

ZU 100 % AUS
RECYCELTEN
PET-FLASCHEN

AUS FL
WERDE F

PRICK

NATÜRLICHES MINERALWASSER
AUS DEN RÖMERQUELLEN



**REFRESHINGLY
SUSTAINABLE 2019**

Everything at a glance



12 Coca-Cola Austria at a glance



19 Stakeholder dialogue and key issues



24 Coca-Cola Austria and the economy



28 Coca-Cola Austria and the community



46 Coca-Cola Austria and the environment



64 GRI Index

- 03** About this report
- 04** Sustainability in numbers
- 06** With full force into a new decade: together!
- 08** It's always better #miteinand
- 10** „World Without Waste“ Progress Report

Coca-Cola Austria at a glance

- 13** This is how much of Austria can be found in Coca-Cola
- 16** Management teams
- 17** Responsible corporate governance

Our stakeholders

- 19** Stakeholder dialogue and key issues

Coca-Cola Austria and the economy

- 25** Together for 90 years!
- 26** Our position: sustainable and proactive management
- 27** Our suppliers

Coca-Cola Austria and the community

- 29** Our commitment to our employees
- 37** Quality management
- 38** Consumer well-being
- 40** We invest in the community

Coca-Cola Austria and the environment

- 47** Our resources, packaging, and waste
- 51** Water as a valuable resource
- 53** Climate protection and energy
- 57** Environmental Program 2020
- 58** Our environmental key figures at a glance
- 61** ABC analysis according to EMAS requirements

GRI Index

- 65** GRI Standards - Core option

About this report

This report concerns Coca-Cola Austria's sustainability activities in the field as the Coca-Cola System.

The present 2019 Sustainability Report offers a comprehensive overview of essential sustainability topics and performance indicators provided by Coca-Cola HBC Austria and Coca-Cola GmbH, that together build the Coca-Cola System in Austria (see page 13f). As has been the case since 2017 (the only sustainability report provided by Coca-Cola HBC Austria at the time), this report was created in accordance with the Global Reporting Initiative (GRI) Standards: Core option. Last year, the report was published for the first time for the entire Coca-Cola System in Austria. This sustainability report meets the requirements for the preparation of an environmental statement under EMAS Regulation 2018/2026, 2017/1505, and EMAS 2009. Furthermore, in this report, Coca-Cola Austria voluntarily fulfills the main requirements of the NaDiVeG (Nachhaltigkeits- und Diversitätsverbesserungsgesetz. Sustainability and Diversity Improvement Act) to disclose non-financial information.

This report documents key figures collected between 2017 and 2019. It also includes additional relevant activities and information up to the deadline on May 1, 2020.

References to GRI contents are shown in the GRI Index starting on page 65. The most important sustainability topics were determined by means of a materiality assessment. The assessment was carried out based on an internal employee survey and an external stakeholder survey (see page 19). To ensure the quality of this report, we were mindful of the right balance, comparability, accuracy, and currentness of the information and data. The information in this report applies mainly to Coca-Cola HBC Austria and Coca-Cola GmbH. Some of the specified data are results from the entire Coca-Cola HBC Group or The Coca-Cola Company. In these cases, reference is made to the Coca-Cola HBC Group's integrated Business and Sustainability Report or the information provided by The Coca-Cola Company. The materiality process, and

the essential sustainability figures derived from it, were reviewed by our external auditor. The respective confirmation from Kanzian Engineering & Consulting GmbH can be found on page 68.

For environmental protection reasons, this report is only available as a free download, in German or English, on our website www.coca-colahellenic.at.

Gender equality is important to us. For the sake of readability, neither masculine nor feminine forms of speech are used. However, all statements apply equally to women and men.

If you have questions or comments, please contact Mark Joainig, Public Affairs & Communications Director Coca-Cola HBC Austria under mark.joainig@cchellenic.com or Philipp Bodzenta, Public Affairs & Communications Director Coca-Cola Austria at pbodzenta@coca-cola.com.



This sustainability report meets the requirements for the preparation of an environmental statement in accordance with EMAS 2018/2026, 2017/1505 and EMAS 1221/2009. The data provided applies to the year 2019.

Sustainability in numbers

As the Coca-Cola System in Austria, we take responsibility for the people, the environment and the region. Thanks to our numerous measures and initiatives, we have been able to achieve a great deal in the past years.

Packaging and recycling

We use environmentally friendly packaging that protects our products and is practical from an economic and ecological point of view.

32% of our bottles are reusable. This percentage will be increased in the future.

In 2019, the entire Römerquelle PET portfolio was converted to **100% rPET** bottles. In 2019, the portion of recycled PET materials used for products bottled in Edelstal represented **49%**.

Over **10,000 people** participated in Austria's largest neighborhood cleanup platform "Wir räumen auf: Miteinander!" ("We're cleaning up: together!")



Water

We are particularly mindful of our water usage.

We currently require approx. **1.70 liters** of drinking water per liter of beverage produced.

Since **2019**, we have been fulfilling all of the Gold status criteria set forth by the Alliance for Water Stewardship (AWS), a world-renowned network for sustainable water management.

We are able to save up to **25,000 m³** of process water annually by recovering water from two PET production lines.



Environmental protection and energy

Whether it comes to our production, transportation or our coolers: we actively work towards reducing our carbon footprint.

Our electricity is derived from **100% renewable energy** resulting in zero emissions. Efficient route planning and e-cars reduce emissions during transportation.

The **2.86 MWp** photovoltaic system on the roof of our production site in Edelstal feeds **2.9 gigawatt hours** of solar power into the grid each year.



Social engagement

Coca-Cola has been firmly rooted in Austria since 1929. We would like to give back to the community in which we operate and therefore invest in local initiatives.

During the Inclusion Run, nearly **1,000 participants** set an example for inclusion in support of the Special Olympics.

Since 2017 we have been providing young people with new career prospects through our #YouthEmpowered initiative. To date, **around 3,900 jobseekers** have received support.

As part of the Get Active Social Business Award, we promote social entrepreneurship and innovation with cash and in-kind benefits worth **€90,000**.



Employees

We aim to become one of Austria's top employers and provide an ideal work-life balance for our team.

Women currently represent **39%** of senior leadership positions. Currently, **6 out of 10 members** in our Senior Leadership Team at Coca-Cola HBC Austria are women.

We invest in the development of our team and awarded **7 further education scholarships** in 2019.



Consumer well-being

We implement activities that effect a positive change in the lives of our consumers.

We offer a broad portfolio that caters to every taste and occasion. In 2019, we expanded our product range with **16 new refreshments**.

Our products feature clear and **transparent nutritional information** using color-coded labels.

Since 2015, we have reduced the sugar content in our products by **10%**.



With full force into a new decade: together!

We don't just pay lip-service to solidarity, equal opportunity within the community, or environmental responsibility, these are core foundations of our corporate philosophy. That is why, in 2019, we celebrated our 90th birthday in Austria entirely under the motto of 'nachhaltig Miteinander' ('sustainable together'). We achieved a lot together in 2019 – far beyond our product portfolio. Without our customers and strong local partners, initiatives such as the neighborhood cleanup platform "Wir räumen auf: Miteinander!" or the "10,000 Chances Job Day" would not have been possible. Behind all of these successes, there is also a strong team of around 1,000 committed employees across Austria. To us, that is the most important ingredient for success.

Only months later, we now find that the slogan "Miteinander!" is more important than ever. The corona pandemic is shifting the world's priorities in 2020. That is why it is even more important for us, as Coca-Cola Austria, to continue our role as the responsible and reliable partner that our customers, consumers, partners, and employees value. Therefore, as early as mid-March, we donated €100,000 to heavily affected sectors via our #Miteinander-Soforthilfe fund (#TogetherEmergency fund) among other things. We also donated beverages to aid organizations and medical facilities. We are pursuing our commitment to support the communities in which we operate, across national borders. As the Coca-Cola System, we have implemented extensive measures and donated \$120 million overall for those affected by corona. In Austria, we were able

to donate a six-figure sum to our partner, Caritas, through our Coca-Cola Foundation.

2019 was also a real game-changer for environmental protection: the global "Friday's for Future" movement, the current influence of environmentally focused political parties in various European parliaments, or concrete measures such as the European Union's single-use plastics directive, are parameters for change which we fully support and recognized early on with our "World Without Waste" strategy. Our packaging and resource conservation measures also enable us to make an important contribution to our vision of a world without waste in Austria. We are especially happy to be able to support local cities and communities. Between March and June, 325 of these cities and communities took part in "Wir räumen auf: Miteinander!" Austria's largest neighborhood cleanup platform, making the initiative a success which we hope to keep going in the following years.

In April, Römerquelle reached a milestone within the domestic beverage industry. The brand became Austria's first mineral water brand to switch its entire PET product range to 100% recycled PET bottles. This means that we already met the new EU requirements 10 years early. We are also well ahead of schedule in terms of energy and resource efficiency: since September 2019, the roof of our Edelstal plant has been home to the largest photovoltaic system in Burgenland. This has enabled us to significantly improve our water treatment process.



For us, sustainable action extends far beyond the borders of our production site: as our strong initiatives last year proved, to us as the Coca-Cola System, an open sense of community is of great importance. As a proud partner of EuroPride and with our Coca-Cola bottle rainbow design, we're putting a strong focus on social diversity and equal opportunities in June. In Sprite's #loveyouhater campaign, we stood up against bullying and hate on the internet. Thanks to our #YouthEmpowered initiative, we broke new ground during the 10,000 Chances Job Day which, up to date, has helped us support around 3,900 jobseekers through various programs. And last but not least, during the Coca-Cola Inclusion Run, which supports the Special Olympics in Austria, almost 1,000 enthusiastic participants demonstrated the moving and unifying power of inclusion. Among those present were many of our employees, without whom the implementation of the measures mentioned would not be possible.

Our versatile team is also one of the driving forces behind our dynamic development - a development that is directed by a sustainable growth strategy. In 2019, we were thus able to continue on our path towards being a beverage company that offers a product for every taste and situation and

delighted our consumers with various new product innovations. Our commitment was also manifested in our positive economic development: in the previous year, we were able to expand our market shares in Austria by 0.4 percentage points*. We also aim to continue to significantly reduce the sugar content in our portfolio by 2025.

Our path toward a sustainable future will continue in 2020. We will do this as a Coca-Cola System which takes all the right steps for the Austrian community - our customers, consumers, partners, and employees - and contributes to emerging stronger in the face of adversity. Together!

Frank O'Donnell, General Manager
Coca-Cola HBC Austria

László Niklós, Country Manager
Coca-Cola GmbH

*value-based share of non-alcoholic beverages 2019: 23.9%



It's always better #miteinand

Coca-Cola also takes responsibility for its employees and the community during difficult times. The Coca-Cola System implemented many international and national initiatives to overcome the corona crisis together, supporting employees, economic partners, and aid organizations quickly and without red tape.

As an important company in the domestic food and beverage industry, our Burgenland plant is a critical part of the infrastructure. The safety and health of our employees is always our top priority. By ensuring a range of preventative measures for the team and their families, as well as with the full commitment of our colleagues, we were consistently able to maintain the production and availability of our goods. Our employees, in all locations, were kept informed about the situation and the measures taken via various communication channels.

#Miteinand fund for affected sectors

On March 12th, several days before the Austrian government introduced the lockdown measures, Coca-Cola launched the #Miteinand emergency fund. The fund was endowed with €100,000 to help the hotel, catering, and events businesses as these have been especially hit hard. The money was allocated via the Hotel Association, emba (Austrian association of live marketing agencies), and the Wirtschaftskammer Österreich (Austrian Economic Chamber) who added a further €66,000 to the fund.

The #Miteinand emergency fund was topped up again in the following weeks. Coca-Cola Austria decided to use the UEFA EURO 2020™ promotion budget on projects which foster integration and inclusion in sport. These include Caritas projects (Homeless World Cup, Käfig League), Special Olympics and Special Needs soccer teams, and the Austrian Integration Soccer World Cup (Integrationsfußball WM).



In total, these projects will benefit from a further €75,000 donation. Moreover, all Coca-Cola app users (available free of charge on all app platforms) can participate. For every game coin donated, Coca-Cola will donate three more euros to the fund. Instead of implementing this year's canceled Coca-Cola CUP, as part of the cooperation with the Österreichischer Fußball-Bund (Austrian Soccer Association, ÖFB), a six-figure sum will go to ÖFB aid projects.



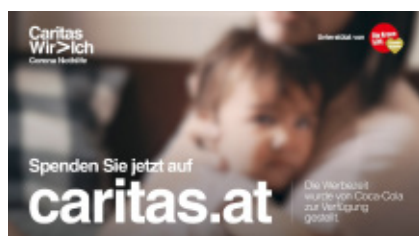
Listening #miteinand daheim (#together at home)

Coca-Cola also believes that its social value lies in conveying optimism and joy of living to people during challenging times. That is why we launched the podcast #miteinand daheim. The podcast host, presenter Philipp Pertl, made calls throughout Austria and spoke to people at home. The 42 episodes feature people from the world of business, sport, and the community who highlight the positive aspects of their situation and inspire confidence that we will overcome this crisis together. Celebrity guests include Winzer Leo Hillinger, presenter Barbara Stöckl, singer Daniel Serafin, presenter Christa Kummer, legendary goalkeeper Helge Payer, drag queen Tamara Mascara, actress Kristina Sprenger, actor Rudi Roubinek and Caritas President Michael Landau. The podcast series is now among the top 10% of podcasts in Austria.



www.coca-cola-oesterreich.at/podcasts

The #miteinand daheim podcasts are available on Coca-Cola ONE as well as Spotify, iTunes, SoundCloud and podcast.de.



We support aid organizations in their help.

At the start of April, Coca-Cola suspended their product advertisements worldwide until further notice. Together with bottling partners and The Coca-Cola Foundation, \$120 million was made available for COVID-19 aid measures. In Austria, Caritas received a six-figure sum from the Coca-Cola Foundation, aimed at helping the elderly, homeless, and single parents. In addition to this, pre-booked TV advertising slots were freed to advertise relief measures for those affected – in Austria this includes a call for donations to the Caritas "Corona Emergency Aid."

