



## **UNILEVER PAKISTAN FOODS LIMITED**

CONDENSED INTERIM FINANCIAL STATEMENTS  
FOR THE THREE MONTHS ENDED MARCH 31, 2021



# UNILEVER PAKISTAN FOODS LIMITED

## COMPANY INFORMATION

### BOARD OF DIRECTORS

Mr. Kamran Y. Mirza	Independent Director & Chairman of the Board
Mr. Amir R. Paracha	Executive Director & Chief Executive Officer
Mr. Aly Yusuf	Executive Director & Chief Financial Officer
Ms. Farheen Salman Amir	Executive Director
Mr. Zulfikar Monnoo	Non-Executive Director
Mr. Muhammad Adil Monnoo	Non-Executive Director
Mr. Kamal Monnoo	Non-Executive Director
Mr. Sarfaraz Ahmed Rehman	Independent Director
Mr. Khalid Mansoor	Independent Director
Mr. Ali Tariq	Non-Executive Director

### Company Secretary

Mr. Aman Ghanchi

### Audit Committee

Mr. Khalid Mansoor	Chairman & Member
Mr. Zulfikar Monnoo	Member
Mr. Muhammad Adil Monnoo	Member
Mr. Sarfaraz Ahmed Rehman	Member
Mr. Kamran Y. Mirza	Member
Mr. Moiz Idris Rajput	Secretary & Head of Internal Audit

### Human Resource & Remuneration Committee

Mr. Kamran Y. Mirza	Chairman & Member
Mr. Zulfikar Monnoo	Member
Mr. Kamal Monnoo	Member
Mr. Sarfaraz Ahmed Rehman	Member
Mr. Amir R. Paracha	Member
Ms. Kanize Fathema Zuberi	Secretary & Head of HR

### Auditors

Messrs KPMG Taseer Hadi & Co.  
Chartered Accountants  
Sheikh Sultan Trust Building No. 2  
Beaumont Road, Karachi - 75530  
Pakistan

### Registered Office

Avari Plaza  
Fatima Jinnah Road  
Karachi - 75530

### Share Registration Office

CDC Share Register Service Limited  
CDC House. 99-B. Block "B" S.M.C.H.S.  
Main Shahra-e-Faisal Karachi - 74400

### Website Address

[www.unilever.pk](http://www.unilever.pk)

# UNILEVER PAKISTAN FOODS LIMITED

## Directors' Review

The directors are pleased to present the financial information for the first quarter ended March 31, 2021.

Sales grew by 29.6% on the back of strong fundamentals i.e brand equity, wider reach and effective spending on advertisement and promotion. The growth was broad based with both retail business and Food Solutions delivering strong results as a result of easing lockdowns. Gross Margin increased by 4.84% to 45.66% versus same period last year, through a combination of pricing, better cost absorption and a rigorous savings agenda. Earnings per share (EPS) increased by 75.9% versus the same period last year driven by growth, margin improvement and tax credits pertaining to capital expenditure.

## Financial Highlights

	First Quarter ended March 31,		Increase %
	2021	2020	
	← Rs '000 →		
Net Sales	5,040,194	3,888,064	29.6%
Profit before Taxation	1,525,988	936,675	62.9%
Profit after Taxation	1,454,649	826,988	75.9%
Earnings per Share (Rs.)	228.36	129.83	75.9%

## Future Outlook

As Pakistan's economy started showing some early signs of fragile recovery, the third wave of Covid-19 has hit the country hard again, particularly the central and northern regions, resulting in partial lockdowns in many parts and enhanced restrictions on outdoor dining, shopping and other social activities. Despite a tough economic and operating environment, the management remains committed to navigate the situation by leveraging its access to Unilever's global expertise, honing the understanding of its consumers, on-going innovation endeavours and by consistently offering an exemplary customer service. The launch of Hellman's mayonnaise is yet another manifestation of company's focus towards innovation and consumers. We are confident that our dedicated and focused efforts will enable us to meet the ever-evolving needs of our consumers and in delivering a sustained profitable growth benefitting all stakeholders.

Thanking you all.

