



**HEIN SCHUMACHER**

**CHIEF EXECUTIVE OFFICER**



Unilever

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Further details of potential risks and uncertainties affecting the Group are described in the Group's filings with the London Stock Exchange, Euronext Amsterdam and the US Securities and Exchange Commission, including in the Annual Report on Form 20-F 2023 and the Unilever Annual Report and Accounts 2023.

# Agenda



**Growth Action Plan: 1 year of progress**



**Growth Action Plan 2030**



**Accelerating our transformation**

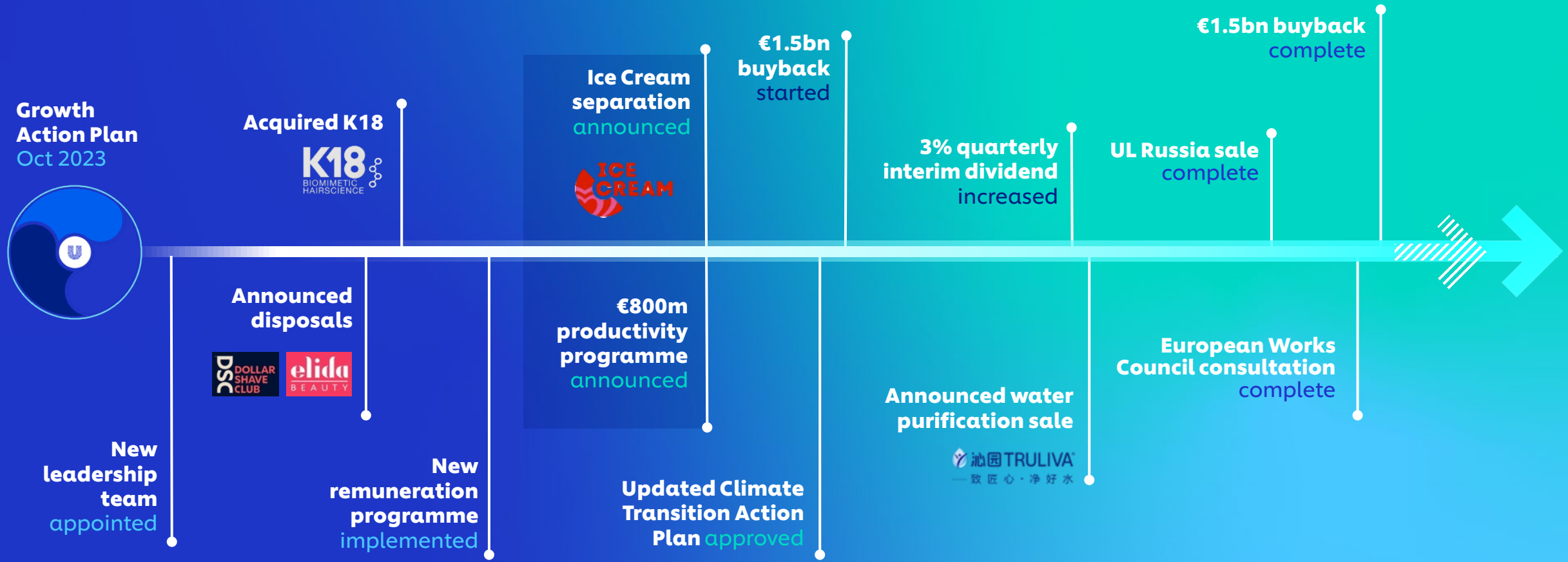


**Value creation**

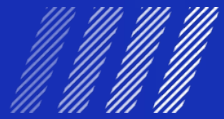


**Q&A**

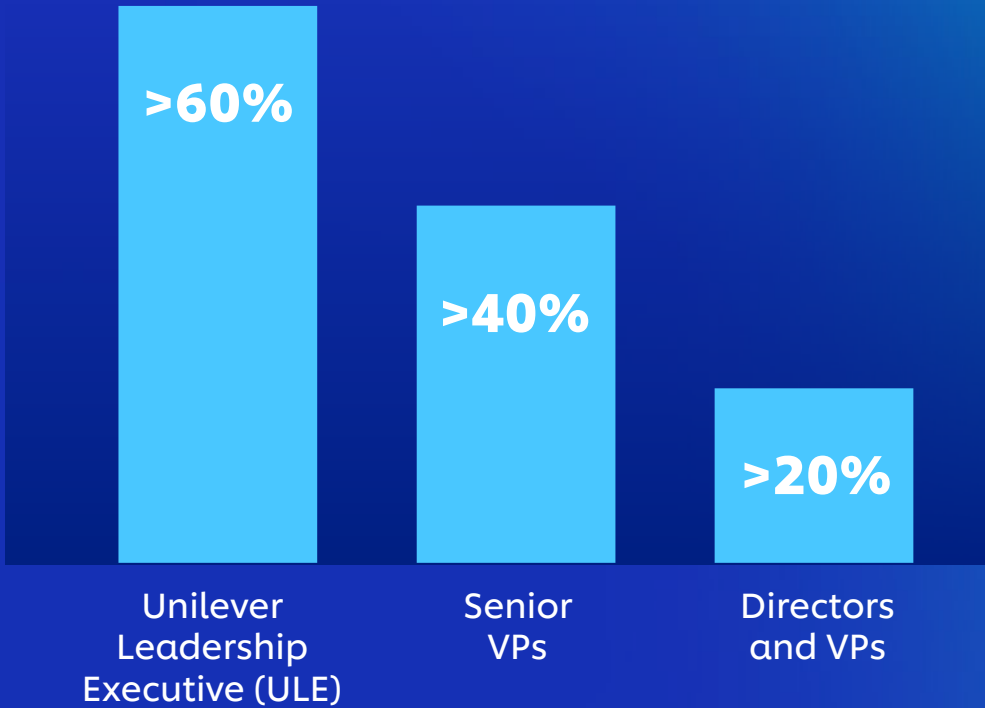
# One year of the Growth Action Plan



# New leadership in place with more diverse external experience



## % of leaders in new roles in last 12 months



## Diverse talent & experiences



**25%** external appointments in the ULE



**9** nationalities represented in the ULE



## Refreshed Board



**5** non-executive director changes



## Progress in our 2024 focus areas

1

Step up volume growth

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2

Rebuild Gross Margins

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3

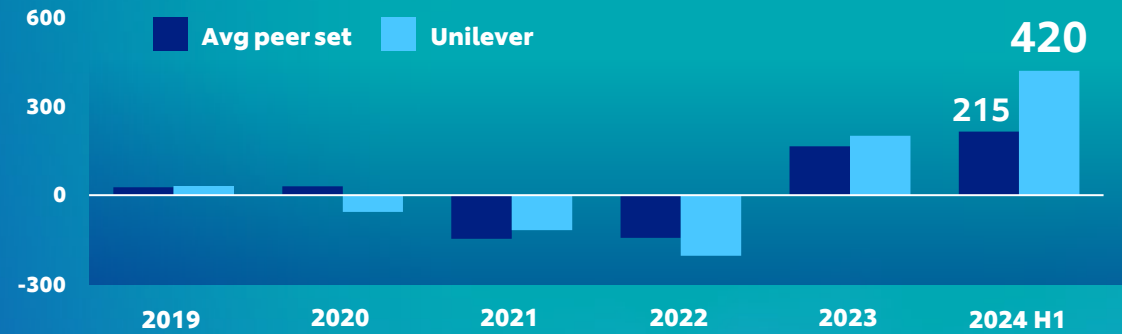
Consistent delivery for improved competitiveness

