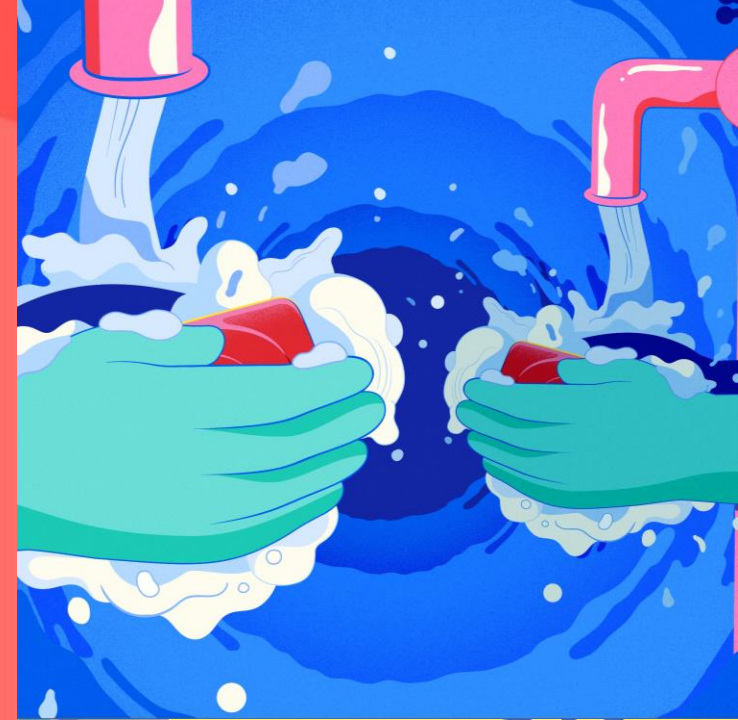


COVID-19

Keeping our people, communities,  
and businesses safe and resilient



Unilever

# What we are doing to support our people and business partners?

## 1. New Work Protocols

The Work From Home framework

Presence in Offices

CD SOP

SC SOP

## 2. Incidence Management Committee – The Nerve Centre

## 3. Communication & Support

# New Work Protocols

Work from Home



Presence in Office



CD SOP

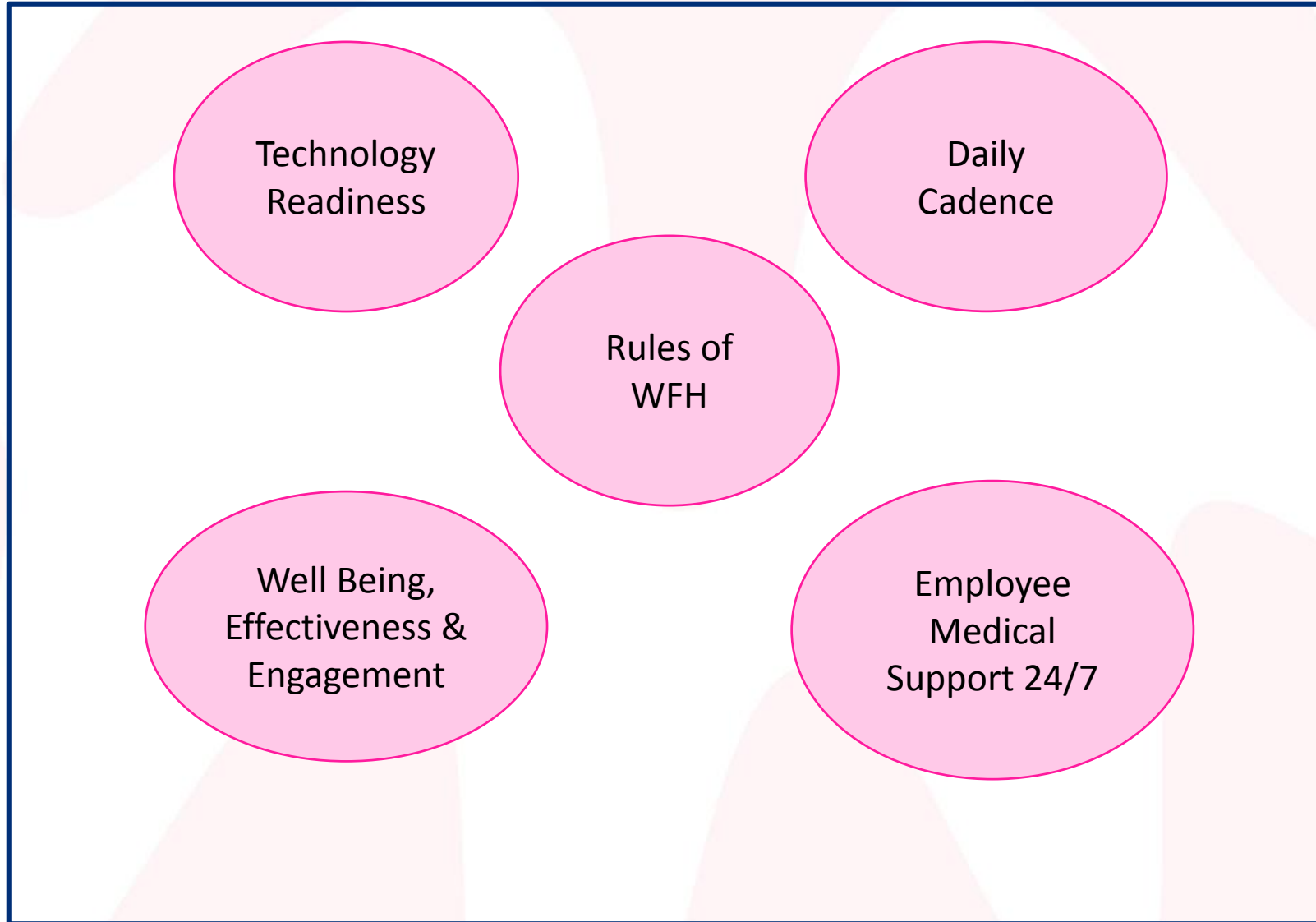


SC SOP



# New Work Protocols – Work from Home

# Holistic Framework - Equipping 600+ people to work from home



# Technology Readiness



100% Laptop needs met & Dongle availability

Microsoft Teams for agile meetings

Help desk 24/7 for chat desk & remote support

