeling – PR3, PR5</p> <p>Customer Privacy – PR8</p>
REDUCING ENVIRONMENTAL IMPACT	<ul style="list-style-type: none"> <li>• Our Approaches:</li> <li>At the Making of Our Product:                             <ul style="list-style-type: none"> <li>o Where does our raw material come from</li> <li>o Environmental Management in Our Operation</li> <li>o GHG Emission</li> <li>o Water Use</li> <li>o Packaging Selection</li> <li>o Proper Rank of our Plants</li> </ul> </li> <li>Transporting and Delivering Our Products to the Customers</li> <li>At the Use of Our Product:                             <ul style="list-style-type: none"> <li>o Waste &amp; Packaging Recycling</li> <li>o Involving Customers in Managing Their Environmental Footprint</li> </ul> </li> </ul>	<p>Energy (plant) – EN5, EN6, EN7</p> <p>Water (plant) – EN8</p> <p>Emission – EN15, EN18, EN21</p> <p>Effluents and Waste – EN23, EN24</p> <p>Products and Service – EN27</p> <p>Compliance – EN29</p> <p>Supplier Environmental Assessment – EN33</p> <p>Transportation - EN30</p>

ULI SR2014 Main Chapter	Discussion Topics	GRI G4 Material Aspects and Reported Indicators
FAIRNESS IN THE WORKPLACE	<ul style="list-style-type: none"> <li>• Employee Profile &amp; Distribution</li> <li>• Diversity In Focus (Opportunity for Women and other Diversity)</li> <li>• Performance Culture</li> <li>• Governance Body and Gender Equality</li> <li>• New Recruits</li> <li>• Local Hires</li> <li>• Health &amp; Safety at Work</li> <li>• Training &amp; Development</li> <li>• Remuneration</li> </ul>	<p>Diversity &amp; Equal Opportunity - LA12, [G4-19]</p> <p>Collective Bargaining Agreements – G4-11</p> <p>Employment – LA1, LA2</p> <p>Occupational Health and Safety – LA6, LA8</p> <p>Training &amp; Education – LA9, LA11</p> <p>Discrimination – HR3</p>
INCLUSIVE BUSINESS	<ul style="list-style-type: none"> <li>• Sustainable and Inclusive Partnership in Our Value Chain:               <ul style="list-style-type: none"> <li>o Enhancing Livelihoods of our Suppliers (farmers and livestock)</li> <li>o Retailers Management/ Supply Chain Management/Mitra Unilever</li> </ul> </li> <li>• Social Programs and Campaigns → Unilever Foundation</li> <li>• Humanitarian Aid</li> </ul>	<p>Indirect Economic Impacts – EC7, EC8</p> <p>Procurement Practices – EC9</p> <p>Supplier Environmental Assessment – EN33</p> <p>Supplier Labour Practice Assessment – LA14, LA15</p> <p>Local Community – SO1</p>

## What they say about unilever



Mr. Sugiarto  
Koperasi Kopdit Mekar Mas  
Partner/Mitra Program Enhancing  
Livelihood

Mr. Sugiarta, the manager of Mekar Mas said “Our cooperation with Unilever has a positive impact for both the farmers and cooperative itself.” The advantages of this partnership are price and market assurance of the black soy beans for the farmers. In addition, member engagement, training, employment and business expansion are other benefits of this partnership for Mekar Mas. He hopes Unilever’s programs of hand washing with Lifebuoy and teeth brushing with Pepsodent could be extended for the farmers’ community in Kulon Progo.



Almartoni  
PT. Evonik Sumi Asih

PT. Evonik Sumi Asih and Unilever have been partnership since 1997. We supply secondary surfactant and others products which are chemicals for personal care and household care products. Since 2014, we have joined the Unilever’s sustainability program “USLP” in Indonesia. Through this program, we share and learn from each other regarding sustainability practice between the vendors and Unilever. PT. Evonik Sumi Asih also develop a sustainability strategy, which include the programs to reduce electricity consumption. However, our programs are not as big as Unilever’s. So, we would like to learn from Unilever.



Ms. Dyah Ainien Wulansari  
Consumer

Sustainability is a new term for me. But if a company wants to be respected and loved by its consumers, for sure product quality is number one for me. Another thing is how the company engages with the customers. I think Unilever has already done a good job in engaging with consumers through various product-related events. I appreciate how Unilever Indonesia is striving to educate consumers on various topics related to their products, namely health, hygiene, brushing teeth, eating healthy, being active and positive, and many more, I can’t remember it all.



Mr. Widya Dharmadi  
 Director of PT. Tri Sarana Boga,  
 Jakarta

PT. Tri Sarana Boga (TSB), my company, has been in partnership with Unilever Indonesia since 1979. TSB is one of Unilever Indonesia's distributors located in Jakarta. The business has been up and down, but the system has improved lately. I am optimistic that my distribution business will grow better with the full support of Unilever Indonesia's team. In monitoring the distribution process in TSB, Unilever Indonesia has assigned an assistant to coordinate with TSB team on location.



SYAMSU RIZA, Ssos, MSI  
 (Daeng ical)  
 Vice Mayor of the City of Makassar

Unilever Indonesia has been in collaboration with the government of the city of Makassar since quite some time now. Together we have three programs: Green and Clean City, Healthy Living, and Pasar Sehat (Healthy Market).

I hope that in the future, all Unilever Indonesia's community programme in Makassar can be expanded, self sustained and strengthened.



Mary Astuti  
 Gadjah Mada University

We have been in collaboration with Unilever Indonesia to assist local black soya bean farmers since 2003. UGM sees that this farmer assistance program can provide mutual benefits to various stakeholders in the black soya bean farmer community, academics, and Unilever Indonesia's business.

I truly believe that through this programme and its continuous improvement, Unilever Indonesia can help to boost Indonesian farmers and can replicate it to cover other agribusiness commodities, thus helping farmers across Indonesia to improve their skills, their capabilities, and ultimately their welfare.

# Improving HEALTH, WELL-BEING AND NUTRITION

We are a business inspired by a vision of a world where people are healthier and live better. To bring this vision to life, we are working harder to provide innovative products and approaches that make a real difference for healthier lives and happier homes.

## OUR BIG GOAL By 2020

**Unilever will help more than a billion people globally take action to improve their health and well-being.**

Unilever Indonesia has continued to focus on health and well-being. Our portfolio of food, beverages, and home and personal care brands encourages millions of people to build good habits in health and hygiene and promote good self-esteem. Our ambitious nutrition targets are aimed at helping our consumers enjoy great food and healthier diets. In Indonesia, we have introduced innovative, effective and affordable products, namely Lifebuoy, Pepsodent, Pureit, and Domestos. But innovating and making good products is not enough to achieve this vision. Our products can only benefit millions of people if they know the benefits and understand how to use them effectively. Better understanding and awareness on the part of our consumers and the community is key in achieving our goal in improving health, hygiene and overall well-being. **[G4-DMA]**

**[G4-PR1]**

### DO YOU KNOW....

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## HEALTH AND HYGIENE

In Indonesia, lack of safe drinking water, poor sanitation, and poor hygiene behaviour are the causes of millions of preventable deaths every year. Over the years, the Ministry of Health of the Republic of Indonesia has been carrying out a national programme to improve clean and healthy behaviour of the Indonesian community. As of 2013, according to the Basic Health Research Study by Ministry of Health of Rep. of Indonesia, the progress of the National Clean and Healthy Behaviour Programme (PHBS) showed that still only 32.3% of Indonesians conduct good clean and healthy behaviour, while there were still 20 provinces in Indonesia in which clean and healthy standards fell below the national average.

## Clean and Healthy Behaviour in Indonesia

Source: the Ministry of Health of the Republic of Indonesia Basic Health Research 2013

# 33.2%

of the Indonesian population still has inadequate or no access to clean and safe drinking water.

Teeth and mouth problems prevailed among

# 25.9%

of the Indonesian population, with only 2.3% properly brushing their teeth after having breakfast and before going to bed.

There are more than

# 12.9%

of Indonesian households who has no access to sanitation (toilet) facilities, causing five provinces to be at high risk of sanitation-related illness.

## Improving Health, Well-being and nutrition

Our products such as soap and toothpaste can help prevent disease and improve health and well-being, but this relies on people changing their everyday habits. Looking at these facts and understanding that our products can play a significant role to improve health and well-being of the Indonesian people, Unilever Indonesia focuses its efforts and partners closely with its stakeholders to offer solutions to these matters. Through continuous innovation and improvement of our products that are both appealing and have a leading-edge in health, hygiene and nutrition benefits, brand activation events, and partnership programmes with other stakeholders, we believe that we can make a sizeable and scalable difference to health and hygiene practices here in Indonesia. [\[G4-DMA\]](#)[\[G4-PR1\]](#)

**We believe that when the society we serve enjoys better health, hygiene and well-being, our business also benefits.**

### UNILEVER SUSTAINABLE living plan IMPROVING health & well being



objective 01

**Reduce Diarrheal & Respiratory Diseases Through Hand Washing**

2013

**1,936,500  
people**

**6,581,600  
people**



**Improve Oral Health**

2014

**1,098,500  
people**

**1,135,919  
people**

## Good Products, Great Brands, Special Purposes

[G4-DMA] [G4-EC7][G4-PR1]



Lifebuoy launched a global campaign in 2011 that aims to improve hygiene behaviour of 1 billion consumers across the globe, by promoting the benefits of hand washing with soap to reduce the incidents of respiratory infections and diarrhoeal disease, the world's two biggest causes of child mortality. In Indonesia, Lifebuoy hygiene journey has started back in 2004 with "Lifebuoy Berbagi Sehat" campaign. The campaign facilitated mass fund raising and resulted with the construction of 1000 hygiene toilets in Central Java. In 2013 and 2014, they launched Medical Community and Adopt a Village Program. The second initiative aims to improve access to clean water and proper sanitation in East Nusa Tenggara. Lifebuoy social mission also support Unilever Indonesia Foundation initiatives: School Programme, Mothers' Programme, Healthy Market, Healthy Village and Nutrition Programmes. Mothers' Programme enhanced with collaboration with Family Welfare Empowerment that rolled out up to rural and village level. The whole activities resulted with 1.9 million people in 2013 and 6.5 million people in 2014 that spread in around 60 districts and cities of 16 provinces throughout Indonesia.



Pepsodent toothpaste and toothbrushes have been raising awareness and encouraging our consumers in maintaining good oral hygiene and their overall well-being. Good oral hygiene will enable them not only to look good, but also to feel good. We work in collaboration with various partners. Several oral health care programmes that were carried out throughout 2013 and 2014 are: a Training of Trainers Programme, in collaboration with Spektra and Poltekkes; the World Oral Health Day celebration in 117 cities across Indonesia; Live-Learn-Laugh, a training programme for school teachers developed by FDI and NDA to help raise awareness on oral care issues, thus enabling them to educate children about the importance of oral health; National Oral Health Month, providing free dental treatment for 40,000 patients in 18 Faculties of Dentistry and 20 local Indonesia Dental Association chapters; and Dentist Detailing in 9 cities across Indonesia. Overall, in 2014 our oral health cadre of more than 4,000 persons managed to reach more than 1 million people through direct contact as reported in the Unilever Indonesia USLP Scorecard.



Wipol is committed to create clean, hygienic and germ-free home environments, thereby preventing the spread of bacteria and viruses that cause disease outbreaks. This is especially true in a tropical country like Indonesia, where the high intensity of rain provides the perfect environment for germs and bacteria to flourish. We believe that this healthy environment can be achieved through education. To that end, cleanliness and hygiene in all homes must be maintained even more during the rainy season. This commitment is put into action through a continuous campaign that aims to increase awareness and prepare communities to anticipate the dangers of diseases caused by germs. Collaborating with the DKI Jakarta Health Agency and the environmental community Bersih Nyok!, we carried out Wipol's "Aksi Anti Kuman - AAK" (Action Against Germs) and "Saya Duta AAK" (I Am AAK Ambassador) programmes, aiming to educate families to keep their houses not only clean but also hygienic and germ-free. In 2014, the Wipol AAK programme managed to involve 1,500 households in Jakarta.

## Improving Health, Well-being and nutrition

### Good Products, Great Brands, Special Purposes

[G4-DMA] [G4-EC7][G4-PR1]



Domestos has been working with UNICEF and the Unilever Foundation to promote the Toilet Sanitation programme, "Hygiene Toilet Movement" since 2011. This programme's main objective is to improve access to clean toilets and to educate the communities about the importance of not only clean but also hygienic toilets. Domestos engages and works together with schools and parents, especially mothers, in ensuring that toilet facilities in their homes and schools are hygienic, as well as to instil hand-washing as a daily habit to children and students. Up to the end of 2014, we managed to reach more than 1,900 schools and 320,000 students with sanitation behaviour change interventions.



During puberty, teenagers experience many changes in their lives as they transition into adulthood. They become very keen to explore new things, being involved in more activities and becoming more socially engaged, and for the first time, being socially accepted is important for them. Physiologically, in this stage their sweat glands become more active, creating a risk of body odour.

Rexona's mission is to inspire confidence in people by helping them smell and feel their best, enabling them to physically, mentally and socially prepare to thrive in an increasingly uncertain world. In line with this mission, Rexona, together with Unilever Indonesia Foundation and its NGO partners, advocates clean and healthy living to 250,000 teens in Java and Sumatra. Rexona educates them about daily cleanliness, sweat, body odour, and the importance of using deodorant every day, for a more confident and thriving younger generation of Indonesia.



Buavita promotes regular fruit intake as a habit for a healthier, happier life. We believe that Buavita fruit juices can provide healthy fruit intake and in the long run benefit our consumers with their nutritional value. This will help to fulfil daily nutrition needs. The Buavita Frutarian campaign was initiated to help Indonesians live a healthier lifestyle by committing to small healthy habits, such as increasing fruit intake every day. We continuously introduce and recruit more and more people to be a part of our Frutarian family, which is a community of people who are committed to doing healthy activities and increasing the consumption of fruit or fruit juice. Furthermore, we continue to encourage them throughout their journey in achieving a healthier lifestyle through a range of activities that focus on three pillars: Healthy Mind, Healthy Body, and Healthy Diet. These three pillars are then translated into various on-the-ground activities such as yoga classes, running races, healthy eating talks, healthy home-cooking recipes, healthy groceries tips, self-motivation to exercise, and many more.



