

The SHARES Plan

Frequently Asked Questions

If there are any inconsistencies between this document and the Rules of the SHARES Plan or other Plan documents, the Plan documents will govern.

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Section 1 - The Basics

1. What is the **SHARES** plan and how does it benefit me?

SHARES is Unilever's global employee share plan, which provides eligible employees with an easy way to save money each month to buy Unilever shares. The Company will give you **one share free** for every three you buy. **Buy 3, get 1 free!** It is an exciting opportunity for you to own part of Unilever and to make a long-term investment for your future.

If you decide to join **SHARES** you can save cash monthly from your salary. This will be used to buy Unilever shares each quarter.

At the end of each quarter, the company will award you a right to receive one free share for every three shares you purchase. You must hold on to the shares you purchase for 3 years and then the free shares are yours to keep.

2. Am I eligible to participate in **SHARES**?

Employees at Work Level 1 (including reduced hour employees) are generally eligible if they are:

- a. working in a country that has implemented **SHARES**
- b. active employees tracked in the Workday system with an email address and internet access
- c. not internationally mobile (apart from Short Term Home Based Assignments)
- d. not a contractor, intern or temporary employee (unless required to be included by local law)
- e. not excluded from participation for other reasons by the company.

If you are eligible to join **SHARES**, you will receive an invitation via email.

3. If I become eligible for **SHARES** after the enrolment period opens, can I join **SHARES** before the next annual enrolment period?

No, you will have to wait until the next annual enrolment period in November for participation in **SHARES** starting the following January.

4. How does **SHARES** work?

- Eligible employees will be invited to join **SHARES** each November.
- You can decide how much you want to save to buy Unilever shares - It is completely your choice!
- You can save between EUR 10 (minimum) to EUR 200 (maximum) or an equivalent amount in your local currency each month to purchase Unilever shares quarterly. These shares are called "Investment Shares".
- The minimum and maximum monthly contribution limits are set in Euros each year and, if appropriate, they are converted to local currency before the enrolment period opens.
- Payroll will deduct the contribution amount (in your local currency) that you decide to invest in **SHARES** from your after-tax salary (unless local law requires a different process).
- After each quarterly investment period, Unilever will award you the right to receive one Match Share for every three Investment Shares you have purchased.
- Three years after receiving the right to Match Shares, you will receive one free Unilever share for every Match Share right, provided you have not sold or transferred the Investment Shares you have purchased.
- You can opt out and stop future share purchases at any time.
- You can sell or transfer the Investment Shares that you have purchased at any time. However, if you sell or transfer them before the end of the 3-year vesting period, you will not receive free Match Shares.

5. How can I decide whether I should join **SHARES**?

The decision to participate in **SHARES** is up to you; it's entirely your choice. Because there is no way to predict the future value of Unilever shares, there is some risk. Therefore, you should carefully consider the potential risks and your personal financial situation, needs and goals.

We cannot advise you what to do. However, we can say that in effect **SHARES** allows you to purchase shares at a 25% discount. These are favourable purchase terms and this offer is only available to employees.

If you are interested in joining **SHARES**, please take the time to learn about this plan. Review these FAQs carefully, as well as other **SHARES** materials posted on the administrator website and on the Unilever **SHARES** website at www.shareinourfuture.com.

Visit the Unilever Investor Centre at www.unilever.com/investor-relations where you can find materials for investors about Unilever's performance, share price and dividend history, annual and quarterly reports, and other public notices to investors.

6. Who is the administrator and how do I contact them?

If you are located in the USA or Puerto Rico then your administrator is Fidelity. If you are located outside the USA and Puerto Rico your administrator is Computershare.

The relevant contact details and administrator websites are here:

Computershare: www.equateplus.com

Computershare Call Centre numbers, open **24/5**:

Locations	Phone Numbers
Argentina	0-800-555-4288 <i>then dial</i> 1-866-680-3582
Australia	+61 3 9415 4172
Brazil	+55 (0) 800 7621 433
China	+86 400 120 2340
Colombia	01 800 911 0010 <i>then dial</i> 1-866-680-3582
Europe	+44 (0) 344 472 6084
India	000-117 <i>wait for the beep & then dial</i> 1-866-680-3582

Israel	1809333333 wait for the beep & then dial 1-866-680-3582
Mexico	800-112-2020 then dial 1-866-680-3582
North America	+1 732 491 0758

You can also email Computershare Call Centre (in English only) at UnileverSHARES@computershare.com.

Fidelity

www.netbenefits.com/unilever

You can also contact the Fidelity Call Center at: **1-800-544-9354** to enroll. Representatives are available from 5 p.m. Sunday through midnight Friday Eastern time, excluding New York Stock Exchange holidays (except Good Friday).

Section 2 - Joining *SHARES*

7. How and when can I join *SHARES*?

Your chance to enroll in our ***SHARES*** Plan is during the enrollment period in November. If you do not enroll this year the next opportunity to enroll is expected to be in November next year.

You will receive an invitation email from the administrator, which will provide easy step-by-step instructions to activate your ***SHARES*** account and to enroll in ***SHARES***.