Microsoft Teams Site for queries



Intranet Portal to frequently visit & get updates on the coronavirus hub

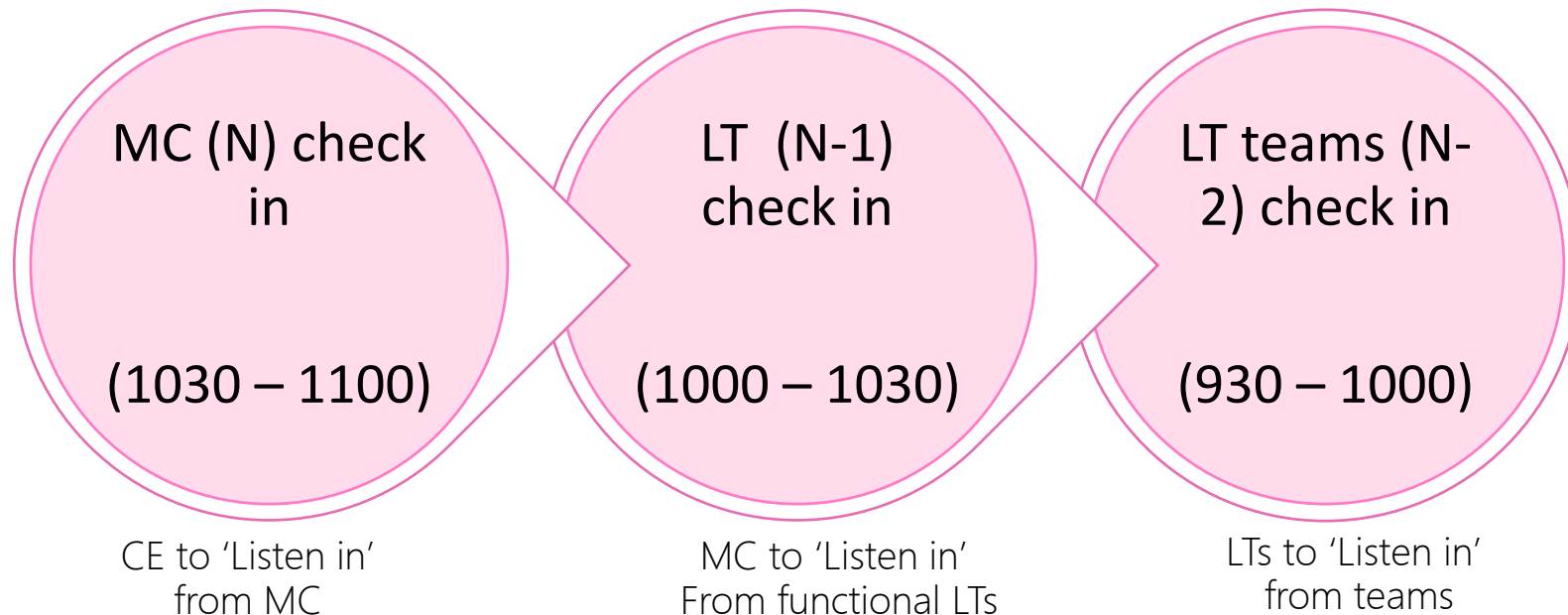


Update contact details in Workday so that Unilever can reach teams in case of an emergency

# Daily Cadence : Making It Work

## Principles for all Line Leaders:

- '60 mins of connectedness' 30 min to 'Listen in' from team & 30 mins to feed back
- Must close the loop– Daily whatsapp with Unit heads, weekly updates to employees



Training support for individual employees and line managers on effective WFH  
Always on employee engagement plan to stay connected  
Workforce support – Hotline, SMS

## Check Ins: Proposed format

### MUST Dos:

1. Have a visual check in (cameras on)
2. Dial in, even if there is nothing on your agenda

### Format

1. Share In: Update on Business / Team: Leader to feedback on what's been happening (5 mins)
2. Check in: Quick check on Physical wellness for team / Team's team (10 mins)
3. Listen in: Go around to listen in to mood from team's team, team (10 mins)

# Rules of Working from Home



Virtually meet more often, shorter, in small teams, and camera on is a must!



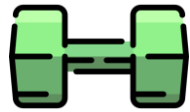
No meetings in lunch hour



Humor helps



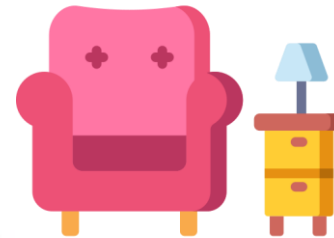
Prioritize work, Be creative, keep moving forward, and stick together!



Stay fit and healthy:  
Wash your hands  
Get enough sleep  
Exercise



Use this opportunity to create a spirit of togetherness








Why not start a competition for most creative home office?