# PUREIT FROM UNILEVER WATER PURIFIER WITH READY TO DRINK TECHNOLOGY

No Gas No Electricity



Water is synonymous with life, but only when it is safe for consumption. According to the Ministry of Health's Basic Health Research 2013, approximately a quarter of all diseases in Indonesia are waterborne. Drinking unsafe water can cause fatal waterborne diseases such as diarrhoea, cholera, jaundice and typhoid. With a mission to bring safe drinking water to millions of Indonesian consumers at an affordable price, in 2010 we introduced our home water purifier – Pureit.

Pureit is an innovation that addresses one of the biggest technological challenges: that of making safe water accessible and affordable for millions. Pureit is designed to remove all kinds of dirt, germs and parasites through its 4-step advanced water purification technology. Pureit meets stringent criteria for microbiologically safe drinking water from one of the world's toughest regulatory agencies: the US-based Environmental Protection Agency (EPA). Pureit directly purifies tap water without electricity or gas, thus saving valuable natural resources. Essentially, this means that consumers no longer need to boil their water or even filter it. Drinking safe water is now as easy as pouring tap water into a Pureit!

Since it was launched up to the end of 2014, Unilever Indonesia helped 2.5 million people in Indonesia get access to safe drinking water through Pureit.

We all know that breakfast is the most important meal of the day. Yet, we found that more than 44% of children in Indonesia do not eat breakfast, and this tends to lead to unhealthy cravings for snacks or soft drinks. Therefore, Blue Band, in collaboration with PERGIZI, initiated the "21 Days of Nutritious Breakfast Movement". Through this movement, Blue Band helps to inspire parents and encourage children to have a nutritious breakfast every day. In 2013 and 2014, this movement was carried out at schools in major cities across Indonesia, namely Jakarta, Medan, Yogyakarta, Bekasi and Makassar. At each event, we distributed a sample of healthy breakfast and education kits that consist of 21-days nutritious breakfast guidance, a nutrition facts booklet, a report book, a height meter, and 10-minute breakfast recipes.



## NUTRITION

Nutrition is fundamental to human life. All human achievement – social, economic and cultural – is directly influenced by our access to food and water. In Indonesia, millions of people still face serious malnutrition issues. Many do not have enough to eat or drink. Others eat too much and move too little. Not only here in Indonesia, this "double burden" of malnutrition is a very complex global issue. In many countries and communities, both issues are prevalent. Some people are under-nourished while others are over-nourished, and poor nutrition can coexist with excess caloric intake in the same individuals. As a food manufacturer, Unilever is committed to taking action by offering the right kinds of products and helping our consumers make the right nutritional choices.

The target of 'improving health and well-being' is translated into Unilever Indonesia's research and development of products by including it in the innovation plan. Aligned with globally recognized dietary guidelines, we develop our products and ensure that all targeted products meet the highest nutritional standards, which include reducing calories, sugar, and saturated fat, removing trans fat, and contributing to micronutrient intakes. We continually work on innovation to improve the taste and nutritional quality of all targeted products. We assess progress in product reformulation against the highest nutritional standards based on globally recognized dietary guidelines. [G4-DMA][G4-PR1]

## DO YOU KNOW THAT ...

of Indonesian  
dietary habits, such as  
vegetable intake  
of food with M  
sugar  
**22 F**  
with a popula

## Improving Health, Well-being and nutrition

In a recent testing result, 100% of our children's ice cream (Wall's Paddle Pop) met the strict nutritional profiling of sugar, calories and saturated fat, with 110 kcal or less per serving portion. We have also reduced the sugar level in our Buavita fruit juice. In Blue Band variants, we have eliminated trans fat originating from partially hydrogenated vegetable oil, and all Royco variants will continue the same path by 2015. We also play a role in tackling under-nutrition, particularly micronutrient deficiencies, through food fortification. For example, Blue Band margarine is fortified with vitamins A, B1, B2, B3, D and E. In addition to this, we also fortify our fruit juice with vitamins, dietary fibre and calcium. [G4-DMA][G4-PR1]

### GOOD TASTE THAT GOOD FOR YOU

[G4-DMA][G4-PR1]



0 trans fat originating from partially hydrogenated vegetable oil, and enriched with vitamins A, B1, B2, B3, D and E.



100% of our children's ice cream (Wall's Paddle Pop) met the strict nutritional profiling of sugar, calories and saturated fat, with 110 kcal or less per serving portion.



64% of our Buavita fruit juice is pledged to be sugar-free and will support a healthy lifestyle.

**ENSURING PRODUCT QUALITY AND CONSUMER HEALTH & SAFETY**

We believe that a good product starts with good ingredients going through a good process. Here at Unilever Indonesia, we carefully choose the raw materials and ingredients for our products, implement a strict policy throughout the production process in our factories, carry out rigorous product testing, and prudently label our products. All this is done before shipment and distribution to our customers, because we want to ensure that our products not only meet the highest quality standards, but also represent our spirit of social and environmental sustainability. [\[G4-DMA\]\[G4-PR1\]](#)

**BEHIND THE SCENE: A SNEAK PEEK INTO HOW WE ENSURE THE QUALITY AND SAFETY OF YOUR FAVOURITE UNILEVER BRANDS**

[\[G4-DMA\]\[G4-PR1\]\[G4-PR3\]](#)



Product Research and Development

We ensure that all our products are safe and effective. Innovation is key to our success.

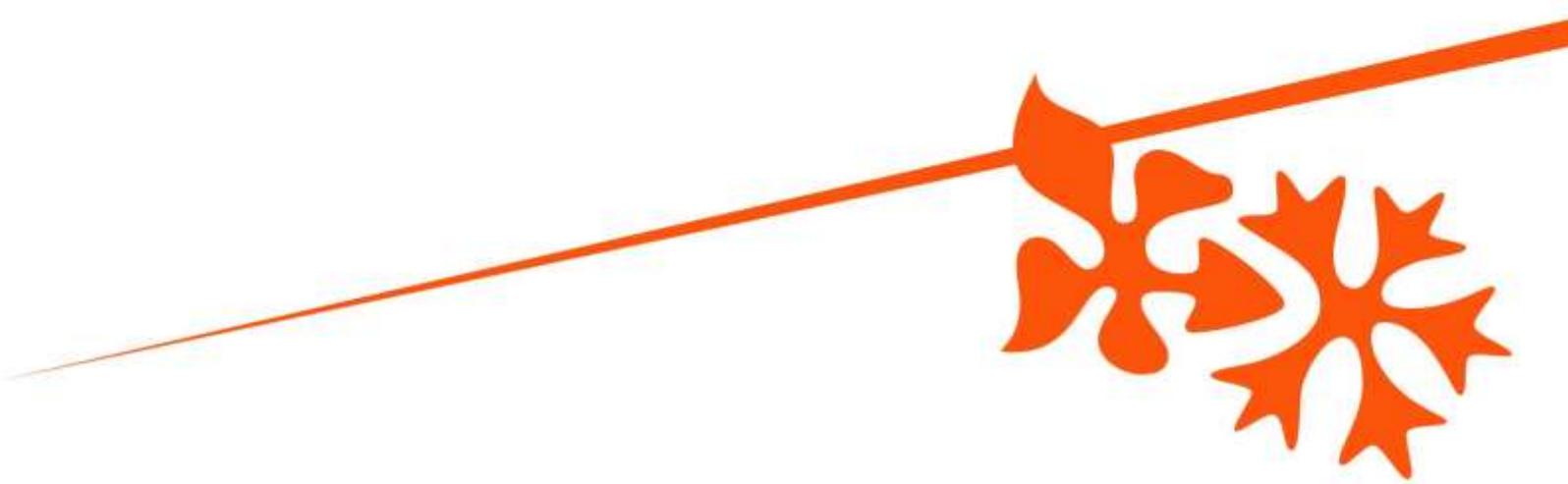
# BEHIND THE SCENE SNEAK PEAK ON HOW WE ENSURE THE QUALITY AND SAFETY OF YOUR FAVOURITE UNILEVER BRANDS

[G4-DMA][G4-PR1][G4-PR3]

The page features two large, solid orange geometric shapes at the bottom. The top one is a long, thin trapezoid that tapers from left to right. The bottom one is a larger, more complex shape that also tapers from left to right, with a small white vertical line segment near its left edge.



[G4-DMA][G4-PR1][G4-PR3]



## Improving Health, Well-being and nutrition

### SUARA KONSUMEN: LISTENING AND LEARNING FROM OUR CONSUMER [G4-PR5]

Through a committed consumer care service, “Suara Konsumen” (Consumer Voice), Unilever Indonesia has built a good relationship between the company and its customers. Suara Konsumen gives fast responses to complaints and inquiries about our products, and increases the consumers’ satisfaction with our products. Suara Konsumen is the company’s dedicated consumer care service, which is open five days a week during working hours. Consumers are encouraged to use the Care Line to offer suggestions and express satisfaction as well as convey complaints and inquiries. Feedback is handled according to strict protocols by Consumer Advisory Service (CAS) Agents on the frontline, who receive the feedback and respond immediately. Complaints are categorized as normal, high priority and emergency. If the CAS Agent cannot give a response, the issue is referred to the relevant department or division through designated contact persons.

All feedback that is received through the Consumer Care Line generates valuable insights that are communicated throughout the Company in monthly and online reports. A top ten feedback list is submitted to senior management every month for their review. The performance of Suara Konsumen is monitored through frequent spontaneous checks by ‘mystery callers’ to ensure that call handling procedures comply with the protocols. The system is evaluated through periodic Consumer Satisfaction Studies.

In order to respect customer privacy, Unilever protects its customer database seriously. We have five clearly

defined principles guiding our communication with consumers. First, Unilever will always use a customer’s personal information in a way that is fair and worthy of that trust. Second, Unilever shall always be transparent with customers, about what information we collect, what we do with it, with whom we share it, and whom the customer should contact if they have any concerns. Third, if a customer has any concerns about how we use their personal information, we will work with them to resolve those concerns. Fourth, we will take all reasonable steps to protect their information and keep it secure. Fifth, we will comply with all applicable data protection laws and regulations, and we will cooperate with data protection authorities. Throughout 2014, we received no reports regarding breach of customer data or customer privacy.

### [G4-PR8]

In addition to the Suara Konsumen Hotline, consumers can convey their feedback through other channels, namely email, letters, and social media.

The most frequent complaints received through these consumer communication channels in 2013 and 2014 were regarding troubleshooting in our digital marketing activations, with most of the callers complaining about unsuccessful log-in. To anticipate this, we always improve our technical side and inform consumers about the limitations of connections to our servers. Other complaints received were regarding products. For this, we have a procedure in place to report the cases to Unilever Indonesia’s Quality Team and ensure necessary actions are taken for further improvement. We are happy to report that there were no product recalls throughout 2013 and 2014.

# 4.3

**score on customer satisfaction survey (5.0 scale). This score was a result of a consumer satisfaction study and a mystery caller score conducted by Unilever’s internal team and an independent third party. [G4-PR5]**

### PROTECTING OUR CONSUMERS FROM COUNTERFEIT PRODUCTS [G4-DMA][G4-PR1]

At the moment, many fake products bearing Unilever Indonesia's brand names, such as Pond's and Citra, still exist in many markets in Indonesia. Such products might contain harmful, or at the very least, totally ineffective ingredients and as such may harm consumers or put them at loss.

Unilever treats counterfeit products seriously and takes several measures to manage this issue. In Indonesia, through our sales force in each area, we carry out regular monitoring in the market. When counterfeit products bearing our brand name are found in certain stores, we send a strong warning letter to the store owners to take the counterfeit products off the shelves and stop selling them. If they continue to do so, we engage the authorities (local police) to conduct a raid and confiscate the counterfeits.

We also try insofar as possible to locate the manufacturer of such products, to enable us to stop the counterfeit right from its source.

Furthermore, Unilever Indonesia is an active member of MIAP (Masyarakat Indonesia Anti Pemalsuan – Indonesia Anti Counterfeits Society), an association comprised of companies from various industries who share the same concern about counterfeits.

It is MIAP's objective to combat counterfeiting by providing awareness education to the public and engaging with policy makers to drive the IPR (intellectual property rights)-related agenda. Through MIAP, many activities have been conducted to raise public awareness about the severe impact of counterfeit cosmetics on consumers' health as well as the country's economy in general.

Last year, through MIAP, a short film making competition for students was held in five cities with the aim of raising awareness and concern among the young generation about the issue and encouraging them to adopt the habit of choosing only genuine products.



## Improving Health, Well-being and nutrition



Mr. Marc Lucet  
Deputy Representative,  
UNICEF Indonesia



UNICEF is assisting the Government of Indonesia in its goal of improving sanitation nationwide and eliminating open defecation by 2019. More than 54 million Indonesians defecate in the open, which is the second highest number for any country in the world. Open defecation and poor sanitation are linked to many potentially deadly diseases such as diarrhea and pneumonia. These are main contributors to more than 370 under-five deaths per day in this country.

Unilever Indonesia's contribution is being used to support and accelerate the STBM programme (Sanitasi Total Berbasis Masyarakat), the national community-based total sanitation programme of the Government of Indonesia in the East Nusa Tenggara province. This programme helps villages become free from open defecation while also promoting good sanitation practices. Additionally, Unilever Indonesia's contribution is supporting the Clean Indonesia Movement. This initiative aims to create cleaner public areas and schools. Improving hygiene in schools is a key component to ensure children are healthy and can perform well in their studies.

UNICEF partnership with Unilever Indonesia adds immense value. By joining hands we are increasing awareness and access to improved sanitation for hundreds of schools, communities and disadvantaged children in East Nusa Tenggara. The partnership brings together complementary skills, knowledge and expertise to the issues. We feel that there is still enormous potential to achieve more results for children, which can be best done with a partner like Unilever Indonesia, perhaps also looking at tapping into Ul's marketing expertise to promote best WASH practices. Furthermore, UNICEF believes that there are more opportunities to expand this collaboration and UNICEF certainly looks forward to partnering closely with Unilever Indonesia in the future.