You can also find the most up-to-date information on ***SHARES***, including the dates for enrolment periods and other key dates, on the ***SHARES*** website at www.shareinourfuture.com.

8. Can I still join *SHARES* if I missed the enrolment period?

No. If you have missed the enrolment period for your country, your next opportunity to enrol will be next November for participation in ***SHARES*** starting the following January.

9. Can I participate in *SHARES* if I don't have internet access?

All ***SHARES*** transactions (including enrolling) are best completed on the administrator website, for which you need access to the internet via a computer, tablet, or smart phone. If you do not have a computer, tablet or smart phone, you may be able to use a company computer.

If you need assistance getting computer or internet access, you can contact your Unilever People Partner or visit [UNA Hub](http://UNA.Hub). Contact information is also provided on the ***SHARES*** website at www.shareinourfuture.com.

10. If I enrolled in *SHARES*, can I change the monthly contribution amount I elected?

You can only change your monthly contribution amount during the enrolment period each year. You can do this on the administrator website.

After the enrolment period closes, your contribution amount is fixed for the calendar year. Your next opportunity to change your monthly contribution amount is during the next annual enrolment period in November. However, you can 'opt out' of **SHARES** and stop making future investments at any time.

11. If I want to stop participating in **SHARES**, what should I do?

If you want to stop investing in **SHARES**, you can 'opt out' of **SHARES** at any time on the administrator website. If you opt out after the first of the month, your **SHARES** deductions from your salary will not stop until the following month.

After you opt out of **SHARES**, if you keep any shares you have purchased for 3 years, after the end of the 3-year vesting period, you will still get one free Match Share for every three shares you purchased (plus reinvested dividend equivalents earned on those Match Shares during the 3 years).

You can re-join **SHARES** in the future. You will be invited to enrol in **SHARES** during the next annual enrolment period in November, if you are still eligible to participate.

12. If I have already enrolled in **SHARES**, do I need to re-enrol every year?

Once enrolled and if eligible, you will be automatically re-enrolled for the same monthly contribution amount, unless the minimum and maximum contribution in your local currency has changed.

- If your current contribution amount is below the new minimum in your local currency, you will receive an email from Computershare, notifying you to enter a new monthly contribution amount.
- If your current contribution is above the new maximum in local currency it will automatically be reduced to the new maximum.

You can change the amount of your monthly contribution during the annual enrolment period every November.

13. If I am an 'Insider' on the Unilever Global Results Restricted List, do I need to obtain clearance to enrol in *SHARES*?

If you are an "Insider" on the Unilever Global Results Restricted List, you can only enrol in *SHARES* in an open period and when you are not in possession of Unilever Restricted Inside Information. Also, you need prior clearance to enrol in *SHARES*. This clearance will be obtained on your behalf by the Unilever Global Equity Team on the basis that, when you submit your *SHARES* enrolment election, you are confirming you are not in possession of Unilever Restricted Inside Information.

Section 3 - Contributing to SHARES

14. How much can I invest?

You can choose to invest between EUR 10 (minimum) to EUR 200 (maximum) per month or the equivalent in your local currency. Payroll will deduct the contribution amount that you select in your local currency from your salary, after taxes have been deducted.

Please note that in some countries, payroll deductions for this purpose are not legally permitted. In these countries, the company may require you to pay your **SHARES** contributions by other means.

You can see the monthly minimum and maximum contribution amounts in your local currency on the administrator website when you enrol or on the **SHARES** website at www.shareinourfuture.com.

Minimum and maximum contribution limits are set in Euros each year and, where appropriate, they are converted to local currency before the enrolment period opens using exchange rates on a given date published on the Unilever Controller's Department website.

To reduce the impact on **SHARES** participants, the company may decide to adjust the local currency minimum and maximum contribution amounts only where there has been a significant change from the Euro-to-local currency exchange rate previously used to set the current local currency minimum and maximum contribution amounts.

If you are paid on a weekly basis, the monthly contribution amount you select will be divided by four to calculate a weekly contribution amount, which will be deducted from your first four pay checks each month. If you are paid bi-weekly or semi-monthly, the monthly contribution amount you select will be divided by two, to calculate the bi-weekly or semi-monthly contribution amount, which will be deducted from each paycheck. If you are paid monthly, the entire contribution amount you select will be deducted from your paycheck each month.

15. How and when will I pay for my Unilever Shares?

Your contribution amounts to buy shares generally will be deducted from your salary or wages by payroll, after any taxes due have been deducted.

If you enrol in November, the first time payroll will deduct your **SHARES** contribution amount from your salary or wages will be the following January.

In countries where payroll deductions are not permitted for this purpose according to applicable laws, the company may decide to have you pay your **SHARES** contributions by other means.

16. How many shares will I purchase and how will foreign exchange rate and share price changes impact the number of shares I purchase?

The monthly contribution amount in your local currency will not change from month to month even if foreign exchange rates change.

