



SUPPORTING YOU

Unilever Food Solutions
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20 March 2020

Dear Valued Operator,

With the enhanced precautionary measures being introduced in Singapore such as social distancing, it's up to us to continue serving our fellow Singaporeans in this challenging time where more people are choosing to eat-in rather than eat-out.

Unilever Food Solutions has taken necessary precautions to ensure the safety of our people while managing business continuity:

OUR COMMITMENT TO SAFETY

We want to assure you that the safety of our personnel, customers, and partners remain our priority as we continue our business operations. To mitigate potential for disruption we have implemented enhanced cleaning protocols at all sites, instituted policies and procedures to mitigate operational risk for business travel, event participation and hosting of external guests.

MITIGATION OF SUPPLY DISRUPTION

Given the speed of how the global situation of COVID19 is evolving every day, impacting not only Singapore, but globally, including the 9 countries where we source our products from, we understand that you may have some validated concerns regarding our supply chain risks. We do not expect to see any major disruptions to our supply over the next few weeks, and we are proactively taking the necessary actions to ensure adequate stock safety levels. Our sales team will continue to share stock visibility with you and alternatively, you can reach out to our Customer Service email at Info-Ufs.SG@unilever.com or WhatsApp +65 9818-6164 for any sales support or enquiries.

OUR COMMITMENT TO YOU

We assure you that we will be with you every step of the way during this difficult time. Our team has already developed [food safety and sanitation guidelines](#) that you can implement in your business. We also understand that you are experiencing low-diner traffic and in line with this, we're accelerating our support in your delivery platform so you can [attract more customers with a tastier food delivery menu](#) or [increase sales with these nutritious soups and drinks](#). For your convenience, you can continue to access our products through our [online webshop](#).

It's a tough, unprecedented situation we are facing, but we're confident we can get through it together. Let's keep our guard up, and take practical precautions to protect ourselves, our people, and our families. As always, Unilever Food Solutions is here to support you.

Be safe always,

Ivan Lu

Managing Director
Unilever Food Solutions, Malaysia & Singapore



Unilever
Food
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Support. Inspire. Progress.