# Driving improved performance

## Four consecutive quarters of positive volume growth



## Gross Margin expansion GM (bps vs PY)

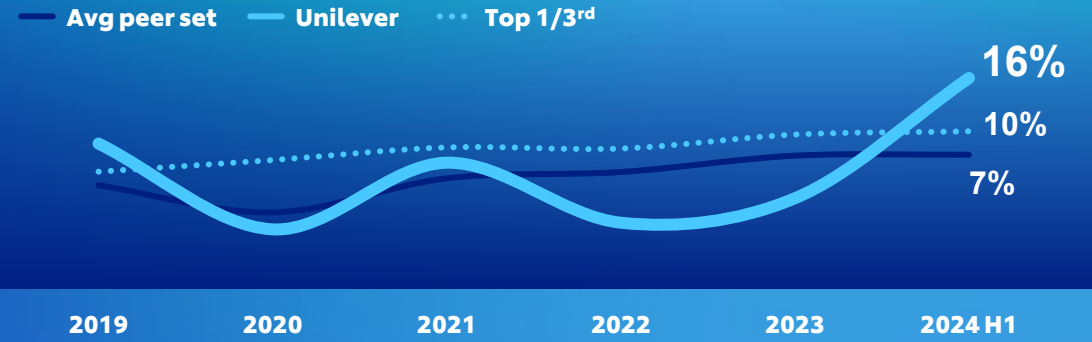


## Re-investing into our brands

BMI % TO



## Strong underlying EPS growth



# Faster growth led by Power Brands

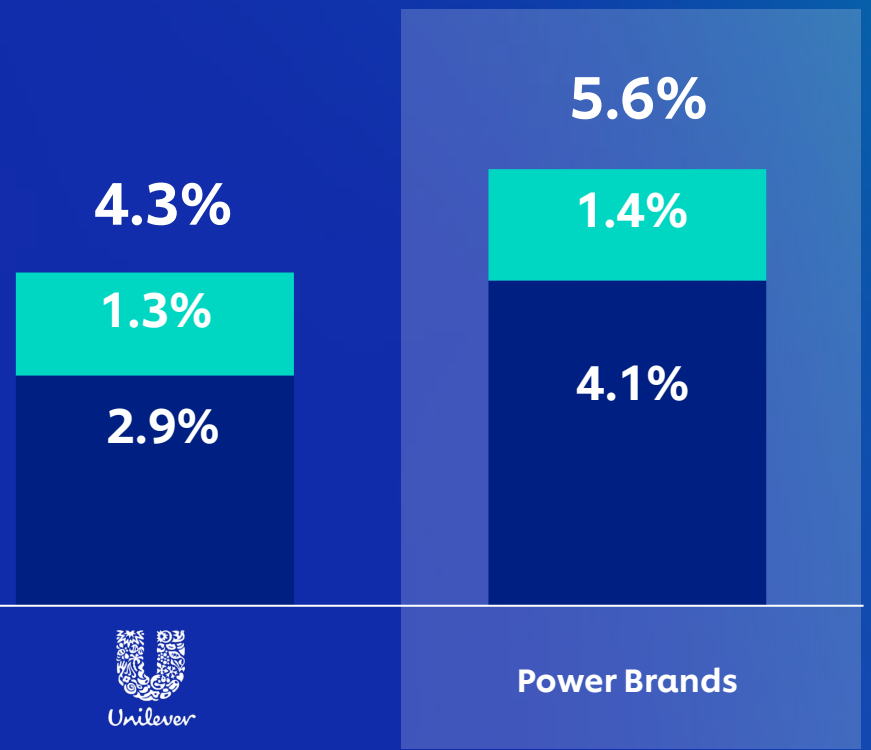


9M 2024



30 Power Brands

UPG  
UVG





# Fewer, bigger and more impactful innovations

12

big bold innovations in 2024



2x

average project size

€100m+

average year 3 incremental turnover

## POWER BRAND FOCUSED INNOVATIONS

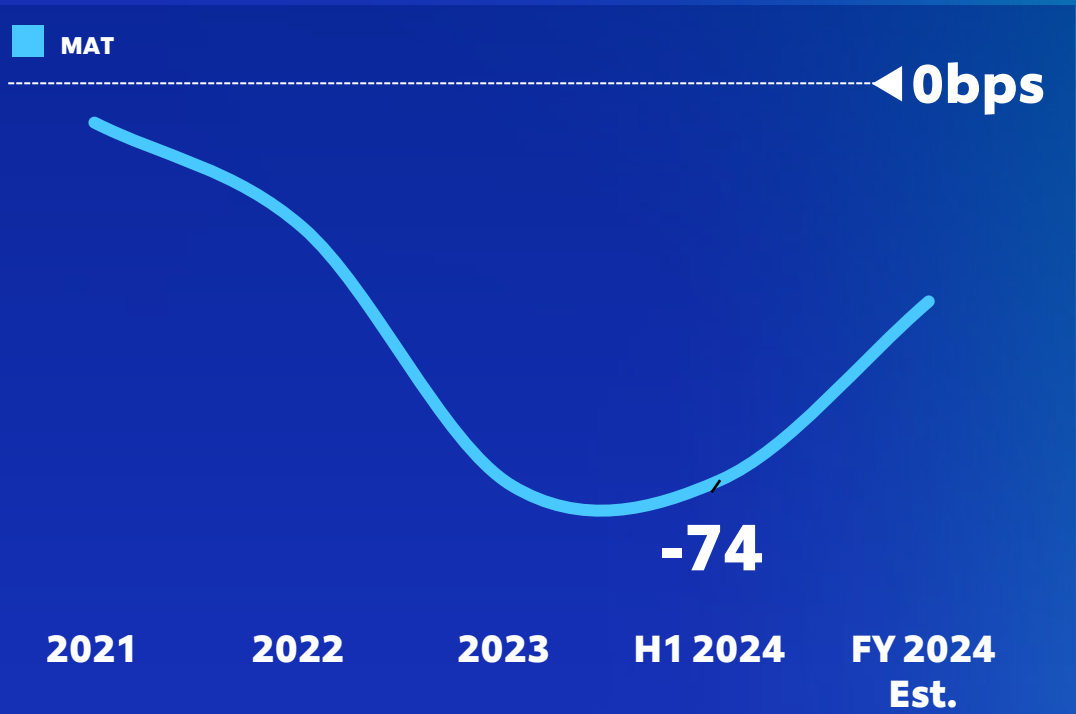


# Market shares are sequentially improving



## Market Share

TO weighted MAT value share (bps)

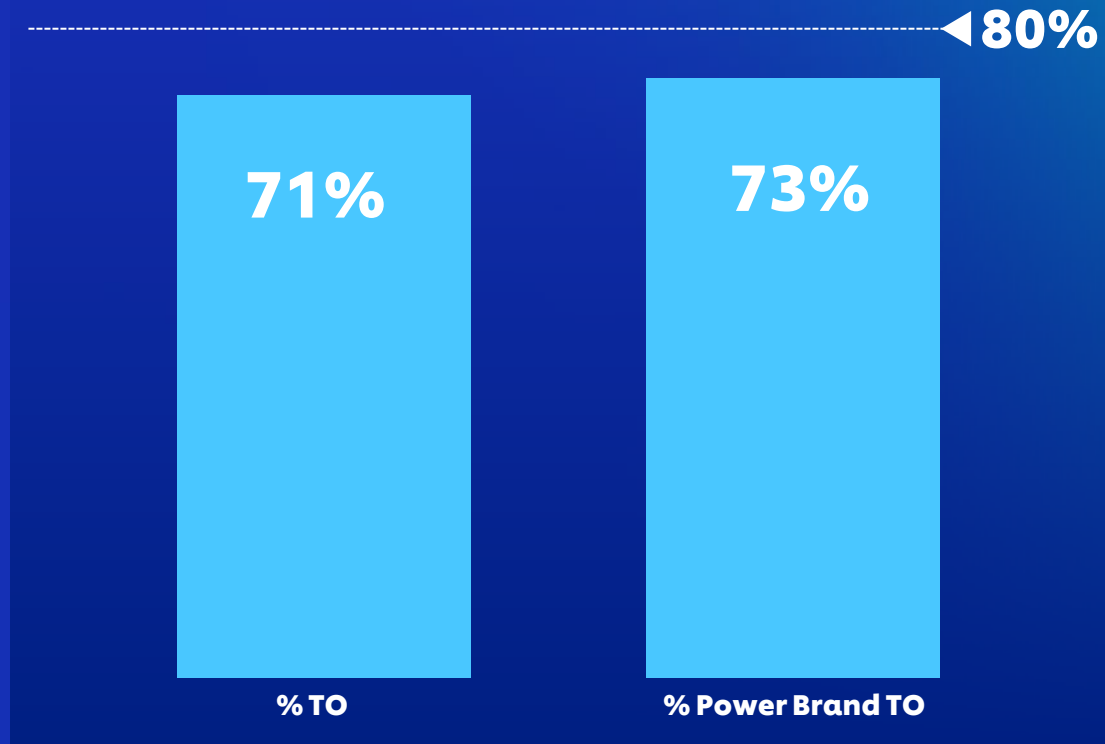


- 1 Covers <70% of turnover, **excluding unmeasured, fast-growing cells**; e.g. Prestige, Wellbeing, & UFS
- 2 **H2 sequentially improving as planned**, but not to positive share yet
- 3 **Aim to return to positive in FY 2025**