Each month your contribution amount may need to be converted into the currency of the Unilever shares you are purchasing (i.e. GBP for Unilever PLC ordinary shares, EUR for Unilever PLC EUR ordinary shares, and USD for Unilever PLC ADR New York shares) using the closing month-end foreign exchange (FX) rates published on the Unilever Controller's Department website.

After the end of each quarter, the number of Investment Shares you purchase will equal the total share currency amount you have saved during the prior 3 months divided by the applicable Unilever share acquisition price. Because foreign exchange rates and share prices change constantly, the number of shares you will purchase at the end of each investment period will vary as well.

Your entire contribution amount will be used to purchase shares for you, and it is possible to receive fractional shares.

17. Will I be able to see my contribution savings balance and the shares I purchased?

Yes, every month your contribution amount will be posted on the administrator website – both in your local currency and converted to the Unilever share currency (GBP, EUR or USD) along with the applicable FX rates that were used to convert your monthly contribution amounts.

Please note that country payrolls may have different cut-off dates and run at different times. This means there may be a delay between when your country payroll runs and deducts your contribution amount from your salary or

wages, and when you will see your contribution amounts posted on the administrator website.

After your Investment Shares have been purchased each quarter, the administrator will post the number of shares you purchased and the applicable share price on the date your shares were purchased.

18. What if I don't have enough after-tax salary or wages in a month to cover the monthly contribution amount I selected?

There may be some months when your after-tax salary or wages will not cover the monthly contribution amount you elected. This may be due to several reasons, such as work schedule changes or unpaid personal leaves. If that is the case, as long as your after-tax salary or wages is at or above the minimum monthly contribution amount of EUR 10 (or equivalent in local currency), it can be invested in Unilever shares that month, even if it is less than the monthly contribution amount you elected.

19. What if I don't have enough after-tax salary in a month to cover the minimum contribution amount?

If you do not have enough after-tax salary or wages in a specific month to invest the minimum monthly contribution amount of EUR 10 (or equivalent in your local currency), no deductions will be made from your salary for that month.

20. Can I ask for a cash refund of the contribution amounts that were deducted from my salary or wages before shares are purchased for me?

No, it is not possible to get a cash refund.

21. What happens if I leave Unilever or I give or receive notice that I'm leaving Unilever?

Future contributions in **SHARES** will stop after you leave Unilever or, if you give or receive notice of termination for any reason. You still will own all of the shares you purchased, and any reinvested dividend shares you earned. In addition, Unilever will still give your free Match Shares to you, provided you hold the shares you purchased for 3 years.

22. What happens if I am promoted to a Work Level 2 position?

If you are promoted to a Work Level 2 position, you can continue to invest in **SHARES** until 31 December of the year you are promoted, as long as you remain in your current country.

You also have the choice to stop investing in **SHARES** whenever you want. You can opt out of **SHARES** at any time on the administrator website.

Either way – if you decide to stay in **SHARES** until year-end or if you opt out of **SHARES** sooner, as long as you keep the shares you have purchased for 3 years, then after the end of the 3-year vesting period, you still will get one free Match Share for every three shares you purchased (plus reinvested dividend equivalents earned on your Match Shares during the 3 years).

23. What happens if I transfer to another country after I have enrolled in **SHARES**?

If you are on a short-term home-based assignment, your contributions will continue as normal. For other types of assignment please see below.

After you transfer to your new country, your **SHARES** contributions will cease. However, if you keep the shares that you have already purchased for 3 years, after the end of the 3 year vesting period, you still will get one free Match Share for every three shares you purchased (plus reinvested dividend equivalents earned on your Match Shares during the 3 years).

When you transfer to another country on a short-term host based assignment, your contributions will cease while you are on the assignment, but after you permanently transfer back to your home country, starting in January, your **SHARES** contributions will automatically start up again.

If you permanently transfer to a country where we have launched **SHARES** and you are on local terms, you can re-enrol in **SHARES** during the next enrolment period.

24. What happens if I go on an unpaid leave after I have enrolled in **SHARES**?

If you do not receive salary or wages because you are on an unpaid leave of absence, you cannot continue to make contributions to purchase shares (unless applicable law requires that employees on leave be offered alternative means to pay their contribution amounts). However, your **SHARES** contributions can resume if you return to work and start receiving salary or wages again.

You will still own all the shares you purchased before your leave of absence plus any additional reinvested dividend shares you earn. Unilever will still give your free Match Shares to you, if you continue to hold the shares you purchased for 3 years.

Section 4 - My Unilever Shares and Tax Implications

25. What are shares and what does it mean to be a Unilever shareholder?

When you buy Unilever shares, you become a shareholder - one of the owners of our company. As an owner, you are entitled to receive dividends and have your vote counted at Unilever shareholder meetings. The amount of dividends you can earn and the votes you can make increases with every additional share you own.

As a company's value grows, the value of shares can grow too. Of course, the value of your shares can vary – going up or down in value – depending on several factors, including how Unilever performs and the way the stock market reacts to the company's performance, as well as market factors such as currency fluctuation.