We donated €30,000 to the Ronald McDonald House Charity so that they could maintain operations.

From the start of the corona crisis, Coca-Cola HBC Austria and Coca-Cola GmbH have been fast and unbureaucratic in supplying beverages to many Austrian Red Cross volunteers, various Caritas facilities in Austria, charitable organizations and medical facilities. Employees of the Austrian Post also received thanks for their service.



Valuable support for helpline "Rat auf Draht"

In mid-March, Sprite took a strong stance against cyberbullying and online hate. As part of the campaign, the partnership with the children's and adolescent's helpline "Rat auf Draht" was highlighted. To facilitate more phone counseling sessions with 147 Rat auf Draht, during this crisis, Sprite changed their original endorsement at the last minute, doubling their donations. This enabled a total of 60,000 valuable phone counseling minutes.

Get Active Social Business Award to strengthen the social sector

In 2020, the Get Active Social Business Award represents the highest domestic award bestowed for social entrepreneurship, focusing on the environment and recycling, equality for women, and social inclusion. However, it also stands for the question of how we can strengthen the social sector in the face of the COVID-19 pandemic. For the 13th time already, the founders of the initiative – Coca-Cola, Der Standard, and the NPO and SE Competence Center of the Vienna University of Economics and Business

Administration, as well as the media partner 4Gamechangers – are calling for social entrepreneurship. An overall startup capital of €91,000, in the form of cash and in-kind benefits, will be awarded.

10,000 Chances in the Online Job Day

Mid-May, the Coca-Cola HBC team supported the 10,000 Chances Online Job Day, which took place virtually this year. In addition to practical application tips, attendees could have their CVs checked for free.



„World Without Waste“ Progress Report

We are determinedly pursuing our vision of a world without waste.

We are aware that our packaging and the way it is handled are at the center of the current discussion surrounding plastic and plastic waste. Coca-Cola therefore focuses on constructive dialogue and sustainable goals and is actively committed to contributing to solutions.

At the start of 2018, The Coca-Cola Company announced a unique goal within the industry: “World Without Waste”. By 2030, we intend that for each can or bottle we sell, one can or bottle is collected and introduced into the recycling process - worldwide. The Coca-Cola Company set an ambitious milestone to collect 90% by 2025. With these important and self-imposed goals we have even exceeded the EU guidelines.



We are also actively involved in a world without waste.

Together with the Federal Ministry for Sustainability and Tourism, Altstoff Recycling Austria AG (ARA), the Österreichischen Gemeindebund (Association of Austrian Municipalities), the Österreichischen Städtebund (Austrian Association of Cities and Towns), and Regionalmedien Austria, Coca-Cola Austria launched “Wir räumen auf: Miteinander!” in 2019. This platform aims to highlight the service and commitment demonstrated by

cities, communities, and citizens during nationwide neighborhood cleanups. It also aims to underline the importance of proper waste management. We far exceeded expectations in the first year: 325 communities, amounting to more than 15% of all Austrian communities and consisting of 10,558 participants, made a significant contribution toward a world without waste. To conclude this event, over 50 Coca-Cola employees collected discarded and washed-up waste in the Donau-Auen National Park.

The initiative was meant to continue in 2020. By mid-March, nearly 100 communities had signed up. However, due to the corona crisis and the ensuing measures (ban on events and lockdown restrictions), the event had to be canceled at short notice this year but has been scheduled to resume early 2021.

Together for the circular economy

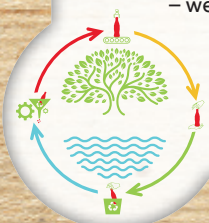
In Austria, we rely on strong partnerships to boost our primary packaging collection target. Together with local partners, such as the ARA, Coca-Cola continuously works on increasing collection and recycling rates. We were able to increase Austria's already high PET bottle collection rate in 2019: from 73% in 2018 to 76% now.

The PET to PET recycling plant in Mülendorf, founded by Coca-Cola HBC and four other beverage producers, is a prime example of the success of these efforts: the company has had its most successful year to date. In 2019 more than 26,300 tons of PET material – which equates to around 1.1 billion PET bottles – were used to produce valuable






secondary raw material for new PET containers. This represents an increase of 3% since 2018. Collecting PET bottles

is essential to feed this recycling process and to create new PET bottles.



One thing stands out in the current stakeholder dialogue: if we want to increase the collection rate, we need an efficient collection system. Coca-Cola is therefore open to apply the best pos-

sible collection system that will help us reach a 100% collection rate in Austria in no time. The system must be feasible for consumers and guarantee the availability of high-quality materials.

	 Collection rate (PET)	 Recycling rate (PET)	 Recyclability rate
World Without Waste Goal	100% by 2030	50% by 2030	100% of packaging by 2025
EU requirement	90% by 2029	30% recycled PET incorporated by 2030	90% by 2025
This is where we stand in Austria	76% 3 out of 4 bottles enter the recycling process.	100% for Römerquelle 49% for the entire portfolio* <small>*PET-products bottled in Edelstal 2019</small>	100% technical recyclability of packages in AT

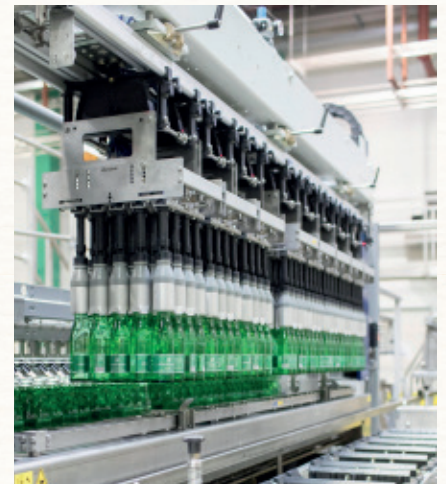
Recyclability as the top priority

100% of all materials currently used for our PET bottles and cans are already fully recyclable. In order to close material cycles, we use a complex process adding high-quality regranulate from PET bottles to new PET bottles. At the end of 2019, our bottles had a recycled material ratio of up to 49%. In April 2019, Römerquelle achieved a milestone within the Austrian beverage industry: since then, all of the brand's PET bottles are made of 100% recycled PET.

The EU has specified that by 2025, new PET bottles are to have a recycled material ratio of 25%. By 2030 at the latest, this ratio is to increase to 30%. Römerquelle PET bottles are made of 100% recycled material, placing us over 10 years ahead of the EU target.

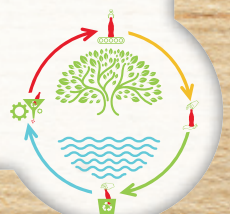
We are expanding our share of reusable packaging.

For the majority of our brands – from Römerquelle to Coca-Cola, Fanta, Sprite, Mezzo-Mix, and Kinley Kräuter Kracherl to FUZETEA and Cappy – Coca-Cola HBC Austria successfully uses reusable glass bottles in the food service and hotel industry. Refillable premix and postmix dispensers are available for dispensing systems. Furthermore, Coca-Cola is available in 0.33 L reusable glass bottles in select supermarkets. Our Römerquelle mineral water has been available in glass bottles in the food retail industry for years. Overall, the portion of reusable bottles – measured based on the production volume – is currently around 17.3%. We aim to continuously increase this percentage and the availability of our reusable retail portfolio in 2020.



<https://www.coca-cola-oesterreich.at/sustainability>

Further information for a World Without Waste can be found on Coca-Cola ONE.





**Coca-Cola Austria
at a glance**

This is how much of Austria can be found in Coca-Cola

Coca-Cola HBC Austria is one of the largest companies in the Austrian non-alcoholic beverage industry and is a licensed bottler of The Coca-Cola Company. Together, both companies form the Coca-Cola System in Austria, employing around 1,000 people.

Coca-Cola HBC Austria employees work in our headquarters in Vienna, in our sales offices in the federal states and our state-of-the-art production and logistics center in Edelstal (Burgenland). From there, we supply the entire Austrian market with Coca-Cola products. We deliver to around 60,000 customers in the food retail and food service industry who provide our consumers with our products. Additionally, around 6,000 vending coolers ensure that our products are available chilled nationwide.

At The Coca-Cola Company (Coca-Cola GmbH), we also ensure that our brands and products stay in demand among consumers. To do so, we stay on top of current trends and develop marketing strategies for the Austrian market in cooperation with our globally active colleagues.

We manufacture locally in Austria.

Aside from the well-known Coca-Cola, Fanta and Sprite brands, our broad product portfolio includes the Austrian mineral water brand Römerquelle, FUZETEA, Cappy, the tonic brand Royal Bliss and Monster energy drink as well as plant-based drinks AdeZ. At the start of 2019, we introduced the herbal lemonade Kinley Kräuter Kracherl in Austria.

Aside from bottling directly at the production site in Edelstal, specific products for Austria are produced in other plants of the Hellenic Group. For example, Coca-Cola Zero Lemon is produced in Hungary. Austria also produces products for the Slovakian market, among others.

Our memberships

We are a member of numerous industry-relevant associations and represent our company and the interests of the beverage industry within these associations.

- * forum ernährung heute (f.eh)
(Forum Nutrition Today)
- * Forum Natürliches Mineralwasser
(Forum Natural Mineral Water)
- * GS1 Austria
- * Verband der Getränkehersteller Österreichs (Association of Austrian Beverage Manufacturers)
- * American Chamber of Commerce
- * Österreichischer Markenartikelverband
(Austrian Association for Brands)
- * Federation of Austrian Industries
- * Österreichischer Gewerbeverein
(Austrian Craft and Trade Association)
- * Österreichischer Süßstoffverband
(Austrian Sweeteners Association)
- * Österreichisch-Amerikanische Gesellschaft (Austro-American Society)
- * Österreichische Sporthilfe
(Austria Sports Aid)
- * Österreichische Gesellschaft für Ernährung (Austrian Nutrition Society)
- * Verband der Ernährungswissenschaften Österreichs (The Association for Nutritional Scientists Austria)
- * Verband der Diätologen Österreichs
(Austrian Association of Dieticians)

The companies

Coca-Cola HBC Austria GmbH
Clemens Holzmeister Straße 6
1100 Vienna

www.coca-colahellenic.at
Phone: 01-61060-0
Email: info@coke.at

Production: Edelstal
Branches and depots:
Asten, Premstätten, Salzburg,
Innsbruck, Klagenfurt, Dornbirn

Coca-Cola HBC is a member of the Coca-Cola HBC Group.

General Manager: Frank O'Donnell
ÖNACE-Code: 11.07-0

Coca-Cola GmbH
Am Europlatz 2
1120 Vienna

www.coca-cola-oesterreich.at
Phone: 01-66171-0
Email: info@coke.at

Coca-Cola GmbH is a member of The Coca-Cola Company.

Country Manager: László Niklós

High-Tech in Edelstal

Our production and logistics center in Edelstal sets new standards in many areas. A core element of the plant is our water treatment and syrup hall. The former provides a completely new infrastructure, with the capacity to treat 300 m³ of water per hour. In the syrup room, the concentrate is mixed and prepared for soft drink production. The room consists of 16 tanks with multi-functional programming and designed for easy maintenance. A total of 10 bottling systems ("lines") are available for bottling in the production center:

We use two lines to bottle our reusable glass bottles and five lines for our PET bottles, as well as one line each for pre-mix, postmix, and bag-in-box. Overall, these lines yield between 12 to 45,000 containers per hour. Producing the maximum per hour amount quoted, the glass line is one of the fastest lines and is extremely energy efficient. Not only is its speed impressive but so are the highest safety standards it functions under.



The blow molding hall is where the PET preforms are blown into their typical bottle shape before being transported to the bottling plant. Our warehouse can house a remarkable 45,000 pallets and is automated. Here, "LGVs" – driverless forklifts – use a laser to scan the position of the pallets, allowing them to automatically move between two products.

The warehouse of Coca-Cola HBC Austria

Interior surface: 30,000 sqm
Overall capacity: approx. 1 million pallets per year

Storage capacity:
 2017: 44,000 pallets
 2018: 45,000 pallets
 2019: 45,000 pallets

Gate2Gate time:
 2017: 02:47 h
 2018: 02:26 h
 2019: 01:43h

Throughput (pallets moved per man hour)
 2017: 28 pallets/hour
 2018: 32 pallets/hour
 2019: 33 pallets/hour

Loaded pallets/day
 2017: 4,041 pallets (on average)
 2018: 4,042 pallets (on average)
 2019: 3,853 pallets (on average)

The Coca-Cola System

The Coca-Cola Company

LICENSOR

- Holder of trademark rights
- Produces the beverage concentrate
- In charge of worldwide consumer marketing and develops advertising strategies
- Develops new products and packaging

COCA-COLA GMBH

- In charge of consumer marketing for Austria and develops local advertising strategies
- Develops country-specific products and packaging



The Coca-Cola Company

The Coca-Cola Company is a Total Beverage Company which offers 500 brands in over 200 countries. In addition to the company's Coca-Cola brands, the portfolio includes some of the world's most valuable beverage brands, including plant-based beverages of the brand AdeZ, Ayataka Green Tea, Costa Coffee, Dasani water, Del Valle juices and fruit nectars, Fanta, Georgia coffee, Gold Peak Tea and coffee, Honest Tea, innocent smoothies and juices, Minute Maid juices, Powerade sport drinks, Simply juices, smartwater, Sprite, vitaminwater and ZICO Coconut Water. The company is listed on the New York Stock Exchange.