# But... we have more to do to win consistently

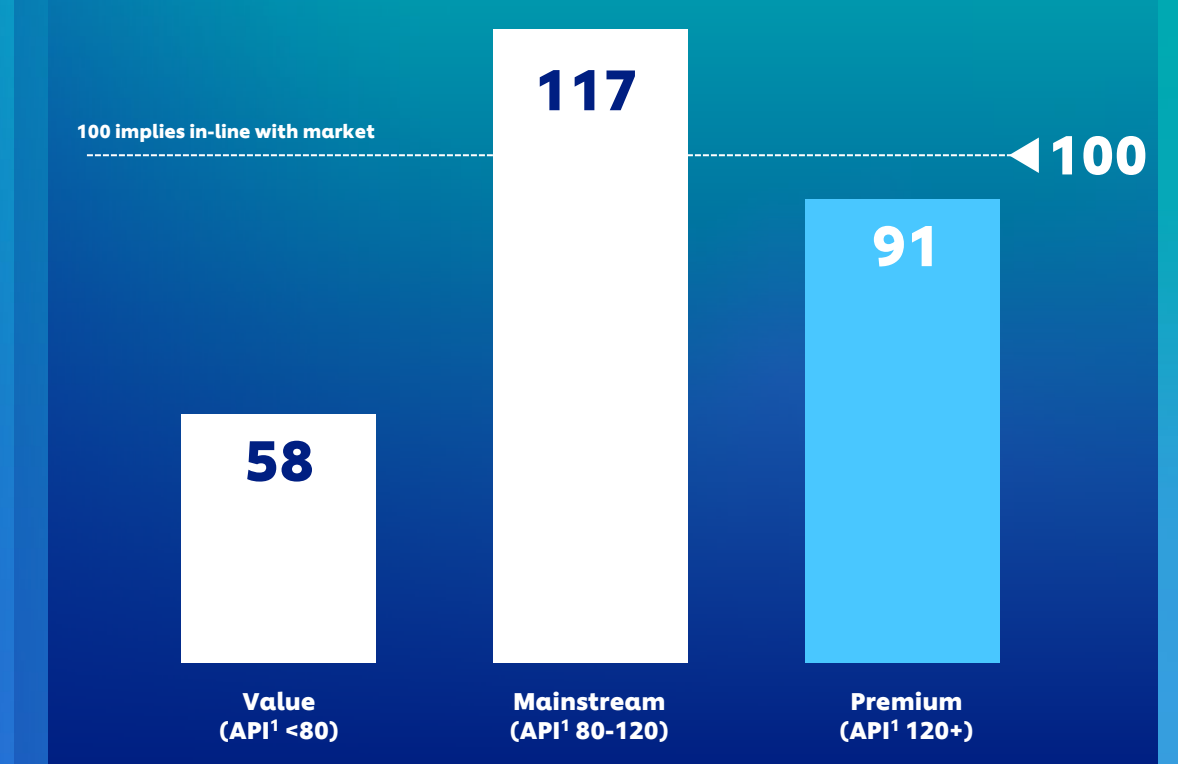
## Close the gap in unmissable brand superiority

Unilever % superior to eyeball competition



## Strengthen our premium portfolio

Unilever price tier vs. market fair share (indexed), MAT June '24



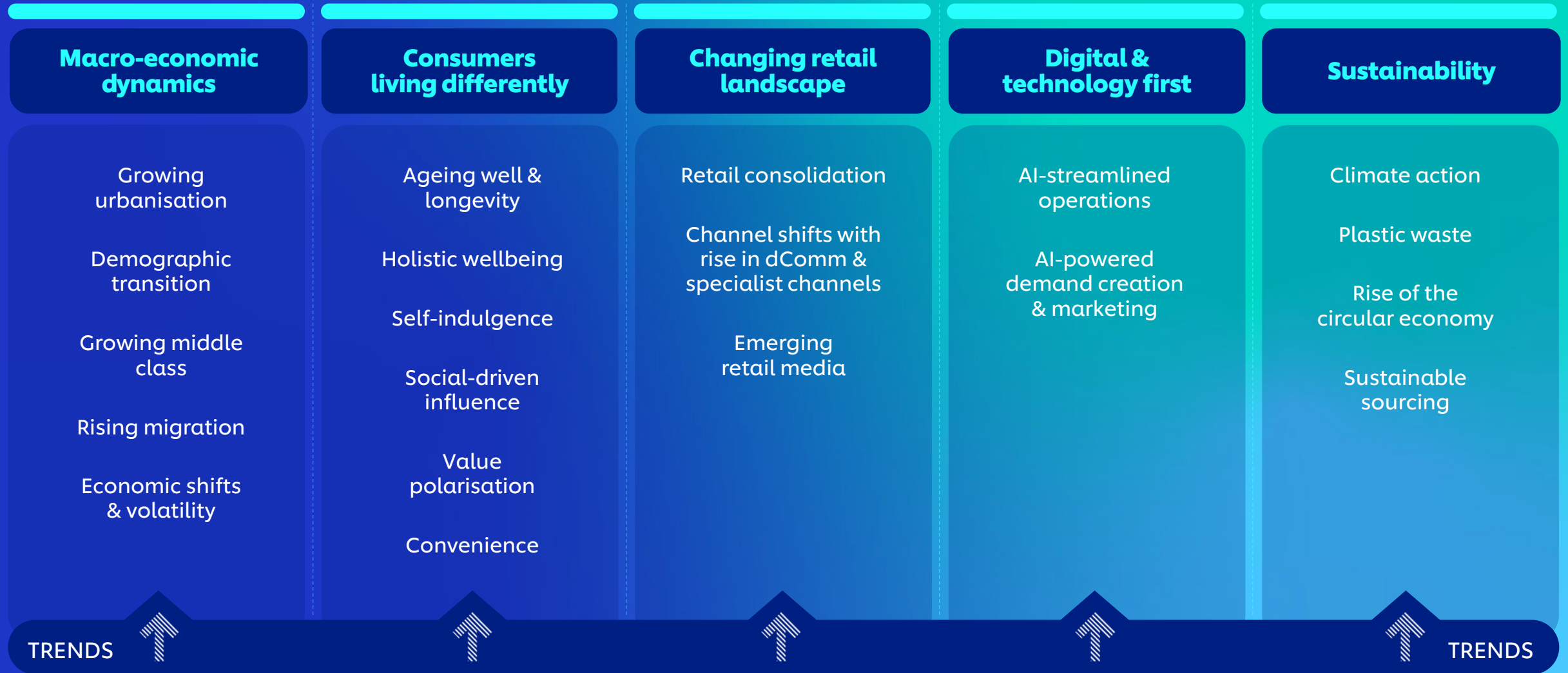
Source: Unilever financial data; Unmissable Brand Superiority across >200 cells with available data, Unilever price tier data per Nielsen, 1) API = Average Price Index  
Note: Price tier & channel data excludes food solutions, Wellbeing and Prestige, and OOH Ice Cream



## **Building for consistent, higher performance**

- 1** Fewer things, done better, with greater impact
- 2** Scaling our strengths and replicating our successes
- 3** Stepping up areas of underperformance
- 4** Shaping a winning culture

# Evolving global trends inform our strategy



# Our 2030 strategy builds on progress we've made with the GAP



**Building on  
the Growth  
Action Plan:**



# OUR GROWTH ACTION PLAN 2030

**PURPOSE:** BRIGHTEN EVERYDAY LIFE FOR ALL

**GOAL:** DELIVER BEST-IN-CLASS PERFORMANCE WITH MARKET-MAKING, UNMISSABLY SUPERIOR BRANDS

STRATEGY

**FOCUS**

**EXCEL**

**ACCELERATE**

SUSTAINABILITY

**SUSTAINABILITY** /  /  /  / 

CULTURE

**OUR WINNING CULTURE**

**Our strategy begins with a renewed purpose that places consumers at the heart of everything we do**



**Brighten  
everyday  
life for all**



# OUR GROWTH ACTION PLAN 2030

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# FOCUS

- **4 BUSINESS GROUPS**
- **30 POWER BRANDS**
- **24 TOP MARKETS**



Unilever

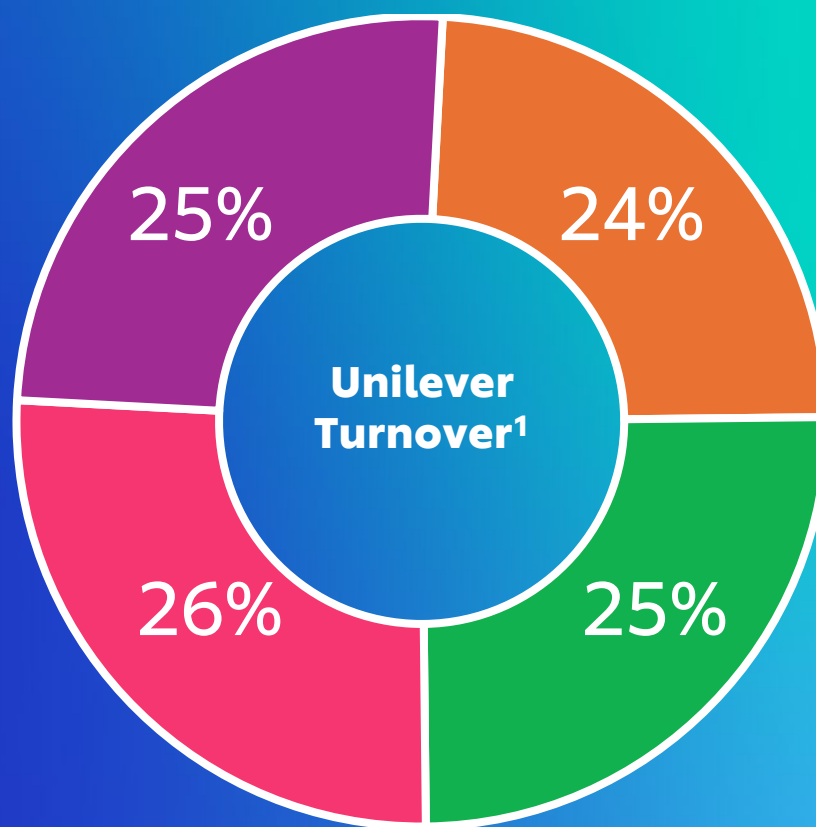
# A focused portfolio across 4 Business Groups