26. How do I know what Unilever *SHARES* I own, where they are traded, and how can I track the share price for my shares?

The type of Unilever shares you receive is based on the country where you work.

You will receive either Unilever PLC or Unilever PLC EUR ordinary shares, unless you live in the U.S., Canada or Puerto Rico. Unilever PLC EUR ordinary shares (ticker symbol: UNc.AS) are traded on the Euronext Amsterdam Stock Exchange (AEX) and have a Euro share price.

Unilever PLC ordinary shares (ticker symbol: ULVR.L) are traded on the London Stock Exchange (LSE) and have a GBP share price.

If you work in the U.S., Canada or Puerto Rico, you will receive Unilever PLC ADR New York shares (ticker symbol: UN), which are traded on the New York Stock Exchange (NYSE) and have a USD share price.

You can also find the share type for your county on the **SHARES** website at www.shareinourfuture.com.

You can track Unilever share performance over time at the Unilever Investor Centre website at <http://unilever.com/investorrelations>. You can access the

Investor Centre website from the Unilever **SHARES** website at www.shareinourfuture.com.

27. What are Investment Shares and when will I receive them?

The contribution amounts you invest in **SHARES** each month are used to purchase Investment Shares quarterly. These shares will be added to your account at the end of the month following each quarter end in April, July, October and January.

Investment Shares are yours to keep. You can sell or transfer them whenever you want, but if you sell or transfer them before the end of the 3-year vesting period, you will not receive the corresponding free Match Shares.

Your Investment Shares will immediately have all the rights and privileges of a Unilever shareholder, including the right to receive dividends and to vote.

28. What are Match Shares and when will I receive them?

After the end of each quarterly investment period, the company will award you rights to Match Shares. For every share or partial share you purchase, you will receive Match Shares equal to one-third of the number of Investment Shares you purchase.

Three years after your Match Share rights were awarded, you will receive one free Unilever share for every Match Share right, provided you have not sold or transferred the Investment Shares you have purchased during the 3-year vesting period.

Even if you leave Unilever before the end of the 3-year vesting period, as long as you hold your Investment Shares for the 3-year vesting period, you will receive your free Match Shares.

29. What does 'vest', 'vesting date', and 'vesting period' mean?

You will be entitled to receive free Match Shares when your Match Shares **'vest'** on the **'vesting date'**. You must hold the Investment Shares you purchase during the 3-year **'vesting period'** in order to receive your Match Shares. The **'vesting date'** is the date your Match Share rights become actual shares that are yours to keep. The **'vesting date'** is the third anniversary of

the Match Share award date, which is the date each quarter when you were awarded your Match Share rights based on the number of Investment Shares you purchased at the end of the quarter. The '**vesting period**' is the period of time from the award date until the '**vesting date**'.

30. **Can I sell or transfer the shares I purchase at any time?**

Yes, you can sell or transfer the Investment Shares you purchased at any time. Do remember that if you sell or transfer them before the end of the 3-year vesting period, you will lose your corresponding free Match Shares.

31. **If I sell or transfer my Investment Shares before the end of the 3-year vesting period, can I still stay in *SHARES* and invest in the future?**

If you sell or transfer your Investment Shares before the end of the 3-year vesting period, you will lose your free Match Shares which correspond to the shares you sold or transferred. You will also lose any reinvested dividend equivalents earned on those Match Shares during the vesting period. However, you will still remain in ***SHARES*** and continue to invest in Unilever shares in the future, unless you opt out of ***SHARES*** altogether and stop making contributions to buy shares going forward.

Remember, if you decide to opt out of ***SHARES***, you can re-enrol the next November during the next annual enrolment period.

32. **How and when can I begin to vote my shares and earn dividends?**

As a Unilever shareholder you are entitled to receive dividend payments and vote at Unilever shareholder meetings.

Voting rights:

As you acquire Unilever shares, you will have the right to have your vote counted at the Annual General Meeting for Unilever shareholders.

Dividend payments:

Unilever generally pays dividends each quarter to its shareholders. You will begin to receive dividend payments quarterly on your Investment Shares, starting with the first Unilever dividend payment after your first quarterly share purchase, as long as you are a shareholder of record on the dividend record date.

Outside the USA and Puerto Rico any dividends will be reinvested as additional Unilever shares. Within the USA and Puerto Rico the dividends will be deposited in your Fidelity Account every quarter; however, you can decide to have your dividends reinvested as additional Unilever PLC ADR shares. If you want to enrol in the dividend reinvestment program, call Fidelity.

Your dividends will be reinvested as additional Unilever shares based on the share price on the dividend payment date.

You will earn reinvested dividend equivalents on your Match Shares during the 3 years before they vest. They will be paid to you as additional Unilever shares, along with your vested Match Shares, as soon as possible after the end of the 3-year vesting period. Until your dividend equivalents are actually distributed in the form of additional Unilever shares, you will not see them in your **SHARES** account.