On behalf of the Board

**Amir R. Paracha**  
Chief Executive Officer

**Kamran Y. Mirza**  
Chairman

Karachi  
April 28, 2021

# UNILEVER PAKISTAN FOODS LIMITED

## CONDENSED INTERIM STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2021 (UNAUDITED)

	Note	Unaudited March 31, 2021	Audited December 31, 2020
← (Rupees in thousand) →			
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	4	3,809,139	3,732,128
Right-of-use assets		71,011	12,571
Intangible assets		81,637	81,637
Long term deposit and prepayment		2,980	2,980
Long term loans and advances		2,967	3,371
		<u>3,967,734</u>	<u>3,832,687</u>
<b>Current assets</b>			
Stores and spares		167,865	164,302
Stock-in-trade		1,131,578	999,124
Trade debts - net		779,683	455,214
Loans and advances		72,864	69,256
Trade deposits and short term prepayments		71,668	77,395
Other receivables		69,659	57,506
Sales tax refundable - net		88,169	213,195
Taxation - net		694,335	648,799
Cash and bank balances		2,646,733	929,895
		<u>5,722,554</u>	<u>3,614,686</u>
<b>Total assets</b>		<u><u>9,690,288</u></u>	<u><u>7,447,373</u></u>
<b>EQUITY AND LIABILITIES</b>			
<b>Share capital and reserves</b>			
Share capital		63,699	63,699
Reserves		4,138,644	2,683,995
		<u>4,202,343</u>	<u>2,747,694</u>
<b>LIABILITIES</b>			
<b>Non-current liabilities</b>			
Staff retirement benefits		27,515	25,727
Long term borrowing	5	23,660	23,660
Lease liabilities		19,268	387
Deferred taxation		374,788	361,050
		<u>445,231</u>	<u>410,824</u>
<b>Current liabilities</b>			
Trade and other payables		4,890,425	4,112,349
Unpaid dividend		5,042	31,180
Unclaimed dividend		26,075	25,447
Provisions		111,143	107,740
Accrued interest / mark up	6	795	620
Current portion of lease liabilities		9,234	11,519
		<u>5,042,714</u>	<u>4,288,855</u>
<b>Total liabilities</b>		<u>5,487,945</u>	<u>4,699,679</u>
<b>Total equity and liabilities</b>		<u><u>9,690,288</u></u>	<u><u>7,447,373</u></u>
<b>Contingency and commitments</b>			
	7		

The annexed notes 1 to 14 form an integral part of these condensed interim financial statements.

Amir Paracha  
Chief Executive

Farheen Salman  
Director

Aly Yusuf  
Director & Chief Financial Officer

# UNILEVER PAKISTAN FOODS LIMITED

## CONDENSED INTERIM STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

	<b>Three months period ended</b>	
	March 31, 2021	March 31, 2020
	← (Rupees in thousand) →	
Sales - net	5,040,194	3,888,064
Cost of sales	<b>(2,738,940)</b>	(2,301,159)
Gross profit	<b>2,301,254</b>	1,586,905
Distribution cost	<b>(633,261)</b>	(583,573)
Administrative expenses	<b>(85,126)</b>	(52,916)
Other operating expenses	<b>(103,701)</b>	(51,918)
Other income	<b>51,754</b>	50,360
	<b>1,530,920</b>	948,858
Finance cost	<b>(4,932)</b>	(12,183)
<b>Profit before taxation</b>	<b>1,525,988</b>	936,675
Taxation		
- current	<b>(57,601)</b>	(56,977)
- deferred	<b>(13,738)</b>	(52,710)
	<b>(71,339)</b>	(109,687)
<b>Profit after taxation</b>	<b>1,454,649</b>	826,988
Other comprehensive income	-	-
<b>Total comprehensive income</b>	<b>1,454,649</b>	826,988
	← (Rupees) →	
Earnings per share - basic and diluted	<b>228.36</b>	129.83

The annexed notes 1 to 14 form an integral part of these condensed interim financial statements.