## Beauty & Wellbeing

Hair Care  
Skin Care  
Wellbeing<sup>3</sup>  
Prestige Beauty

## Personal Care

Deodorants  
Skin Cleansing  
Oral Care



Ice Cream separation by end 2025

## Home Care

Fabric Cleaning  
Home & Hygiene  
Fabric Enhancers

## Foods<sup>2</sup>

Cooking Aids + Mini-meals  
Condiments  
Unilever Food Solutions  
India Foods

Source: 1. TO size as of 9M 2024 excluding Ice Cream 2. Foods previously referred to as Nutrition. 3. Health and Wellbeing (H&W) renamed to Wellbeing

# Market making, unmissably superior Power Brands

Drive majority of turnover (>75%) and profit growth

Can be scaled globally or regionally

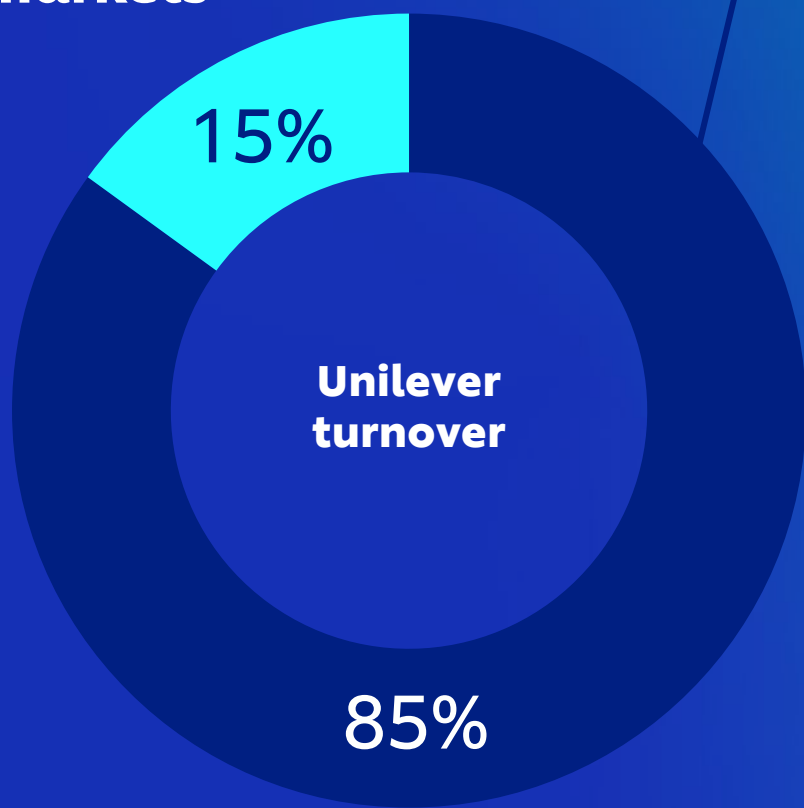
Where we focus first



# Market segmentation to deliver focus and impact

1UL markets

Top 24 markets



Top 24 markets – End-to-end category expertise

North America



Europe



Latin America



India



North Asia



Indonesia



Greater Asia



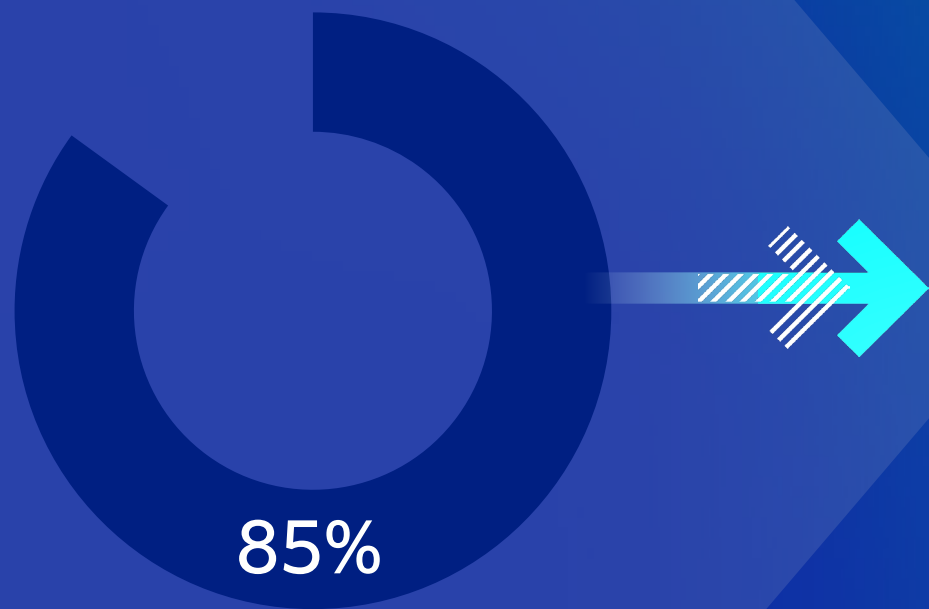
PTAB



**1-Unilever markets** - scale & simplicity for smaller markets (100+)

# Top 24 markets run by Business Groups

## Top 24 Markets

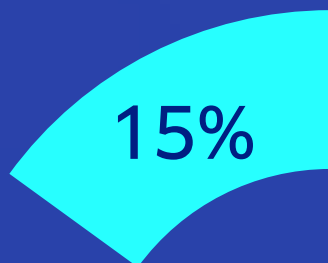


## Strategic approach

- 1 Designed to **deliver BG strategies**
- 2 End-to-end **category focus**
- 3 **Dedicated customer teams** for each BG
- 4 **Resources prioritised in-market**

# Smaller markets organised to benefit from scale

## 1UL Markets



## Strategic approach

- 1 Ruthless **portfolio prioritisation**
- 2 In-market **demand creation & execution**
- 3 **Competitive** cost base & **streamlined** operations

