



TRG PAKISTAN LTD.
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April 4, 2008

The General Manager
Karachi Stock Exchange (Guarantee) Limited,
Stock Exchange Building,
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Karachi

FOR IMMEDIATE RELEASE

UNILEVER SIGNS AGREEMENT WITH THE RESOURCE GROUP TO ENHANCE ITS CUSTOMER SUPPORT SERVICES

Unilever Pakistan Limited ("Unilever") and The Resource Group ("TRG") have signed an agreement whereby TRG will provide Call Center Services to support Unilever's fast growing consumer base in Pakistan. TRG will be focusing primarily on servicing Unilever's customer inquiry help-line as well as other related customer-service needs via its Call Center.

"We are very excited about our partnership with Unilever Pakistan", said Mr. Nadeem Elahi, TRG's Country Head for Pakistan. "TRG is not only Pakistan's largest exporter of IT-enabled services, but a leader in providing BPO solutions to renowned brands across the globe. TRG currently employs over 5,000 personnel in 4 continents and we are happy to utilize our in-depth industry and global expertise to support Unilever in its efforts to continue to provide customer service to its growing consumer base in Pakistan."

"Unilever's mission is to add vitality to life. We meet everyday needs for nutrition, hygiene, and personal care with brands that help people feel good, look good and get more out of life. To stay competitive in customer service and to bring vitality to the lives of our consumers, Unilever constantly innovates and avails the benefit of latest technology. Our outsourced call centre operations to TRG will certainly give us the right edge on our vision to provide excellent service" said Ms. Shazia Syed Vice-President, Home and Personal Care, Unilever Pakistan Limited.

For and on behalf of
TRG Pakistan Limited

A handwritten signature in black ink, appearing to read 'Atif Hafeez', is written over a large, stylized circular scribble.

Atif Hafeez
Manager Regulatory Affairs &
Financial Reporting