 **Coca-Cola Hellenic Bottling Company**

BOTTLING PARTNER

- License holder for beverages of The Coca-Cola Company
- Independent, listed company (London Stock Exchange, FTSE 100)
- Active in 28 countries on 3 continents, and one of the world's largest bottling companies for non-alcoholic beverages

AUSTRIAN BOTTLING PARTNER

- Purchase of beverage concentrates, ingredients and raw materials
- Production and distribution of ready-to-drink beverages
- Supply to customers in the retail and hospitality sectors
- Marketing and sales promotion at the point of sale



 **Coca-Cola HBC Österreich**



The Coca-Cola HBC Group

Coca-Cola HBC Austria is a subsidiary of Coca-Cola Hellenic Bottling Company AG based in Switzerland. As one of the leading bottlers of The Coca-Cola Company with a sales volume of 2 billion unit cases and with production and distribution centers in 28 countries, Coca-Cola HBC Austria supplies over 595 million consumers yearly. The company is listed on the London stock exchange and has a secondary listing in Athens. Coca-Cola HBC is listed in the Dow Jones Sustainability Index as well as in the FTSE4 Good Index.

Creating values together

Our business model is in the focus of our actions. It defines which activities we conduct, the relations we rely on as well as the performances and

results we want to achieve in order to create value for all stakeholders – in the short, medium and long term.

Capitals

We carefully manage inputs to our business with a focus on preserving the resources available to us.

Financial

Shareholders' equity, debt

Manufactured

Plants, warehouses, distribution centres

Human

Employees, partners

Natural

Water, energy, eco-system services, biodiversity

Intellectual

Brands, standards, processes, corporate reputation

Social

Communities, customers, suppliers, diverse groups of stakeholders, NGOs, IGOs, industry coalitions

Partnering

With The Coca-Cola Company

Value added by

Optimising our production infrastructure continuously

Broadening our distribution while gaining efficiencies through outsourcing

Joining forces with our customers for flawless execution

Winning the trust of our consumers



Value shared with

We create value for our stakeholders which, in turn, builds value for our business over time.

Employees

Rewarding our people
Secures a skilled and motivated workforce

The Coca-Cola Company

Investing in our business and executing flawlessly
Ensures a fruitful partnership for years to come

Communities and environment

Enriching the lives of communities, contributing to the public good and safeguarding the environment
Makes us local and earns us the trust of our communities

Customers

Helping customers increase sales
Provides us with channel diversity

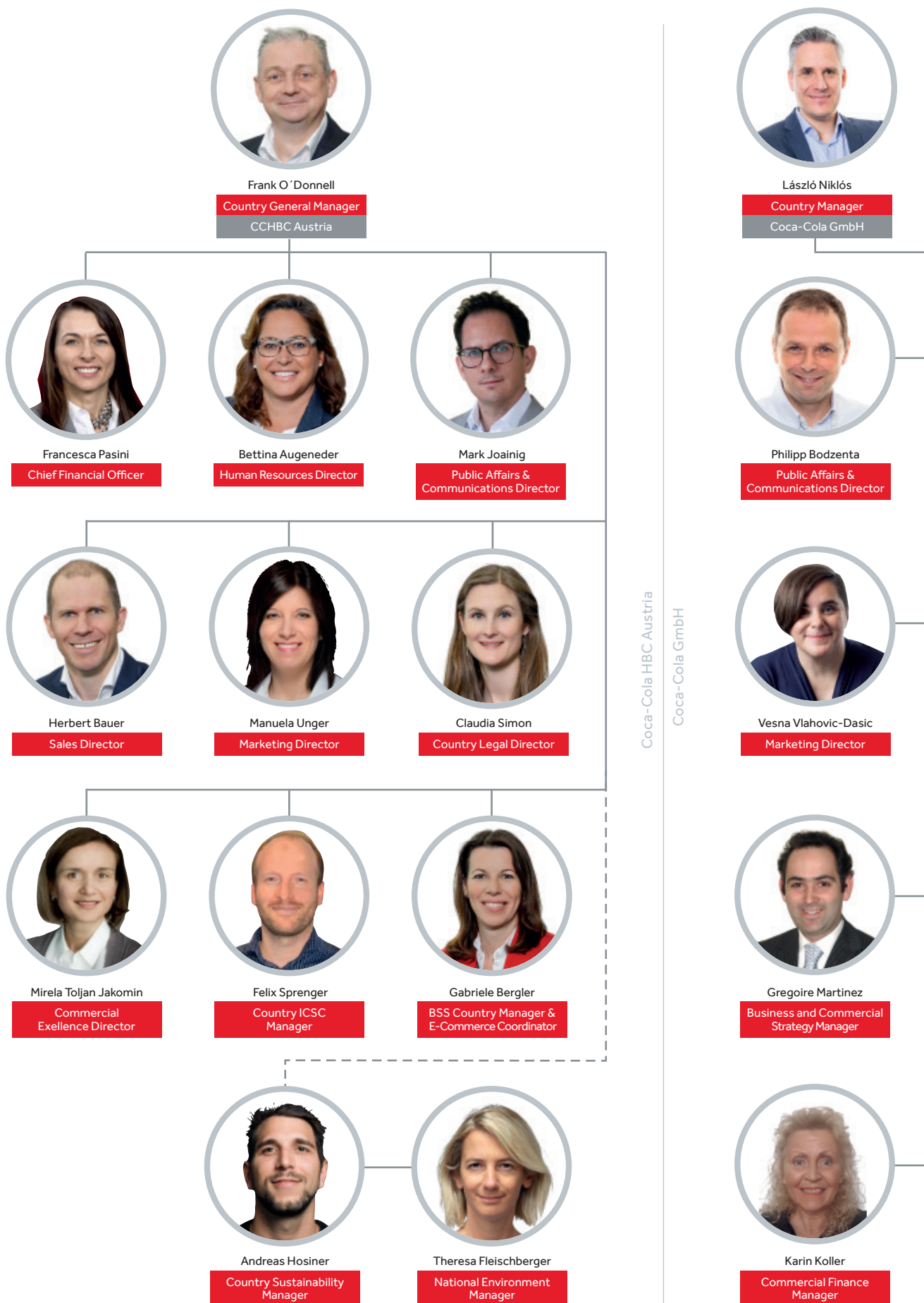
Consumers

Meeting consumer needs by offering them choice and quality
Generates revenue, contributing to the sustainability of the business

Shareholders

Delivering strong sustainable earnings and dividends
Establishes a supportive shareholder base

Management teams



Responsible corporate governance

Coca-Cola strives to achieve the best possible economic and ecological business results and sustainable growth. We are firmly convinced that these goals can only be achieved through careful business activity and require compliance with the highest corporate and social responsibility standards. Respect for the individual and compliance with rules and guidelines are the core of our integrative business culture.

Through these values, we are committed to being open, fair and honest, and to acting with integrity.

We depend on the trust of our customers, consumers, and the community in which we work. We all have to earn this trust anew every day.

Our workplace culture and our market success are founded on our values: to win over customers, promote our employees as well as high performance standards, integrity, learning, and cooperation.

We treat each other with respect at the workplace and value the contributions of all team members. We know that we can only be successful if we create an inclusive, fair, and positive workplace environment. We act firmly in the market, but our actions are always legal and ethically correct. We keep our promises and do the right thing, not just the easiest thing. Above all, we always act with integrity towards the community we live and work in.

Coca-Cola HBC and The Coca-Cola Company's Code of Business Conduct serves as our group-wide guideline, extensively listing all standards for employee conduct within business life. This code of conduct was revised in 2019 to include current developments regarding the protection of privacy and personal data. This is implemented locally by Coca-Cola Austria.

Our commitment to integrity and ethical conduct is particularly important in regard to the prevention and detection of corruption. Coca-Cola System's attitude toward bribery and corruption is clear and simple: we have a zero-tolerance policy. Every Coca-Cola Austria business location is regularly reviewed for corruption risks. The anti-bribery guidelines and our compliance handbook deliver a detailed understanding of our anti-bribery and anti-corruption program. When joining the company, every employee

undergoes extensive online training which clearly communicates the contents of the guidelines and the manual. The training is followed up by a brief multiple-choice test to verify the knowledge retained. Random knowledge checks are also carried out among all employees throughout the year.

Coca-Cola HBC and The Coca-Cola Company have been official members of the UN Global Compact since 2006 and are committed to its goals. Naturally, we follow this commitment locally in Austria. The program, which was founded in 2000, brings together companies, UN organizations, labor, and civil societies as well as governments in order to promote universal principles in the fields of human rights, labor, environment, and the fight against corruption.

Our sustainability goals are based on the global goals for sustainable development put forth by the UN (see page 19). We have set ourselves specific environmental goals relating to energy and water consumption, as well as CO₂ emissions, and are pursuing their implementation at the highest management level.



<https://at.coca-colahellenic.com/de/über-uns/agb-policies-und-richtlinien/>

<https://www.coca-colacompany.com/shared-future/people-values>

You can find the download link for our policies and guidelines on these websites.

Responsibility within Coca-Cola Austria

Our management, in Austria, unites competencies in sales, marketing, commercial excellence, supply chain, finance, human resources, public affairs & communications, legal and business solution systems (IT) skills. Corporate responsibility is integrated into the duties of the Public Affairs & Communications Departments of Coca-Cola HBC Austria and Coca-Cola GmbH. These departments report directly to the General Manager and Country Manager respectively.

Maintaining and improving the environmental management system is one of the central tasks of Coca-Cola HBC Austria's seven-member Sustainability Team. In addition to environmental issues, the team manages occupational safety, quality, and legal compliance tasks. The Sustainability Management Department then reports directly to the Country General Manager. With the help of a management solution, our management system regularly establishes the legal requirements of and our compliance with, for example, the Occupational Health and Safety Act, the Waste Management Act, or the Trade Regulation Act (incl. all associated regulations).

Our compliance with these legal requirements is determined in the course of internal audits or special internal legal compliance audits, such as official inspections. We had no environmental sanctions or transgressions last year. That is why we can conclude that we adhered to legal obligations in the 2019 assessment year and also confirm this in our management review.



PANEL DISCUSSION



Dr. Ferdinand Koth
Vizepräsident
Regional Manager



Daniela Gellg
abaklembot@n.at
Manager



Willem Kambinski
Regional Manager
Regional Manager



Our stakeholders

Stakeholder dialogue and key issues

Coca-Cola Austria is committed to holding an open and transparent dialogue with its stakeholders. We also use this dialogue to identify the main sustainability issues and risks.

Coca-Cola and its stakeholders have been engaging in a structured dialogue for years. Based on the processes of the Coca-Cola HBC Group, we were able to define the following relevant stakeholder groups for Coca-Cola Austria:

- Employees
- Customers and trade partners
- Suppliers
- Trade organizations/interest groups
- NGOs/environmental organizations
- Media
- Universities/academic institutions
- Politics and administration (including local communities)



The basis for our materiality process are the regular exchanges with our stakeholders in all countries in which we are economically active. This provides us with important feedback on our actions. Our annual company-wide materiality process is dedicated to examining the following aspects:

- Identification/verification of key issues
- Materiality for our stakeholders
- Effects on the environment and community
- Consideration of new findings/sustainability risks

With the support of stakeholder assessments, we were able to identify twelve topics pertaining to the three dimensions "economy," "ecology" and "community", which we then rated according to their relevance (please see description of the twelve sustainability topics on page 21).

Our selection of the key issues, and our sustainability strategy, are oriented on the 17 Sustainable Development Goals (SDGs) of the United Nations. The SDGs set clear sustainability aims for all countries and the international community until 2030. Coca-Cola HBC analyzed these 17 goals on a Group level, to identify which ones are particularly

relevant to our business activities and which of these aims we can contribute to (see Coca-Cola HBC Sustainability Report, 2019: pages 48-49).

Every year, the Coca-Cola System dedicates a company-wide forum to the stakeholder dialogue, during which we focus on one clear topic. In 2019, 34 participants from 20 countries, gathered in Athens to discuss current challenges concerning "water." One of our Austrian representatives also took part in the forum. Furthermore, stakeholder surveys are carried out annually in many countries.

Coca-Cola Austria – stakeholder survey 2019

In early 2020, for the third year in a row, Coca-Cola Austria carried out a country-specific and anonymous online survey with around 180 stakeholders. Like in the previous year, with 55 respondents, we had a response rate of almost 30%. In the questionnaire, stakeholders were asked to rate the materiality of the twelve sustainability topics we identified. They also had the option to rate Coca-Cola Austria's management of these topics (on a scale from 1-10). Due to the topicality and public discussions in Austria, we asked questions targeting the issue of "beverage packaging."

- During the materiality assessment, "environmental protection/energy" and "packaging" (both 9.3) again came up as top issues. The gap between these topics and the topic of "health and nutrition" (8.7) was clearer this time around. Comments and criticisms were expressed regarding "packaging," clearly placing it at the center of concern.
- The biggest differences between

materiality and Coca-Cola Austria's perceived performance also arise within these three top issues mentioned.

- "100% recycled PET" and the "expansion of commercial recycling systems" were voted as the most important solutions regarding beverage packaging.
- The 2019 sustainability report was overwhelmingly rated positively by the stakeholders (average rating of 7.7 based on a scale of 1-10).
- Of the sustainability measures implemented by Coca-Cola Austria, most of the respondents were familiar with local commitments such as the "Special Olympics" or "#YouthEmpowered" (70%), followed by the 90th anniversary in Austria which took place in 2019 (68%) and the use of "reusable glass containers for food service customers" (66%).

Our materiality topics

The results of this year's stakeholder survey were incorporated in the reevaluation of our materiality matrix. The matrix now specifies which themes are

of particular importance to Coca-Cola Austria and its stakeholders. The values concerning the significance of the impacts were adopted from the consolidated Annual Report (see Coca-Cola HBC Sustainability Report, 2019: page 55). The assignment of topics to the Global Reporting Initiative (GRI) indicators can be found in the GRI index (page 65).

The key topics for our stakeholders:

2018:

1. Product quality
2. Packaging
3. Health & nutrition

2019:

1. Packaging
2. Environmental protection & energy
3. Water

2020:

1. Environmental protection & energy
2. Packaging
3. Health & nutrition

Materiality matrix Coca-Cola Austria 2020



The management approaches for our 12 sustainability topics

1. Corporate governance, business ethics and anti-corruption

To us, it is important to conduct all our business activities with integrity and respect for the community. This concerns all aspects of corporate governance: We have zero tolerance for violations of our "Code of Business Conduct," and our anti-corruption policy.