Soleman Bili Ngongo  
Chief Of Matapywu

### Human Interest Story: Programme Beneficiary Testimony:

My name is Soleman Bili Ngongo and I am the kepala desa (chief) of Matapywu, a village of 3,237 population. Before UNICEF and Unilever Indonesia came and gave us a triggering sanitary session, I was unaware of the health problems associated with open defecation. Now it's one of my top priorities.

But with the help of UNICEF, things are changing in Matapywu. The triggering session was very successful. After only a few weeks, families started to build latrines.

I hope that UNICEF and Unilever Indonesia will continue to assist me and other kepala desas around Sumba to monitor open defecation and address the challenges ahead. It is still a long way to go but I am optimistic. I want all 3,237 members of the village to be healthy and have the best chance at life, especially the children.



Jerry Winata  
World Food Program



The World Food Programme (WFP) is partnering up with Unilever Indonesia to improve the nutritional status of the school children in 71 schools across Kupang and the Timor Tengah Selatan (TTS) district, Nusa Tenggara Timur (NTT) province – the poorest province in Indonesia – through the Local Food Based School Meals programme (LFBSM). Through this programme, Unilever Indonesia and WFP help provide nutritious food using locally grown food commodities such as corn and mung beans to the school children. As part of LFBSM, we also promote healthy behaviour through the hand washing programme.

LFBSM does not only benefit the children but also empowers the mothers through training activities on preparing healthy and nutritious food. This programme also provides economic benefit for the local farmers since we procure the food commodities for the programme locally. Unilever Indonesia has provided us a range of support, namely in helping to improve the nutritional and health status of the school children, school enrollment, students' concentration levels and grades, mothers' knowledge on preparing nutritious food for the whole family and not just the school children, and local farmers' income.

Supports from Unilever have been instrumental for WFP Indonesia to implement the LFBSM programme. Beyond funding support, UL's hand washing programme has proven to be a very good match with WFP's LFBSM. Combined, the two programmes have improved the health and well-being of the children and their families.

In the future, we hope to increase the scale of this project, creating much larger positive impact through a more effective advocacy to our stakeholders including the national and local government. In order to achieve a better advocacy, we would need to be able to show positive results based on evidence gathered from our current programme. Continuous support from Unilever Indonesia is key to achieving the results we need to show our stakeholders in order to gain their support to scale up the programme.

# REDUCING ENVIRONMENTAL FOOTPRINT

Innovating and making sustainable products through sustainable processes is integral to our target in reducing the environmental footprint throughout our value chain. To that end, we develop approaches that address our environmental and social impacts across product life cycles, covering both the making and the use of our products.

## Our BIG GOAL: REDUCING ENVIRONMENTAL IMPACT

By 2020 our goal is to halve the environmental footprint of the making and use of our products as we grow our business.

### AT THE MAKING OF OUR PRODUCTS

Understanding that our entire value chain has environmental impacts, Unilever sets global environmental standards in its factories. We undertake initiatives to promote greater environmental responsibility and seek to continually reduce the environmental impacts. Unilever strives to reduce the impact of its factories, transport and offices, from the sourcing of raw materials all the way through to the energy and water needed by people to cook, clean and wash with our products. [\[G4-EN33\]](#)

#### Where Does Our Raw Material Comes From?

Many of the raw materials of Unilever's food and beverages products are agricultural products. We source thousands of tonnes of fruits, farm products, vegetable oil, palm oil and much other produce from farmers and plantations all around the world. We realize that our operation has a significant impact on those farmers, both financially and operationally. Of course, we demand the best quality raw materials. Nevertheless, for Unilever, quality does not stop at how good these raw materials are; we also ensure that they were produced in a responsible and sustainable manner. [\[G4-DMA\]\[G4-EN33\]](#)

Unilever has adopted sustainable agricultural sourcing as a strategic priority, considering many of our raw materials come from farms and plantations. It is our long-term target to drive systemic change within the agricultural system by eliminating deforestation and championing sustainable agriculture and the development of smallholder farmers. It is always our commitment to protect the world by ensuring long-term supply. [\[G4-DMA\]](#) [\[G4-EN33\]](#)

It is Unilever's commitment to source all soya beans it uses sustainably by 2014 and all soya oils by 2020. We also aim to have all fruits and vegetables that we use grown sustainably. Unilever has started the sustainability journey by supporting the Roundtable for Sustainable Palm Oil (RSPO) for palm oil, and the Rainforest Alliance (RA) for tea and chocolate. Since 2012, all palm oil sourced by Unilever Indonesia is RSPO certified and 63.8% of sourced tea is RA certified tea blend. [\[G4-DMA\]](#) [\[G4-EN33\]](#)



**The Unilever strategy focuses on people's sustainable living needs through building stronger brands. It is our commitment to look at product development, sourcing and manufacturing through a sustainability lens. By sourcing sustainably, we can reduce risk in our raw material supply chains.**

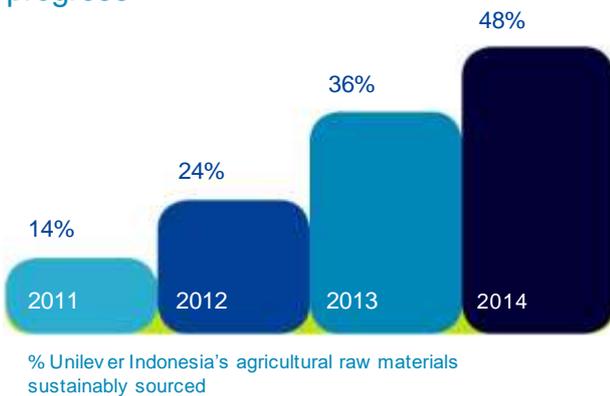
#### **Working Together With Suppliers For Sustainability**

We cannot achieve our USLP target by working alone. Unilever Indonesia must work in partnership with its suppliers, employees and customers to develop viable solutions and achieve its targets. Unilever Indonesia works with more than one thousand chemicals, food ingredients, and commodities. It is our standard practice to ensure that the specification of materials is qualified and safe. Therefore, we have made a strategic decision to introduce a global Unilever Supplier Qualification System (USQS) to qualify our suppliers and to manage the information required from suppliers. The system consists of a Supplier Quality Audit (SQA) and Responsible Sourcing Audit (RSA). The RSA is designed to ensure that suppliers and their business have the capability to meet the requirements of Unilever's Supplier Code. It is our standard that our suppliers must comply with national laws and international norms of Labour standards, Health and Safety, Environment, and Business Integrity. **[G4-EN33]**

## Reducing Environmental Footprint

**Environmental Management In Our Operation** Reducing the impacts of our own operations is the core of our strategy. As part of the Unilever Sustainable Living Plan (USLP), Unilever Indonesia has set significant targets that underpin our big goal to halve the environmental

### 2013-2014 sustainable sourcing progress



footprint of the making and use of our products. Therefore, we have to work together with all of our stakeholders for a greener environment and a better future.

Unilever Indonesia has implemented an Environmental Management System (EMS) to increase our environment performance at all factories. Through EMS, we strive to reduce our environmental impact by monitoring and improving the efficiency of manufacturing and non-manufacturing operations. Moreover, we also develop projects and actions with business partners such as suppliers, customers and others to support our strategies and policies to achieve sustainability.

Unilever Indonesia has invested in various technologies that enable us reduce the current environmental footprint of our operations. This is expected to improve the efficiency of our facilities and reduce our need for electricity, fuels and water.

Unilever Indonesia has identified seven key performance indicators that cover all environmental aspects related to our production process: water consumption, energy usage, toxic waste, non-toxic waste, and emissions of Boiler Sulphur Oxide (SO<sub>x</sub>), Chemical Oxygen Demand (COD), and Carbon Dioxide (CO<sub>2</sub>). The parameters are monitored and reported to the management on a monthly

basis. The reported data are audited by an independent auditor to certify the validity of the reported data. The performance on parameters for every site is monitored for benchmarking and future improvement.

It is our commitment to comply with environmental laws and regulations while reducing our impact on the environment. This commitment goes beyond local and international regulations. Throughout 2013 and 2014, Unilever Indonesia received no penalties for violations of environment-related laws and regulations. Also, no significant fines or penalties were incurred for environmental non-compliance during the course of operations and no significant spills took place throughout the reporting period. [\[G4-EN24\]](#)[\[G4-EN29\]](#)

### GHG Emission

Unilever Indonesia recognises that urgent action for the whole system is required to combat climate change. The initiatives should cover our entire value chain from the sourcing of raw materials through to consumers' use of products and their disposal. Unilever Indonesia strives to take action on climate change by concentrating on reducing the greenhouse gas footprint involved in the making and use of our products. In our global logistics network, we aim for a 40% improvement in CO<sub>2</sub> efficiency by 2020. [\[G4-DMA\]](#)

A major source of greenhouse gas emissions in Unilever Indonesia's operation is energy consumption. We use Light Fuel Oil and Natural Gas for direct energy and electricity as indirect energy in our production processes. We strive to reduce the use of light fuel oil, which emits a high volume of CO<sub>2</sub>, and have replaced it with natural gas. Unilever Indonesia aims to increase its energy efficiency and we have been able to reduce our direct energy use per tonne of production significantly since 2008.

[\[G4-DMA\]](#) [\[G4-ENGJ\]](#)

Energy consumption in our offices is relatively small compared to that of our manufacturing operations. However, it is important that we also take steps to reduce our office energy consumption. In order to achieve efficiency in our office, we continue to focus on employee engagement. Several initiatives have been conducted to reduce our greenhouse gas emissions in the office, such as changes in air conditioning systems and elevators in offices and substitution of conventional light bulbs with LED models. [\[G4-DMA\]](#) [\[G4-ENG\]](#)

We have reduced our SOx emissions per tonne of product significantly converting from light fuel oil to natural gas since 2010. In 2013 and 2014, our SOx emission was 0.0006 and 0.0002 per tonne of production. Compared to Unilever manufacturing sites in other countries, our Rungkut and Cikarang factories have among the lowest SOx emissions. Unilever Indonesia's operation does not emit NOx.

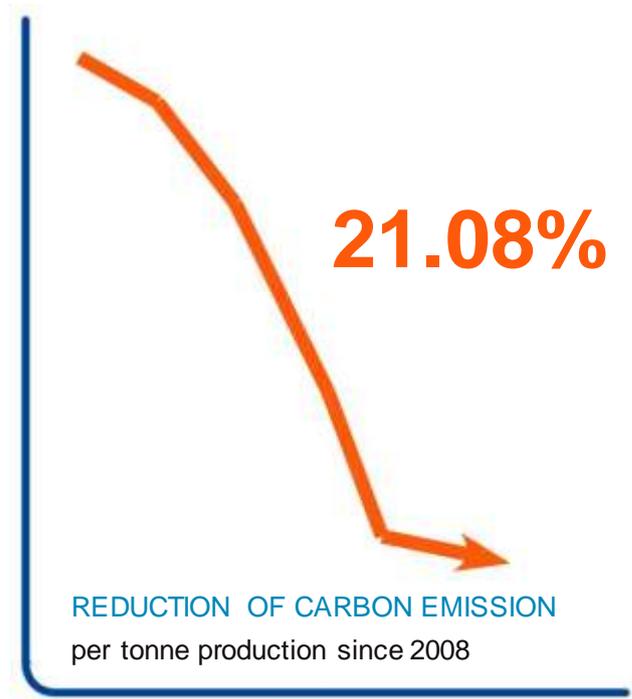
[G4-EN21]

Unilever Indonesia also constantly monitors CO2 emissions in our operation. We have developed a metric that measures CO2 emission as well as other greenhouse gases. We have reduced our CO2 emissions to 120.826 tonnes in 2013 and 120.071 tonnes in 2014 as a result of various eco-initiatives. Some examples of these initiatives include replacing the conventional boiler with a hot water boiler, substituting trucks with trains in our logistics as the most efficient transportation system, and replacing all ice cream cabinets that use ozone-depleting CFCs with ice cream cabinets that use environmentally friendly hydrocarbons.

**Water Use**

It has been our priority to reduce the water consumption during the product lifecycle in our global operations. Unilever globally has targeted to provide 50 million households in water-scarce countries, which includes Indonesia, with home care products that deliver excellent laundry cleaning but use less water by 2020. We will also develop comprehensive plans with our suppliers and partners to reduce the water used to grow our crops.

Unilever Indonesia has developed a strategy that combines eco-efficiency in our manufacturing and non-manufacturing activities. This is part of our continuous



improvement initiatives to reduce, reuse and recycle water through a combination of low-cost and no-cost techniques and behaviours.

Unilever Indonesia sources water directly from the Industrial Park Water Supply companies where our factories are located. We have also invested in water treatment systems, wastewater treatment systems and air emission controls. All our waste water is discharged to the waste water treatment facilities in the industrial parks where factory sites are located.

