

Source	Article Title	Article Content
Article Template Nordics - Copy (SYKE comments).docx	Maximum resale prices – What do I need to think of?	As a rule of thumb, Maximum Resale Prices are allowed provided that they follow our internal guidelines Maximum Resale Prices. Consult Legal for further help.
Article Template Nordics - Copy (SYKE comments).docx	Environmental claims – What to bear in mind?	Read our Guidance about Environmental Claims find out how to support such claims. With “greenwashing marketing” increasing, it is important that Company Name remains on the responsible side and ensures that our environmental claims are accurate and fully substantiated.
Article Template Nordics - Copy (SYKE comments).docx	Can we sign our customer’s Code of Conduct?	<p>Please let the customer know that we have our own far-reaching code of business principles including our Responsible Sourcing Policy and Company A Sustainable Living Plan and therefore we as a starting point do not sign our customers code of conducts (you can read more at Human rights in our value chain Company Name, Responsible business Company Name, Planet & Society Company Name Responsible Sourcing Policy).</p> <p>As a next step if the customer insists that we sign their code of conduct you could review the customers code of conduct and see if we already fulfil all aspects in the customer code of conduct. If so you could evaluate if we sign it. Keep in mind that we do not want to agree to consequences if we breach the customers code of conduct (like penalty fees or similar). We cannot accept that the customers are performing audits in our factories etc.</p>
UNA Questions (Published Articles 06 06 2022).docx	Can I have a copy of the incorporation certificate for Company Name?	<p>To receive a copy of the incorporation documents of Company Name, please submit your request via the form here and specify for which entity this is required and the purpose. Your request will be routed to the legal team for approval.</p> <p>Incorporation documents are confidential in nature, and therefore each release needs to be assessed and approved by the legal team.</p>
UNA Questions (Published Articles 06 06 2022).docx	Where can I find the Singapore Pte Ltd (SPL) Food Solutions letterhead?	<p>Letterheads are official templates which contain Singapore Pte Ltd (SPL) Food Solutions details. Each time a letterhead is used, it may be interpreted as representing SPL’s position and may sometimes include binding legal obligations (e.g. an agreement by way of a letter). That is why it is important that the legal team approves each letterhead use.</p> <p>If you need a letterhead, please submit your request via the form here and specify for which entity this is required and the purpose. Your request will be routed to the legal team for approval.</p>

Legal Una - 1. What benefits will the iOPS programme deliver for Unilever (published 02 09 22).docx	What benefits will the iOPS programme deliver for Frosty Company	<p>The principal business objective of the iOPS programme is to grow Frosty's sales to its customers, improve Frosty's customer engagement and cut the cost of these processes.</p> <p>iOPS is a business change programme which involves global standardisation, automation and digitisation of Frosty's customer-facing business processes, moving towards integrated end-to-end processes – Plan, Execute, Deliver, Collect, MDM- rather than duplicative and over-lapping vertical processes.</p> <p>Frosty has engaged with two global BPO providers to work with Frosty to transition and transform these processes under framework and services contracts.</p>
Legal Una - 2. How does the iOPS global rollout work (published 02 09 22).docx	How does the iOPS global rollout work?	<p>The global iOPS programme team comprises: iOPS global leadership; regional Delivery Directors; Service Standards and Performance team; Performance Delivery Network; Procurement Leads and Business Operations Legal. This team works with the two global BPO suppliers who have been appointed to deliver the services in line with agreed service levels.</p> <p>The regional team and Procurement negotiate the contracts with the supplier, with the assistance of Business Operations Legal. Once the contracts are signed, the services are transitioned to the supplier who then works with Unilever to transform the services.</p> <p>The iOPS contracts have three tiers: (i) the Framework Agreement (global, project-wide terms); (ii) a regional Supplement ("mini-framework") e.g. South East Asia and (iii) a country/MCO/service-specific Sub-Supplement e.g. South Africa. These contracts set out in detail the supplier's obligations and scope of delivery to Lumi Brand, and Lumi Brand's responsibilities.</p>
UNA Questions 23 09 2022.Capgemini review (Final published 12 10 2022).xlsx	Can I request an Amendment, Renewal or Termination on the Smarter Contracting / Contracts4U tool?	<p>Yes, you can request an Amendment, Renewal or Termination on the Contracts4U tool. In case you need to submit a request for an amendment, renewal or termination of existing contracts, click on the "Legal Support" option available on the Contracts4U home page and choose the required option. You would be directed to a simple questionnaire for capturing the request details. Once you have submitted the request, the LSP will revert back to you with the requisite draft and/ or for more information, where needed.</p>