

Madhavi Purohit

Interim Chief Quality Officer, Unilever

Personal Care Global Quality Head, Unilever



Unilever

2024 turnover

€61bn

3.4bn

people use our products every day

190

countries where our products are sold

58%

of turnover from our emerging markets

100%

cloud -based



Unilever Supply Chain at a glance

Number of SKUs

66k

280

factories operated by Unilever

16

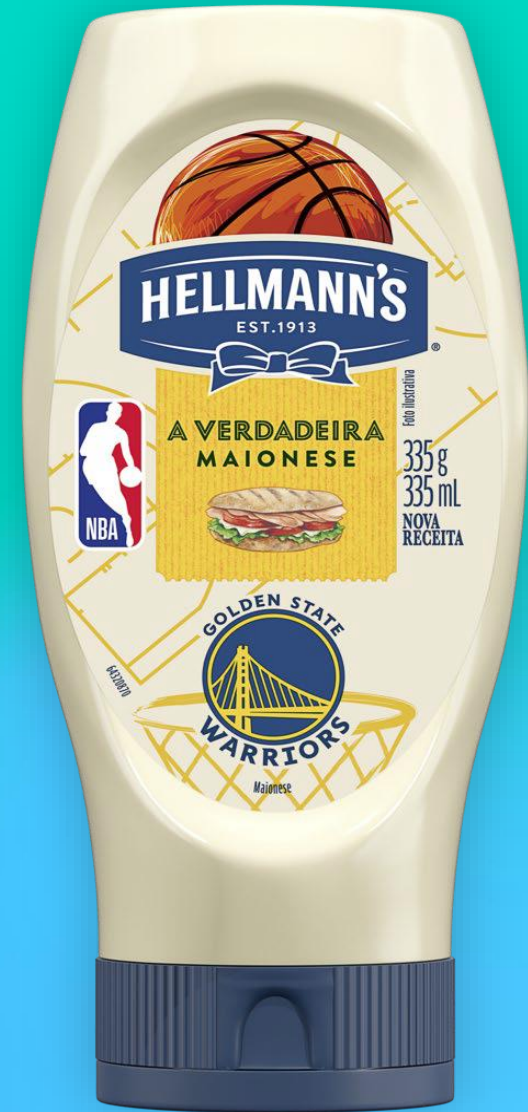
agentic AI bots in customer operations

**Gartner
Masters**

6th year in a row

97,5%

Deforestation free



Making many of the world's favourite brands



Challenges facing the food industry...

Multiple factors increasing the level of food safety risk we need to manage



Economic Pressures



Geopolitical Impacts



Supply Chain Disruption



Supply Chain Complexity



Climate Change



Sustainability



Pathogens in 'low risk' Foods



Emerging Food Borne Pathogens

Challenges facing the food industry...

At the same time, food safety standards and expectations are increasingly stringent



Regulations in some markets are increasingly stringent



Detection/analytical capabilities are improving



We have to be able to act fast, on a global scale...

Key facts for our **Ice cream** and **Nutrition** businesses:

Diverse portfolio including dressings, scratch cooking aids, functional nutrition, healthy snacking, plant-based meat, tea and ice cream

3,000+

Raw material suppliers



150+

Markets



100+

In-house manufacturing locations



300+

External manufacturing partners



Unilever Quality Strategy

Enable business growth by ensuring consumer safety & delivering Unmissable Superiority to brighten customer & consumer experiences every day

Standards

Keep Strengthening fundamentals of Quality

Digital

Accelerate Transformation with technology & digital

Culture

Embed consumer obsession, passion and ownership for quality

People

Nurture talent to craft the leaders and workforce of the future

Unmissable Brand Superiority

SAFE PRODUCTS always



Digital transformation is essential for us to successfully navigate these challenges.