33. Will I owe tax on my Unilever shares, and if so, how will I pay my tax obligation?

The general tax treatment for your Investment Shares and Match Shares is described below, however, each country has its own local rules on how taxes should be calculated and paid. You are strongly encouraged to familiarise yourself with the tax materials provided by the company to help you understand your country's tax requirements and your personal tax obligations.

*You should also check with your own personal financial and/or tax advisors about the tax implications of your participation in **SHARES**, and discuss with them the possibility of future changes in your country's tax laws, which could impact the applicable tax treatment.*

Taxes due on your Investment Shares:

No tax should be due when you acquire your Investment Shares because you purchase your Investment Shares at market value with your after-tax salary or wages. Any actual dividends that are paid on your Investment Shares may be subject to tax.

Taxes due on your Match Shares:

In most countries, no taxes are due when your Match Shares are awarded to you at the beginning of the vesting period. However, if you are subject to US taxes, the value of your Match Shares will be subject to FICA (including

Medicare) tax when your Match Shares are awarded. Payroll will withhold the FICA tax from your other compensation, and the FICA tax amount will be reflected in your pay-check as “additional taxes”.

However, when the company gives you actual shares after the end of the 3-year vesting period, in most countries, you will be subject to tax on the value of the shares that you receive (including dividend equivalents reinvested as additional Match Shares), at the time that you receive them.

Depending on your country, the company may need to report the value of your Match Shares (including dividend equivalents reinvested as additional Match Shares) to your country tax authorities and deduct income taxes and/or social security withholding due on those shares from your salary or wages via payroll. All of your vested Match Shares will be deposited in your **SHARES** account.

If you no longer work for Unilever when you receive your actual shares, the company may deduct any mandatory withholding taxes due from your vested shares. In this case, the number of vested Match Shares, less the number of shares withheld to pay your tax obligation, will be deposited in your **SHARES** account.

It is possible that the taxes the company withholds will differ from the final taxes you will owe when you file your personal annual tax return with the local tax authorities. In some countries, the company is not required to withhold taxes, and instead you (or your personal tax advisor) will need to calculate and pay taxes due on your Match Shares.

34. Am I required to report my Unilever shares to tax or other authorities in my country?

Many countries have their own local rules regarding the reporting of shares of a foreign company and/or shares held outside of the country.

You should check with your own personal financial and/or tax advisors about these reporting requirements for your shares. You also should discuss with your advisors the possibility of future changes in your country’s laws, which could impact the reporting for your shares.

35. What will happen to my *SHARES* account if I die?

If you die, your unvested Match Shares will immediately vest and will be added to your account. The executor, administrator or personal representative of your estate can instruct the administrator to sell or transfer your shares and/or any cash proceeds to another bank or brokerage account.

The administrators have a team of special representatives, who will contact the executor, administrator or the personal representative of your estate to obtain the necessary legal documentation, and then they will provide assistance to execute the transfer or sale of your shares in accordance with the instructions of the executor, administrator or the personal representative of your estate.

If you are in the USA or Puerto Rico, you can designate a beneficiary for both your unvested Match Shares as well as your actual Unilever shares. You will need to complete two separate beneficiary forms as outlined below. Please contact Fidelity if you wish to do this.

Section 5: How *SHARES* Works in Cash Countries - Computershare only

36. What if I work in a country where Unilever cannot provide Unilever shares? How can I participate in *SHARES*?

In certain countries regulatory requirements restrict Unilever's ability to issue shares. In those countries Unilever may decide to pay you a cash amount via your country payroll instead of actual shares after the end of the 3-year vesting period.

Under this cash alternative, the monthly contribution amount you choose will be deducted from your salary or wages (after tax) every month (unless local law requires a different process). Every 3 months, you will be credited with Investment Share-equivalents based on the value of your contributions, and for every three Investment Share-equivalents you acquire Unilever will give you one free Match Share-equivalent.

The cash payment you receive from the company after the end of the 3-year vesting period will include the value of your Investment Share-equivalents, Match Share equivalents, and reinvested dividend equivalents earned on both your Investment Share equivalents and your Match Share-equivalents during the 3-year vesting period based on the applicable closing share price on the vesting date.

In most countries, income tax will be due when you receive the cash payment at the end of the 3-year vesting period.

If you are located in one of these 'cash countries', you will receive an invitation when enrolment opens, which will tell you that you are in a cash country, explain how you can enrol in ***SHARES***, and view your share-equivalent balances on the administrator website just like any other ***SHARES*** participants.

Just as other participants can cash-out their Investment Shares and reinvested dividend equivalent shares paid on their Investment Shares any time they want, you can cash-out your Investment Share-equivalents and reinvested dividend share-equivalents 'paid' on your Investment Share-equivalents whenever you want by submitting your cash-out request on the administrator website. However, if you cash-out your Investment Share-equivalents prior to the end of the applicable 3-year vesting period, you will

forfeit your Match Share-equivalent cash payment. After you submit your cash-out instructions, the administrator will tell your payroll to provide you a cash payment as soon as practicable equal to the value of the share-equivalents you want 'to sell' based on the applicable closing share price on the day you submit your cash-out request. You will not be charged transaction fees when your share-equivalents are cashed out.