**Energy and Emission [G4-EN5][G4-EN15][G4-EN18][G4-EN21] [G4-EN6] [G4-EN7]**

	2013		2014	
	Total	production	Total	production
SOX Emission from Boiler (Kg)	639	0.0006	172.2	0.0002
Total Energy Consumption (GJ)	1,090,987.46	1.077	1,068,140.32	1.016
CO2 From Energy (tonnes)	122,366.19	120.826	126,238.89	120.071

## Reducing Environmental Footprint

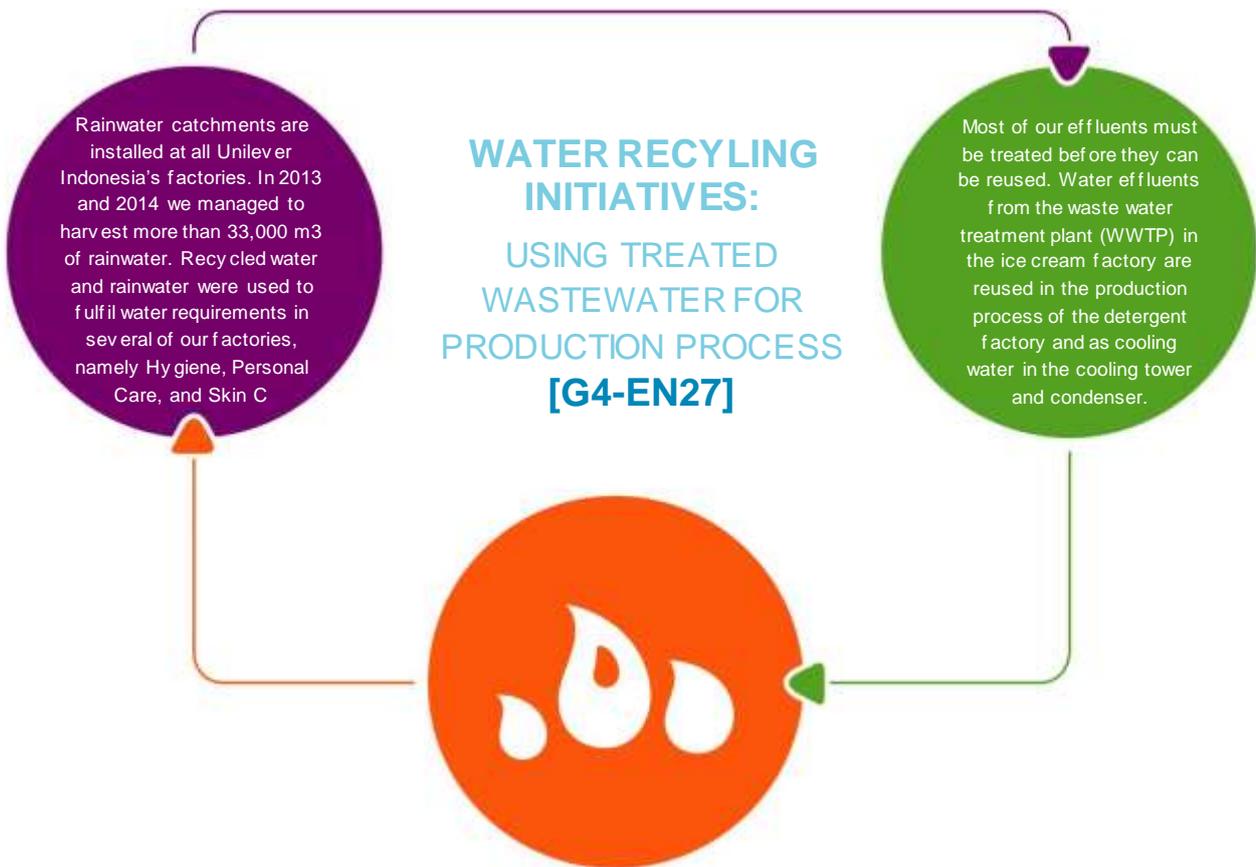
Water consumption at each site is regularly monitored by the Utility team. Unilever Indonesia has installed water meters in each division to monitor water usage. Water usage data are then analysed for further improvement in the system.

In 2013 and 2014, our total water consumption per tonne of production was 24.35% lower than in 2008. One initiative that resulted in this water consumption reduction is re-using production process effluents for other products' production lines. By creating a closed-loop system of our effluents, we were able to maximize the percentage of recycled effluents that were reused for our operation.

### PACKAGING SELECTION

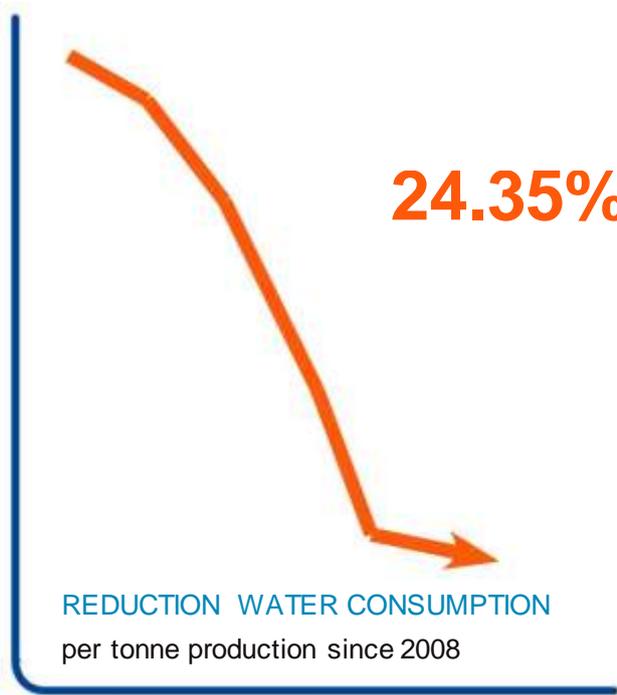
Packaging plays a key role in protecting our products. However, it can also end up as waste in a landfill or as litter. Unilever aims to increase recycling and recovery rates on average to 5% by 2015 and to 15% by 2020 by engaging key stakeholders including communities and the government. It is our target to increase the recycled material content in our packaging to the optimum level by 2020 and to develop and implement a sustainable business model for handling our sachet waste streams by 2015.

[G4-EN27]



**water source**  
[G4-EN8]

	2013		2014	
	Total (m <sup>3</sup> )	Per tonne production	Total (m <sup>3</sup> )	Per tonne production
Potable Water	2,629.40	0.003	2,787.82	0.003
Non-Potable Water	1,492,520.83	1.474	1,414,588.27	1.345
<b>TOTAL WATER USAGE</b>	<b>1,495,150.23</b>	<b>1.476</b>	<b>1,417,376.09</b>	<b>1.348</b>



All packaging material used by Unilever Indonesia has been evaluated by our Safety Environment Assurance Centre (SEAC). Several projects have been developed in order to reduce our packaging material consumption:  
[G4-EN27]

- New bilayer structure for our hair sachet material
- Change our tube material from co-extrusion to lightweight plastic barrier laminate tube for skin care product
- New plastic laminate for Rinso Polybag
- New lightweight trigger spray for multi purpose household cleaner product
- Improve paper material specs on our oral care inner carton box.

**WASTE MANAGEMENT**

Unilever Indonesia applies the principle of Reuse, Reduce, Recycle and Eliminate. This approach covers waste management throughout the value chain, ranging from products and packaging to our operations in Indonesia. We strive to reduce our environmental footprint by increasing the volume of material recycled and minimizing disposal in landfills or by incineration.

In Unilever Indonesia, we implement general waste segregation at our factory and office. For further processing, plastic and paper waste are recycled, tea waste from our production line is recycled as compost, and disposable oil rags have been replaced by reusable oil rags. Meanwhile, our non-recyclable non-hazardous waste is sent to a certified processing company to be recycled and further processed.

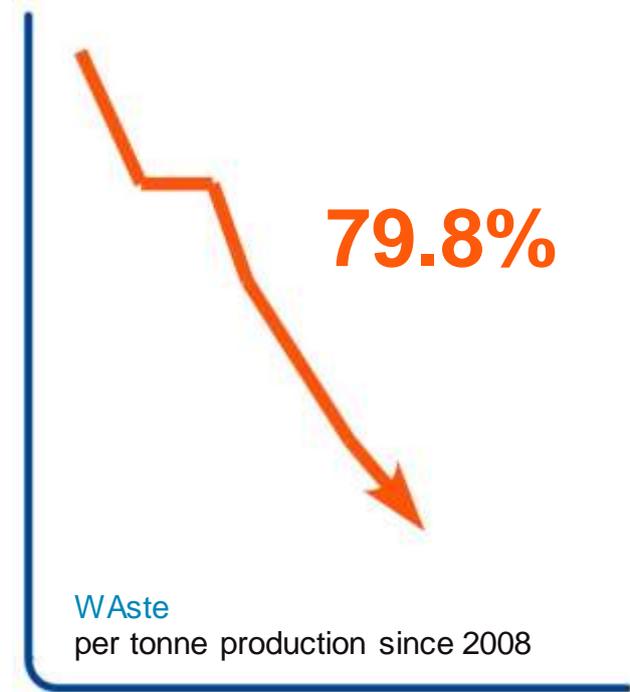
To reduce the amount of packaging materials we use, Unilever Indonesia has invested in cutting-edge design techniques and breakthrough materials. These are key factors in our continuous progress. Many of our brands have reduced the amount of materials they use, thus cutting material, energy and transport costs. We have also taken initiatives in reducing emissions by maximizing the pack size of our products and using recycled board for our cartons. Our material capability experts also work closely with suppliers to develop innovative solutions focused on reducing packaging. [G4-EN27]

## Reducing Environmental Footprint

At all Unilever Indonesia factories, wastewater is monitored by measuring the Chemical Oxygen Demand (COD). We ensure the quality of COD always complies with quality standards set by the government before discharge to municipal facilities.

A new approach has been carried out in 2013 and 2014 to recycle our hazardous waste. Unilever Indonesia collaborates with Holcim-Geocycle to recycle WWTP sludge as alternative fuel at Holcim's cement factories. This collaboration involved hazardous waste handling process re-engineering, new technology, machineries, investment, and human resources training. We installed a dewatering sludge facility and improved the entire WWTP process. From this collaboration, Unilever Indonesia managed to reduce as much as 50% of our sludge waste. This sludge waste was further recycled and reused as alternative fuel, as it complies with legal requirements and Holcim's production specifications.

In general, our waste management system has managed to reduce our factory waste to landfill per tonne of production by as much as 79.8% in 2013 and by 100% in 2014 from our level in 2008 baseline.



### Factory Waste to landfill [G4-EN23]

	2013		2014	
	Total (m <sup>3</sup> )	Per tonne production	Total (m <sup>3</sup> )	Per tonne production
Hazardous Waste	95,300.00	0.094	0	0
Non-Hazardous Waste	2,152,015.50	2.125	0	0

In 2014, Unilever Indonesia managed to achieve

# ZERO

factory waste to landfill through our various recycling initiatives

**In 2012 and 2013, Unilever Indonesia's manufacturing sites in Rungkut have been awarded the GOLD PROPER Rating by the Ministry of Environment of the Republic of Indonesia for their consistent demonstration and implementation of all-round environmental excellence, ethical business practices and social responsibility.**

## Meet Our Composting Expert: Bapak Kasmari

Pak Kasmari and his Gardener Team is responsible to manage the operational in the composting area. He is also the one who make sure that the compost are used to fertilize various plants at all area within the Skin-Deo factory.

"We have various fruit and flower trees here, from mango, sawo, longan to orchid flowers. In fact, we have more than 40 varieties of mango trees and 145 varieties of orchid flowers. I can say fertilizers from our composting process is quite effective. We already harvested mangoes several times now, with ample quantity and good quality mangoes. We distribute these mangoes to employees and our neighboring communities to enjoy. As for the orchid flowers, we use it as decorations in meeting rooms, office lobby and other areas. Making the office environment a pleasing place to be."

Prior to his duty as composting expert, Pak Kasmari joined composting training held by the Bogor Institute of Agriculture to learn all about composting process. At the training Pak Kasmari learned how to make compost from organic waste and how to make biopore infiltration.

## DO YOU KNOW....

This initiative involves grass clippings, leaves, weeds, twigs and branches. At our Skin-Deo Factory, we are converting this clipping waste into compost instead of the usual way of sending it as fertilizer for garden areas in the Skin-Deo factory. We also distribute this home-made compost to our employees to support CSR programs.

The program started in January 2013 under the leadership of the (Utility and Site) Team as a part of our initiative to achieve zero landfill through 3R.

The composting containers where all the waste is collected and further processed by the Gardener Team. Voila! Within 3 weeks, the compost is ready for use as fertilizer.

The Skin factory is committed to health and



## Reducing Environmental Footprint

### TRANSPORTING AND DISTRIBUTING OUR PRODUCTS [G4-EN30]

Delivering high-quality products efficiently from our factories and distribution centres to the consumer is a vital part of our daily business. We transport more than 2.6 million tonnes of products per year to customers in all corners of the Indonesian archipelago from 12 warehouses.

As stated in the USLP, we are committed to reducing and minimizing our environmental impact throughout our value chain, including environmental impacts resulting from our transportation and distribution activities. In doing so, as most of our distribution is through partnerships with third-party logistics providers, Unilever Indonesia works together with our logistics partners to help us track our environmental performance. These data are vital for improving the efficiency of our distribution network, reducing mileage, minimizing GHG emissions, and cutting down congestion during peak times.

## ECO-FRIENDLY ALL THE WAY

Efforts we are making to cut down environmental impacts from our transportation and distribution activities include:



## Unilever Indonesia – DHL Joining Hand for Sustainable Logistic Initiatives

As one of our major third-party logistics partners, DHL handles the transportation and distribution of 30% of our brands’ raw materials and finished goods. DHL has been in partnership with Unilever Indonesia since 2003. Ever since, we have been carrying out various projects to improve our logistics performance, from warehouse management to transport excellence. We have been focusing on initiatives that will benefit our business by increasing efficiency, our customers by ensuring product availability and on-time delivery, and the planet by reducing fuel consumption, thus cutting down carbon emissions. Some of the initiatives that we have carried out throughout 2013 and 2014 were: increasing loadability, reducing small colliers, eliminating 20ft containers and replacing 60% with 40ft containers, increasing direct shipment, electricity efficiency in all warehouses, and many more. Up to the end of 2014, we managed to achieve: [\[G4-EN30\]](#)



**90%+**

average Loadability, which means more product in a single delivery, less cost, less fuel consumption and emissions.



**60%**

of all containers used to transport our goods.



## Reducing Environmental Footprint

### AT THE USE OF OUR PRODUCT

Did you know that the biggest portion of environmental impact in Unilever's value chain is at the use of our products?



Unilever Indonesia Value Chain [G4-12]

Looking at this fact, to ensure that all of our sustainability and eco-friendly efforts are effective and beneficial, Unilever must join forces with our customers and consumers. We have the obligation to inform, encourage and involve them to do their active part in environmental responsibility. Only by working together can sustainability be achieved.