# Our Focus approach enables effective prioritisation of key opportunities



Double-down in India



Accelerate & internationalise Prestige and Wellbeing



Premiumise and accelerate the United States



Grow select emerging market powerhouses



Shift portfolio to premium in Europe



# Our Focus approach enables effective prioritisation of key opportunities



Double-down in India

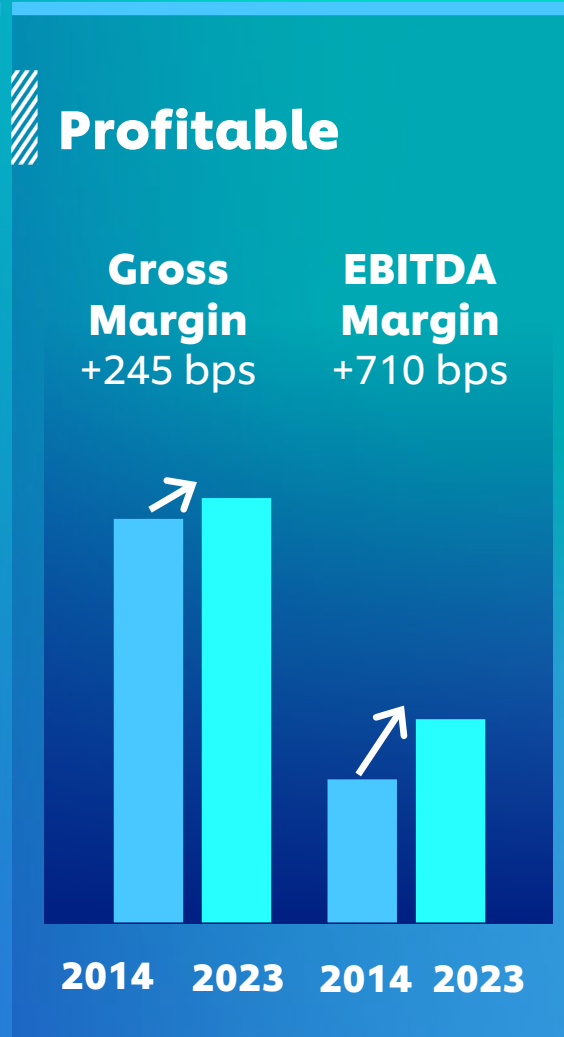


# Hindustan Unilever delivered robust performance over the last decade

→ **9 in 10** households in India use 1+ Unilever brands

→ **>85%** of portfolio in leadership position

→ **80%** superior in Unmissable Brand Superiority



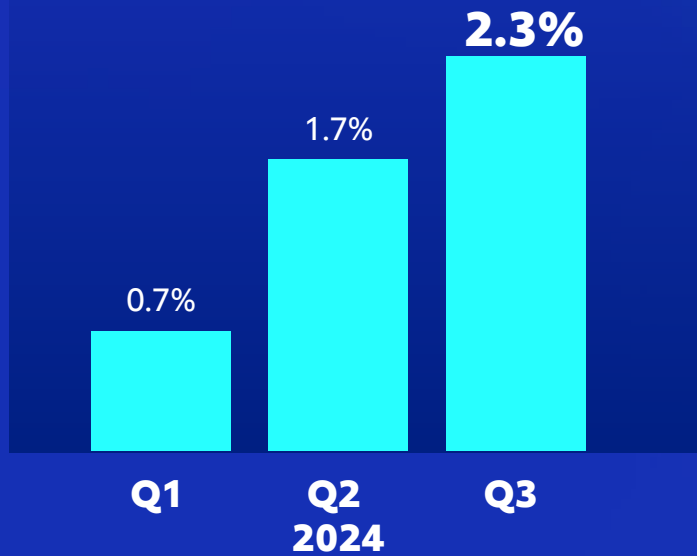
Source: "Leadership position" includes turnover with #1 market share positions; % superior in assessed turnover; December 2023 MAT Market Share



# In 2024, we're driving competitive growth as we navigate ongoing volatility in commodity prices

## Improved Growth

USG



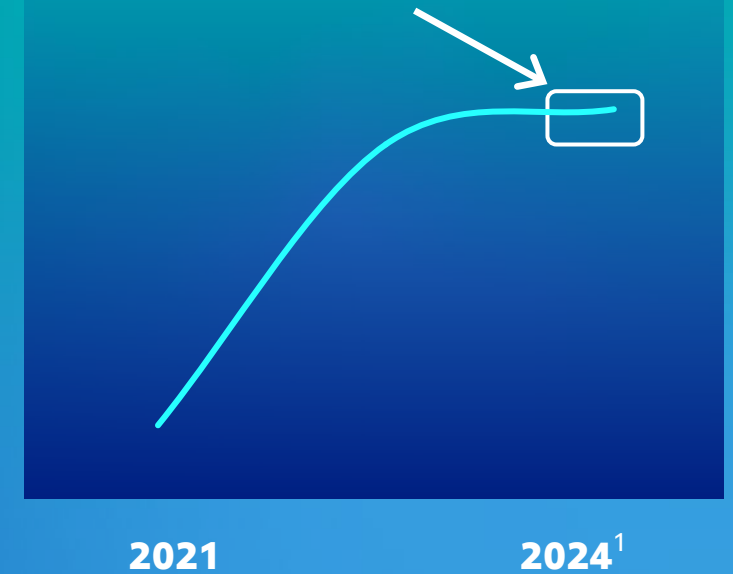
## Gross Margin Expansion

**+120 bps**

YTD gross margin vs 2023

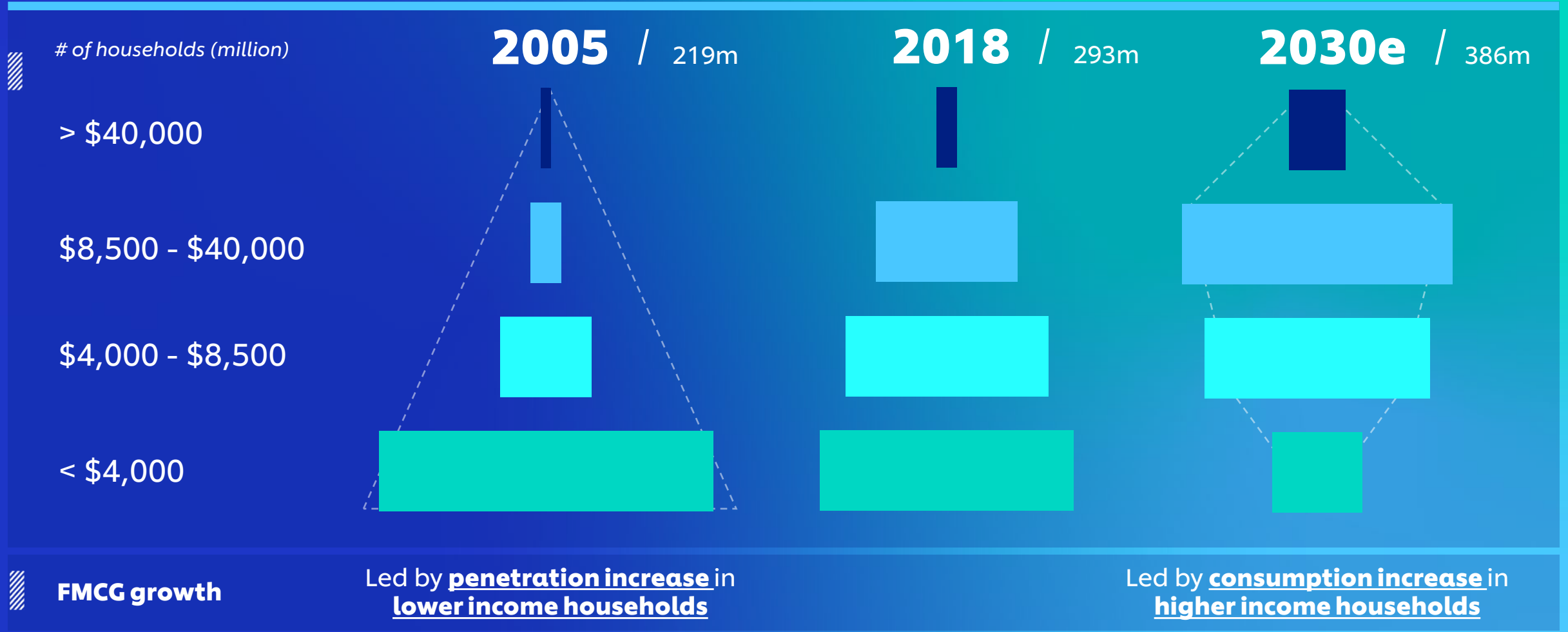
## Competitive Momentum

Winning Share Last 3 months





# In the next 10 years, India will transform, with rising household income and consumption





# We're transforming our business to further build our leadership

## Unmissably Superior Brands

➔ Reshaping our portfolio in high growth spaces

- 1 Building future formats in Beauty & Personal Care

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- 2 Market-making in Fabric Liquids & Enhancers

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- 3 Expanding condiments & mini-meals

## Premiumising the Portfolio

➔ Science-led innovation across our largest brands



## Digitising the Value Chain

➔ AI powered operations from demand generation to supply

- 1 Accelerating dComm through social 1<sup>st</sup> demand generation

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- 2 Unlocking further potential in DT (e.g. Shikhar B2B app)