Trust your team & Allow Flexibility



Week 3	Week 4	Week 5	Week 6	Additional Ideas
<p>KNORR HOME STATION HEALTHY RECIPIES VIDEOS ON TEAMS</p> <p>LIVE DEMO's BY UFS CHEFS &amp; TEAMS</p>	<p>VIRTUAL ANTAKSHARI FUNCTIONS TO COMPETE e.g. Finance vs Supply Chain</p>	<p><u>GUESS WHO</u> UPLOAD BABY PICTURES WITH A FUNCTIONAL HINT</p>	<p>VIRTUAL HIGH 5 PEER TO PEER RECOGNITION</p> 	<p>KAROKE CLUB</p>
<p>CORNETTO POP Rock –INSTA LIVE ALI SETHI TO PERFORM FOR OUR EMPLOYEES &amp; CONSUMERS</p>	<p>THANK YOU SONG FOR FIELD AND FACTORIES TO BE MADE VIRAL VIA TEAMS, WHATSAPP</p> 	<p>A DAY AT HOME WITH THE MC 15 Q's WITH THE MC</p>	<p>GUIDED MEDITATION WITH SINGING BOWLS 20K per session</p> 	<p>DUMB CHARADES WL3's to LEAD</p> <p>PICTIONARY GUESS MOVIES, PEOPLE ETC FUNCTIONS TO COMPETE</p>
<p><u>DAILY Q's</u> BEST WORK STATION CUTEST PET SELFIE WITH FAV PERSON AGILE LIFE FEELS MEME</p> 	<p>MINDFULNESS SESSIONS With Asma Mustafa</p>	<p>JAMMING SESSION MANSOOR &amp; OTHERS TO LEAD</p>	<p>E – TOURNAMENTS VIA HOUSE PARTY app CHESS/ TABOO/ FIFA etc</p> <p>FUNCTIONS TO COMPETE</p>	<p>GESTURE CHALLENGE LEADERSHIP TO UPLOAD THEIR VIDEOS &amp; CHALLENGE EVERYONE</p> 
<p>WEEKLY ZUMBA WITH TAYYABA KAMAL – EVERY TUES &amp; THUR YOGA WITH FATHEMA/ ASMA/ HAMZA – EVERY WEDNESDAY</p>				

# Wellbeing Resources

## Employee Assistance Programme 24/7

Feeling overwhelmed or are finding it challenging to cope, visit the [Wellbeing Hub](#) and click on the Local Wellbeing tab to find resources available to you.

Global Wellbeing | Local Wellbeing

NAMET & RUB	NORTH AMERICA	LATAM	EUROPE	ASIA
<ul style="list-style-type: none"><li>• Turkey</li><li>• RUB</li></ul>	<ul style="list-style-type: none"><li>• North America</li></ul>	<ul style="list-style-type: none"><li>• Brazil</li></ul>	<ul style="list-style-type: none"><li>• DACH</li><li>• UK&amp;I</li><li>• Benelux</li><li>• Greece</li><li>• Spain</li></ul>	<ul style="list-style-type: none"><li>• South Asia</li><li>• North Asia</li></ul>

## For those of you working from home

A how-to guide with tips and best practices is currently being produced by the medical team



# Agile Learning Plan



Employee led virtual training sessions

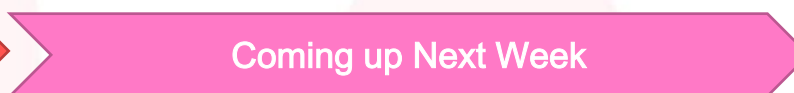
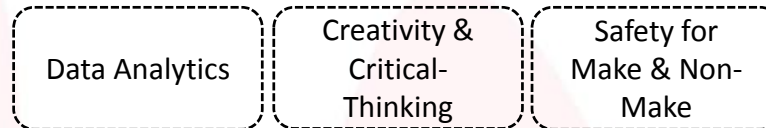
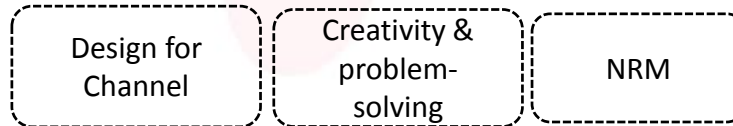
**Finance for Non-Finance** (27 Participants Virtual session-Module-2 TBD)