2. Direct and indirect economic effects

As an international company, we ensure positive socio-economic contributions and support measures to increase the quality of life in the communities in which we are active. We can see these progresses in our contributions, especially when it comes to wages, tax payments, payments to suppliers, and contractual partners as well as investments in community projects aiming to improve ecological and social aspects.

3. Health and nutrition

Coca-Cola HBC is aware of the fact that personal health and the well-being of the community are moving into the center of attention. We understand the importance of a balanced diet and want to help consumers make responsible beverage choices. We offer a wide range of beverages in different packaging sizes, which are often available as sugar-free or low-sugar options. Additionally, we provide clear and transparent nutritional information on all our products.

4. Product quality and integrity

Our business strongly depends on product quality and integrity, market leadership, sales volume, sales figures and the community's trust. To Coca-Cola, product integrity means offering beverages of the highest quality in order to meet customers' and consumers' expectations in every aspect. Apart from functionality, quality, safety, taste, and design this also includes intangible values such as brand values.

5. Responsible marketing

Effective product marketing is one of the most important business activities of the Coca-Cola system. Our responsible approach can be seen in our marketing activities. Elementary schools, for instance, are marketing-free areas to us. Furthermore, several years ago we committed not to market to children under 12 anywhere in the world.

Our consumers can find all information about ingredients and calorie content on all our packages – per portion as well as in relation to the daily requirement as part of a balanced diet.

6. Climate protection and energy

For Coca-Cola, the effects of climate change carry potential risks such as rising energy costs, CO₂ taxation, a threat to the supply of sustainable water and raw materials, as well as slumps in business due to changed weather conditions. For Coca-Cola, measures for climate protection have strategic priority. We also see economic advantages thanks to a long-term investment in energy efficiency and low-CO₂ technologies.

7. Packaging, recycling, and waste management

Every year, Coca-Cola HBC sells more than 2 billion unit cases (product units) for which different packaging materials with clear quality requirements are used. As an integral component of our products, packaging is a key element for our business processes, especially when considering the raw material demand, and the possibility for recycling and reuse after consumption.

8. Sustainable procurement

The procurement of raw materials has a big impact on our economic, operational, and ecological footprint. That is why our suppliers' behavior has a direct effect on Coca-Cola HBC's sustainability performance and obligations, which have many different economic, ecological and social effects.

9. (Sustainable) Water management

The main ingredient in our beverages is water. Water is central to our production process as well as to the growth of the plant-based ingredients of our beverages. Safe, high-quality and available water is essential to human health as well as to the health of ecosystems. It supports sustainable communities and economic growth.

10. Investments in the community/ regional responsibility

The success of our business strongly depends on the strength and well-being of our communities. Our investments in the community, as well as our commitment to it, can mainly be seen in the fields of youth, environment, water, and community well-being.

11. Employee satisfaction and engagement

The success of our business strongly depends on whether we manage to fill talented, healthy, happy, and committed people with enthusiasm and whether we can keep them in our company. Education and training, motivation and commitment to our employees, access to well-being programs as well as to a safe work environment are the core of our corporate culture.

12. Human rights and diversity

Respecting human rights is central to corporate responsibility. That is why we aim to create a work environment which promotes diversity and inclusion and fully respects human rights along the entire value chain. Today, human rights are a key indicator for companies everywhere in the world.

Managing sustainability risks

Our risk management is very closely aligned with the key issues identified. This is implemented at a Group level within the Enterprise Risk Management (ERM) framework and supervised by the Chief Risk Officer (CRO) of the Group in close coordination with the person responsible for each topic. Exact procedures and approaches are defined within the EMR process and risks and benefits are to be represented equally

(Smart Risk programs). The likelihood of occurrence and possible consequences to the company are defined for each risk.

Due to the increasing relevance of sustainability topics, we split the sustainability risks into three separate risk groups in 2019. This was done in order to enable more targeted processing. These risk groups consist of "packaging," "environmental protection" and "water." We currently cover a total of 13 risk areas. An exact description of the

risks, their possible effects, and how we encountered them, can be found in the consolidated Annual Report (page 56). An overview of the sustainability risks covered can be found in the following list:

Area of risk and description	Relation to the topic of sustainability
Plastic and packaging waste	
<ul style="list-style-type: none"> Increasing stakeholder concerns about packaging waste and plastic contamination 	<ul style="list-style-type: none"> Packaging, recycling, and waste management Sustainable sourcing
Environment and CO₂	
<ul style="list-style-type: none"> Growing climate crisis Failure to meet our CO₂ reduction targets Availability of raw materials 	<ul style="list-style-type: none"> Environmental protection and energy Sustainable sourcing
Water	
<ul style="list-style-type: none"> Water availability Water scarcity in regions with business activities Poorer water quality due to climate change 	<ul style="list-style-type: none"> Water management Sustainable sourcing
Consumer health and well-being	
<ul style="list-style-type: none"> Failure to adapt to health and consumption trends Public health policies affecting the ingredients, sugar content, and health effects of our products 	<ul style="list-style-type: none"> Health and nutrition Responsible marketing Product quality and integrity
Employees	
<ul style="list-style-type: none"> Too unattractive as an employer to acquire sufficient numbers of qualified and experienced workers 	<ul style="list-style-type: none"> Employee satisfaction & commitment Human rights & diversity Community/regional responsibility
Quality	
<ul style="list-style-type: none"> Incidents regarding quality/food safety Product contamination 	<ul style="list-style-type: none"> Product quality and integrity
Ethics and compliance	
<ul style="list-style-type: none"> Fraud risk to companies Sanctions due to employee or partner non-compliance with anti-bribery or corruption laws 	<ul style="list-style-type: none"> Corporate governance, business ethics and anti-corruption
Strategic partnerships	
<ul style="list-style-type: none"> Deterioration of cooperation within the Coca-Cola System 	<ul style="list-style-type: none"> Direct and indirect economic consequences
Health and safety	
<ul style="list-style-type: none"> Insufficient management on behalf of health and safety team Workplace accidents with deaths or injuries 	<ul style="list-style-type: none"> Employee satisfaction & commitment



Climate risks and financial repercussions

We are attracting worldwide attention thanks to our management of climate change risks and their financial consequences. Coca-Cola HBC believes that the Task Force on Climate-related Financial Disclosures (TCFD) recommendations constitute important steps towards creating a voluntary set of rules for the disclosure of climate risks and their financial consequences. When considering climate risks, a general distinction can be made between physical and transition risks:

Physical risks are direct consequences of climate change such as flooding, storms, temperature increases or the rise in sea level.

Transition risks encompass all indirect aspects which are a result of changing political conditions, laws, taxes or consumer behavior.

Coca-Cola Austria explicitly committed to the climate protection goals and measures so as to proactively address both these risk areas (see Coca-Cola HBC Group – Sustainability Report, 2019: page 57f).



**Coca-Cola Austria
and the economy**

Together for 90 years!

Coca-Cola is at home all over the world and deeply rooted in Austria for the past 90 years.

Since 1929, Coca-Cola has been a permanent component of the local economy and has been making valuable contributions to the value chain with its investments. The Coca-Cola System currently provides 1,000 jobs with an employment effect of almost 12,000 jobs in other economic sectors. Each job within the Coca-Cola System therefore guarantees another eleven jobs within the Austrian economy (Source: Steward

Redqueen: Socio-economic impact of the Coca-Cola System in Austria, 2017).

We cover Coca-Cola Austria and Coca-Cola GmbH's economic accomplishments in the Integrated Annual Reports of the Coca-Cola HBC Group, or rather, The Coca-Cola Company.



Around 465 million liters of beverages from our portfolio are produced annually in Austria



<https://coca-colahellenic.com/en/investors/2019-integrated-annual-report/>

<https://www.coca-colacompany.com/reports/business-sustainability-report-2019>

You can find Coca-Cola HBC's and The Coca-Cola Company's current Annual Report here.

We believe in Austria.

Since 2013, Coca-Cola HBC Austria bottling and logistics have been unified under one roof in our high-tech production center in Edelstal. Within a few years, the plant developed into one of the largest within the Coca-Cola HBC Group. Between 2012 and 2018, we invested around €90 million in the site. In the past year, we invested another €13.5 million in various infrastructure projects. We invested a total of approx. €785,000 in projects involving resource conservation (energy, water, raw materials). The largest projects include water recovery, used to clean PET bottles prior to bottling, and the exchange of high and low-pressure compressors.



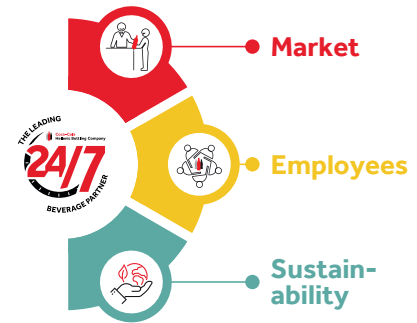
"From investments in infrastructure to the optimization of existing processes and new product innovations: like our versatile team, our production and logistics center in Edelstal is constantly developing. The focus is clearly on resource efficiency and sustainability."



Patrick Redl
Plant Manager Edelstal
Coca-Cola HBC Austria

Our position: sustainable and proactive management

We are committed to customer and consumer satisfaction and growth. We actively pursue this goal by fostering dedicated and efficient teams by supporting our community and protecting the environment.



Our products guide you through your day.

Our consumers' tastes and preferences constantly change. That is why we place them at the heart of all of our activities and offer an innovative and tailored range of products. We aim to provide the right product for every taste and situation – 24 hours, 7 days a week. The following applies to each of our products: it complies with the highest quality standards, is labeled with clear nutritional information and, if possible, is offered chilled at all times. We take our responsibility towards consumers very seriously. That is why we do not advertise in media targeting children under the age of 12 (see page 39). Since 2019, we do not offer drinks with added sugar in secondary schools.



We foster our employees' potential.

The best teams deliver the best customer service. That is why we aim to create a workplace environment that encourages our employees to fully utilize their potential. We highly value diversity as we believe that different talents and points of view increase customer satisfaction.



We tackle the issues in our surroundings.

We are convinced that our business can only be successful if the same applies to the economic, social, and ecological environment we work in.

Sustainable, responsible actions build trust, and trust builds the foundation of our relationships with customers, consumers, employees, partners, and institutions.

Sustainability is deeply rooted in our business philosophy: we set ourselves ambitious and long-term goals, position ourselves as an environmentally aware market leader, and consistently work to reduce our carbon footprint while supporting the community.

With these goals always in mind, we continuously work to optimize our business processes and decisions. Thorough regular assessments, we commit ourselves to live up to our responsibility and our activities and foster open and transparent communication.



We grow through competitiveness and innovation.

We want to strengthen our competitive ability and be dynamic and flexible within the market. That is why we continuously work to provide the best possible conditions for our economic activity. We also rely on new technologies to simplify our processes, reduce costs, increase speed, and ultimately to create extraordinary customer experiences. The careful use of our resources plays an important role in this.



We celebrate our market success with our customers.

Our close and long-standing customer relationships build the foundation of our success. Their needs and wishes are the top priority for our employees. We not only deliver the best quality goods on time but as a strong business partner, we also create added value for both sides along the entire value chain.



Our suppliers

We focus on building relationships with suppliers who are guided by the same principles and who run ethical businesses. We strive to treat our partners the same way we would like to be treated.

There is a whole lot of Austria in Coca-Cola: we produce around 465 million liters of soft drinks in Austria, per year. When procuring our raw materials, we specifically work with regional suppliers as much as possible. In doing so, we count on raw Austrian materials and services that carry a monetary value of around €139 million.

Our suppliers meet high standards.

All of our suppliers sign our Code of Conduct and commit to high standards within production and work safety, human rights, anti-corruption, and environmental protection. Every supplier must fulfill the Coca-Cola HBC Group and The Coca-Cola Company's Supplier Guiding Principles. Environmental protection and sustainable procurement are of particular importance to Coca-Cola globally and to Austria. Our Supplier Guiding Principles form the prerequisites for our business

relationships. These also contain our partners' environmental assessment. New suppliers are subject to a tender and evaluation process. Additionally, external environmental certification institutions (Ecovadis) are also involved and regularly monitor compliance with the standards.

We provide impetus for the future of purchasing.

Responsible procurement management is essential in helping us achieve our business goals. However, it also poses a lot of challenges. The fact that we can only meet these challenges with strong partners became clear during our Sustainability Day, to which we invited our suppliers in September 2019. Coca-Cola's global vision "World Without Waste" was carefully examined during a panel discussion with Daniela Gaigg (Blogger, diekleinebotin.at), Kilian Kaminski

Our group-wide goals 2025:

Raw material procurement

100% of the most important ingredients from agricultural cultivation are procured from suppliers who adhere to the guidelines for sustainable agriculture.

What we do in Austria:

Sustainable ingredients are our winning formula

In 2019, in Austria, we were already procuring around 95% of our most important agricultural ingredients from suppliers who satisfy the guidelines for sustainable agriculture.



(CEO start-up refurbished) and Dr. Ferdinand Koch (Senior Manager, denkstatt). In the workshops that followed, ideas for even more sustainable procurement management were sought out and discussed.

"Sustainability is an important criterion for supplier selection, from as early as the tendering stage and to signing the contract. Our membership in the Ecovadis sustainability platform allows us to monitor the CSR performance of our business partners and assess the risk to our company. We thereby promote transparency regarding CSR practices, using reliable ratings and global benchmarks. As members, our partners can benefit from these advantages."



Oleksandr Vodotyka
Country Procurement Manager
Coca-Cola HBC Austria



<https://at.coca-colahellenic.com/media/3073/supplier-guiding-principles.pdf>

<https://www.coca-colacompany.com/our-company/supplier-guiding-principles>

Our Supplier Guiding Principles are also available for download.