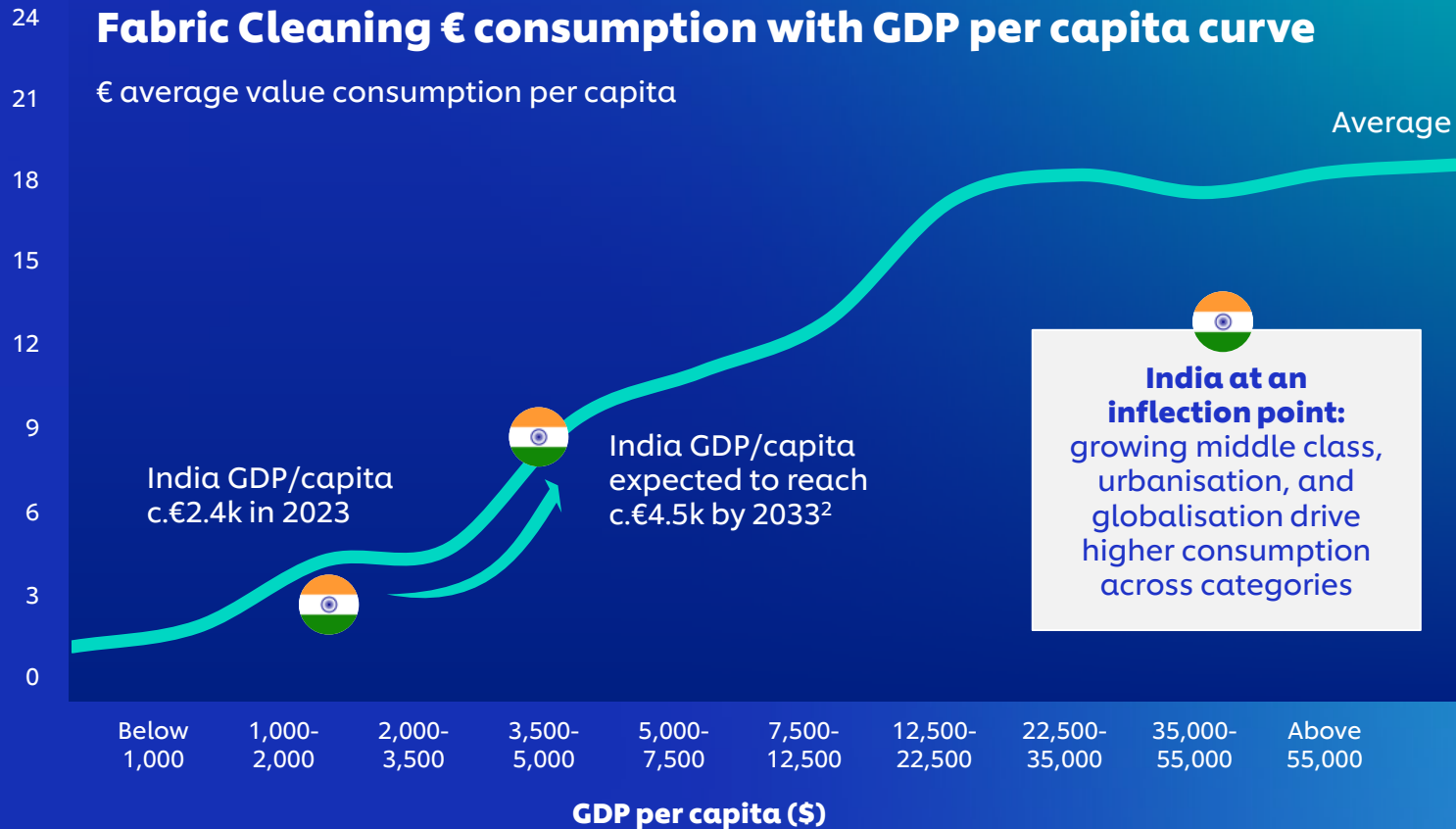
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- 3 Digitising our supply chain for more agility & resilience



# Well positioned to lead growth as consumption increases

Example



c. **85%**

Estimated increase in India GDP per capita from 2023 to 2033



c. **€8**

Estimated per capita consumption upside in Fabric Cleaning

**>€2bn+**

10Y TO upside in UL India Fabric Cleaning



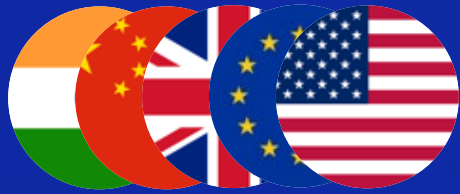
Seen before:

c. **€9**

per capita consumption increase in Philippines Fabric Cleaning since 2008 from similar GDP starting point



# Our Focus approach enables effective prioritisation of key opportunities



Accelerate & internationalise  
**Prestige and Wellbeing**



# Prioritising investments in Prestige and Wellbeing

## Strategic approach

- 1 US first priority for investment
- 2 Selective international expansion of Power Brands
- 3 Selective bolt-on acquisitions in the US and India

## Power Brands





# OUR GROWTH ACTION PLAN 2030

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# Where we will excel to drive competitiveness & market making

## Unmissable Brand Superiority



Holistic superiority across our 6Ps to drive competitiveness

## Multi-year Scalable Innovations



Superior science & technology deployed with consistency

## Premiumisation



Elevate the core, scale premium brands & rotate portfolio

## Social First Demand Generation



Embedding our brands in culture to generate demand and conversion

## Growth Channels



Strengthen execution with key retailers & close the gap in fast growing channels

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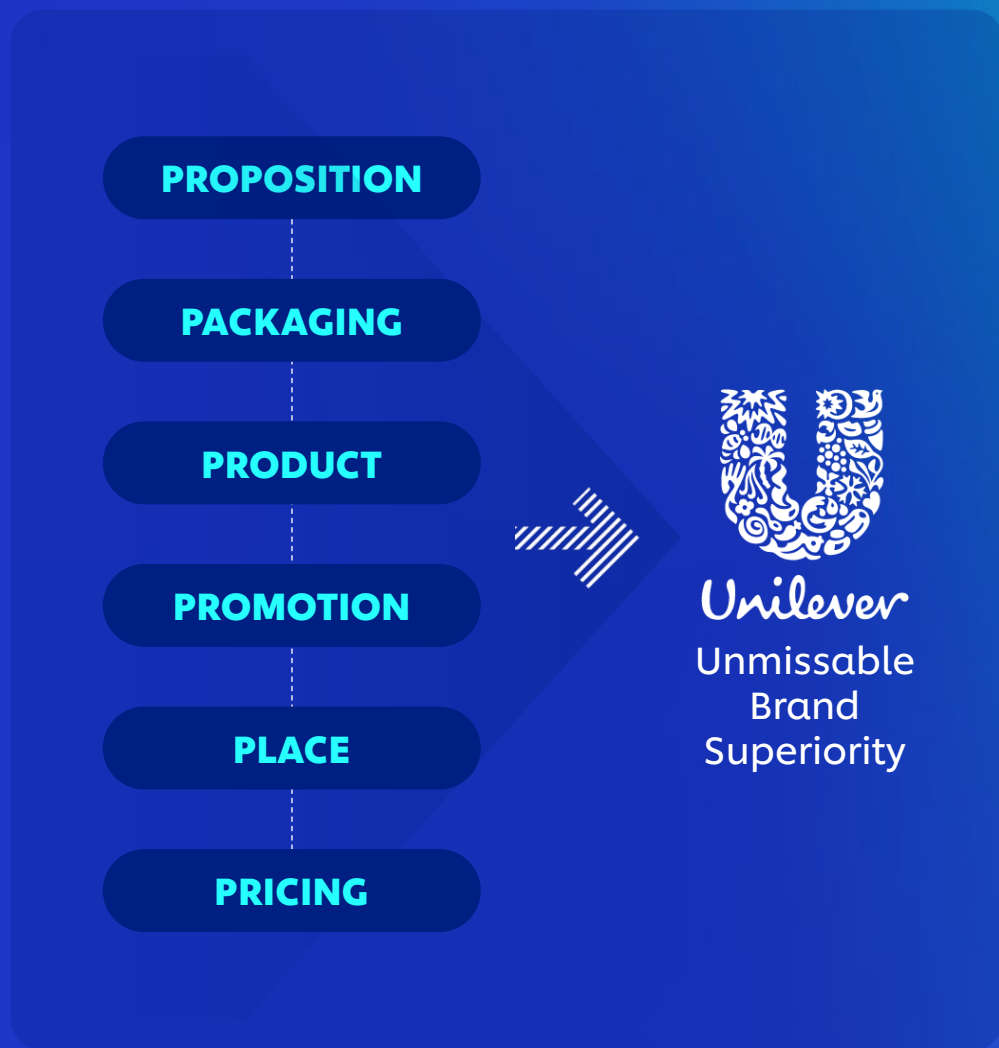
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# Unmissable Brand Superiority evaluates holistic consumer experience



21

Input metrics for **root cause analysis of competitive performance**



**Market and proprietary**  
Unilever data



Bespoke weighting of the 6Ps at country / category "cell" level **by brand**



**Action-oriented**, continuous tracking

# Differentiated proposition & superior pack identified for improvement

UBS measure	Trajectory (2024 vs 2023)
PROPOSITION	●
PACKAGING	●
PRODUCT	↑
PROMOTION	↑
PLACE	↑
PRICING	↑



## Imperative to step up

**1 Superior Proposition**  
 Enhancing innovation and differentiation behind scalable multi-year platforms, led by science & technology

**2 Superior Packaging**  
 Upgrading and upskilling talent, integrating design and cross-functional teams, improving premium pack testing

# Example: Hellmann's Brazil



## BEFORE



### PROPOSITION

### PACKAGING

### PRODUCT

### PROMOTION

### PLACE

### PRICING

21 METRICS	
Ad quality	
Ad relevance	
Brand lift	
Brand awareness	
Brand recall	
Brand preference	
Brand loyalty	
Brand equity	
Brand health	
Brand strength	
Brand vitality	
Brand value	
Brand visibility	
Brand awareness	
Brand recall	
Brand preference	
Brand loyalty	
Brand equity	
Brand health	
Brand strength	
Brand vitality	
Brand value	
Brand visibility	

## Actions

- 1 Address consumer demand** for squeezable pack format
- 2 Add superior flavour and premium innovation**
- 3 Own the seasons** via collaboration with the National Basketball Association

## AFTER



# Where we will excel to drive competitiveness & market making

**Unmissable  
Brand  
Superiority**



Holistic  
superiority  
across our  
6Ps to drive  
competitiveness

**Multi-year  
Scalable  
Innovations**



Superior science  
& technology  
deployed with  
consistency

**Premiumisation**



Elevate the core,  
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brands & rotate  
portfolio