**Business Case 101**

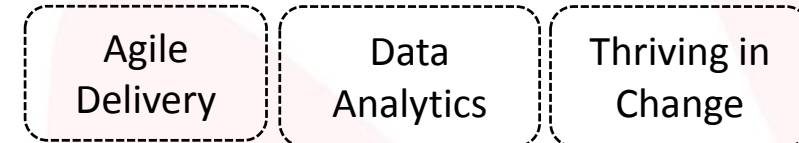
**Excel Masterclass**

Plan for the next week

Weekly learning manual being shared based on **core business skills & future-fit skills**



**Certifications on the Priority skills**  
Outlined globally – tailor made plans to be crafted for nominated employees



# Presence in Head Office

● Numbers   ● Workplace Readiness   ● Health & Safety

# Workplace Readiness Of Offices for Essential Services

Desk based employees who will necessarily need to physically work from an office to support business continuity.

## People mapping

- Only approved people permitted into premises
- Daily data capture & tracking
- Support staff – as per minimum requirement
- Workplace allocation

## Safety & Health protocol

- Limited entrance/exit points. Fixed office timings
- Thermal screening at entrances
- Disinfecting protocol for all areas occupied by employees

## Facilities

- Company letters given to all for ease opposite law enforcement bodies
- Limited food menu options (1-2) . Teams are encouraged to bring food from home
- Commute to work in personal cars – no public transport. Pick up drop arranged by WPS if required
- Strictly no visitors allowed

## Emergency preparedness

- Daily Emergency Exit & Assembly point announcement on floor occupied
- OHC operational at site
- Ambulance facility available

# New Work Protocols – CD SOP

# COVID Helpline

We have established a 24-hour COVID helpline (with NAYA JEEVAN) for our Distributor Sales Force, which helps our field teams:

- Provide timely information and medical advice
- Liaise for COVID Test protocols
- Create factual awareness amongst our DSR community

# Tiered Protocols

## Distributor/Concessionaire's premises

- Daily check for flu symptoms of all employees
- Stop use of biometric devices [maintain manual logs]
- Install sanitizer dispensers [check availability 2x daily]
- Provided Mask, Hand sanitizers, Thermal Guns to all Locations for everyone to use
- Protocol established for visitor movement



# Tiered Protocols Marketplace

- Practice social distancing with retailers/key accounts [no handshakes, minimum 1 meter distance]
- Minimize eating from busy food stalls/dhaabas [bring food from home]
- Travel to market in small numbers
- Post cash handling use hand sanitiser
- Moved all Field force to Roster bases duties ( no more than 50% DSR and 1 AM or TM to be at distribution in a single day)
- Using Tele Sales wherever possible
- Daily tracker established for all Suspected cases found at our Distributions and extended it to their families too