### END-USER PACKAGING RECYCLING [G4-EN27]

We have always taken sustainable approaches to our products and packaging. We also look at packaging waste in the context of local recycling infrastructure. If systems are in place to reuse and capture the value contained in packaging, this reduces the overall environmental impact of the packaging. Unfortunately, only 28% of our primary packaging is being recycled through recycling industries and waste collectors. To increase this recycling rate, we need an effective solution that will efficiently recycle waste on a large scale.

Unilever Indonesia prioritizes the recycling of post-consumer packaging waste, including the collection and recovery process. Unilever Indonesia's strategy in waste collection aims to increase the collection rate of post-consumer packaging by developing various waste collection channels such as waste banks and a partnership with waste collectors, before they end up in final disposal sites. Our performance indicator is the amount of waste in tonnes that is absorbed through these channels.

Currently, we are working on two technologies to solve this issue: plastic recycling technology for flexible packaging waste, and conversion of municipal solid waste through a waste-to-energy approach. We are conducting various studies on plastic recycling technology which aims to

break down flexible waste and turn it into factory-grade plastic pellets. Flexible packaging waste cannot be recycled effectively. It also has less value in the waste collection market. Unfortunately, this type of waste is not being collected by waste collectors and scavengers. Therefore, Unilever Indonesia is planning to conduct further studies on the technical and commercial feasibility of this municipal solid waste conversion technology. Best practices of similar waste-to-energy technologies in other countries have shown the possibility of effectively taking in hundreds of tons of waste per day. Unilever believes that this technology may work well and save the planet for future generations.

Unilever Indonesia believes that the effort to reduce the environmental footprint will be optimized if we work together with other consumer goods companies in Indonesia. Therefore, in 2011, Unilever Indonesia, in collaboration with five other multinational and national companies, established a non-profit coalition named the Coalition for Sustainable Packaging (CSP). Addressing the problem of post-consumer packaging waste, CSP was established with four missions. The missions of CSP are:

- improve management of post-consumer packaging waste,
- increase stakeholders' awareness of the importance of managing post-consumer packaging waste and of methods to manage waste,
- promote the collaboration of CSP, and
- perform collective advocacy for policies regarding post-consumer waste.

In CSP fora, the members discussed their experiences in managing their own waste, from calculating the Recycling Rate Index to establishing community programmes such as waste banks and a creative waste-based economy. Furthermore, we also discuss Government policies on Corporate Social Responsibility and Extended Producers' Responsibility to create programmes that are in line with the government policies and regulations.



## Community-Based Waste Collection Program [G4-EN27]

We strive to optimize the waste collection by engaging with the community. It is important to improve recycling rates, especially for post-consumer packaging waste. We have developed various programmes regarding waste collection such as community waste banks, collection of waste from small and medium retailers, and partnership programmes with waste collectors. Through these programmes, we aim to create economic benefit out of waste. The success of these programmes is measured by the amount of waste collected, the people involved, and total turnover of waste.

Year	Waste banks	Members (PEOPLES)	Waste absorption (tons)	TurnOver (IDR billion)
2013	712	36,479	1,200	1.7
2014	976	35,756	2,135	2.8

In 2013, Unilever Indonesia published a book titled "Waste Bank: A Complete Guide with Inspiring Case Studies from Ten of the Best Waste Banks in Indonesia". Through this book we want to share our knowledge and experience in waste management, simple day-to-day waste management, step-by-step guide to start a community, and much more. We hope that this book will inspire people to take action and care more about waste and their environment.

In 2014, with the aim of increasing capacity both qualitatively and quantitatively, our community waste programmes in 10 big cities had established and developed 976 waste banks, with 35,756 members, 2,135 tonnes of inorganic waste collected, and a total turnover of waste that reached IDR 2,84 billion.

## Reducing Environmental Footprint

### INVOLVING CUSTOMERS IN MANAGING THEIR ENVIRONMENTAL FOOTPRINT

The future of our planet is everybody's responsibility. Unilever Indonesia is engaging with our customers to reduce the environmental footprint by offering a range of environmentally friendly products and by involving our customers in various eco-campaigns. [G4-EN27]



**PureIt** is an alternative solution to provide access to safe and healthy drinking water. In addition, Pureit will reduce the usage of water bottles, as well as liquid natural gas and electricity needed to produce safe and healthy drinking water. This is one solution to reduce the environmental footprint at the consumer end.



**Molto One Rinse** is our fabric softener product that softens your clothes. This product has a Lifecycle Assessment (LCA) on existing products, which helps us design new products and improve existing products' environmental performance or consumption. In this case, we used the LCA to improve Molto's environmental performance by cutting down the water required for the rinsing process during laundry. **Molto One Rinse** can help reduce the amount of water needed for laundry by up to two thirds.

Since we launched this new product in 2010, we have been continuously educating consumers on water saving in their daily washing activity. In connection with the Unilever Indonesia USLP target, Molto One Rinse managed to reduce water usage in the laundry process totalling 18.152 million m<sup>3</sup> in 2013 and 22.851 million m<sup>3</sup> in 2014.



## World water day

[G4-EN27]

In 2014, we conducted a national campaign to save water. We created the buzz in the media and digitally by asking people to share their Unique Save Water Tips & Tricks in daily life. This programme was integrated with the World Water Day event on 22 March 2014 at Lapangan Banteng, Central Jakarta. In this event, more than 1,000 people participated and collected more than 15,000 unique save water tips & tricks from around Indonesia. Through this event, we also educated the participants about the issue of water scarcity and Molto One Rinse as one of the best solutions. During the roadshow, more than 50,000 people were educated regarding the importance of being environmentally friendly.

# FAIRNESS IN THE WORKPLACE

Commitment to respecting human rights is fundamental to Unilever. It guides the way we conduct our business. Providing a workplace that is safe, inclusive and rewarding is a strategy for keeping good people and inspiring them to do great things. We believe that it is the best way to grow a great company.

Our people are essential in our commitment to human rights practices and performance. We respect the dignity and human rights of our employees as well as those working in our external supply chain. [\[G4-56\]](#)

Unilever Indonesia believes that the success of the Company is linked to employee satisfaction and well-being. We have developed strategies and policies to attract, develop and retain competitive people in order to reach our target and corporate vision. Our workplace practices

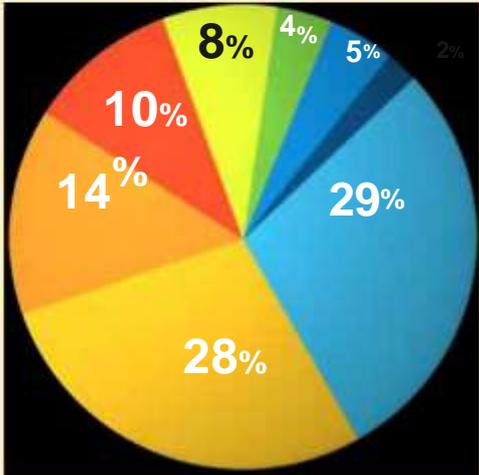
and policies provide fair compensation, equal opportunity, safe and healthy workplaces and other commitments to human rights. We foster compliance with these policies on a continual basis and maintain them through internal training programmes. [\[G4-56\]](#)

## EMPLOYEE PROFILE & DISTRIBUTION

The Company has diverse employees who work together in achieving our vision and mission. The profile and distribution of our people is shown in the table below: [\[G4-10\]](#)

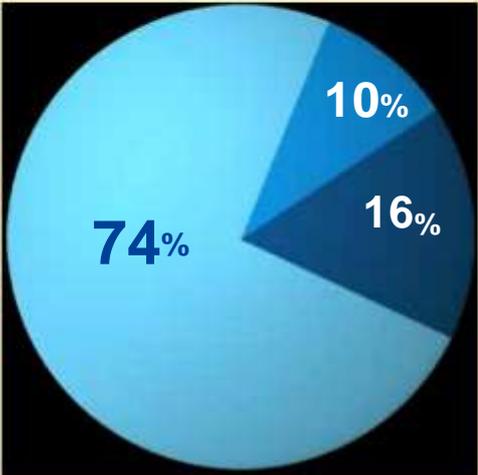


Employee Percentage By Age In 2014



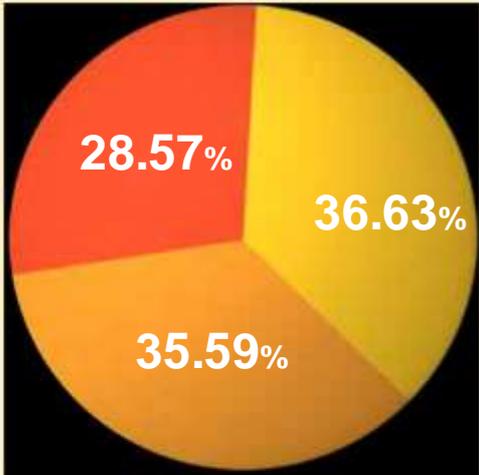
- <20
- 26-30
- 41-45
- >51
- 31-35
- 46-50
- 21-25
- 36-40

Employee Percentage By Location In 2014



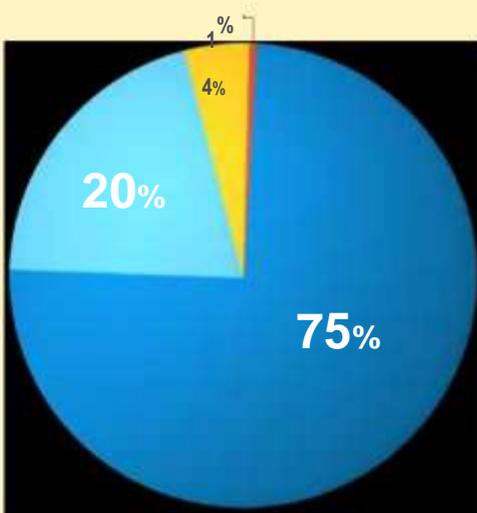
- Area
- Head Of fice and Other Offices
- Factory

Woman Employee Percentage In 2014



- Manager
- Senior Manager
- Board Of Directors

Managerial Employee Percentage In 2014



- Assistant Manager
- Senior Manager
- Manager
- Board Of Directors

## FAIRNESS IN THE WORKPLACE

### DIVERSITY IN FOCUS

Unilever Indonesia is building an increasingly diverse workforce. We are against discrimination or harassment based on age, race, disability, national origin, religion, gender, sexual orientation or any other legally protected status. Embracing diversity of thought, background and culture in our business decision-making is essential to ensure our business will continue to thrive in a multicultural nation.

[G4-56]

Our commitment to this principle is embodied in our policies and strategies. Our efforts to increase the diversity in every level of the organization will continue, and we expect the progress we have made to be sustainable.

We have included and developed women in leadership roles. We treat our people fairly and equally. There were no incidents regarding any kind of discrimination throughout 2013 and 2014. [G4-HR3]

Our policy accommodates no disparities in pay between women and men. Regarding the remuneration between males and females, the company's pay policies are designed to promote equal pay for equal contribution, capability and experience. In 2013 and 2014, the ratio of basic salary and remuneration of men to women is 1:1. In addition, the Company's Board of Directors consists of 6 male and 3 female directors. [G4-LA12]



### PERFORMANCE CULTURE

A performance culture is essential to become a high-performing organization. Our performance management creates a clear connection between employees' development, our business strategies and the individual performance required for our business success and to achieve our vision. To achieve this, we need to continue to build a talented workforce. We believe that the Unilever Sustainable Living Plan (USLP) is one of the reasons why our attractiveness as a potential employer is at an all-time high, and why it helps to energise our own people.

Our leadership and development programmes are helping all our employees to be the best they can be, irrespective of level or role, from developing functional skills linked to our business strategy and priorities, to growing leadership skills for now and the future. For example, our people from the Personal Care unit have been trained in five key capabilities essential to excellence in Personal Care Marketing. In our manufacturing operations, we trained more than 4,800 employees in technical capabilities and in different functions so they can work across the factory. And across Unilever Indonesia, our leaders are playing a primary role in championing and nurturing talent.

Unilever Indonesia conducted annual performance reviews in 2013 and 2014. Four assessments are conducted to measure employees' individual and team performance, based on annual targets, performance ratings, standards of leadership and reward management.

There are two formal assessment periods, mid-year (June-July) & end of year (Nov-Dec), to ensure that each employee is performing well. We also develop a tool called the Multi Source Feedback survey that can be used when needed at any time of the year. It enables employees to get anonymous feedback from their surroundings (peer group, subordinate, manager, stakeholders, etc.). In addition, we also have a skip level coaching/mentoring programme, where employees can receive feedback or coaching from a manager one level higher than their direct supervisors. All Unilever Indonesia's employees were covered in the 2013 and 2014 performance assessments. [\[G4-LA11\]](#)

## NEW RECRUITS AND TURNOVER

Investment in our employees and a strategy in building a strong culture have been rewarded with qualified talents. Through 2013 and 2014, we have recruited a total of 2,272 employees. [\[G4-LA1\]](#)

### NEW RECRUITS

year	Number of Recruitment
2011	1,604
2012	1,192
2013	1,389
2014	883

## LOCAL HIRES

We are focused on effectively acquiring high quality and diverse talent with equal opportunity for everyone. We have focused on strengthening our ability to recruit the right people to build our business and set ourselves the goal of becoming the employer of choice.

Even though Unilever has no policy regarding local hiring, we always strive to hire from the local community. It is our commitment to grow together with the local community. In 2014, Unilever had 21 expatriate employees in senior management positions. Our recruitment policy for senior management is based on the personal capability and qualifications of these members.

## HEALTH & SAFETY AT WORK

Safety is not negotiable for Unilever. As stated in our Company policy and the Collective Bargaining Agreement, our safety programmes are designed to ensure a safe and healthy workplace for all employees, contractors, customers and communities, no matter where they work, and these programmes are regularly monitored. Unilever's occupational health and safety in all our operations is based on the Framework Standards System used globally, which was developed based on ISO14001 and OHSAS18001.