**Social First  
Demand  
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Embedding our  
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to generate  
demand and  
conversion

**Growth  
Channels**



Strengthen  
execution with  
key retailers &  
close the gap in  
fast growing  
channels

# Our innovation goals are premiumisation & market making

**BIGGER  
AND BOLDER**



**2x**

Innovation sales  
& project size

**UNMISSABLE  
SUPERIORITY**



**3**

Science & tech platforms  
with wide applications

**ACCELERATED  
PIPELINES**



Increased year-on-year  
R&D investment



# Leveraging our strengths & addressing gaps to drive impact

## Leveraging strengths

- superior science & technology
- focused platforms with wide applications

## Addressing gaps

- premium aesthetics, sensory & packaging
- superior fragrance & flavour

### SELECT INNOVATION EXAMPLES

#### Beauty & Wellbeing



**Hair treatments**

**TECH:** Fibreshield

#### Personal Care



**Whole body deodorant**

**TECH:** Non-Aluminium

#### Home Care



**Short cycle wash**

**TECH:** Fragrance & Pro-S technology

#### Foods



**Flavoured mayo**

**TECH:** Obelix "rich & creamy" emulsion tech

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# We are premiumising through 3 key thrusts

## 1 Elevating our core through innovation & branding

Developed Markets

Innovation in premium demand spaces



Elevated brand proposition & packaging



Innovation & market development

Emerging Markets

Powders



Liquids



Capsules



## 2 Scaling Prestige & Wellbeing

Accelerate



Internationalise



## 3 Rotating portfolio towards premium brands

Premium acquisitions



Divestments



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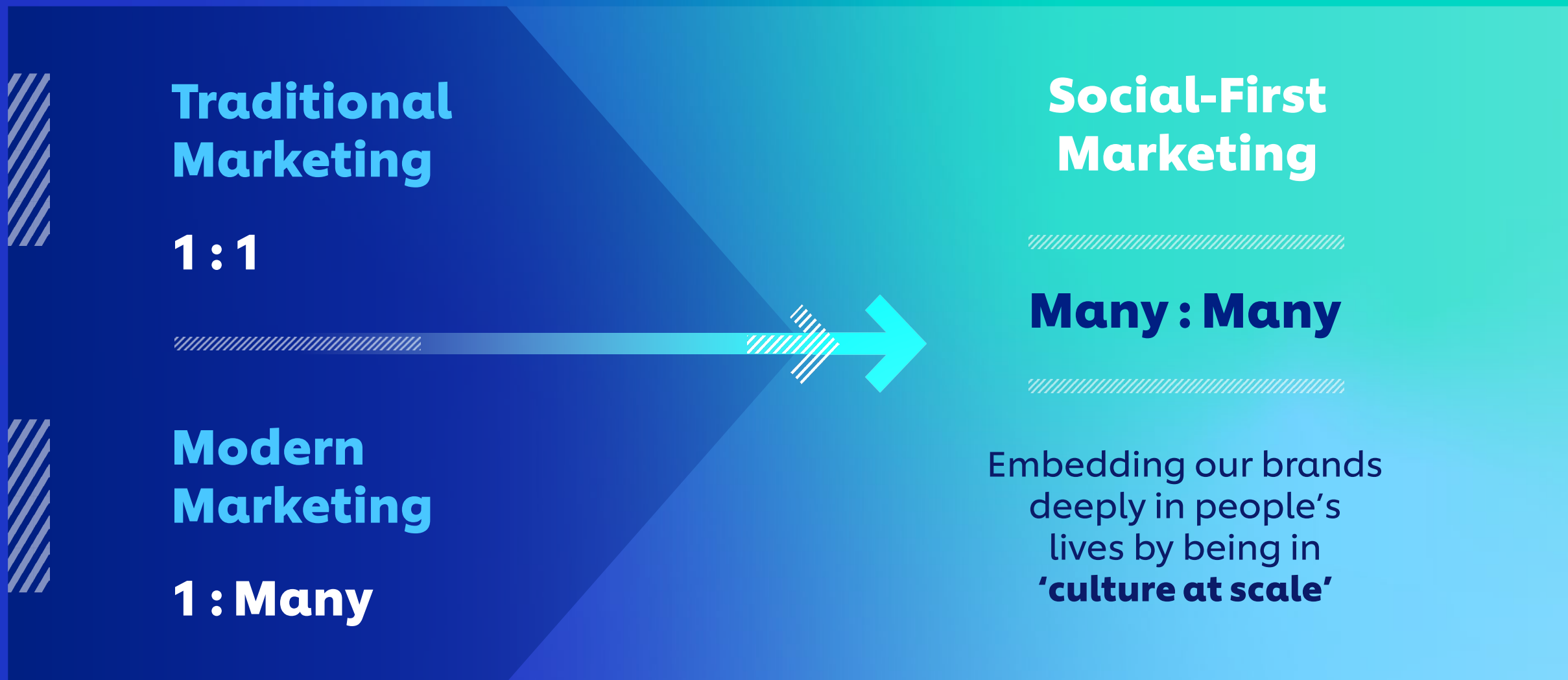
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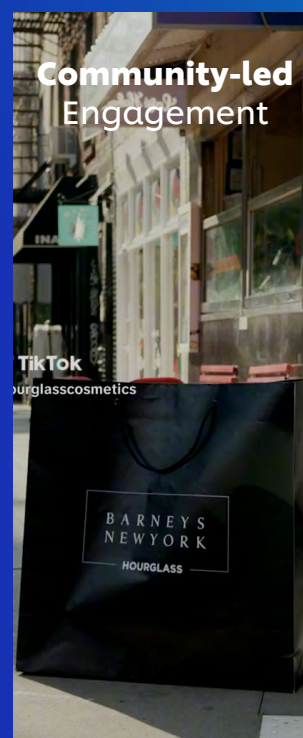
Strengthen execution with key retailers & close the gap in fast growing channels

# We are shifting to Social First demand generation



# Leveraging capabilities from our digitally native brands to adapt approach

## //// Leveraging Acquired Brand Capabilities



## //// Key Shifts

	From	To
<b>1 Content Factory</b>	<b>Insufficient</b> content and utilisation	<b>20x</b> social content + <b>90%</b> utilisation
<b>2 Media</b>	<b>30%</b> social	<b>50%+</b> social
<b>3 Insights Engine</b>	<b>Limited</b> real-time insights	<b>Integrated</b> real-time insights
<b>4 Media &amp; Content Plans</b>	<b>Inflexible</b> media & content plans	<b>Real-time</b> dynamic plans
<b>5 AI Powered</b>	<b>Manual</b> content creation	<b>AI-enhanced</b> content creation
<b>6 Talent &amp; Agency Model</b>	<b>Generalist</b> marketers & <b>siloe</b> d agencies	<b>Expert</b> marketers & <b>consolidated</b> agencies

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# We will strengthen our execution in modern & traditional trade, while investing in fast-growing channels

## Modern trade

**AI-powered**  
"perfect" store  
execution

&

**Omni-channel  
expansion**

## Traditional trade

**Digitalisation**  
for better  
sellout &  
efficiency

## dComm

**Tailored  
solutions** for  
accelerated  
growth with key  
customers

## Health & beauty

Improved  
presence in  
**specialist  
channels** with  
our premium  
portfolio



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# We are accelerating the capabilities needed for a rapidly changing world

## Science & Technology



At the forefront of discovery and application

## Lean Agile Supply Chain



Operational flexibility and resilience through automation and interconnected systems

## Net Productivity



Operational excellence through automation and efficiency

## Scaled AI



Harnessing and scaling the transformative power of AI

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# Key science & technology platforms with wide applications

## Microbiome

Examples:

- Probiotics with new benefits for Home Care
- Biome-enhancing Beauty & Personal Care
- Biome-boosting food ingredients



## Biotechnology

Examples:

- Bio-based 'Rhamnotech' superior cleaning
- Plant-based proteins for Foods
- High-value skin care for Prestige Beauty



## Next Gen Materials

Examples:

- 'GlutaGlow' 10x vit C skin antioxidant
- 'Pro-S' fast acting laundry care
- 'Pro-ceramides' 24hr skin barrier repair



UNDERPINNED BY DIGITAL, AI AND CUTTING-EDGE PARTNERSHIPS

# Future-fit R&D capabilities

## Digital R&D



**Digital-first R&D,** powered by AI, for new and faster discovery

## Fragrance



Investing **€100m** to build a new fragrance creation house within Unilever

## Packaging



Stepping up premium packaging & achieving sustainability goals

## Partnerships



Accelerating models of discovery with partnerships at the cutting edge of science

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At the forefront of discovery and application

## Lean Agile Supply Chain



Operational flexibility and resilience through automation and interconnected systems

## Net Productivity



Operational excellence through automation and efficiency

## Scaled AI



Harnessing and scaling the transformative power of AI

# Net productivity that truly impacts the P&L; we're delivering in 2024 & building on this for consistent results in 2025+

## Procurement interventions

~1%

Material cost savings p.a.  
vs market inflation

## Production & logistics

-2%

Cost per unit reduction p.a.