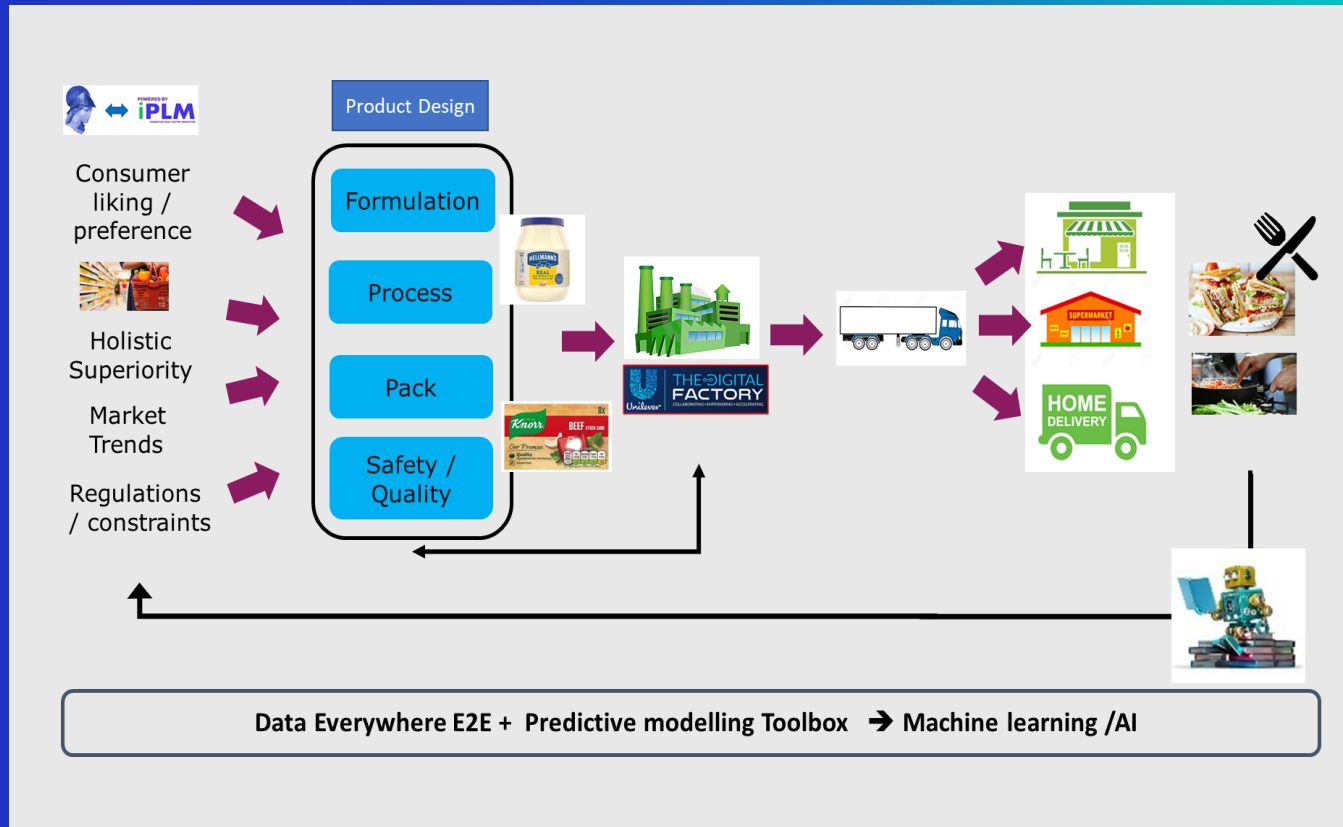
Our vision: a fully digitised end-to-end value chain



Some examples of what we are doing in Unilever



Innovation: Modelled Innovation to Protect our Consumer Safety



Reducing Food Safety Risk in Product Innovation



Raw Materials Supply: Using Data Analytics for Predicting Material Risk....

We use a range of tools and data sources to help us with early detection / prediction of risks



FOODAKAI
The food risk intelligence platform that predicts food safety risks to inform the right preventive measures.



Hazard	Current year's incidence	Next year's incidence	Tendency
antibiotics	201	211	105%
antimicrobials	127	142	112%
antifungal agents	11	10	90%
antifungal substances	21	24	114%
antiviral	14	17	121%
antiviral	14	11	78%

Pesticides
Salmonella



**Food
Industry
Intelligence
Network**



*Data
submission*

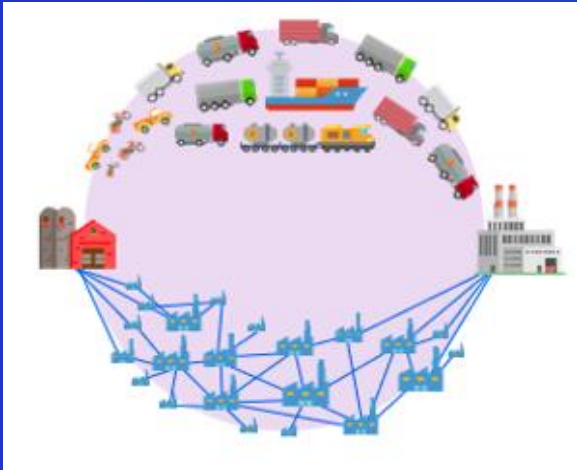


*Independent
Analysis*



Reporting

Traceability and transparency play crucial roles in ensuring food safety



Rapid Recall / Source Identification



Accountability



Preventing Fraud

Manufacturing: Unilever's first food Lighthouse Globally Recognised by World Economic Forum