To instruct Computershare to cash-out your share-equivalents prior to the end of the 3year vesting period, on the Computershare website:

- On the **Overview Homepage**, please select the '**Plan Details**' tile and click on '**Transact**'.
- Please follow the step-by-step instructions to complete your sale. Click on '**Cash Payout**' and then click on '**Select**'.
- You can select the number of shares you wish to sell and click on '**Next**'.
- You will then be presented with the Terms Agreements. Please tick that you consent to these agreements, then proceed and click on '**Next**'.
- Once you agree to these terms, you will see a Summary Page. Please proceed by clicking on '**Place Order**'.
- You will then see a confirmation page and you will receive a confirmation email. If you do not receive a confirmation, please review the transaction to see if it was completed correctly.

Section 6 - My *SHARES* Account at Computershare

37. How can I access my *SHARES* account?

You can access your account information online on the [Computershare](#) website. The website will always have the most up-to-date information about your ***SHARES*** account. You can also access and easily print account statements, summarizing your share balances and any account activity on the website.

38. Where are my Unilever *SHARES* held?

Your Unilever shares are held securely in a 'nominee account' on your behalf by Computershare.

39. How can I view my *SHARES* cash contribution savings?

If you access Computershare via www.equateplus.com, select the '***plan details***' and click on the '***Show all Contributions***' drop-down, you can find a listing of your monthly cash contribution amounts received by Computershare and the exchange rate used to convert your contributions to share plan currency, which will be used to purchase Investment Shares every quarter.

40. How can I tell how many shares I have and the value of my shares?

If you log in Computershare via www.equateplus.com, select the '***SHARES***' tile, then '***plan details***' and scroll down, you can find the total number of shares you actually own, including your Investment Shares, reinvested dividend shares, and unvested Match Shares. On this page, you can see the total value of your shares at the current share price.

41. If my name, email address or home address changes, who should I contact to update my Computershare account?

It is important to update your personal information on record with Computershare so that you can receive notices about future **SHARES** events, such as enrolment periods, share award and vesting dates, as well as updates about your Computershare account.

Active employees must keep their name, email address, and home address up to date in the Unilever Workday system.

If you are a former Unilever employee, you must update your email, home mailing address, phone number on the [EquatePlus](#) platform. As a former employee you will be able to update your personal details directly on the platform yourself.

42. How can I sell my Unilever shares?

Remember, you can sell your shares at any time; however, if you sell your Investment Shares before the end of the 3-year vesting period, you will lose your free Match Shares, which correspond to the shares you sold. You also will lose any reinvested dividend equivalents earned on those Match Shares during the vesting period.

Generally speaking, you can sell your shares online at Computershare via www.equateplus.com anytime*. After you submit your sale instructions online, the transaction will be processed right away as long as your instructions are received when the applicable stock market is open. If you enter your sale transaction when the stock market is closed, the transaction will be processed when the stock market re-opens.

You will be charged a transaction fee. If the proceeds you receive when you sell your shares are converted to your local currency, the applicable exchange rate at the time of the sale will apply.

Before you can sell your shares on the EquatePlus platform, you will need to add your '**Payment Details**' by following the steps below:

➤ **To add your payment details:**

- At the top right of your EquatePlus screen, click on the **Profile picture**.

- Select '**Financial details**' from the drop-down menu. This will bring you to the screen where you can add or review your bank and brokerage account details.
- Click on '**Add new bank account**', near the top right-hand corner of the screen, if you wish to add details of a new bank account to your EquatePlus account.
- To add details of a new brokerage account to your EquatePlus account, scroll down the screen to find the '**Add new brokerage account**' link.
- To edit the details of a bank or brokerage account which you have already registered with us, click on '**Edit account**' under the relevant account name, and follow the onscreen instructions.

➤ **To sell your shares:**

EquatePlus will automatically show you which shares are available, and which are locked and will provide you with an onscreen '**Transact**' button when your assets become available.

- You can initiate a transaction from the Overview homepage on the '**SHARES**' tile by clicking on the blue '**Transact**' button. EquatePlus will show you the types of transaction allowed; select the sell option.
- Indicate how many shares you want to sell. Depending on the transaction type, you may also need to choose between selling at market price or with price limit*.

*A market order is an order to sell a security immediately, at the current market value of the shares. A limit order is an order to sell a security at a particular price.

- You can review the terms and conditions associated with the transaction. You must agree to them in order to place the transaction.
- Your transaction is summarised, showing shares selected, quantity, estimated proceeds and fees.

- A confirmation screen will appear with the transaction number and confirm that the transaction has been finalised.
- The confirmation will be recorded in your **'Library'** and a notification sent via email.
- If you do not receive a confirmation, please review the transaction to see if it was completed correctly.

*Your ability to trade may be restricted at certain times according to Unilever's Share Dealing Code. If you are an 'Insider' you may be required to obtain pre-clearance prior to selling shares.