Amir Paracha  
Chief Executive

Farheen Salman  
Director

Aly Yusuf  
Director & Chief Financial Officer

# UNILEVER PAKISTAN FOODS LIMITED

## CONDENSED INTERIM STATEMENT OF CHANGES IN EQUITY FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

	SHARE CAPITAL Issued, subscribed and paid-up capital	RESERVES				SUB TOTAL	TOTAL
		CAPITAL		REVENUE			
		Share premium	Special	General	Unappropriated profit		
← (Rupees in thousand) →							
Balance as at January 1, 2021	63,699	1,296,499	628	138	1,386,730	2,683,995	2,747,694
<i>Total comprehensive income for the period</i>							
Profit for the quarter ended March 31, 2021	-	-	-	-	1,454,649	1,454,649	1,454,649
Other comprehensive income for quarter ended March 31, 2021	-	-	-	-	-	-	-
<b>Balance as at March 31, 2021</b>	<b>63,699</b>	<b>1,296,499</b>	<b>628</b>	<b>138</b>	<b>2,841,379</b>	<b>4,138,644</b>	<b>4,202,343</b>
Balance as at January 1, 2020	63,699	1,296,499	628	138	943,233	2,240,498	2,304,197
Profit for the quarter ended March 31, 2020	-	-	-	-	826,988	826,988	826,988
Other comprehensive income for quarter ended March 31, 2020	-	-	-	-	-	-	-
<b>Balance as at March 31, 2020</b>	<b>63,699</b>	<b>1,296,499</b>	<b>628</b>	<b>138</b>	<b>1,770,221</b>	<b>3,067,486</b>	<b>3,131,185</b>

**Amir Paracha**  
Chief Executive

**Farheen Salman**  
Director

**Aly Yusuf**  
Director & Chief Financial Officer

# UNILEVER PAKISTAN FOODS LIMITED

## CONDENSED INTERIM STATEMENT OF CASH FLOWS FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

Note	March 31, 2021	March 31, 2020
	← (Rupees in thousand) →	
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Profit before taxation	1,525,988	936,675
<b>Adjustment for:</b>		
Depreciation	75,228	68,347
Depreciation on right-of-use asset	5,917	6,226
Finance cost	672	9,309
Provision for staff retirement benefits	2,001	2,092
Return on savings accounts	(22,889)	(24,703)
	<u>60,929</u>	<u>61,271</u>
	1,586,917	997,946
<b>Effect on cash flow due to working capital changes</b>		
Decrease / (increase) in current assets		
Stores and spares	(3,562)	(16,241)
Stock in trade	(132,453)	(140,288)
Trade debts	(324,468)	(230,927)
Loans and advances	(3,608)	3,887
Trade deposits and short term prepayments	5,727	4,021
Other receivables	(12,153)	(2,957)
Sales tax refundable	125,026	27,699
	<u>(345,491)</u>	<u>(354,806)</u>
Increase / (decrease) in current liabilities		
Trade and other payables	778,076	874,338
Provisions	3,403	(12,911)
	<u>781,479</u>	<u>861,427</u>
Cash generated from operations	2,022,905	1,504,567
Mark-up paid	(498)	(43,666)
Income tax paid	(103,137)	(43,676)
Increase in long term loans and advances	404	65
Staff retirement benefits - contributions paid	(213)	(205)
Net cash generated from operating activities	<u>1,919,461</u>	<u>1,417,085</u>
<b>CASH FLOWS USED IN INVESTING ACTIVITIES</b>		
Purchase of property, plant and equipment	(152,239)	(83,770)
Return received on savings accounts	22,889	24,703
Net cash used in investing activities	<u>(129,350)</u>	<u>(59,067)</u>
<b>CASH FLOWS (USED IN) / FROM FINANCING ACTIVITIES</b>		
Lease liability payments	(47,763)	(24,799)
Dividend paid*	(25,510)	(25,949)
Net cash (used in) / generated from financing activities	<u>(73,273)</u>	<u>(50,748)</u>
Net (decrease) / increase in cash and cash equivalents	<u>1,716,838</u>	<u>1,307,270</u>
Cash and cash equivalents at beginning of the period	<u>929,895</u>	<u>689,339</u>
Cash and cash equivalents at end of the period	9 <u><u>2,646,733</u></u>	<u><u>1,996,609</u></u>

The annexed notes 1 to 14 form an integral part of these condensed interim financial statements.

**Amir Paracha**  
Chief Executive

**Farheen Salman**  
Director

**Aly Yusuf**  
Director & Chief Financial Officer

# UNILEVER PAKISTAN FOODS LIMITED

## NOTES TO AND FORMING PART OF THE CONDENSED INTERIM FINANCIAL STATEMENTS FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

### 1.1 BASIS OF PREPARATION

These condensed interim financial statements of Unilever Pakistan Foods Limited ("the Company") for the three months ended March 31, 2021 have been prepared in accordance with the accounting and reporting standards as applicable in Pakistan for interim financial reporting. The accounting and reporting standards as applicable in Pakistan for interim financial reporting comprise of International Accounting Standard (IAS) 34, Interim Financial Reporting, issued by the International Accounting Standards Board (IASB) as notified under the Companies Act, 2017; and provisions of and directives issued under the Companies Act, 2017.