### [\[G4-LA8\]](#)

Unilever Indonesia has a Central Safety, Health and Environment Committee (CSHEC) which is led by Unilever Indonesia's President Director. The CSHEC consists of seven sub-committees called Unit Safety Health and Environment Committees (USHEC), which are each led by a director. The CSHEC comprises 130 employee representatives. This figure is equivalent to 2 percent of the total employees. [\[G4-LA8\]](#)

# FAIRNESS IN THE WORKPLACE

## HEALTH & SAFETY AT WORK

	2014	2013	2012	2011
LTA	0	1	2	0
TRFR	0.27	0.29	0.49	0.52

We promote safety through visible leadership: the positive behaviour of our people. Addressing our commitment to protect our people, we have implemented a Health and Safety system in the manufacturing sites called Medical Occupational Health. The system is designed in compliance with the OHSAS (Occupational Health and Safety Assessment System) 18001. The system requires that we take responsibility for maintaining a productive workplace in every area of our Company by, among other things, working towards minimizing the risk of accidents, injury and exposure to health hazards for all of our associates and contractors. [\[G4-LA8\]](#)

We monitor our safety performance using Total Recordable Frequency Rate (TRFR) and Lost Time Injury (LTI) which

counts all workplace injuries except those requiring only simple first aid treatment. In 2013 and 2014, zero fatalities occurred. [\[G4-LA6\]](#)

The greatest threat to health is often rooted in our behaviour and lifestyle. We also encourage the family to have a positive behaviour. In 2013 and 2014, the company organized a number of education, training, prevention/risk control and treatment programmes. Issues covered included diabetes, cholesterol, cancer, HIV and other serious illnesses. In promoting a healthy lifestyle, Unilever also distributes reliable information on managing health. We also offer prevention programmes such as a vaccination programme, and a day care and nursery programme. [\[G4-LA8\]](#)



# UNILEVER SAFETY CAMPAIGNS



Make The Right Choice (MTRC) campaign, launched in 2013. The aim of this campaign is to increase employees' awareness regarding safety in the workplace. We promote safety as the first priority and the importance of safety for the company and its family.



Several of our operators have to work at height. Through this campaign, the Company reminds our employees and contractors to conduct a safety assessment before working at height. It is important to have partners when working at heights and to wear the safety kits at all times.



The Road Safety Rules campaign in 2014 was aimed at urging our employees to be careful during their trips on the road and to always follow the traffic instructions.



The campaign Your Hand Is Your Family's Life promotes the importance of always being careful in operating machines. We also remind our operators to do the lock-out-tag-out procedure before maintenance. Unilever Indonesia also actively involves its employees in creating campaign posters for the 2013-2014 campaign period.



The Safety for Family programme includes the Me and My Safety Behaviour campaign. Unilever Indonesia has distributed a guide book containing safety tips for our employees' kids at school and home, reaching 600 children below 5 years old. Moreover, in 2014 we also held four Safety for Family Events to promote the importance of safe behaviour in the family, reminding our employees and their families of their important role in implementing road safety values.

This event was initiated in 2014 and managed to involve as many as 120 families.

## FAIRNESS IN THE WORKPLACE

### TRAINING & DEVELOPMENT

Unilever has a strong commitment to continuously develop its employees' potential and competencies through a variety of training, learning and development programmes. In Unilever, we believe in learning by doing. Our employees are trained through the projects and coaching by the managers. [\[G4-LA9\]](#)

We have also developed a learning centre to boost our people's capabilities. Our training modules are very broad, covering management, leadership, safety, and professional skills. Furthermore, the Learning Management System (LMS) is available online to all employees and provides world-class courses and resources. Unilever continuously tracks employee training and education specifically by employee category and gender. [\[G4-LA9\]](#)

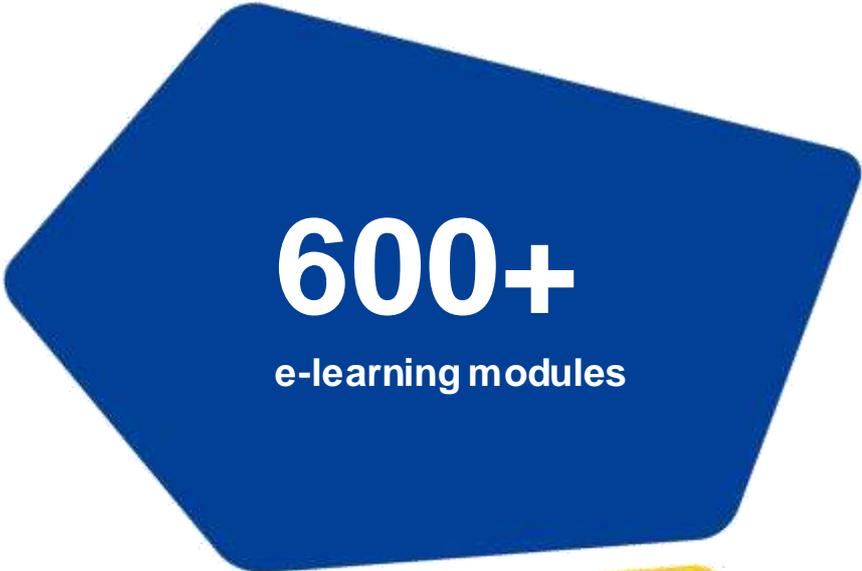
#### Training & development

Year	Number of EE CATEGORY Training Modules	Total TOTAL number TRAINING of HOURS PER YEAR Training Hours	Number TOTAL of TRAINING Total HOURS Internal Trainers EMPLOYEE PER YEAR	Number PER of Participants
2014	2,302	14,518	1,877	56,364
2013	2,188	12,705	1,575	68,447
2012	2,046	31,377	1,416	103,009
2011	1,705	30,707	1,322	131,042



### UNILEVER MEGA MENDUNG LEARNING CENTER [\[G4-LA9\]](#)

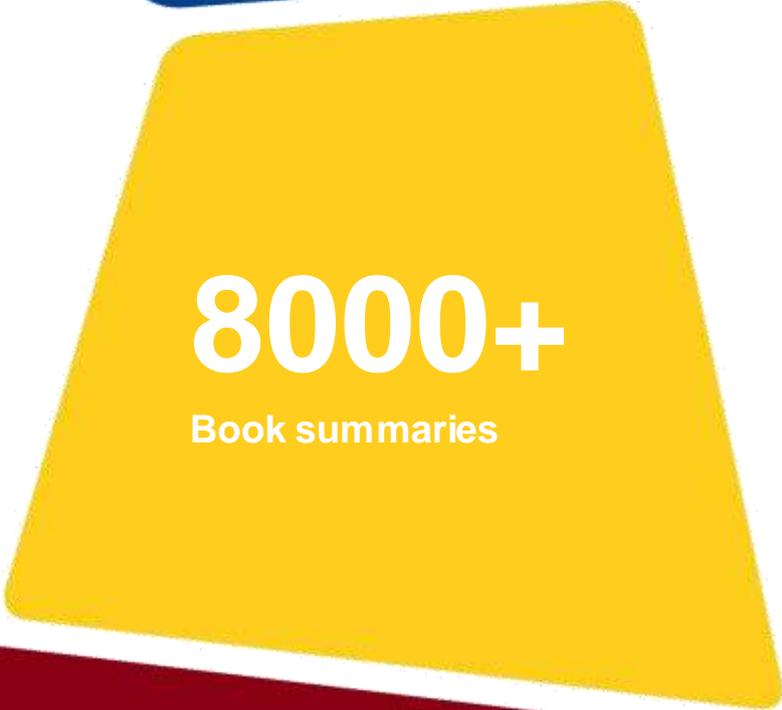
We believe that employee development is the key to our future success. Unilever employees have access to some of the best training programmes for the individual, team, organizational and leadership levels. Unilever has a learning centre for employee training and development located in Mega Mendung, West Java. Throughout 2013 and 2014, we hosted 112 events, including training sessions, meetings, and workshops, with a total of 4,099 participants.

**600+**

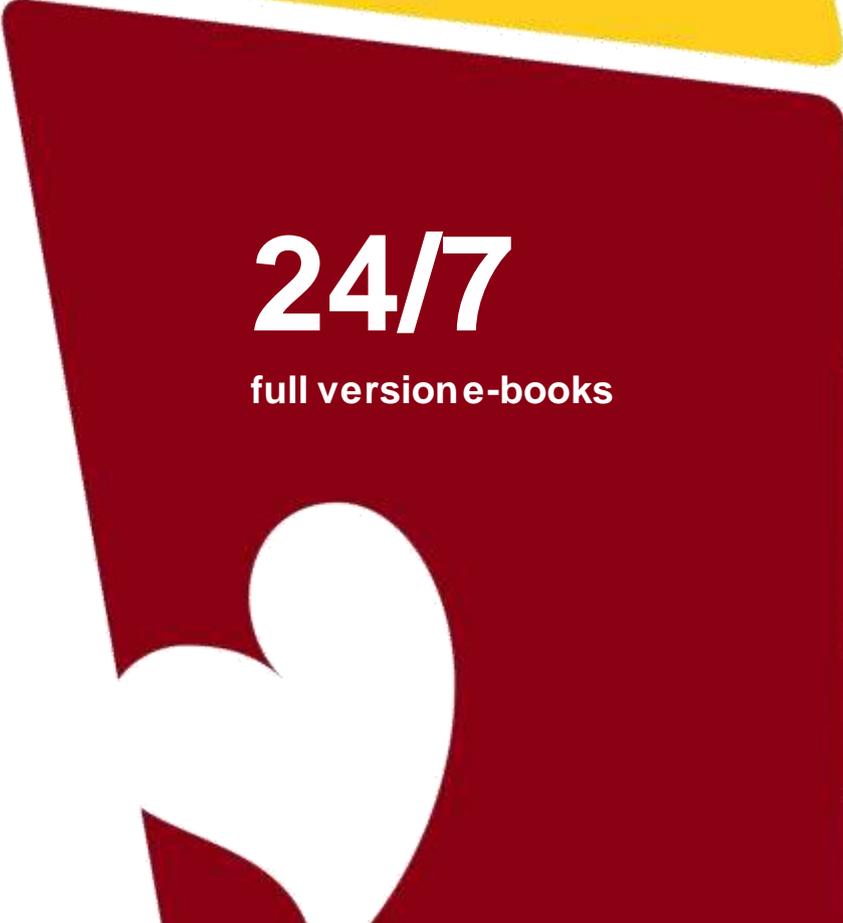
e-learning modules

## Learning Management System (LMS): Keeping Learning and Sharing ON!

To facilitate continuous learning and as a knowledge management platform, Unilever Indonesia developed the Learning Management System (LMS). This system is an e-library which can be accessed by all employees. It comprises e-learning modules on various subjects, book summaries, and e-books. The LMS is accessible anywhere, anytime, via Unilever Indonesia's intranet or internet.

**8000+**

Book summaries

**24/7**

full version e-books

## FAIRNESS IN THE WORKPLACE

### REMUNERATION AND BENEFITS

Unilever constantly promotes fair compensation. We realize that a skilled, motivated and engaged workforce is essential to achieving our growth ambition. We apply no difference in pay by virtue of gender. The differences of remuneration are due to rank of employment, performance assessment. The remuneration structure is reviewed annually to ensure market alignment, competitiveness and compliance with the regulations. Our remuneration structure is in compliance with the minimum wage regulation.

Unilever also applies a Total Reward Strategy to ensure employee engagement, satisfaction, commitment and performance. Total Reward is driven by performance, growth opportunities and market competitiveness. Our approach is designed to ensure that the best performers and teams receive the best rewards.

All of our employees are covered by the Twentieth Collective Working Agreement (PKB XX). The PKB was registered with the Directorate General of Industrial Relations and Workers' Social Security of the Ministry of Manpower and Transmigration. This agreement regulates the rights and responsibilities of the employer, employees and the union. [\[G4-11\]](#)

According to the PKB, in significant operational changes that may impact employees, such as facility consolidations or closings, Unilever complies at least with local mandates and applicable collective bargaining agreements. The minimum notification time is 30 days. [\[G4-LA2\]](#)

Our commitment to protecting our people is also conducted through providing our employees with comprehensive and competitive benefits programmes to meet the needs of employees and their families. The benefits include: [\[G4-LA2\]](#)

- health benefit,
- parental leave,
- pension fund,
- religious holiday allowance,
- other benefits for employees and members of their immediate families.

Both permanent and contract employees are entitled to remuneration and benefits. [\[G4-LA2\]](#)





Aerobic Class,  
Gym Center

# INCLUSIVE BUSINESS

Unilever Indonesia is committed to enhancing the communities in which we live and work. It is our goal to increase the positive social impact we have through our products, our campaigns and our behaviour to those we do business with and the communities in which we operate.