**Coca-Cola Austria
and the community**

Our commitment to our employees

We want to become one of Austria's best employers and provide optimal frameworks for the quality of work and life.



Coca-Cola Austria employees come from **29** different countries.

Our employees are equally as diverse as our product range. We value the diversity of our staff and their contributions. We have been engaged in the fight for equality and against discrimination for a long time now.

In every country in which Coca-Cola operates, we are actively committed to maintaining a workplace environment that is free from discrimination or harassment based on race, gender, skin color, national or social heritage, religion, age, disability, sexual orientation, political opinion or any other status that is under the protection of the prevailing legislation.

The company's basis for recruitment, hiring, staffing, training, remuneration, and promotion are qualifications, performance, skills, and experience.



Our wages and salaries correspond to the national legal requirements or the applicable collective bargaining agreements. Salaries for new hires are determined solely based on the position to be filled and previous experience.

We stand by our employees' right to join or form trade unions without fear of intimidation or harassment. If employees are represented by a legally acknowledged union, we make sure to

Our group-wide goals 2025:

Ensuring our employees' safety

Our aim is to reduce ultimately fatal accidents and workplace accidents (including days lost) by 50%*.

Gender equality

50% of manager positions are occupied by women.

What we do in Austria:

All-round workplace safety

The fact that our team's safety is our top priority can also be summed up in figures: within the last two years, we were able to reduce workplace incidents with days lost by 25%.

Diversity

In the next year, we would like to continue to increase our outstanding quota of 39% of women working in Senior Leadership positions, by targeting the promotion of female junior managers.

**compared to 2017*

establish a constructive dialogue with their freely elected representatives.

The company negotiates with these representatives on a fair and cooperative basis.



Christian Hauck
Chairman of the Central Works Council
Coca-Cola HBC Austria

"From preserving existing jobs and creating new ones to negotiating employee benefits and always listening to our staff's concerns: as the Central Works Council of Coca-Cola HBC Austria, the well-being of our colleagues is always our top priority. We are as active as we are committed to representing their issues."

**Key employee figures for the Coca-Cola System
(Coca-Cola HBC Austria and Coca-Cola GmbH) in Austria**

	2017	2018	2019
General key figures			
Total number of employees	947	957	917
men	683	674	635
women	264	283	282
Total number of permanent employees	939	927	882
men	682	663	630
women	257	264	252
Total number of temporary employees	8	7	9
men	1	2	2
women	7	5	7
Total number of employees/full-time employees	897	864	835
men	678	645	619
women	219	219	216
Total number of employees/part-time employees	43	63	48
men	6	18	7
women	37	45	41
Total number of apprentices	-	4	8
men	-	2	6
women	-	2	2
Age of employees < 30	182	172	165
age 30-50	602	593	537
age > 50	176	169	188
Average age in years	39.93	39.11	38.42
Key figures diversity and equal opportunity			
Percentage in executive bodies/first management level	1%	1%	2%
men	51%	41%	45%
women	49%	59%	55%
age < 30	0%	0%	0%
age 30-50	100%	100%	69%
age > 50	0%	0%	31%
Percentage other category/level*			
men	77%	75%	76%
women	23%	25%	24%
age < 30	15%	8%	8%
age 30-50	72%	86%	82%
age > 50	14%	14%	10%
Total number of employees with disabilities	7	5	8
Turnover/parental leave			
New entrants	95	83	75
People leaving or turnover rate	10.36%	11.84%	11.42%
Period of employment in years (on average)*	8.87	9.1	9.6
Parental leave in total	46	38	49*
men	4	2	11*
women	42	36	38*
Return rate after parental leave	92.28%	86.67%	89.66%*
Accidents/sick leave**			
Number of work-related accidents	22	16	13*
Days of work lost after work-related accidents	10.5	23.31***	15.54*
Average days of sick leave overall	9.01	9.51	9.42
Education and training*			
Hours on average for education and training per year and employee	6	22	30
men	8	56	25
women	6	10	43
Percentage of employees with regular feedback on performance and career development (e.g. performance review)	74.29	94.53	94.74

*Figures for Coca-Cola HBC Austria only.

** As of day 1

*** The higher number of lost days results from longer sick leave due to bone fractures sustained in two accidents. Measures for the prevention of this type of accident have been set at different levels.

Our goal is to establish a better balance between work and free time.

Our participation in the "berufundfamilie" ("work and family") audit helps turn our employees' feedback into tangible measures that will increase their well-being. In 2017, Coca-Cola HBC Austria was first awarded the basic certificate. That same year, the targets for the following three years were defined with the Senior Management Team. We thereby set the first milestones to becoming an even more family-friendly business.

The targets agreed upon in 2017 included eleven, now twelve, measures for common cultural standards, optimized work processes, and proactive leave management. Our measures are aimed at all employee groups. The first step to improving our meeting culture was brought into life in 2017, calling for a removal of regular meetings (e.g. jour fixes) on Fridays to give our team more time for focused work and to prepare for the coming week. Numerous measures included in the agreed targets were put into practice in the past years. These range from regular "Baby Breakfasts," a structured guide

to parental leave, a checklist for part-time employees, childcare provision on school-free days such as Whit Tuesday and flexible working hours, to several measures such as demographics and generational dynamics management workshops for Field Sales Executives.



Bettina Augeneder
Human Resources Director
Coca-Cola HBC Austria

"With 1,000 employees across Austria, we belong to the largest FMCG employers in the country. This comes with a large responsibility to ensure the well-being of our teams. We are already taking important measures to improve the job quality for our employees. These measures include flexible working hours, telecommuting options and an extensive program to promote health. This commitment is furthered by our participation in the "befundundfamilie" audit.



Our employees are important ambassadors.

They are the face of our company. Thanks to the necessary know-how gained through regular trainings, our ambassa-

dors represent our brands, categories, and our company. They thereby influence our reputation among our customers, consumers, suppliers, families, and friends.



Engagement Index

Our Engagement Index provides information on employee satisfaction. In 2019, we were able to increase this number from 85% (October 2018) to 91%. This is thanks to all our efforts regarding employee satisfaction.

We actively involve our employees.

Responsible and dedicated people form the most important pillar of our company. That is why we promote their active inclusion in as many areas as possible. We communicate current news through our weekly WeConnect newsletter and on the intranet. Our General Manager and the Senior Leadership Team use the motto "What's up?" to personally and regularly inform all employees on current topics. An open dialogue provides the space to ask questions and find answers. We also seek input: thanks to the idea box, employees can suggest improvements for various topics at any time. In addition to this, we carry out anonymous employee satisfaction assessments through our "My Voice" survey. The surveys are aimed at the entire workforce and have been carried out several times a year since 2019. They are shortened and simplified allowing for even faster feedback.



Our employees' well-being is dear to us.

We offer attractive benefits to our employees and continuously build on these: depending on their position, employees can make their working hours as flexible as possible. Coca-Cola Austria has a flexitime system without core hours, enabling our employees to be extremely flexible. During working hours, employees have access to every product from our current range. Additionally, every one of our employees receives a meal allowance for the canteen (in Edelstal), local restaurants, or discounted purchasing options. We also offer our employees the option to own employee shares by means of a share plan and packages for tax-advantaged pension insurances.

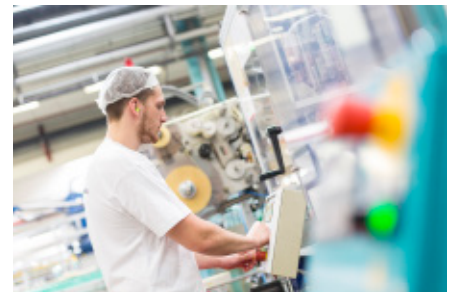
Diversity and inclusion are factors for success.

As part of a large international company, we employ various nationalities, a wide range of ages and generations, and people from various social backgrounds. All of these people and their personal stories find their place among us and significantly contribute to the success of our company. In 2019, we launched "Come As You Are," a diversity and inclusion network whose members

voluntarily agreed to address this topic more actively in the work environment. This allows us to raise awareness, shine a light on stereotypes, and carry out a focused analysis of existing processes.

The protection of human rights is self-evident to us.

Human rights are an integral part of the work the Coca-Cola System does in the communities in which we work. We advocate to ensure that people are treated with dignity and respect in our company. Our internal guidelines for the protection of human rights are based on the content specified in the Global Compact of the United Nations, the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. We carry out an extensive Human Rights campaign as part of our annual "Ethics and Compliance Week" which takes place



within the Coca-Cola HBC Group. The campaign offers all participants further training on the topic of human rights and ethics. Coca-Cola Austria also carries out regular online training on this topic.

We want to provide a better quality of work and life.

In 2017, Coca-Cola HBC Austria launched the "BeWell" program, a contribution to improving the health and well-being of our employees.

This holistic approach allows for healthy and productive work. We continuously upgraded our workplace equipment in the past years. Aside from the ongoing upgrade of electronic equipment, we also focused on the ergonomic set-up of workstations in 2019. Coca-Cola Austria employees have access to adjustable workstations and laptop stands as well as ongoing individual consultations on the ergonomic design of these workstations.

In Edelstal, measures were implemented to cater to employees' physical activities. Several massage chairs are available in our production and storage warehouses to help relax tense back muscles. Our employees gladly make use of these.

The office should provide time and space for our employees to take breaks, relax and exercise, and stimulate a healthy lifestyle. The modern and open offices in the Vienna Business Park accommodate 370 Vienna-based Coca-Cola HBC Austria employees over a space of around 6,300 m² across three floors. Thanks to an open space concept, we created a modern office environment enabling active teamwork and interaction. Numerous areas of communication such as the Coke Corner, found on all floors, promote interdepartmental work.

In 2019, we offered various health services, check-ups, and vaccinations to all of our Coca-Cola HBC Austria employees. Our occupational physician is available for examinations, consultations, and vaccinations three full days a month, either at the Edelstal location or on-site in Vienna. In 2019, we offered free tick and tetanus vaccinations. Free flu shots are also offered throughout Austria every fall. In 2019, our employees were able to take advantage of our yoga offer of 10 sessions. The Works Council sponsors massages, shiatsu, or the gym with a monthly contribution of €10 to the Sport and Health Fund.

During work hours, Coca-Cola GmbH employees have the option to participate in two early morning yoga sessions per week and one monthly massage or shiatsu session. The Works Council supports private spending on fitness and health by reimbursing employees



up to €150 a month for massages, wellness trips, and sport items, etc.

Employees working on-site receive a meal allowance for the Euro Plaza canteen. Fresh fruit is also available daily in the office. Our in-house products and coffee are free of charge, and free drink vouchers are provided for private consumption.



We celebrate together on Family Day.

All employees and their families are invited to the Coca-Cola HBC Austria Edelstal site on Family Day. Here, we spend the day together, hosting games for children and entertainment for adults. The event is a wonderful opportunity for colleagues to meet each other's families, take a look behind the scenes of the production site, and spend a nice day together. The number of visitors remained high in 2019.

We want to provide all-round safety and avoid accidents.

The health and safety of our teams, customers, and partners is of the utmost importance to Coca-Cola HBC Austria. We aim to fully avoid workplace accidents



by nurturing a safe work environment, offering extensive training for internal and external employees and through inspections by external companies.

In 2019, we organized two Health & Safety weeks. During these weeks, selected topics are intensively communicated across all channels. In July, the focus was on Stress & Well-being. The contents related to the causes of stress and how to cope with it. In December, the focus was on existing occupational safety rules for various departments. We implemented our own "Toolbox Talks" (short training sessions) containing relevant safety rules for production, warehouse, and office areas.

All workplace incidents, as well as observed risky activities and conditions, are subjected to a detailed causal analysis followed by the implementation of relevant corrective or preventive measures. Additionally, the Health & Safety (H&S) Manager, the safety experts, and the occupational physicians regularly carry out documented inspections, ensuring additional continuous improvement. Since 2015, a H&S Coordinator has been supporting this area at our site in Edelstal and actively implementing safety programs. Management also regularly verifies safety



within the company and does not tolerate risky activities or conditions. Various H&S tools are available for this purpose. These are continuously tested and reported on:

In Walk-the-Talk, management and superiors go through every area throughout the course of the year and the following points, among others, are dealt with in an open, mutual exchange with employees and area managers: personal protective equipment, employee reactions, tools and equipment, safety measures and workplace environment.

Toolbox Talks are regular training courses that take place at least once a month. During these talks, area managers document current safety information and educate employees. Employees are also encouraged to immediately report close calls, risky activities, and conditions to their superior. These little incidents only remain without consequence – such as injuries or damages to facilities – if they are reported in time. The more corrective measures we implement based on these documented incidents, the safer the plant becomes, and the more workplace incidents can be avoided.

However, the basic prerequisite for one's safety and the safety of colleagues is an intensive introductory training before starting an activity and regular, as well as recurrent, education and training. The Operator Development Program (ODP) is a unified and structured approach to teaching employees basic technical know-how. This enables them to use the machines professionally, safely, and with a focus on quality. Trainings partially take place as classroom trainings, but the majority of knowledge is taught on-the-job. After successfully testing their knowledge, employees are certi-

fied and awarded. This also improves their development opportunities.

The Health & Safety training is not only mandatory for new employees and Edelstal employees but must be completed once a year by all employees. In order to adapt the topics to each respective need, we tailored the Health & Safety training to employees from the warehouses as well as the Vienna location. In 2019, for the first time, this training was carried out online via an internal Coca-Cola HBC app. Employees read the training material in their own time and completed the knowledge-based test in the app. Training is marked as complete once all questions have been answered correctly. This not only ensures participation on behalf of every employee, but also that every employee has understood the material.

We use a "Health & Safety" board to communicate our workplace incidents with employees, visitors, customers, suppliers and passers-by. This board is clearly visible at the entrance of the Edelstal site.



In 2019 a total of **13** workplace incidents were recorded. *

*Figures for Coca-Cola HBC Austria only



Since 2017 **3** vending machines are available at the Edelstal site. Those who need new PPE can access it at all times.