Where the provisions of and directives issued under the Companies Act, 2017 differ with the requirements of IAS 34, the provisions of and directives issued under the Companies Act, 2017 have been followed.

These financial statements have been prepared under the historical cost convention except as disclosed elsewhere.

These condensed interim financial statements are presented in Pakistani Rupees which is the functional currency of the Company and figures are rounded off to the nearest thousand of Rupees.

1.2 A novel strain of coronavirus (COVID-19) first surfaced in China and due to the nature of its virality, it quickly found its way to other countries due to which the World Health Organization classified it as a pandemic on the 11th of March in 2020. Measures have been taken to contain the spread of the virus including travel bans, quarantines, social distancing and closure of non-essential services and factories, hence triggering disruptions in businesses and allowing for a slowdown in the economy worldwide. After a gruesome few months of strict lockdown in Pakistan, the lockdown has been eased, after critical assessment of active cases, since the third quarter of 2020. Offices, restaurants, recreational areas & academic institutions have reopened with strict safety & protective guidelines for the public to follow including social distancing, mandatory face masks and sanitization protocols.

The beginning of 2021 has restored hope with the introduction of vaccine drives coupled with the necessary protection measures being followed since the past year which have led to avoidance of lockdowns. After observing the demand from the company's customers, the availability of imports and the support by the Government, the management, upon assessment, believes that (COVID-19) has not had a significant impact on the company.

### 2. ACCOUNTING POLICIES

The accounting policies and the methods of computation adopted in the preparation of these condensed interim financial statements are the same as those applied in the preparation of the financial statements for the year ended December 31, 2020.

### 3. ACCOUNTING ESTIMATES, JUDGEMENTS AND FINANCIAL RISK MANAGEMENT

The preparation of these condensed interim financial statements in conformity with approved accounting standards requires management to make estimates, assumptions and use judgements that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

Estimates, assumptions and judgements are continually evaluated and are based on historical experience and other factors, including reasonable expectations of future events. Revisions to accounting estimates are recognised prospectively commencing from the period of revision.

Judgements and estimates made by the management in the preparation of these condensed interim financial statements are the same as those that were applied to financial statements as at and for the year ended December 31, 2020.

The Company's financial risk management objectives and policies are consistent with those disclosed in the financial statements as at and for the year ended December 31, 2020.



# UNILEVER PAKISTAN FOODS LIMITED

## NOTES TO AND FORMING PART OF THE CONDENSED INTERIM FINANCIAL STATEMENTS FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

4. PROPERTY, PLANT AND EQUIPMENT	Unaudited March 31, 2021	Audited December 31, 2020
	← (Rupees in thousand) →	
Operating assets - at net book value	3,544,094	3,530,582
Capital work in progress - at cost	265,045	201,546
	<u>3,809,139</u>	<u>3,732,128</u>

4.1 Additions of operating fixed assets during the period are as follows:

	Additions (at cost)	
	Unaudited	
	March 31, 2021	December 31, 2020
	← (Rupees in thousand) →	
Building on freehold land	31,743	111,114
Plant and machinery	49,701	216,283
Electrical, mechanical and office equipment	5,119	38,160
Furniture and fixtures	2,177	3,561
	<u>88,740</u>	<u>369,118</u>

### 5. LONG TERM BORROWING

5.1 During the year 2020, the Company entered into a long term borrowing arrangement with a commercial bank for installation of solar panels under State Bank of Pakistan's Refinancing Scheme for Renewable The total facility is available for twelve years ending in 2032 and amounted to Rs. 149 million out of which Rs. 23.66 million were utilized as at 31st March 2021 The loan carries mark-up at the rate of 3.65% per annum.

5.2 During the peiod, the Company has also entered into a long term borrowing arrangement under State Bank of Pakistan's temporary economic refinance facility amounting to Rs 900 million. This loan carries a mark-up rate of 2.3% and is repayable in 32 quarterly installments with a 2 year grace period commencing from first disbursement. The balance sheet as at 31st March 2021 does not include any amount pertaining to this loan as no disbursements were made till period end.