[G4-DMA]

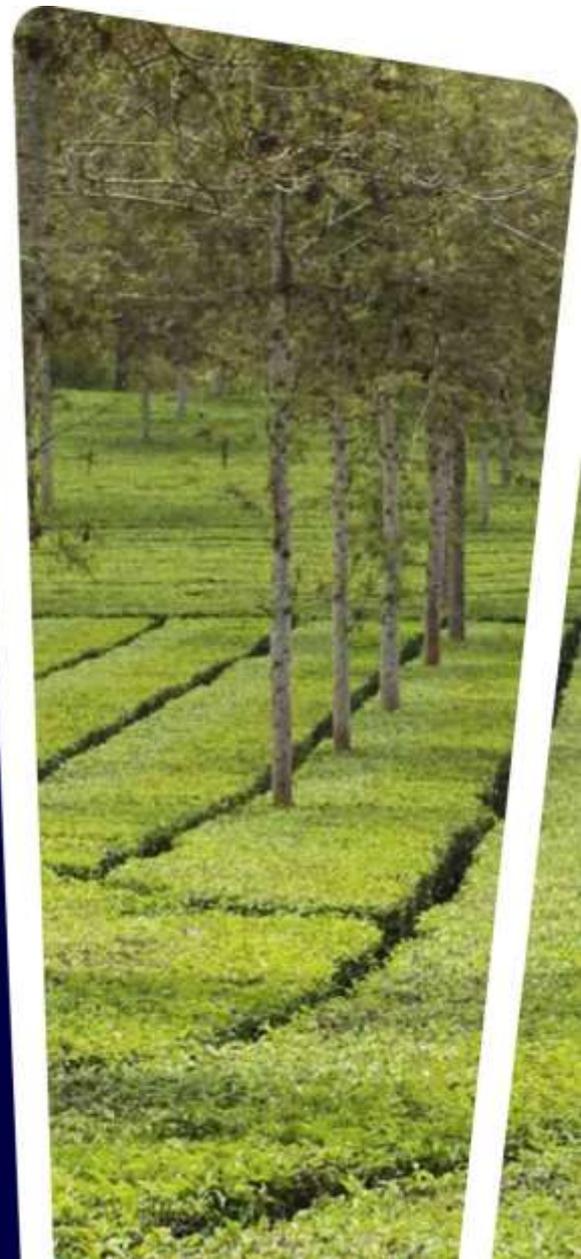


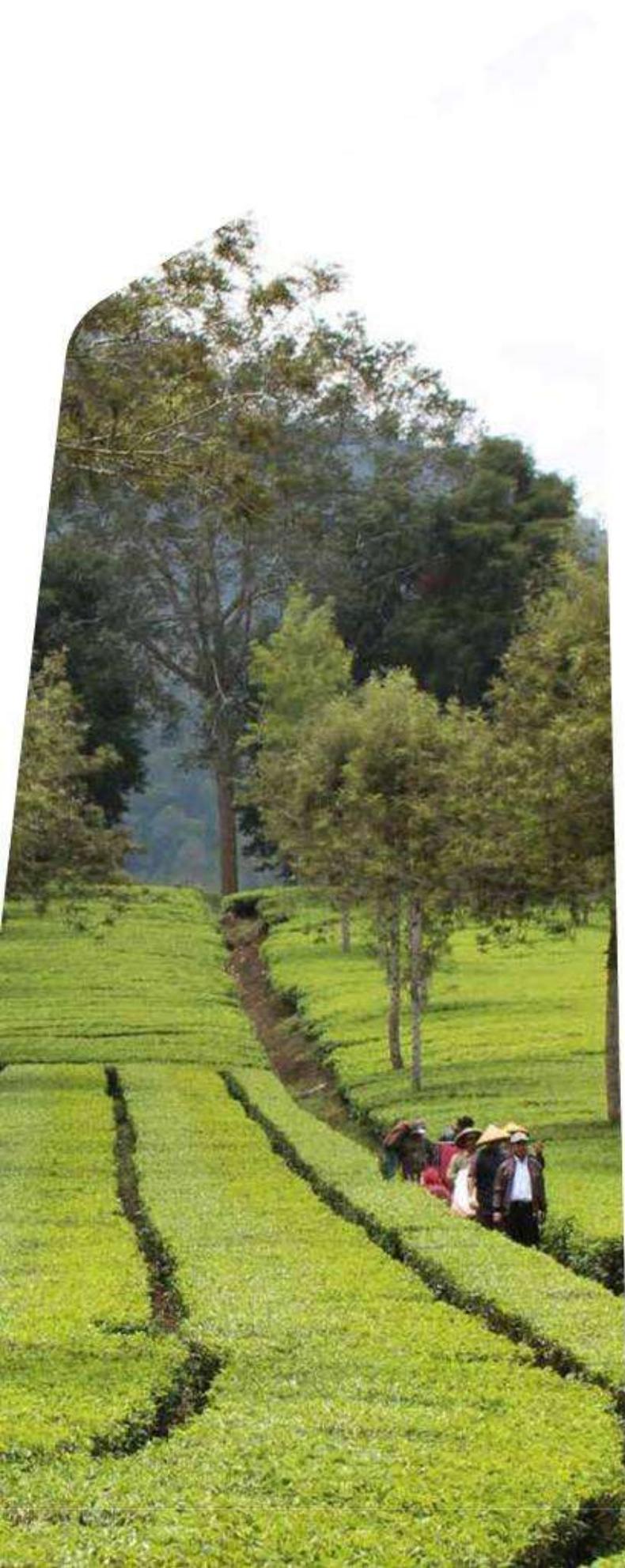
## SUSTAINABLE AND INCLUSIVE PARTNERSHIP IN OUR VALUE CHAIN

It is our aim to make a difference across our value chain. In order to enhance livelihoods, we need to work on our operations through our supply chains and distribution channels. Our goal is to improve the livelihood of 500,000 smallholder farmers, create and improve the incomes of 5 million small-scale retailers in our distribution network, and increase the participation of young entrepreneurs worldwide. [G4-EC8][G4-SO1]

Unilever Indonesia has developed Supply Chain and Procurement Policies to achieve sustainability by implementing transparency and accountability. Our Policy sets mandatory requirements on human and labour rights in business relationships with Unilever. Suppliers must accept and sign our Business Partner Code and Code of Business Principles prior to working with us and must comply with national labour laws. It is our policy to select suppliers that are aligned with the best sustainability practices, competitive costs, quality and service levels. [G4-EN33][G4-LA15]

The policy regulates the minimum standards, procedures and systems required for procurement. We prioritise local sourcing. However, imported materials will be used if we cannot obtain these materials locally.





The year 2014 marked the basic preparation for our Sustainable Agriculture Code (SAC) programme with Black Soya Beans and a new approach for the Coconut Sugar development programme, at the same time that we were reviewing and strengthening our empowerment programme with Black Soya Bean women farmers.

In black soya beans, Unilever Indonesia applies a sustainable sourcing programme which is in line with the principles of our Sustainable Living Plan. The programme is aimed at mapping, identifying and enabling greater control over critical members of the supply chain in the social, environmental and labour aspects. Various programmes have been conducted to support the implementation of sustainable sourcing policy, such as:

#### 1. Farmers' School

It is our commitment to empower our partners through educational activity. In the Farmer School, we discuss topics regarding cultivation, management, and research. We have closed the black soybean farmers' schools and are now focused on a Farmers' School Alumni development programme to ensure the sustainability of the programme. [\[G4-SO1\]](#)

#### 2. Training on Unilever Sustainable Agriculture Code

Unilever Sustainable Agriculture Code (USAC) is a guideline to achieve one of the goals of Unilever Indonesia: to source 100% of our agricultural raw materials from sustainable sources by 2020. The programme started in 2013 by introducing the concept of USAC; we then designed the indicators of USAC. Introduction of USAC was conducted by Field Assistants and was supported by Gadjah Mada University and Circle Indonesia. Around 5,894 farmers are exposed with USAC. They are registered by the Internal Control System at every cooperative in each field. [\[G4-SO1\]](#)

#### 3. Women Farmers Empowerment Programme (TUTUR)

The TUTUR programme was appreciated by the Indonesian government as one of the best women's empowerment programmes and was awarded the 2011 Indonesian Millennium Development Goal Award. Women farmers' empowerment programmes are conducted for black soybean and tea women farmers. Training topics include communication skills and audio visual skills. We are trying to make TUTUR meetings a forum for communication for all women farmers. We aim to improve their quality of life. [\[G4-SO1\]](#)

## Inclusive Business

In Coconut Sugar, we have expanded our regional scope beyond Pangandaran, Sukabumi and Lampung and have now entered Sulawesi and Madura. Our focus in 2014 remains on traceability and quality improvement amongst farmers' cooperatives. The field school in Pangandaran was strengthened as the farmer champions actively cascaded their knowledge to the other farmers. Despite our successful pilot with 100 farmers on safety programme for farmer to reduce accidents when they climb the trees, it was not easy to change their behaviour and there is still a lack of willingness to adopt this programme.

The majority of our palm oil is used in margarine, ice cream, soaps and home care products. It is our commitment to support the Roundtable on Sustainable Palm Oil (RSPO) in Indonesia. We believe that our policy will encourage our palm plantation suppliers to be more responsible and sustainable in running their operation. Ultimately, this will bring a positive impact to the community and the environment. In 2013 and 2014, 100% of our palm oil suppliers are in compliance with the RSPO standards.

Our tea suppliers have been audited and certified by the Rainforest Alliance. The Rainforest Alliance works to conserve biodiversity and improve livelihoods by promoting and evaluating the implementation of the most globally respected sustainability standards in a variety of fields, covering farmers' welfare, environment, economy and ethics. One criterion is that tea estates must pay at least the minimum wage to their employees. As of 2014, all of our suppliers' tea estates pay above the local minimum wage for plantation work.

It is our commitment to support sustainable agriculture. Most of our tea plantations have been awarded Rainforest Alliance Certification. This certification can support long-term success in economic, social and environmental aspects. Implementation of this certification helps them farm intelligently, get ahead, gain confidence and plan for their future. In 2013, 56.1% of our tea suppliers had been awarded the Rainforest Alliance Certification; the figure increased slightly to 63.8% of the total volume of sourced tea in 2014.

Moreover, our commitment in sustainable agriculture was also leveraged to promote the partnership in yellow soya beans with respective stakeholders in PISAgro. In 2014, we expanded the coverage to four regencies (Madiun, Nganjuk, Grobogan and Indramayu). The biggest challenge in yellow soya beans is securing a market, as nearly 90% comes from SMEs / farmer cooperatives. The initial collaboration with business has started with a few companies, and we are still looking for even wider opportunities. The mindset of farmers in dealing with companies is one of the areas that needs to be addressed.

### ENHANCING LIVELIHOOD OF FARMERS

Unilever Indonesia works with 500 local suppliers such as: palm oil producers, basic chemicals producers, and local specialty suppliers. Unilever also partners with local traders or logistics providers to provide the local delivery service. For imported materials, the key supplying countries include the ASEAN countries, China, India, and Saudi Arabia. In order to serve our customers better, we need to have good partnerships with our suppliers.

The table below shows our top four procurements from smallholder farmers. [\[G4-EC9\]](#)

Products Supplied	Number of Suppliers (Farmers)	Location	Total Procurement Value 2013 (million Euro)	Total Procurement Value 2014 (million Euro)
Black Soya Bean	9 suppliers	Indonesia	0.5	0.7
Coconut Sugar	11 suppliers	Indonesia and Myanmar	45	48.4
Palm Oil	6 suppliers	Indonesia	82	100
Tea	12 suppliers	Indonesia, Africa, North India, Sri Lanka, Vietnam	9	11.5

## BLACK SOYA BEANS

Black soya beans are the unique ingredient of our Bango brand. We have developed various programmes to increase the productivity of black soya bean plantations. To that end, we have conducted field schools in black soya bean farmer groups, and extensive trainings to farmers' cooperatives. One of our empowerment programmes is strengthening the group approach. We encourage the women in the community to start income generating activities, such as sorting and grading soya beans. This programme has also successfully increased the black soya bean prices. In supporting women farmer groups, Unilever Indonesia also obtained food safety approvals from the local authorities for the packaged food products of their home industry. Our partnership with local banks also supports the growth of the black soya bean farmers. **[G4-DMA][G4-SO1]**



In Indonesia, we have implemented the USAC for black soya bean plantations. Total black soya bean production in 2013 and 2014 was 1,101 MT, involving 5,894 farmers in 2013 and 2014. In order to ensure the implementation of USAC, Unilever has assigned 12 assistants to monitor and assist the farmers.

During 2013 and 2014, we have conducted various programmes to encourage the farmers to apply USAC. At the end, the Company expects that the programme will increase the production yield of black soya beans and reduce the environmental impact.

One of our programmes focused on seed supplies and consumption. Moreover, we have established an inter-district alumni farmers' network. The objective of this programme is to increase black soya bean production.

We also work with Cooperatives to support our farmers. In 2013 and 2014, meetings were conducted regularly, every one or two months, to discuss any issues regarding black soya bean planting and activity planning.

As our commitment to achieve sustainable agriculture, we have conducted SAC socialization programmes. In 2013, Unilever carried out a trial in Ngawi, East Java. Furthermore, the Company has done trials in all districts. We also developed an Internal Control System (ICS) in our headquarters and Sub-ICSs. ICS teams did the pre-assessment of farmers' information in 2013 and 2014.

Last but not least, throughout 2013 and 2014, PIS Agro activities have been carried out in Nganjuk (East Java), Madiun (East Java), Grobogan (Central Java), and Indramayu (West Java).



## SUSTAINABLE AGRICULTURE OF BLACK SOYA BEANS

Our commitment to sustainability is part of Unilever's vision to reduce the overall impact on the environment. We work together with our suppliers to achieve the sustainability targets. We have developed the Unilever Sustainable Agriculture Code (USAC) as our definition of Sustainable Agriculture. It covers practices that all our suppliers should strive to adhere to.

## Inclusive Business

### COCONUT SUGAR

Approximately 85% of this is supplied by local farmers in Pangandaran, Sukabumi and Lampung. As a main ingredient of Kecap Bango soy sauce, maintaining a high quality of coconut sugar is crucial for our operation and business. Therefore, we take on responsibility to help local coconut sugar farmers in meeting our material quality standards and improving the yield of their plantations.

Throughout 2013 and 2014, workshop sessions on maintaining product quality were routinely carried out. Unilever Indonesia also provided various multimedia and booklets as supporting materials for these workshops. Furthermore, a fertilization programme was conducted to help increase the production yield. Up to the end of 2014, 85 local farmers joined this fertilization programme, covering more than 1,300 coconut trees. As a result, this programme managed to increase production yield from 0.3 kg of sugar per tree per day to 0.4 kg of sugar per tree per day. [\[G4-SO1\]](#)

Moving forward, Unilever Indonesia is currently designing a programme to introduce the Sustainable Agriculture Code to these farmers. This will be initiated in 2015.