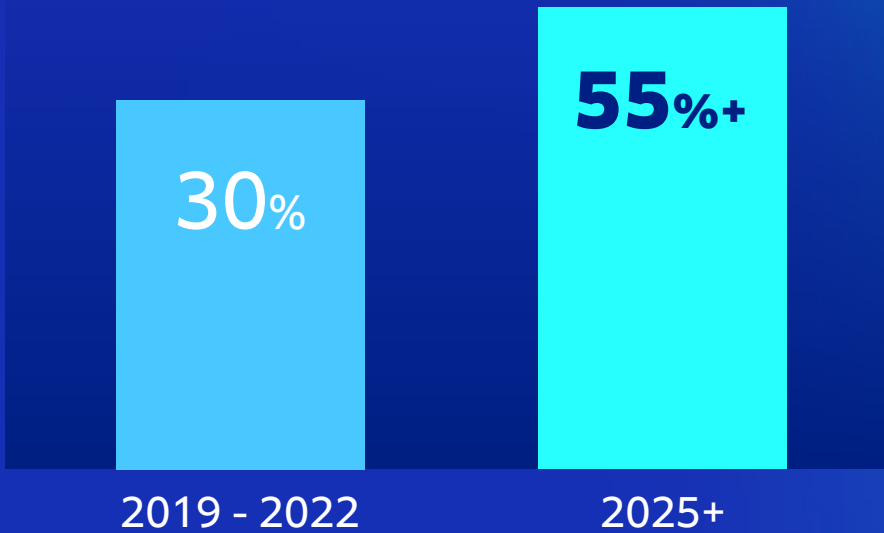


# Increasing capex for productivity and driving network transformations

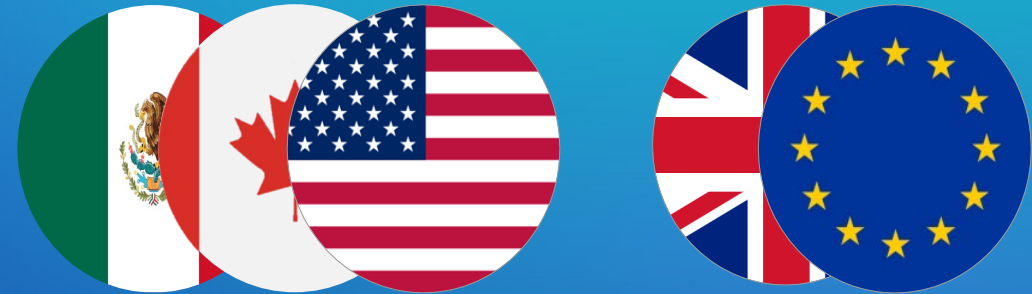


## Lean Supply Chain & Net Productivity

% supply chain capex on net Productivity



## Key Network Transformations



# We are accelerating the capabilities needed for a rapidly changing world

## Science & Technology



At the forefront of discovery and application

## Lean Agile Supply Chain



Operational flexibility and resilience through automation and interconnected systems

## Net Productivity



Operational excellence through automation and efficiency

## Scaled AI



Harnessing and scaling the transformative power of AI

# Scaled AI investments will power Unilever today & tomorrow

## 6 big tech, data & AI investments



## 3 foundational priorities

**Demand Creation**  
for growth

**Net Productivity**  
for savings

**Foundations**  
for resilience

- 1 Customer centric approach
- 2 Unmissable marketing
- 3 Digital R&D

- 4 Autonomous factories
- 5 AI-enabled procurement
- 6 Optimised fulfillment capabilities

- 1 Integrated data
- 2 ERP & tech ecosystem
- 3 Cyber security resilience

# OUR GROWTH ACTION PLAN 2030

**PURPOSE: BRIGHTEN EVERYDAY LIFE FOR ALL**

**GOAL: DELIVER BEST-IN-CLASS PERFORMANCE WITH MARKET-MAKING, UNMISSABLY SUPERIOR BRANDS**

STRATEGY

FOCUS

EACEL

ACCELERATE

SUSTAINABILITY

SUSTAINABILITY



CULTURE

OUR WINNING CULTURE

# Sustainability is central to what Unilever stands for

2010

UNILEVER  
SUSTAINABLE  
LIVING PLAN



**Setting long-term ambitions**  
to transform our business

2020



**Embedding & integrating**  
across business & value chains


2024



**Greater focus, for higher impact**  
& accelerated delivery

# We are committed to deliver 15 sustainability targets

## Climate


Towards net zero emissions 

By 2030...

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- 100%** Reduction in **Scope 1 & 2 GHG** vs. 2015
- 42%** Reduction in **Scope 3** energy & industrial GHG vs. 2021
- 30.3%** Reduction in **Scope 3** forest, land & agri GHG vs. 2021

## Nature


Protect and regenerate nature 

By 2030...

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- 1M** Hectares of **regen. agriculture**
- 1M** Hectares of **natural ecosystems**
- 95%** Key crops **sustainably sourced**
- Zero** **Deforestation** linked to SC (maintain as today)
- 100** **Water stewardship** programmes

## Plastics

Work to end plastic waste 

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- 40%** **Virgin plastic** reduction by 2028 (vs. 2019)
- 100%** **Reusable, recyclable, compostable packaging** by 2030 (rigids) & 2035 (flexibles)
- 25%** Packaging uses **recycled plastic** by 2025

Plastic **collected & processed > packaging sold** by 2025

## Livelihoods

Enhance livelihoods for people in our value chain 

By 2026...

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- 50%** Suppliers signed **'Living Wage' Act**
- 250k** **Small farmers** in our supply chain **access livelihood programmes**
- 2.5m** **SMEs** in retail value chain **grow their business**

Supported by €1 billion **Climate & Nature Fund**

Underpinned by our continued commitment to **Human Rights and Equity, Diversity & Inclusion**

# Our strategy for accelerating delivery is based on three principles



# 1

**Drive delivery** against our sustainability goals



# 2

**Advocate** for policy & systems change



# 3

Capitalise on our sustainability strength with **key retailer partners**



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# We are shifting behaviours to revitalise and shape our winning culture

## Values



Pioneering  
Respect  
Integrity  
Responsibility

## People



Best talent  
Inclusive leaders  
Truly diverse  
Most engaged

## Behaviours



Care deeply  
Focus on what counts  
Stay three steps ahead  
Deliver with excellence

# We will drive performance with more edge

## ////// New Behaviours

////// **CARE DEEPLY** 

////// **FOCUS ON WHAT COUNTS** 

////// **STAY THREE STEPS AHEAD** 

////// **DELIVER WITH EXCELLENCE** 

## ////// Key Shifts

- 1 Upgrade goals aligned to Gap 2030
- 2 Higher standards of assessment for top talent
- 3 Improve performance & development at scale
- 4 Greater transparency & evaluation of performance versus competition

# Reward is now linked more closely to performance, with further to go

## Implemented

- 1** Directors' remuneration policy better aligned with shareholder interests

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- 2** Greater line of sight & differentiation for employees

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- 3** Streamlined & systematised individual goal setting

## Underway

- 1** Simplified annual incentives for employees designed to reward out-performance

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- 2** Policy and programmes to cultivate best talent and address underperformance

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- 3** Engagement of employees in the growth potential of Unilever

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**FOCUS**

**EXCEL**

**ACCELERATE**

SUSTAINABILITY

**SUSTAINABILITY** /  /  /  / 

CULTURE

**OUR WINNING CULTURE**

# OUR GROWTH ACTION PLAN 2030

**PURPOSE: BRIGHTEN EVERYDAY LIFE FOR ALL**

**GOAL: DELIVER BEST-IN-CLASS PERFORMANCE WITH MARKET-MAKING, UNMISSABLY SUPERIOR BRANDS**

STRATEGY

## FOCUS

30 Power Brands  
24 Top Markets

## EXCEL

Unmissably Superior Brands  
Social First Demand Creation  
Multi-year Scalable Innovations  
Premiumisation  
Growth Channels

## ACCELERATE

Science & Technology  
Lean Agile Supply Chain  
Net Productivity  
Scaled Artificial Intelligence

SUSTAINABILITY



### Climate

Towards Net  
Zero emissions



### Nature

Resilient and regenerative  
ecosystems



### Plastics

Work to end  
plastic waste



### Livelihoods

Enhanced livelihoods for  
people in our value chain

CULTURE



### Values

Pioneering, Respect,  
Integrity, Responsibility



### People

Best talent, Inclusive leaders,  
Truly diverse, Most engaged



### Behaviours

Care deeply, Focus on what counts,  
Stay three steps ahead, Deliver with excellence