43. Can I transfer my Unilever shares to my personal brokerage account? If so, how?

Remember, you can transfer your shares at any time; however, if you transfer your Investment Shares before the end of the 3-year vesting period, you will lose your free Match Shares, which correspond to the shares you transferred. You also will lose any reinvested dividend equivalents earned on those Match Shares during the vesting period.

You can transfer your shares to your personal brokerage account of your choice from the Computershare website www.equateplus.com. If you want to transfer your shares, follow the steps below:

- a. You can initiate a transaction from the **Overview homepage** on the **'SHARES'** tile by clicking the blue **'Transact'** button.
- b. From the **'Transact'** screen, click on **'Transfer'**

On the **'Transfer'** screen, enter the number of shares you would like to transfer and confirm where you would like to transfer your shares.

It is critical that the information you provide Computershare matches exactly your receiving account information or else your share transfer could fail. It is your responsibility to ensure the information you give Computershare is accurate, and you provide accurate information to your personal broker receiving the transaction.

44. Will I be charged fees if I sell or transfer shares in my Computershare account?

Yes. If you decide to sell or transfer your shares, you will be responsible for any related transaction fees. All your transactions will be summarised, showing shares selected, quantity, estimated proceeds and fees.

If you are selling shares, these fees will be deducted from your cash proceeds before the proceeds are delivered to your personal bank account. If you are transferring shares, Computershare will confirm the transfer fees when you complete your transfer confirmation. You will then be prompted to pay the fee online when completing your transfer transaction.

45. If I no longer work for Unilever, can I keep my Unilever shares at Computershare?

You can keep your shares in your Computershare account even after you leave Unilever. However, once all of your Match Shares have vested, you should transfer your shares to your personal brokerage account at another institution.

46. Will enrolment instructions be provided in my language?

The Computershare website at www.equateplus.com is translated into a number of languages. If your language is not listed and you need help understanding and navigating the EquatePlus platform, please contact the Computershare Call Centre. The Call Centre has customer service staff members, who speak many languages and, if they cannot speak your language, you will be connected to an interpreter.

47. What information do I need to enrol on the Computershare website?

You will need to enter your **USER ID** (sent via your **SHARES** invitation), a registered email address and your date of birth.

You will be asked to enter your temporary password which will be sent to your registered email address during the onboarding process. Please do this as soon as possible and click '**Continue**'.



SHARES



If you need assistance, you can contact your Unilever People Partner or visit [UNA Hub](#). Contact information is also provided on the **SHARES** website at www.shareinourfuture.com.

Section 7 - My *SHARES* Account at Fidelity

48. How can I open my *SHARES* account at Fidelity and enroll in *SHARES*?

Your Unilever *SHARES* online account will be viewable on Fidelity NetBenefits® at netbenefits.com/unilever. Detailed instructions explaining how to open your new brokerage account and enroll in *SHARES* will be sent to you by Fidelity prior to the *SHARES* enrollment period.

Once your Fidelity Account is open, you can use the Fidelity NetBenefits website to view and conduct all future transactions at Fidelity.

To open your new brokerage account, and enroll in *SHARES*, simply follow these steps:

Step 1 - Log On

- Log on to netbenefits.com/unilever.

Note: If this is your first time logging on Fidelity NetBenefits click Register Now and follow the new-user prompts enter a password.

Step 2 — Enroll in *SHARES*

- After you log on, click Enroll under Unilever *SHARES* Plan.

Note: If you already have an individual nonretirement Fidelity Account®, skip to Step 4 to enter your *SHARES* election.

Step 3 — Open Your Account

- When the 'Open a Stock Plan Services Account' page appears, click Get Started.

Note: Fidelity calls the account you will use to access and manage your participation in *SHARES* a Fidelity Account®. This is a full-service brokerage account.

- Enter your personal information, and then click Next.

Note: Some personal information may be prefilled with information provided by Unilever. You may choose to enter your business or a personal email address.

- Enter your Employment Information and Investment Industry Associations, and then click Next.
- Select your Email Preferences. Choose Yes to receive financial documents electronically. Click Next.
- When the 'Review and Confirm' page appears, review and check the information you entered. Click Edit if you need to make changes, and then click Confirm My Information.
- When the 'Agree to the Terms' page appears, review the terms of the Fidelity Customer Agreement, and then click Open Account.
- Your account is now opened. Your account number will be displayed on the next page. Click Continue to elect your payroll deduction amount and agree to the terms of the plan.

Note: Make a note of your account number for future use.

Step 4 – Enter your SHARES election

- Next, the 'Enrollment Agreement and Elections' page will appear in the 'Payroll Deduction Elections window showing the Offering Period and 'Allowable Deductions \$12.00 - \$232.00.'
- First, enter your **SHARES** monthly contribution amount in the 'New' box.

Step 5 – Read and Accept Enrollment Agreement

- Click the check box to confirm that you have read and accept the Unilever **SHARES** Plan Enrollment Agreement, and then click Next.