### PALM OIL

Most of the palm oil we use is used in margarine, ice cream, soaps, and home care products. It is our commitment to support the Roundtable on Sustainable Palm Oil (RSPO) in Indonesia. We believe that our policy will encourage the palm oil plantations to be more responsible and sustainable in running their operations. In the end, this will bring a positive impact for the community

and the environment. In 2013 and 2014, 100% of our palm oil supplies were in compliance with the RSPO standards. [\[G4-EN33\]\[G4-DMA\]\[G4-SO1\]](#)

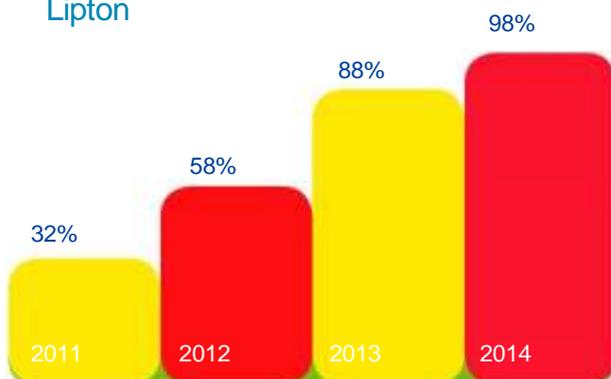
### TEA

Our tea suppliers have been audited and certified by the Rainforest Alliance. The Rainforest Alliance works to conserve biodiversity and improve livelihoods by promoting and evaluating the implementation of the most globally respected sustainability standards in a variety of fields. It covers farmers' welfare, environment, economy and ethics. One criterion is that tea estates must pay at least the minimum wage to their employees. As of 2014, all of our suppliers' tea estates pay above the local minimum wage for plantation work. [\[G4-EN33\]\[G4-LA14\]](#)

It is our commitment to support sustainable agriculture. Most of our tea plantations have been awarded Rainforest Alliance (RA) Certification. On top of that, we are committed to increase the composition of RA certified tea in our tea brands, Lipton and Sariwangi. The challenge for Unilever Indonesia is to introduce the RA principles and implementation for our local tea farmers who supply the raw material used for Sariwangi brand. Our continuous support and farmers' school programme have shown an improvement in the percentage of RA certified tea produced and supplied to Unilever Indonesia by these local farmers. We believe that RA certification can support long-term success in economic, social and environmental aspects, thereby helping local tea farmers in Indonesia to gain confidence, open opportunities to enter broader markets, and achieve better welfare.

[\[G4-EC8\]\[G4-EN33\]\[G4-LA14\]\[G4-SO1\]](#)

#### Lipton



RA-Certified Tea Raw Material Composition in LIPTON Brand

#### Sariwangi



RA-Certified Tea Raw Material Composition in SARIWANGI Brand

In addition, Unilever Indonesia has adopted the Unilever Supplier Qualification System (USQS) and Unilever's Quality Standards and Responsible Sourcing standards. Unilever's Responsible Sourcing Programme is designed to ensure that suppliers have the capability to meet the requirements of Unilever's Supplier Code. [\[G4-EN33\]](#)[\[G4-DMA\]](#)[\[G4-SO1\]](#)

Unilever's Supplier Code requires compliance with a set of standards aligned with national laws and internationally accepted norms in the four key areas of Labour standards, Health and Safety, Environmental compliance, and Business integrity. Moreover, one aspect of responsible sourcing is adhering to the Good Agricultural Practice Guidelines. This guideline regulates the preservation of soil fertility and nutrients and of biodiversity, the development of social and human capital and the local economy, the minimization of soil loss, pest management and the use of water and energy. In terms of sustainable agriculture, we also follow internal guidelines which cover the use of pesticide, aflatoxin limits, allergen standards, benzoate limits, heavy metal limits and microbiological specifications for leaf tea. [\[G4-EN33\]](#)[\[G4-DMA\]](#)[\[G4-SO1\]](#)

## DISASTER RELIEF

As part of the community, Unilever supports initiatives that respond to community needs. When natural disasters strike, Unilever Indonesia responds to offer emergency relief. Our community commitment is shared across our system.

We constantly participate in social activities such as disaster prevention, rehabilitation activities and emergency relief to increase social awareness of the importance of planning and implementation of effective disaster risk reduction.

We partner with NGOs, government agencies, and business partners in various regions. Unilever Indonesia is actively involved in the National Platform for Disaster Risk Reduction (Planas PRB), BNPB (National Agency for Disaster Management), as well as other social organizations.

In 2013 and 2014 we were involved in the following disaster relief programmes: [\[G4-SO1\]](#)

### Disaster Relief

Disaster	Amount (IDR)	Type of Donation
2013		
Jakarta Flood	200,000,000	UL products, blankets, sarongs
Aceh Flood	150,000,000	UL products, blankets, sarongs
Sinabung Eruption	150,000,000	UL products, blankets, sarongs
2014		
Jakarta Flood, Jakarta and Manado Floods; Sinabung & Kelud Eruptions	200,000,000	UL Products
Banjarnegara, Jakarta and Social Charity	135,000,000	UL Products

## Inclusive Business

### ENHANCING LIVELIHOOD THROUGH MORE STORES, BETTER STORES [G4-EC8][G4-SO1]

To win the hearts of our customers and consumers, Unilever Indonesia continues to strengthen its fundamental market work, which allows millions of Indonesian consumers to have quick and easy access to our products at the highest quality, anytime, anywhere. We understand that our presence in this country can play a central role to the economic well-being of many communities including Small and Medium Enterprises (SMEs) through partnership within our value chain. One of the most extensive value chains is our distribution network, which includes our distributors, third-party business partners, and our retail customers.

We work collaboratively with our distributors and retail customers to unleash the opportunity in each respective channel. In developing local SMEs, Unilever Indonesia has worked together with 684 distributors that employ 21,000 people, including salesmen, distributor's helpers, and truck drivers. We also have more than 7,200 shopper soul mates (sales promoters) and 2,800 merchandisers who ensure our products are well represented in stores to the Indonesian shoppers. To bring the taste of joy of our ice cream brands to consumers' doorsteps, we have brought more than 3000 hawkers fully employed by our concessionaires. In addition, through our "More Stores, Better Stores, Better Served" strategy, we support hundreds of thousands of retail outlets, from independent shops, family grocers, small retailers to small supermarkets all around Indonesia, in both urban and rural areas, to help serve our consumers every day.

### UNILEVER INDONESIA'S

## "More Stores, Better Stores" Programme "We Grow When Our Customers Grow"

[G4-EC8][G4-SO1]

Unilever Indonesia's "More Stores, Better Stores" Programme is a set of in-store development and support programmes, specifically designed to help our customers enhance their store performance, both the look-and-feel of the stores and their in-store management competencies. We routinely provide various training and education for all customers, namely basic operations, supply chain management, category management, in-store merchandising, finance, and customer service. In addition, our Perfect Store initiative helps to re-layout, merchandise and dress up our retailers' stores, both supermarket format and small mom & pop shops. We believe that a clean, tidy, well-arranged and proper store layout will attract more shoppers and create a better shopping experience for the shoppers, and in turn this will help the retailers to increase store revenue, shopper's basket size, product upgrading and premiumization, which in the end will help them to enhance their profitability. Our internal research suggests that the Perfect Store Programme can help increase our customers' store revenue by an average of 1.5 times up to 2 times from their original revenue.

# 850+

Family Grocers Programme, where we help these SME retailers in creating a better in-store shopping experience which will improve their space productivity and increase store revenue.

# 550+

GT Next Gen Programme, where we develop mom & pop stores from a gloomy in-store ambiance to new fresh-look, compelling stores.

# 650+

Distributors Joined The Socialization Of Our New Distributor Information System, Called Lev edge. This New It System Will Enable Distributors And The Salesmen In Implementing The Most Effective And Efficient Ways Of Selling Products. The System Will Also Help Them In Getting Real-Time Data Updates.

## Testimonial



**Mr and Mrs.  
Kartinalis Padang,  
North Sumatera**

“After Unilever Indonesia with the “Perfect Store” programme came to our store and helped us to tidy up and re-arrange everything also supported us in many ways on how to manage the store, it significantly

improved our store revenue. I was then able to realize my dream to go on hajj to Mecca with my wife. I can send my children to the best University in Jakarta. I can even buy a car now. I had never dreamed of this before. Alhamdulillah, our store is looking good, we can serve better and faster, and not to mention the store is now packed with buyers. Thank you, Unilever”

**Independent Assurance Statement**  
Report No. 0515/BD/0037/JK

**To the management of PT Unilever Indonesia, Tbk**

We were engaged by PT Unilever Indonesia, Tbk ('Unilever') to provide assurance in respect to its Sustainability Report years 2013 and 2014 ('the Report'). The assurance has been carried out by a multi-disciplined assurance team with a broad range of skills and depth of experience, thus providing a high level of competency for the assurance engagement.

**Independence**

We were not involved in the preparation of any key part of the Report and carried out all assurance undertakings with independence and autonomy. We did not provide any services to Unilever during 2014 that could conflict with the independence of assurance engagement.

**Assurance Standards**

We conducted our work in accordance with ISAE3000 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' issued by the International Auditing and Accounting Standards Board. In addition, we have also planned and carried out our work in accordance with AA1000AS (2008) 'AA1000 Assurance Standards (2008)', issued by AccountAbility.

**Level of assurance and criteria used**

Our evidence-gathering procedures have been designed to obtain a limited level of assurance based on SAE3000 and a moderate level of assurance engagement as set out in AA1000AS (2008) in order to provide confidence to readers by reducing risks or errors to a very low but not to zero. Moreover, the AA1000 AccountAbility Principles Standard (2008) of Inclusivity, Materiality and Responsiveness has also been used as criteria to evaluate the Report.

**Scope of Assurance**

We provided Type 2 assurance engagement under AA1000AS (2008). This involved:

- 1) an assessment of Unilever's adherence to the AA1000 AccountAbility Principles Standard (2008) and
- 2) an assessment on the accuracy and quality of specified sustainability performance information contained within the Report, in relation to the agreed scope. The scope of work consisted of:
  - Reducing environmental footprint
  - Enhancing livelihoods
  - Inclusive business
  - Fairness in the workplace
  - Improving health and well-being.

The assured Global Reporting Initiative (GRI) G4 indicator related to the agreed scope above is marked with the sign  $\checkmark$  at the GRI G4 Core Index section of the Report.

**Responsibility**

Unilever is responsible for all information and claims contained in the Report, including established sustainability management targets, performance management, data collection and report preparation, etc. Our responsibility in performing this engagement is to the management of Unilever only for the purposes of verifying its statements relating to its sustainability performance, more particularly as described in the agreed scope. Our responsibility is to express our conclusions in relation to the agreed scope.

**Methodology**

We have assessed several assertions and specified data sets included in the report and the systems and processes used to manage and report these using the following methods:

- Reviewed report, internal policies, documentation, management and information systems
- Carried out interviews with staff involved in sustainability-related management and reporting
- Followed data trails to initial aggregated source and checked sample data to a greater depth during the engagement process.

### Limitations

Our scope of work was limited to a review of the accuracy and reliability of specified data and interviews with data providers, persons in charge of data collection and processing, as well as persons in charge of sustainability performance-related information.

### Conclusions

We have confirmed that the Report has been prepared in accordance with G4 Core Criteria issued by the Global Reporting Initiative (GRI).

Findings and conclusions concerning adherence to the AA1000 AccountAbility Principles of Inclusivity, Materiality and Responsiveness include:

#### ▪ Inclusivity

An assessment has been made to determine whether Unilever has included all key stakeholders in developing and achieving an accountable and strategic response to sustainability issues.

We found Unilever demonstrates a strong commitment to stakeholder inclusivity. Unilever has an effective system in place for key stakeholders to participate in the development of the organization's response in the context of sustainability. This is demonstrated for instance, by conducting needs assessment surveys and materiality level survey to the key stakeholders group.

However, we recommend that Unilever continues to improve stakeholder inclusivity systems and procedures on a regular basis to maintain their effectiveness.

#### ▪ Materiality

An assessment has been made as to whether Unilever has included in the Report the material information required by its stakeholders in order to enable them to make informed judgements, decisions and actions.

We found Unilever has a strong process in place to determine material issues. Key material issues were adequately reported and were found to provide balanced information about Unilever's sustainability performance. A range of internal stakeholders are involved in Unilever's materiality determination process. However, we recommend that Unilever continues to conduct materiality test on a regular basis in future reports.

#### ▪ Responsiveness

An assessment has been made as to whether Unilever demonstrates that it responds to its stakeholders and is accountable to them.

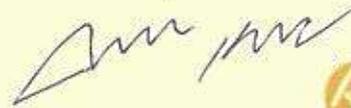
Unilever was found to be responsive to key stakeholder concerns and expectations. This was achieved through the organization's allocation of resources to stakeholder engagement, the timeliness and accessibility of reported information, and the types of communication mechanisms regularly employed.

However, we recommend that continues to improve stakeholder engagement procedures on a regular basis in future reports.

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that the data of the Report has been materially misstated.

All key assurance findings are included herein, and detailed observations and follow-up recommendations have been submitted to Unilever management in a separate report.

Jakarta, May 25, 2015



**James Kallman**  
President Director



**AA1000**  
Licensed Assurance Provider  
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# THE SR WINNING TEAM



**From left to right (top):**

1. Maria Dew antini Dw ianto (Communications)
2. Rishi Andika Yudha (Unilever Indonesia Foundation)
3. Pangki Nomo Miguno (Supply Chain)
4. Ridha Imansyah (Human Resources Development)
5. Ainin Nadia (Unilever Indonesia Foundation)
6. Mario A. Amrillah (Corp Affairs Legal Council)
7. Marcellina Gunaw an (Suara Konsumen)
8. Pujuh Kurniaw an (Procurement)
9. Eka Sugiarto (Brands Marketing)

**From left to right (bottom):**

1. Army n Gita (Unilever Indonesia Foundation)
2. Waila Wisjnu (Unilever Indonesia Foundation)
3. Marlan Mardianto (Customer Development)
4. Woro Nastiti Utami (Unilever Indonesia Foundation)
5. Maya F. Tamimi (Unilever Indonesia Foundation)
6. Sinta Kaniaw ati (Unilever Indonesia Foundation)



**OUT OF Group PICTURE:**

1. Aryo Budiantoro (Safety)
2. Fajar Marta Yusuf (Tea Buying)

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Punggung Tolong Disesuaikan