**If you can't maintain social distancing norms, don't perform the task**

# New Work Protocols – SC SOP

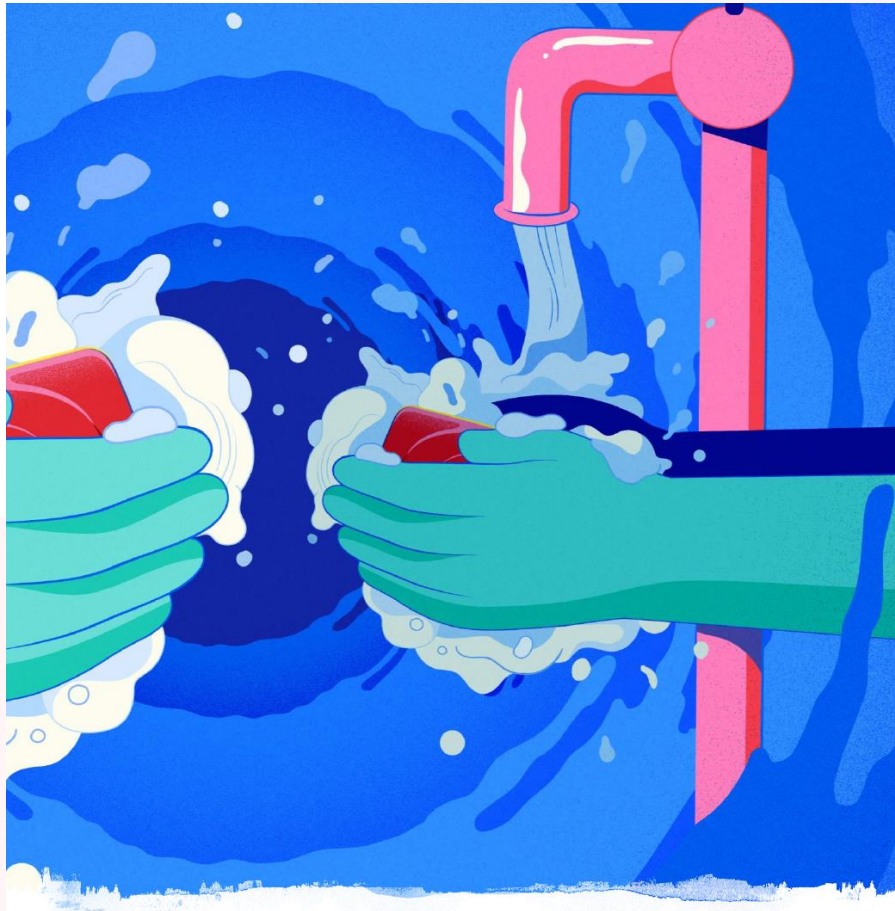
# Supply Chain - Operating Protocol (Factories, Distribution Centres)

## Tiered Protocol for Safety

- 3 & 4 Tiered protocols for sites
- Incident management teams developed at all sites
- Daily tracker for status update for employees on health status
- No public transport by providing company owned transportation and disinfection of all vehicles
- Ensuring protective gears (e.g. masks and gloves) for everyone
- Social distancing at entrance, changing rooms, shop floors by defining zones and marks
- Daily screening and sanitation of all employees and contractors entering in the factory (thermal check, symptoms, contact with cases and travel history)
- Restricted access to individual with symptoms



# Incidence Management Committee – The Nerve Centre



## COVID - 19

PUSH BUTTON SOP FOR EMPLOYEES

### **Daily Connects**

- Incident Management Protocols
- People Safety & Cases
- Site Readiness
- Gaps & Action plan

# Recognition & Support

- Fast tracked salary payment for all to facilitate advance grocery buying
- Variable pay support for impacted field staff
- Care Packs for Outer Core teams most impacted
- Instant recognition in cash and kind for teams going beyond call of duty
- “Tujhey Salam” videos to recognize FIELD & SC teams
- Friday stand downs at Factories to recognize teams



# "ALWAYS ON" LEADERSHIP CONNECTS A MUST

Leadership  
Connects

- Weekly CE Round up – Varying Formats
- Weekly sentiment check in (Leadership team & Medical Doc)
- "Apas kee baat" Check in with Sales teams cohorts
- Functional teams check in every 2 weeks
- HR Virtual Connects

Regular Family  
Connects

Casual Sharing  
and Caring

# READING THE ROOM

People Pulse Survey conducted  
every 2 weeks to see whats working  
& whats not!