6. PROVISIONS		Unaudited March 31, 2021	Audited December 31, 2020
		← (Rupees in thousand) →	
Sindh Infrastructure Cess	6.1	64,925	62,520
Restructuring		1,829	1,829
Stamp Duty		44,389	43,391
		<u>111,143</u>	<u>107,740</u>

6.1 The change represents provision made during the period.

### 7. CONTINGENCY AND COMMITMENTS

#### 7.1 Contingency

There were no contingencies as on March 31, 2021.

#### 7.2 Commitments

The commitments for capital expenditure outstanding as at March 31, 2021 amounted to Rs. 1,042.39 million (December 31, 2020: Rs. 295.51 million).

# UNILEVER PAKISTAN FOODS LIMITED

## NOTES TO AND FORMING PART OF THE CONDENSED INTERIM FINANCIAL STATEMENTS FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

### 8. SALES - net

Unaudited	
March 31, 2021	March 31, 2020
← (Rupees in thousand) →	

The Company analyses its net revenue by the following product groups:

Products used by end consumers	4,350,826	3,380,011
Products used by entities	689,368	508,053
	<u>5,040,194</u>	<u>3,888,064</u>

### 9. CASH AND CASH EQUIVALENTS

Unaudited	
March 31, 2021	March 31, 2020
← (Rupees in thousand) →	

Cash and bank balances	2,646,733	1,996,609
	<u>2,646,733</u>	<u>1,996,609</u>

### 10. RELATED PARTY TRANSACTIONS

Related party transactions during the period other than those disclosed elsewhere in these financial statements are as follows:

Relationship with the company	Nature of transactions	Unaudited March 31, 2021	Unaudited March 31, 2020
(Rupees in thousand)			
i) Holding company	Royalty	990	-
ii) Associated companies	Royalty and technology fee	177,537	177,122
	Purchase of goods & Property, Plant &	555,240	659,925
	Sale of goods	22,444	14,492
	Fee for receiving of services from related parties	189,247	185,813
	Fee for providing of services to related parties	13,514	14,116
	Contribution to:		
	- Defined Contribution plan	4,001	3,905
	Settlement on behalf of:		
- Defined Contribution plan	9,897	21,246	
iii) Key management personnel	Salaries and other short-term employee benefits	6,320	5,746

### 11. FINANCIAL RISK MANAGEMENT

The Company's activities are exposed to a variety of financial risk namely credit risk, foreign exchange risk, interest rate risk and liquidity risk. The Company is not exposed to any price risk as it does not hold any investment exposed to price risk. The Company has established adequate procedures to manage these risks.

These condensed interim financial statements do not include the financial risk management information and disclosures required in the annual financial statements; they should be read in conjunction with Company's annual financial statements as at 31 December 2020. There have been no changes in the risk management policies since the year end.

# UNILEVER PAKISTAN FOODS LIMITED

## NOTES TO AND FORMING PART OF THE CONDENSED INTERIM FINANCIAL STATEMENTS FOR THE THREE MONTHS PERIOD ENDED MARCH 31, 2021 (UNAUDITED)

	Carrying amount		Carrying amount	
	Financial Assets	Financial Liabilities	Financial Assets	Financial Liabilities
	Unaudited		Audited	
	March 31, 2021		December 31, 2020	
	← (Rupees in thousand) →			
<b>FINANCIAL ASSETS</b>				
Loans	4,746	-	6,147	-
Trade debts	779,683	-	455,214	-
Long term deposits	2,980	-	2,980	-
Trade deposits	41,680	-	48,736	-
Other receivables	69,659	-	57,506	-
Cash and bank balances	2,646,733	-	929,895	-
	<u>3,545,481</u>	<u>-</u>	<u>1,500,478</u>	<u>-</u>
<b>FINANCIAL LIABILITIES</b>				
<i>Derivative financial liability- measured at fair value</i>				
Forward foreign exchange contract	-	5,448	-	341
<i>Other financial liabilities- not measured at fair value</i>				
Long term borrowing	-	23,660	-	23,660
Trade and other payables	-	4,562,856	-	3,891,090
Unpaid dividend	-	5,042	-	31,180
Unclaimed dividend	-	26,075	-	25,447
Accrued interest / mark up	-	795	-	620
Lease liability	-	9,234	-	11,906
	<u>-</u>	<u>4,609,450</u>	<u>-</u>	<u>3,960,584</u>

### 12. INTERIM DIVIDEND

The Board of Directors in its meeting held on 28th April, 2021 declared a first interim cash dividend for the year ending December 31, 2021 of Rs. 228.00 per share (first interim dividend for the year ended December 31, 2020: Rs. 130.00 per share) amounting to Rs. 1,452.35 million (first interim dividend for the year ended December 31, 2020: Rs. 828.11 million).

