



Supporting You

Dear Valued Customers,

A few weeks ago, the World Health Organization declared COVID-19 a global pandemic. The situation poses serious risks on public health, businesses, and the economy. We are one in supporting the efforts to make sure that we stay strong as a nation.

Our Commitment to Safety

- We have taken precaution to prevent the COVID-19 spread and continue protecting our employees and their families from potential exposure to the virus.
- We have suspended face-to-face interactions and events nationwide and have moved our services and support to virtual.
- Across our manufacturing sites, extensive safety protocols are in place to make sure that all our ingredients, production processes and deliveries are within Unilever stringent safety standards and measurements.

Our Commitment to You

Our goal is to be relentless in supporting you in this challenging time. By putting you, our customer, at the center of all we do, we believe that we will come out stronger together at the end. Our teams have developed useful tips and tools for Chefs and your business, such as:

- Guidelines about food safety, food delivery, and various recipes to support body immunity, which are all available in our official website www.unileverfoodsolutions.co.id and official social media accounts: Facebook UFS Indonesia & Instagram @unileverfoodsolutionsid
- Availability of our products in distributors or stores where you usually shop. As an alternative, our products can also be ordered through online (e-commerce) channels, i.e UFS Webshop (www.unileverfoodsolutions.co.id), Tokopedia, Blibli, Shopee and others.
- Customer Care Hotline can be reached through the following numbers: **0-800-1558000** or Tel: **+6221-52995299** (For mobile phone user, call rates apply), or email at UFS.Indonesia@unilever.com

It's a tough, unprecedented situation we are facing at the moment, but we are confident that we will get through it together. Let's keep our safety at the utmost priority, and take precautions to protect ourselves, our families and our people. We sincerely thank you for your trust in our products.

Together we stand.

Best Regards,

Joy Suranta Tarigan
Managing Director
Unilever Food Solutions, Indonesia



Unilever
Food
Solutions

Support. Inspire. Progress.