# Track & Chase

# People Tracking

## Social Listening

بندل نامہ  
 کرونا لارٹ  
 ٹیور برادرز رحیم ہار خان کا ورکنگ ٹائم ایسے حائل کرنا پڑیو  
 11 مارچ کو سری لنکا سے آیا اسٹیل میسنگ کرتا رہا  
 ایسے لڑا منیجر شمشیر شہدہ طہمت خراب ہوئے ہر باغ ٹسٹ کرائے اپنے گھر پشاور روانہ  
 ایسے لڑا منیجر شمشیر کو جو ٹرانسپورٹ طریق چھوڑ کر آیا وہ بھی باغ ٹسٹ کرائے لوگوں میں گھل مل رہا  
 ہے  
 کٹروں سینٹر رحیم ہار خان کو 0689230344 پر آگاہ کرنا لیکن مجھے نہیں لگتا حکومتی مشنری کو  
 جس شہت سے متحرک ہونا چاہیے اس شہت سے ہے  
 حائل نے خود پروفیسر لائبریری سے ٹسٹ کرنا پڑیو ایسے ہر اس نے 3 روز قبل خود ہسپتال رابطہ کیا  
 اب سرکار ان کے سوکاری ٹسٹ آئیے کی منتظر ہے  
 حائل نے 14 دن ٹیور برادرز میں میسنگ ٹسٹ کی کلونی میں لوگوں سے علیہ مطلق کی . ٹیور برادرز  
 کیے گلاب میں تیز کئے گلاب کی مگر اسیوں کہ ابھی تک ان سے متعلقہ ایک بھی فرد آگے نہ آئے  
 نہیں آیا کہ اس سے ملتا رہا ہوں امیرا بھی ٹسٹ کرو  
 حکومت سے درخواست ہے کہ ٹیور برادرز رحیم ہار خان کی کلونی کو فوری سٹاپ کیا جائے اور تمام  
 متعلقہ افراد کے باغ عیادت نہ کیے ٹسٹ کئے جائیں  
 اور ایسے تمام افراد سے دست بردار درخواست ہے جو بچپنے 14 دن میں حائل . شمشیر یا انکرہ سے ملے  
 یا کسی بھی دیگر ایٹن انصر سے وہ اپنے آپ کو اپنے اپنا خاند سے الگ تھلگ کر کے اور اپنے ہونے  
 نام پر خود کو رپورٹ کریں  
 جب یہ سب لوگ اچانک روزنام کی طرح باہر نکلیں گے تب شہد بہت تیز ہو چکی ہوگی

See Translation

#Please Seal Liver Colony Immediately  
**CORONA VIRUS ALERT**  
 بندل نامہ



# COVID-19 Preparedness



What to do in the App?



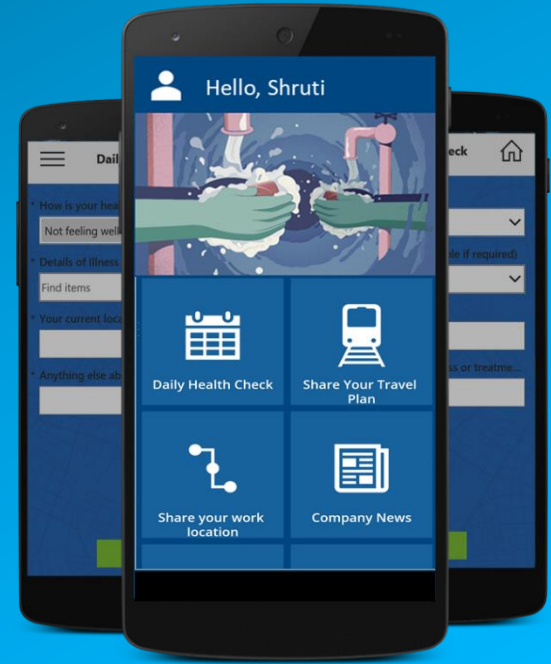
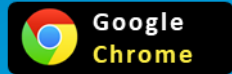
**DAILY:**  
Update your daily health check form



**REGULAR:**  
Update your personal and official travel plans regularly



**REGULAR:**  
Update your day to day work location



FAQs ON INSTALLATIONS AND TROUBLESHOOTING



And for the Communities.....



**#UNILEVERFORPAKISTAN**

**Unilever Pakistan  
pledges Rs. 200 million  
to protect lives  
and livelihoods  
during this  
difficult time.**



To all the Country Heads,  
Marketing Heads, Vice  
Presidents, Senior  
Consultants, Brand  
Strategists, Sales Heads,  
Growth Hackers, Founders,  
Angel Investors in my  
circle

BARTAN DHO LIYE?

Thank You &  
Questions