Coca-Cola HBC Austria's health and safety management system is certified in accordance with OHSAS 18001 (Occupational Health and Safety Assessment Series). A change to ISO 45001 was made in 2019.

We adapt our behavior for more security.

At Coca-Cola HBC Austria, we aim to positively change our company culture through the "Behavior Based Safety" program (BBS). Adhering to the guidelines and improving workplace safety should become an independent, autonomous act of participation on behalf of all employees. Within the program, trained employees observe and take note of their colleagues' behavior towards safety during work. The results are discussed during a brief exchange between observer and observed, documented in a checklist and subsequently graded. We have implemented this program in every area of the Edelstal plant since 2019. An expansion of the BBS program for our commercial area employees is planned for 2020.

We focus on driver training for road safety.

Our safe driving initiative is intended to reduce the rate of accidents on the road. The program aims to reduce the crash rate (=accidents/million km). Therefore, all employees who receive a company vehicle complete a safe driving training. In 2019, a total of 27 employees used a company vehicle and completed trainings regarding driver safety and parking. Through our online app for safe driving,

our employees receive daily questions regarding road safety. In 2019, 283 users were registered to the app and 283 online trainings were completed. Additionally, employees who are on the road daily, such as our account managers, receive concise monthly trainings on current traffic risks and the correct behavior in certain situations. We were able to end 2019 with a crash rate of 2.35. This does not include smaller damages caused during parking.



Pavol Hajmacher
National Health & Safety Manager
Coca-Cola HBC Austria

“Every single injury – no matter how small – is one too many. My daily aim is to make sure that my colleagues benefit from an injury-free workplace – from training our teams to optimizing guidelines.”

Not only our employees benefit from shared experiences.

Coca-Cola HBC Austria is one of the principal initiators of the “Arbeitnehmerschutz in der Brau- und alkoholfreie Erfrischungsgetränkeindustrie” (“Employee Protection in the Brewing and Soft Drink Industry”) working group. This association regularly discusses health and safety topics, whereby all businesses can regularly benefit from shared experiences. Our safety expert and the occupational physician regularly inspect our safety programs, PPE, and health programs to make sure these stay relevant and adjust to changing circumstances.

Our employees can reach their full potential.

Our employees are our most valuable asset. That is why we like to offer them a workplace with development and career opportunities - one that motivates them to bring out the best in themselves. To accomplish big things, we need people who can fully utilize their potential. Our

career paths are very versatile and cover the following areas: sales, marketing, finance, human resources, and ICSC (Integrated Competitive Supply Chain).

The foundation of our success is built on our employees' skills and experiences, their individual success and their zest for life. That is why both of our Center of Excellence (Talent Development and Leadership & Capabilities) strive to provide individual and needs-based talent programs and training opportunities. Every employee has access to internal courses and trainings. Our Leadership & Capabilities Department offers specific training programs in leadership skills. eBoosters – eLearning videos and tools surrounding different topics – are available via our online library and helo training database. These can be easily used via laptop or smartphone to improve on knowledge and skills.

Additionally, our Commercial Academy offers courses that focus on customers and sales. Talent Development offers leadership development programs that prepare employees for the next level of leadership (Fast Forward,



Management Trainee). The Supply Chain Department's Operator Development Program aims to further the development of our production employees.

Introducing the new employer

New Coca-Cola HBC Austria employees get to know the company through our "Induction Days." During this two-day introductory event – two and a half days for new management employees – new colleagues meet the Senior Management Team and the General Manager and are given the opportunity to visit the Edelstal production site. Representatives from each individual department also introduce their department in detail. Everyone also undergoes a Health & Safety Training on Induction Day.



Management trainees and apprentices take on responsibilities.

Coca-Cola HBC Austria offers talented high-school graduates an exciting insight into daily operations and projects through a two-year Management Trainee Program. This program covers commercial, finance, production, logistics, purchasing, human resources fields and many more. The trainees receive support through specialist and personal development trainings as well as a personal mentor who provides additional support during the training period. The concept of job rotation enables widespread on-the-job learning and the opportunity for trainees to familiarize themselves with various sub-categories within a department. With this, we aim to train the managers of tomorrow.

In 2019, we advertised and filled four apprenticeship positions for the professions of mechatronics technician, brewing and beverage technician for the Edelstal production site, as well as wholesale merchant and office administrator for our headquarters in Vienna.

Feedback forms the basis for personal development.

Performance and Talent Management are ranked highly within Coca-Cola HBC. It is every manager's objective to keep an eye on and encourage their employees' development throughout the entire year. In order to standardize this goal we carry out monthly and quarterly discussions as well as an annual personal development process. The basis for our entire employee development process and running feedback processes are six so-called leadership standards: Empowers, Thinks Customers, Fosters Agility, Collaborates, Builds Talent, Drives Impact. The development measures are recorded within the Individual Development Plan (IDP) in our helo system.

This continuous feedback enables us to improve cooperation. Our personal feedback app has also supported us in giving and taking feedback since 2019:

- Upward feedback: brief, structured, anonymous feedback from employees to managers
- Colleague feedback: structured feedback from one employee to another in order to promote good cooperation.
- Freestyle feedback: simple, brief, spontaneous feedback from one employee to another. This feedback is not anonymous, can be given proactively and also be proactively requested.
- Project feedback: this can only be used as a feedback avenue for project groups.

Quality management

We attach great importance to sustainable production and products of the highest quality. To ensure this, we consistently innovate, and commit to complying with the strictest environmental, occupational safety and quality standards. Our customers' and consumers' well-being and needs are our top priority.



Our management system guarantees the highest standards.

An integrated management system guarantees that our goals are consistently implemented at the highest standard. The system includes quality, food safety, environment, health protection and occupational safety and is based on the classic PDCA cycle (Plan - Do - Check - Act). We review the effectiveness of these measures annually in an internal management review, as well as in internal and external audits. Accredited management systems are used to do this. Aside from management and on-site quality assurance, the Sustainability Team is responsible for prioritizing quality, occupational safety and health protection as well as environmental protection.

Our employees taste the difference.

The 2014 implementation of the "TCCC Global Sensory Program" in Edelstal set a milestone for ensuring and optimizing our product quality. The program trains employees in sensory evaluation in order to recognize, identify and analyze off-flavors. Starting with nine panelists in the Quality Department in 2014, today's Sensory Team encompasses 37 trained employees from the fields of quality assurance, production and the syrup room. The team works together daily to ensure product quality - starting with mineral water extraction and raw material control, to testing syrups and ready-to-drink beverages, as well as compliance with legal or internal company requirements.

Our management systems:

EMAS Eco-Management and Audit Scheme

ISO 14001 international standard for environmental management

ISO 9001 international standard for quality management system

FSSC 22000 international standard for food safety management system

ISO 45001 international standard for health and safety at work

Modern spaces for the best product quality

At the start of 2019, a microbiological laboratory was completed in Edelstal. With a surface area of 300 m², this laboratory is twice as large as the existing facilities. This expansion and modernization allowed us to introduce a laboratory with the highest possible hygiene standards and, consequently, improve working conditions for our employees. These improvements are facilitated by an automated pallet stacker, which enables the simple transportation of samples to the upper floor, as well as new changing rooms before entering the sterile area. In addition to the microbiological laboratory, more offices and meeting rooms were built in a second phase. The existing analytics laboratory and storage rooms were also expanded and modernized.



Consumer well-being

We value the well-being and needs of our customers. That is why we support and implement activities that bring on a positive change: we reduce the sugar content in our drinks, provide transparent nutritional information, are committed to responsible marketing and aim to make positive contributions to the Austrian community.

We motivate people to take on an active lifestyle.

The Coca-Cola System aims to motivate and support people in their quest to be active – whether that involves making conscious and informed decisions while grocery shopping or commitments regarding social and environmental issues.



<https://www.coca-cola-oesterreich.at/get-active>

You can find articles that promote the message “Tu was, dann tut sich was” (“Keep the ball rolling”) in various areas of life in our “Coca-Cola ONE” online magazine.

We offer an even broader selection of beverages.

More and more people are changing their habits and striving for a sustainable lifestyle. Personal health and the well-being of others are moving more into focus. This means that products with less sugar are becoming more important. Additionally, consumers expect a large selection as well as clear nutritional information regarding the ingredients and nutritional values of their food. Coca-Cola Austria is undertaking numerous measures in order to meet these needs.

In addition to carbonated drinks, we also offer more and more non-carbonated drinks such as juices, water, and ready-to-drink teas. In 2018, we introduced AdeZ, the first plant-based beverage. The different variations of AdeZ consist of a nutritious mixture on an almond, coconut, or oat base and contain valuable vitamins and minerals. More than half of the drinks in our product portfolio in Austria are low-calorie or calorie-free. In 2019, we introduced more delicious innovations such as Fanta Pink Grapefruit Zero and sugar-free FUZETEA Peach Rose.

Together with the Austrian non-alcoholic soft drink industry, we have pledged to reduce the sugar content in soft drinks by 15% between 2015 and 2025. We already successfully achieved a large part of this

– 10% - between 2015 and 2020 alongside the European soft drink industry. The reduction of sugar by 11% between 2005 and 2015 already highlighted the fact that reducing sugar is an important issue.



Since **2015**, we have reduced the sugar content in our soft drinks by **10%**.

We are therefore contributing to the reduction of Austria's total soft drink energy intake, which is currently at around 3%.





Each portion (250 ml) contains

Energy	Fat	Saturates	Sugar	Salt
105 kcal 450 kJ	0.0g	0.0g	27g	0.0g
5%	<1%	<1%	29%	<1%

of an adult's reference intake (R.I.)
Energy per 100ml: 42 kcal or 180 kJ

We provide clear information about the nutritional content of our products.

We want to give our consumers clear and simple information regarding nutritional values. We are currently testing a color-coded nutritional guide in several European countries. These guides are already voluntarily supported in the UK and Ireland. The new coding system is supposed to provide consumers with simple, understandable, and useful information about the nutritional value of products – directly on the front of the label. This labeling is based on a Europe-wide Reference Intake scheme known to 500 million consumers in the EU. The information is color-coded in order for consumers to immediately assess the energy, fat, saturated fat, sugar, and salt levels per portion.

This color-coded nutritional labeling was developed by recognized scientists and nutritionists alongside member states, NGOs, and public stakeholders.

We do not advertise to children under the age of twelve.

We understand that parents and teachers have a controlling stake in the food habits and lifestyles of their children. That is why we are actively engaged in the matter. We fully implemented the commitments of the Union of European Soft Drinks Association, UNESDA, regarding the EU Platform for Action on Diet, Physical Activity, and Health. For us, a part of this includes a taboo on advertising in schools. We generally do not sell beverages in elementary schools. We only offer drinks without added sugar in new secondary schools, high schools, or vocational schools. Our internal requirements are therefore stricter than the recommended guideline criteria set forth by the scientific preventive institute SIPCAN. Every year, the UNESDA assigns independent auditors to ensure that we adhere to all of the criteria.

Additionally, we do not advertise to children under twelve. This voluntary commitment is set out in our "Responsible Marketing Policy" and applies to all channels (TV, internet, radio, print, etc...) in which 35% of the audience are under the age of twelve. Our media agencies are committed to ensuring this when placing advertisements.



"We welcome all efforts made by companies to constantly reduce the sugar content in products. Sweeteners are a good option to increase the range of sugar-free alternatives and beverages with less sugar."

Mag. Uta Müller-Carstanjen
Press Office Austria
Austrian Sweeteners Association



Our group-wide goals 2025:
Strengthen the
#YouthEmpowered program:
 train 1 million young people.

What we do in Austria:

#YouthEmpowered

Since 2017, we have reached 3,900 young people with our #YouthEmpowered initiative and already exceeded our goal for 2020 (3,500).



We invest in the community

Future generations should also be able to profit from our social and communal commitments. We actively include our employees in our commitments.

We provide new prospects for young job-seekers.

Coca-Cola HBC is an international advocate for the reduction and prevention of youth unemployment, which is one of the largest social challenges in many of the countries we operate in. Under the Europe-wide initiative, #YouthEmpowered, we have made it our aim to help young people start their professional journey.

After the successful launch of #YouthEmpowered, Coca-Cola HBC Austria

expanded the target audience in 2019. We now lay a greater focus on prospective apprentices and apprentices in intercorporate apprenticeship training. Additionally, we've expanded our food service and trade industry partnerships, such as the TQSR group.

During our joint appearance at the 10,000 Chances Job Day, our on-site team supported participants with numerous practical tips. This year, in addition to "10,000 chances," we supported the apprenticeship job fair "VOLLTREFFER" organized by the AMS (Austrian Public Employment

System): 750 jobseekers were able to profit from application checks, application photos, career talks, and personal discussions with company representatives.

Since 2018, around 3,900 adolescents have received support through various programs. We have therefore already exceeded our aim to reach at least 3,500 adolescents by 2020.



Dragan Milovanovic
 COO
 TQSR Group GmbH

"The beginning of the cooperation between Coca-Cola HBC Austria and the brands managed by the TQSR Group, Burger King® and Rosenberger®, started with a 'Big Bang' last year: during our first joint appearance at the 10,000 Chances Job Day, together, we were already able to provide many young people with prospects and hope for their future. Having a reliable partner by your side is extremely important in good times, but even more so in times of crisis"



We help young people learn.

Education is an important tool against poverty. Children who drop out of school early or graduate with negative results, barely stand a chance at success in the job market. Caritas learning cafes support children during their studies, homework, and help them prepare for tests. The approximately 50 learning cafes in all of Austria aim to help children find joy in learning and have fun together, in order to master challenges at school. These learning cafes consequently help children keep connected with more successful classmates. The Coca-Cola Foundation has supported Caritas with this important task since 2017 and has reached over 1,000 young people with this so far. Projects supported by The Coca-Cola Foundation are kept completely removed from any form of advertising measures.

We promote joint activity.