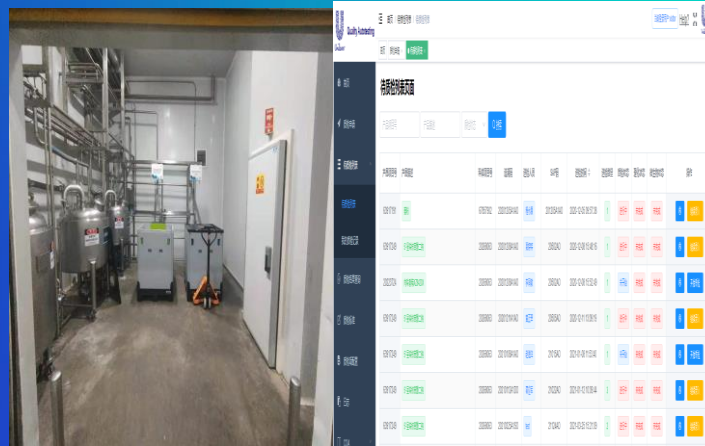
Tianjin Factory, China

Manufacturing: Multiple Digital Solution to Drive Food Safety



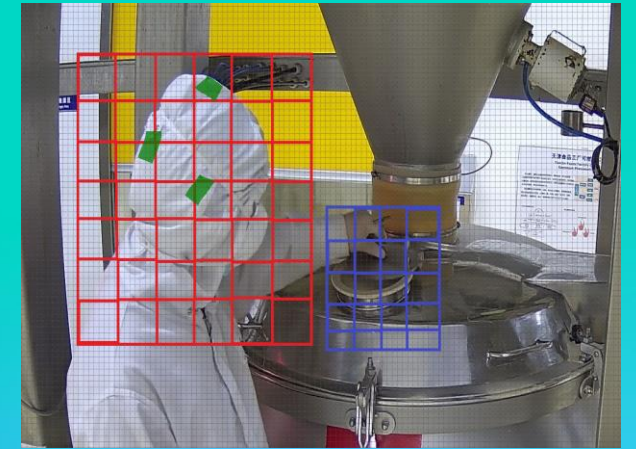
Metal Detection

Connected X-Ray & metal detectors with Production system



Key Parameter Detection

Controlled parameters with real time data connected to production system



Behaviour Check

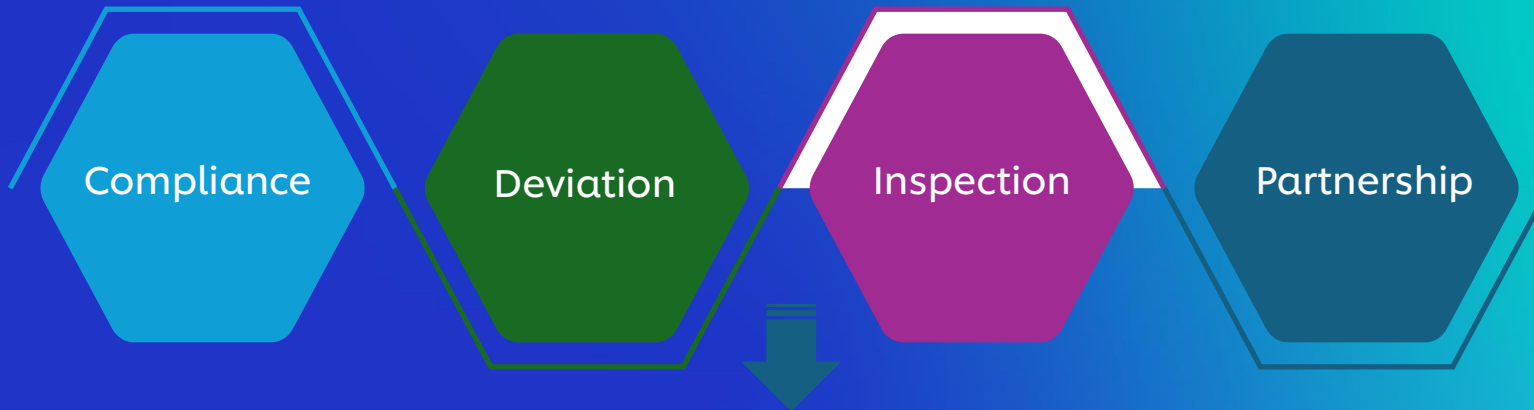
AI Driven Behaviour checks for key CCPs points – Process filter check

Tianjin Factory: Unilever's first food Lighthouse globally recognised by World Economic Forum



Given the increase in consumer demand, stringent regulations, and supply chain disruptions globally

Digital QMS Platform: An Integrated Approach to Enable Advanced Data Analytics



Leading Metrics



Artwork Digital System



Vision System



**We are consistently piloting new technologies to
accelerate our quality performance and protect our
consumers**

1 **Challenging
environment**

2 **Embracing
technology**

3 **People,
Culture and
Process**