Step 6 – Review and Submit Enrollment and Elections

- On the Review & Submit Enrollment and Elections' page, check the monthly contribution amount that you entered under 'Payroll Deduction'. Click Next to submit this information.
- If the information is incorrect or you want to make changes, click Previous to return to the 'Enrollment Agreement and Election' screen.
- After you submit your enrollment election, you will receive a confirmation number. Make a note of it and keep it for your records.
- Click Return to return to the 'Portfolio Summary' page.

Important Note: The 'Payroll Deduction Amount' reflected is the **SHARES** monthly contribution amount you selected. Your monthly contribution amount may be deducted from your salary or wages by payroll over up to 4 paychecks per month, depending on your pay period frequency (i.e. weekly, semi-monthly).

49. Who should I contact to get assistance with my Fidelity Account?

If you have any questions about opening your online **SHARES** account, or if you need assistance navigating the Fidelity website, or with any share transactions, you can speak with a Fidelity representative at **1-800-544-9354**. Representatives are available from 5 p.m. Sunday through midnight Friday Eastern time, excluding New York Stock Exchange holidays (except Good Friday).

50. Where are my Unilever shares held?

Your Unilever shares are held securely in a Fidelity individual non-retirement brokerage account, known as a Fidelity Account. This account will hold shares and/or cash until you invest or withdraw your assets. Any cash proceeds from the sale of your Unilever stock will be deposited into your account until you request it to be transferred.

51. How can I view my **SHARES** cash contribution savings and share balances?

After the end of each month, payroll will send your monthly **SHARES**

contributions to Fidelity and then Fidelity will purchase shares on your behalf after the end of each quarter. To view your accumulated **SHARES** cash contribution balance or your share balance at any time, log on the Fidelity website at www.netbenefits.com/unilever, click on the '**SHARES** Plan' and it will bring you to the summary screen where you will see your current cash contribution balance.

52. If my home address changes, who should I contact to update my Fidelity Account?

It is important to update your personal information on record with Fidelity so that you can receive notices about future **SHARES** events, such as enrollment periods, share award and vesting dates, as well as updates about your Fidelity Account.

Unilever will update Fidelity on address changes for active employees. If your address changes, please update your address in Workday, contact your People Partner or visit [UNA Hub](#). If you leave Unilever and your address changes, please call a Fidelity Representative at **1-800-544-9354** and ask them to update your information in their system.

53. How can I update my personal email address linked to my Fidelity Account?

To update your personal email address at Fidelity, log on to fidelity.com and click on *Customer Service* at the top of the page and click *Customer Service*. Select *Delivery Preferences* and complete the steps that follow.

54. How can I sell my Unilever shares?

Generally speaking, you can sell your shares online at Fidelity's website at netbenefits.com/unilever anytime.* After you sell your shares, it will take 3 business days for settlement, at which point cash will be available in your Fidelity Account.

When you go to fidelity.com using your username and password, click the *Accounts & Trade* tab, and then click *Trade*. Select the account that you want to place the trade in and click *Go* to reach the 'Order Entry' screen. Continue to follow the step-by-step instructions to place your order. You will know the order was placed when an 'Order Confirmation Number' appears on the

'Trade Stocks Confirmation' screen. If you need assistance with placing your trade, please call a Fidelity Stock Plan Services Representative at **1-800-544-9354**.

*Your ability to trade may be restricted at certain times according to Unilever's Share Dealing Code. If you are an "Insider" you may be required to obtain pre-clearance prior to selling shares.

55. Can I transfer the proceeds of a sale of my Unilever shares to my personal bank account? If so, how?

To transfer funds between Fidelity and your bank, you must provide Fidelity bank wire instructions. Go to [fidelity.com](https://www.fidelity.com) and complete or download the 'Bank Wire Form' by clicking *Customer Service*, then *Payments & Transfers*. For ongoing fund transfers, consider signing up online for *Electronic FundsTransfer (EFT)*. Completing this process online will help facilitate any future fund transfers with minimal additional paperwork. Wire transfers for brokerage accounts are typically completed within one business day.

Once your funds are received, they will be available for stock purchases or withdrawals.

56. Will I be charged fees if I sell or transfer shares in my Fidelity Account?

When you sell shares, Fidelity will deduct transaction fees from your proceeds. Please refer to the "Commissions, Margin Rates, and Fees" section on the Fidelity website, located [here](#).

57. If I no longer work for Unilever, can I keep my Unilever shares at Fidelity?

You can keep your shares in your Fidelity Account even after you leave Unilever.

Section 8 - For More Information

58. What if I have a question about the amounts deducted from my salary or wages to pay for my shares or taxes due on my vested Match Shares?

If you have questions about contribution amounts or tax withholding amounts deducted from your salary or wages by payroll, you can contact your People Partner or visit [UNA Hub](#). Contact information is also provided on the **SHARES** website at www.shareinourfuture.com.

59. How can I learn more about the **SHARES plan?**

If you have any questions about **SHARES**, please go to the Unilever **SHARES** website at www.shareinourfuture.com.

If you cannot find answers to your questions, you can contact your People Partner or visit [UNA Hub](#). Contact information is also provided on the **SHARES** website at www.shareinourfuture.com.