In 2019, the Coca-Cola CUP took place for the 15th time. As part of our ÖFB partnership, we not only support this high-performance sport but also help young people get enthusiastic about soccer and exercise within popular sports. Up until now, more than 32,000 players from over 2,400 soccer clubs have participated. Since 2015, the federal U16 girls participating in the Coca-Cola GIRLS CUP, which is part of the Coca-Cola CUP National Finals (2019 in the Soccer Academy Burgenland in Mattersburg), have shown that women's soccer has come a long way. As ambassadors for these competitions, the ÖFB stars Manuela Zinsberger, Laura Feiersinger, and David Alaba want to make children and young people enthusiastic about soccer.

During the National Finals, we also tested a new competition called "The Game Edition." With this combined format – e-gaming and traditional soccer – ÖFB and Coca-Cola pursue a clear aim: introduce adolescents and young adults, who have only been enthusiastic about e-gaming until now, to active and traditional soccer.



We believe in inclusion.

We want to help promote appreciation, respect, and recognition for each individuals' athletic performance. That is why we have been supporting the Special Olympics since their foundation in 1968 and are committed to giving intellectually disabled athletes the attention they deserve. Thanks to the Coca-Cola Inclusion Run, which is part of the Vienna City Marathon, 2019 saw us set a strong symbol for social inclusion for the third time. Overall, Coca-Cola and the Austrian Lottery donated €15,000 to the Special Olympics Austria. Partners, colleagues, families, and friends of Coca-Cola laced their running shoes up for a good cause. The event was a full-blown success with over 800 attendees.



Philipp Bodzenta
Corporate Communications & Public Affairs
Director Coca-Cola GmbH

"A sense of connection and peace is extremely important, especially in times in which society is exposed to enormous changes and challenges. We aim to spread appreciation, respect, and acknowledgment."



We inspire running enthusiasts.

An active lifestyle, exercising together and sport in general, help form bonds and inspire. That is why we support different sports and running events throughout Austria each year. One of the highlights of the year is the Vienna City Marathon which boasts over 40,000 runners. Coca-Cola Austria encourages these runners along their path, motivating them with Römerquelle, Powerade, energizing music, and supportive fans. Throughout the entire marathon weekend, Coca-Cola is on-site with a broad and innovative product portfolio for any occasion. Visitors of the Rathauspark were able to see for themselves how surprisingly versatile Coca-Cola is. Fans were also able to experience how well Coca-Cola pairs with food when they were served freshly made kaiserschmarren and chilled Coca-Cola beverages. In addition to this, in 2019, Römerquelle motivated participants and supporters to switch from runners to recycling heroes and collect used PET bottles. This drew attention to Römerquelle's full move to 100% recycled PET bottles in April of 2019.

We support integration.

The "Integrationspreis Sport" (Sports Integration Prize), endorses sports projects that promote the integration of migrants and refugees in Austria and is supported by the Österreichischen Integrationsfonds (Austrian Integration Fund, ÖIF) in cooperation with the Bundesministerium für Europa, Integration und Äußeres (Federal Ministry for European and International Affairs, BMEIA), the Ministerium für öffentlichen Dienst und

Sport (Federal Ministry for Arts, Culture, Civil Service and Sport, BMöDS), Sport Austria (previously Austrian Federal Sports Organization) and Coca-Cola.

For many years now, Coca-Cola Austria has been a partner of the Austrian Homeless World Cup teams. We have not only been providing support through monetary means and in-kind contributions, but we also help communicate the intention behind this extraordinary competition to the outside world. The Homeless World Cup is an international street-soccer competition that supports the reintegration of homeless citizens into the community. The competition is supported by the UNO and the UEFA, as well as by the International Network of Street Papers.

Sport has no language barriers which the Integration World Cup clearly communicates. Every summer, the tournaments in Austria see around 1,800 amateur soccer players compete in 150 teams, speaking a total of 50 different native languages. The World Cup is a sporting competition as well as a friendly collaboration between people from different parts of the world.



We are clearly committed to greater diversity.

Coca-Cola has always supported respectful communication. In 2019, the company sent out numerous signs promoting open interactions within the community. As a proud partner of Euro Pride Vienna, which was celebrated between June 1st and 16th in Vienna, Coca-Cola changed the labels of their 0.5 L PET bottles and

0.33 L glass bottles to the colors of the rainbow. A total of 10 million bottles with this rainbow label shone a light on this highly relevant topic and consumers were given the opportunity to show their support with detachable wristbands.



We are committed to fighting online hate and cyberbullying.

Online hate and cyberbullying affect around one-fifth of Austria's adolescent population. Sprite drew attention to this social issue with the "Stay Fresh" campaign. With #loveyouhater, Sprite and national influencers, such as drag queen Tamara Mascara or pro soccer player Viki Schaderbeck encouraged those affected by harassment and bullying to stay cool and confront their haters with humor and self-confidence.

The "Rat auf Draht" helpline was also supported within Sprite's campaign, as was the social project of the non-profit SFBK. During a four-week workshop, around 40 adolescents affected by cyberbullying learned how to make and use skateboards or longboards. Throughout, the young adults shared their experiences with each other as well as with the supervisors, thus developing their self-esteem.



We promote social innovation.

The Get Active Social Business Award presents a great opportunity for many young entrepreneurs to make their ideas and visions for a better world a reality.

Since 2007, Coca-Cola Austria and the daily paper "Der Standard" have been inviting individuals, groups, and organizations from the WU Vienna NPO & SE Center of Competence to become socially active and submit their project ideas.

In 2019, the Get Active Social Business Award focused on issues pertaining to the environment and recycling, gender equality, and social inclusion. On the occasion of Coca-Cola's 90th birthday, we awarded a start-up capital of €90,000 in the form of monetary and in-kind contributions. The successful development of the project was also aided through professional coaching sessions.

In 2019, the prize money was awarded to "everyone codes" (previously known as New Austrian Coding School), a nine-month full-time coding program. With the help of this innovative project, unemployed people from every background receive the opportunity to complete meaningful education to enter professional employment as fast as possible.



We are committed to a shared experience!

Caritas and Coca-Cola are connected through their many years of close cooperation. In addition to the support The Coca-Cola Foundation offers the learning cafes in Austria, through the Caritas initiative "Ein Funken Wärme" ("A Spark of Heat"), the Coca-Cola System has contributed around €80,000 to help warm apartments through the cold winter.

As part of the Christmas campaign „Ein Coke für Dich, ein Weihnachtessen für andere!“ („A Coke for you, a Christmas

dinner for another!"), Coca-Cola fans were able to do their part and donate a total of 5,000 Christmas dinners using codes via the Coca-Cola app. This enabled Caritas to deliver meals and groceries to those in need, before and after the holiday season.

The charity event held during Coca-Cola HBC Austria's company Christmas party was also centered around our partnership with Caritas. The sum collected was doubled by management, meaning that we donated a total of €8,000 to Caritas.



We are on a mission to guarantee a world without waste.

In 2019, Coca-Cola Austria acted as a strong media partner by launching the campaign “Wir räumen auf: Miteinander!” in Austria, together with the Bundesministerium für Nachhaltigkeit und Tourismus (Federal Ministry of Agriculture, Regions and Tourism), the ARA Altstoff Recycling Austria AG, the Österreichischer Gemeindebund (Austrian Association of Municipalities), the Österreichischen Städtebund (Association of Austrian Cities and Towns), and Regional Medien Austria. The platform recognizes the commitment and dedication displayed by cities, communities and citizens during nation-wide neighborhood cleanups and highlights the importance of correct waste disposal.

The results are positive: in 2019, 325 communities, equating to over 15% of all Austrian municipalities, parti-

cipated with a total of 10,558 members. This provided a significant contribution to a world without waste. A community festival worth €10,000 was raffled off among all participants. Municipality Raiding in Burgenland was the happy winner of this prize.

However, Coca-Cola is also hands-on. To tie off the initiative, over 50 Coca-Cola employees collected discarded and washed-up waste in the Donau-Auen National Park. Within a few hours, this neighborhood cleanup resulted in the collection of 500 kg of waste, ranging from car tires to message bottles. The waste was carefully separated and recycled.

Wir räumen auf: Miteinander!

Unsere Gemeinde ist Teil Österreichs großer Flurreinigungsaktion, die von Coca-Cola Österreich initiiert ist. Gemeinsam mit starken Partnern machen wir unsere Gemeinde wieder sauber.

Datum:

Uhrzeit:

Treffpunkt:

90 Jahre Coca-Cola Österreich

ARA Österreichischer Gemeindebund

Ministerium für Nachhaltigkeit und Tourismus

Coca-Cola



Markus Landauer,
Mayor of the Municipality of Raiding

“Our community motto is “Liszt and quality of life”, and a clean environment is simply a part of the latter. Of course, we are very happy that our big commitment rewarded our citizens with a community festival. Thank you, to all of those who help and are helping to make sure that Raiding is and stays clean.”

We take on regional responsibility.

The concerns and interests of citizens in our source regions – in Edelstal (source, Burgenland), as well as in Prellenkirchen (Lower Austria) – have always been important to us. We treat their direct environment and the resources with respect and take our responsibility as a major employer and economic contributor in the region very seriously. Through forward-thinking and sustainable action we guarantee potential social, ecological and economic security. In Edelstal, in 2018, we supported the community in the establishment of a bee hotel with an adjacent rest stop to allow people to come and observe the bees and relax along one of the most popular hiking routes.



We support Schladming on their way to a World Without Waste City.

Thanks to the support of The Coca-Cola Foundation, which finances sustainable projects worldwide, the Styrian tourism community Schladming has announced their fight against waste. The community, which houses 7,000 residents, is a very attractive destination which hosts around 1.8 million overnight stays throughout the year, as well as large events such as the yearly Nightrace, the Ennstal Classic and many other concerts and congresses. The high number of visitors means that a greater volume of waste is produced. With this initiative, Schladming intends to tackle waste prevention in every area of life and become a model tourism region.

Professional expertise, project management, and the execution of measures alongside the community are in the hands of an independent research team consisting of the Österreichischen Gesellschaft für Umwelt und Technik (Austrian Society for Environment and Technology, ÖGUT), Pulswerk GmbH, and AQA GmbH (environmental analysis and sustainability projects). The first step is an analysis of the current situation from which practical measures are then derived. In 2019, we focused on waste prevention options during big events. We are also implementing activities in schools, kindergartens, associations, and tourism companies.

We honor sustainability role models.

Coca-Cola Austria has been a partner of the ÖGUT Environmental Award since 2008. As an independent non-profit organization, the award is aimed at promoting a sustainable approach to business and society. The ÖGUT Environmental Award honors role models from companies, administration, and civil society, who are engaged in creating a sustainable community. We look for projects focusing on innovative research and implementation within the following areas: sustainable architecture, outstanding commitment from local authorities and citizens, entrepreneurship aiming for a waste-free world, and exemplary women's careers in environmental research. Coca-Cola awards the prize money in the "World Without Waste" category.





**Coca-Cola Austria
and the environment**

Our resources, packaging and waste

Coca-Cola HBC Austria believes in a sustainable packaging mix and exclusively uses recyclable or reusable packaging that protects our products and meets the needs of our consumers.

We purchase most of our raw materials from around the region and have long-standing partnerships with renowned Austrian suppliers who provide us with sugar, glass, and PET bottles as well as with other packaging components.

Our group-wide goals 2025:

100% recyclable packaging: 100% of our consumer packaging will be recyclable.

More reusable PET: 35% of all PET used originates from recycled PET and/or PET from renewable material.

Promoting waste collection: We help collect 75% of our primary packaging.

What we do in Austria:

Recyclability is of primary importance:

To date, all materials used for our PET bottles and cans are 100% recyclable.

Recycling rate on the rise: The recycling rate across our entire portfolio, that is produced in Edelstal, comprises 49%. All of the products from our mineral water brand range, Römerquelle, are filled in 100% rPET bottles..

Together for the recycling economy: In Austria, we rely on strong partnerships to increase the PET bottle collection rate, which is currently at 76%.

	Unit	2017	2018	2019	Comment
Production beverages bottling plant	1000 liters	491,033.12	502,985.07	465,208.00	
Share of reuseable packaging	Percent	17.1	16.8	17.3	
Use of materials					
Ingredients					
Sugar from beets	Tons	22,654.66	22,671.34	21,137.54	
Other sweeteners	Tons	5,952.12	6,560.88	2,681.66	Reduced consumption due to elimination of HFCS-sweetener exports
Concentrates and sweeteners	Tons	5,109.31	8,293.03	5,307.05	Reduced consumption due to elimination of export volume
Carbonated beverages and auxiliary substance	Tons	5,340.50	5,149.31	4,711.59	
Nitrogenated beverages and auxiliary substance	Tons	77.78	97.73	96.36	
Packaging and auxiliary material					
PET (preforms)	Tons	9,975.00	10,591.00	9,576.18	
PE (closures)	Tons	995.57	919.03	867.89	
PE (labels, films)	Tons	1,545.39	1,705.96	1,449.92	
Glass (bottles)	Tons	3,322.87	2,312.01	3,588.78	
Aluminum (caps)	Tons	171.02	182.03	192.34	We use aluminium closures for Römerquelle reuseable bottles 0.33l and 0.75l
Steel (crowns)	Tons	215.70	234.96	226.57	We use steel closures for our lemonade reuseable bottles 0.33l
Paper (labels)	Tons	106.54	135.87	134.94	We use paper labels for our reuseable bottles
Cardboard	Tons	1,049.87	1,090.02	885.43	Cardboard is used as intermediate layers for pallets
Wood (reuseable pallets)	Tons	-	-	-	Damaged reusable pallets are repaired and reused
Chemicals	Tons	1,151.32	1,120.78	1,121.69	
Percentage of material from recycled sources					
PET (preforms)	Percent	32.00	34.00	49.00	In April 2019, the entire Römerquelle PET-portfolio was converted to 100% recycled PET.
Glass (bottles)	Percent	42.67	48.00	42.00	
Aluminum (caps)	Percent	65.77	40.00	40.00	
Material ratio	g/lbp	117.44	121.40	111.73	

*Since the mid-1970s already, glass breakage of bottles is collected and passed on to the glass industry.