### 13. CORRESPONDING FIGURES

Corresponding figures have been re-arranged and reclassified, wherever necessary for purpose of comparison and better presentation.

### 14. DATE OF AUTHORISATION FOR ISSUE

These condensed interim financial statements were authorised for issue on 28th April, 2021 by the Board of Directors of the Company.

Amir Paracha  
Chief Executive

Farheen Salman  
Director

Aly Yusuf  
Director & Chief Financial Officer

## یونی لیور پاکستان فوڈز لمیٹڈ

### ڈائریکٹرز ان کارڈ کا جائزہ

ڈائریکٹرز ۳۱ مارچ ۲۰۲۱ کو ختم ہونے والی پہلی سہ ماہی کے لیے مالی معلومات پیش کرنے پر خوش ہیں۔

مضبوط بنیادی اصولوں یعنی برانڈ ایکویٹی، وسیع پیمانے پر پہنچ اور اشتہار اور فروغ پر موثر اخراجات کی بدولت فروخت میں ۲۹.۶۱ فیصد کا اضافہ ہوا۔ یہ اضافہ لاک ڈاؤن میں آسانی کے نتیجے میں ہوا جس کے باعث ریٹیل اور فوڈ سلوشنز نے مضبوط نتائج فراہم کرے۔

قیمتوں کا تعین، بہتر قیمت جذب اور بچت کے سخت ایجنڈا کی بدولت گذشتہ سال اسی مدت کے مقابلہ میں مجموعی مارجن ۲۴.۸۲ فیصد سے بڑھ کر ۳۵.۶۱ فیصد ہو گیا۔

گذشتہ سال اسی مدت کے مقابلہ میں فی حصص آمدنی میں ۵.۶۹ فیصد کا اضافہ ہوا جس کی وجوہات میں سیلز، مارجن میں اضافہ اور ٹیکس کی چھوٹ ملنا شامل ہے۔

۳۱ مارچ کو ختم شدہ تین ماہ نتائج

مالیاتی کارکردگی کا خلاصہ

اضافہ %	2020	2021
	روپے ہزار میں	
29.60%	3,888,064	5,040,194
62.90%	936,675	1,525,988
75.90%	826,988	1,454,649
75.90%	129.83	228.36

فروخت

ٹیکس سے قبل منافع

ٹیکس کے بعد منافع

فی حصص آمدنی (روپے)

### مستقبل پر نظر

جیسے ہی پاکستان کی معیشت میں نازک بحالی کے کچھ ابتدائی آثار ظاہر ہونے لگے ہیں کرونا کی تیسری لہر نے ایک بار پھر ملک کو اپنی لپیٹ میں لے لیا خاص طور پر وسطی اور شمالی خطے کو جس کے نتیجے میں متعدد حصوں میں جزوی طور پر لاک ڈاؤن اور آؤٹ ڈور کھانے، خریداری اور دیگر معاشرتی سرگرمیوں پر پابندی عائد کر دی گئی۔ سخت معاشی حالات کے باوجود انتظامیہ اپنی عالمی مہارت، اس کے صارف کی تفہیم کا احترام اور جدت طرازیوں کا فائدہ اٹھا کر مستقل طور پر شمالی کسٹمر سروس پیش کرتے ہوئے صورت حال سے نپٹنے کے لیے پرعزم ہے۔ ہیلیمین میونسو نیز کا آغاز کمپنی کی جدت اور صارفین کی طرف توجہ کے منشور کے عین مطابق ہے۔ ہمیں اعتماد ہے کہ صارفین کی بدلتی ضروریات پوری کرنے اور تمام متعلقین کے مفاد کے لئے ہماری یہ کوششیں مددگار ثابت ہوں گی۔

بوڑد کی جانب سے

آپ سب کا شکریہ

عامر پراچہ

چیف ایگزیکٹو آفیسر

کراچی

28 اپریل 2021

کامران مرزا

چیرمین

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