The glass is perfectly homogeneous and can be melted down immediately. That is why it is top-quality raw material.

We are committed to a world without waste.

We are aware that our packaging and its use are at the focus of the current discussion around plastic and plastic waste. That is why Coca-Cola relies on dialogue and sustainable aims and is committed to being a part of the solution. In January 2018, Coca-Cola CEO James Quincey declared an ambitious global strategy during the World Economic Forum in Davos: "World Without

Waste". By 2030, for every bottle or can introduced to the market another will be collected and added to the recycling process – worldwide. The Coca-Cola Company has set an ambitious goal of a collection rate of 90% by 2025. Some of our most important goals therefore exceed the EU guidelines and aims.

As part of the World Without Waste strategy, we want to be leaders in innovation when it comes to packaging. We are therefore constantly

hard at work optimizing existing packaging and finding package-free alternatives for our products.

We turn bottles into bottles.

In order to close material cycles, we use a complex process to add high-quality PET regranulate to our new PET bottles. By the end of 2019, our full range of bottles, that are produced in Edelstal, consisted of 49% recycled material.

Römerquelle worked tirelessly to increase the ratio of recycled material in their PET bottles, which was last at 45%. Thanks to continuous development and testing, we were able to set a milestone within the Austrian beverage industry at the start of 2019. Since April, all Römerquelle PET bottles consist of 100% recycled PET.

Although there had previously been individual products that consisted of 100% recycled PET, no one had ever been able to switch to an entire 100% recycled PET product range before Römerquelle. This not only made Römerquelle a pioneer in Austria, but also worldwide in the Coca-Cola System, which covers over 200 countries. With this step the



traditional Austrian brand became the first in Europe to achieve this. Only three Coca-Cola System brands worldwide were able to achieve this prior Römerquelle.

Concerning the ratio of recycled material in new PET bottles, the EU has specified a recycling ratio of 25% to be reached by 2025. By 2030 at the latest, the share should have reached 30%. Given that our Römerquelle PET bottles consist

of 100% recycled material, we are already 10 years ahead of this goal.



Christian Abl
Manager
Reclay Group Austria

"In addition to compliance with current European recycling standards, manufacturers and distributors of packaging in particular aim to continuously promote the development of packaging. The 2018 EU Packaging Directive stipulates that both the proportion of reusable packaging that is placed on the market and the reuse of packaging must be increased. With 'circulate by Reclay' our customers are well advised and can react quickly to new challenges."

We are decreasing the material percentage and increasing the recycling percentage.

Our consumers value light and practical bottles. The Coca-Cola PET bottle that Coca-Cola HBC Austria uses is one of the lightest bottles on the market and saves packaging material. Since April 2018, an even more compact Römerquelle PET bottle with a shortened bottleneck has been on the market. This bottle is up to 3.3 grams lighter per unit. The measures implemented up to date have yielded a material reduction of 27.5% compared to 2010.

We vigorously pursued this strategy prior to the EU's "Single-Use Plastics (SUP) Directive". In so doing, we have an indirect effect on the EU's aim to reduce single-use plastic pollution.

As is the case with our PET bottles, recycling percentage and reusability play a large role when it comes to all other packagings we use – such as our films or reusable glass bottle cases.

We help increase the collection rate.

Together with local partners, such as Altstoff Recycling Austria AG (ARA), Coca-Cola continuously works towards increasing the collection and recycling rates. The recycling plant PET to PET in Müllendorf, founded by Coca-Cola HBC in cooperation with four other beverage producers, is a prime example of the success of these efforts. The company has had its best year to date: over 26,300 tons of PET material was reused to extract valuable secondary raw materials for new PET containers. This corresponds to around 1.1 billion PET bottles. This represents an increase of 3% in comparison to 2018.

The collection of PET bottles is essential in order to feed the recycling process and create new PET bottles.



Christian Strasser
Manager
PET to PET

“With a 76% collection rate for PET bottles, Austria holds an excellent place in international comparison. However, there is still room for improvement. We want to have every single PET bottle back. It is the only way for us to keep extremely valuable polyethylene terephthalate – PET – in the cycle for as long as possible, thus conserving resources for future generations.”

An efficient collection system is paramount in order to increase the collection rate. That is why in stakeholder dialogue Coca-Cola Austria is also open to the best collection system that will rapidly allow us to attain a 100% collection rate in Austria. This system should be practical for consumers and ensure the availability of high-quality materials.

We are increasing our share of reusable packaging.

Coca-Cola HBC Austria currently successfully uses reusable glass bottles for the majority of our brands in the food service and hospitality sector – from Römerquelle to Coca-Cola, Fanta, Sprite, Mezzo-Mix, and Kinley Kräuter Kracherl and FUZETEA to Cappy. Refillable premix and postmix containers are available for dispensing systems. Coca-Cola is also available in 0.33 L reusable glass

bottles in select grocery stores. Our Römerquelle mineral water has been available in glass bottles in the food retail industry for years. Overall, the portion of reusable bottles – measured based on the production volume – is currently at 17.3%. Our goal in 2020 is to increase this percentage and the commercial availability of our reusable products. When it comes to our reusable glass products, we make sure that our water use is efficient. Various glass bottles used for our soft drinks and mineral

water products carry the Austrian eco-label, guaranteeing environmentally friendly reusable packaging with at least twelve life-cycles. We refill our glass bottles up to 40 times on average.



	Unit	2017	2018	2019	Comment
Waste					
Amount of solid waste					
Total amount plants	Tons	4,001.00	4,820.31	4,577.61	
Thermally recoverable waste	Tons	321.33	301.28	277.20	
Recycleable waste	Tons	3,660.00	4,518.35	4,284.32	
Hazardous waste					
Hazardous waste generated plants	Tons	19.00	77.97	16.10	These are almost entirely discarded contents of the grease separator and the oil separator. Hazardous waste material or thermal exploitation.
Solid waste ratio plants	g/lpb	8.15	9.74	9.84	

Our employees are trained in handling waste.

We aim to ensure the optimum separation and recycling of waste. Waste is separated at its place of origin and checked again by our employees at the waste disposal site. All employees in our Edelstal production center undergo yearly waste handling training. Since

2019, we've used online modules to train our employees who work outside of the plant. We use team feedback to improve our waste treatment process while implementing new measures and optimizing existing ones. Current measures concerning packaging and waste can be found on pages 9 - 10 of the "World Without Waste" progress report.



Our group-wide goals 2025:

Less water consumption in water-stressed regions: Decrease water usage by 20% in companies operating in water-stressed regions.

100% water supply security in water-stressed regions:

Contribute to securing water supply in all communities affected by water scarcity.

What we do in Austria:

Even though Austria is fortunate enough not to be in a water-stressed region, we do everything possible in order to continue decreasing our water consumption per liter of beverage produced.

Water as a valuable resource

Water is naturally the main ingredient for our beverage production and provides a necessary basis for all of our activities. We consistently implement new technologies in order to decrease the use of this valuable resource. Only when we advocate for the availability and quality of local water supplies, can we achieve sustainable growth.

The majority of Coca-Cola HBC drinks sold in Austria are produced locally. The traditional Römerquelle brand is bottled directly at the source, in Edelstal. However, we only use valuable water from our springs for mineral water products. The product and process water come from the municipal water supplier (WLV Nördliches Burgenland).

Our mineral water is a precious commodity and we do everything we can to protect it. We conserve this resource as much as possible and keep in line with the maximum withdrawal quantities defined by the authorities, which are based on the results of detailed tests. By definition, our mineral water resource does not come into contact with shallow groundwater layers. Groundwater is therefore left unaffected. This ensures that the rights of others, e.g. those working in agriculture, are safeguarded.

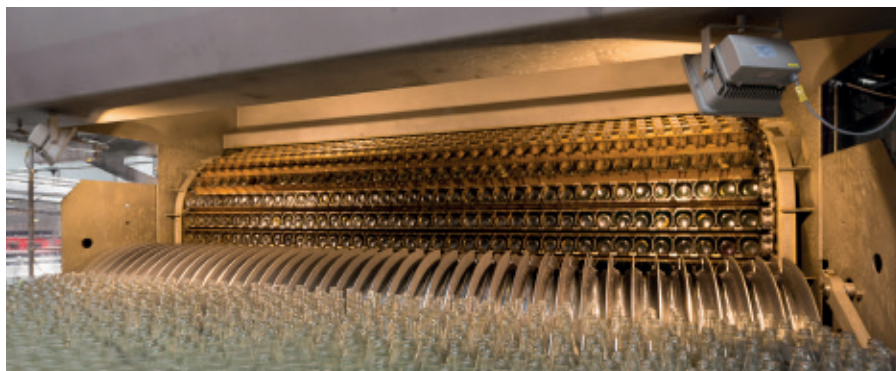
We use our valuable water resource responsibly.

Water is not only essential to our products, but also to many production steps, particularly for cleaning. That is why it is relevant to our entire production process. When our production site was moved to Edelstal in 2013, water consumption was still at a level of over two liters per bottled liter. This number includes the bottled product. In 2019, this level was at 1.7 liters. Given the high standard of efficient water use, this is a good result, but it is not yet the level we want to be at.

That is why, in 2019, we undertook further improvements in our cleaning process. We created more efficient cleaning steps and cleaned and reused water. It's particularly noteworthy to highlight the fact that we reintroduce the water used to clean our PET bottles, before bottling, back into water treatment. Thanks to this we can save up to 45,000 m³ water every year. We were able to further optimize our water treatment process when it comes to backwashing carbon filters. We are now able to achieve the same cleaning effect in a lower number of backwashes. These now take place every 10 days instead of every 7.



The water consumption per liter of beverage produced is **1,7** liters.



GOOD WATER GOVERNANCE



SUSTAINABLE WATER BALANCE



GOOD WATER QUALITY STATUS



IMPORTANT WATER-RELATED AREAS

SAFE WATER SANITATION AND HYGIENE FOR ALL (WASH)¹

¹ Water, Sanitation and Hygiene (WASH)
Fokus der WHO im Rahmen der SDG

We run an award-winning plant.

We invite independent agencies to certify our responsible water management, which includes the protection of natural water resources.

In 2014, our production and logistics center in Edelstal was one of the first Coca-Cola HBC Group plants to be awarded the European Water Stewardship (EWS) Gold Certificate. Water Stewardship unites economic efficiency with ecological and social sustainability. Unified, context-based standards ensure that we can be as transparent as possible in our efforts.

In 2019, we replaced the EWS standard with the renowned, globally recognized Alliance for Water-Stewardship-Standard (AWS). This encompasses a five-step framework, which, when applied to the challenges faced in the

five central themes of this area, eventually leads to a Best Practice status.

The implementation of this standard requires collaborative approaches involving participation from companies



and industry, government and communities, as well as organizations within civil society. We have only strengthened our stakeholder dialogue through this. The Gold Certificate we were awarded, shows that we are already well ahead in the areas mentioned.



	Unit	2017	2018	2019	Comment
Water					
Total water used	1000 liters	844,923.00	842,886.00	791,199.00	
Spring affected by water withdrawal		-	-	-	By removing natural mineral water from our wells, we do not adversely affect the rights of others or protected areas in a negative way.
Total recycling and reuse of water in bottling plant	1000 liters	60,916.00	36,441.00	45,218.00	We only take into account measures, that go beyond the general state-of-the art of technology. Therefore, the value 2017 is higher than 2019.
Percentage recycled/reused water in bottling plants	Percent	7.21	4.32	5.72	
Water ratio plants	l/lpb	1.72	1.68	1.70	
Effluents					
Wastewater discharge					
Quantity of waste water discharged to municipality owned wastewater treatment plants	1000 liters	415,471.00	382,494.00	341,172.00	
Affected water protection areas		-	-	-	The AWS certification confirms that there is no negative impact on protected areas through the bottling plant.
Spills of chemicals, oils, fuels		-	-	-	



Climate protection and energy

We actively work to decrease our ecological footprint in production, transportation, on-site, and when it comes to our coolers.

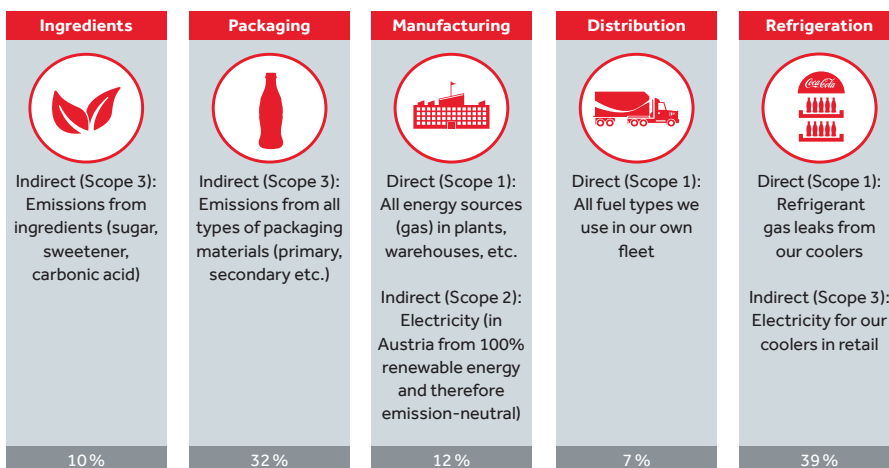
We also want to reduce our CO₂ footprint across all levels.

Our efforts are part of the group-wide responsibilities that Coca-Cola HBC set itself: by 2020 we will have reduced our direct CO₂ emissions (or CO₂ equivalent, in line with the Greenhouse Gas Protocol Corporate and Reporting Standard) by 50%, compared to 2010.

We have already achieved this goal. The percentage of renewable energies used in the overall energy consumption (incl. natural gas) of our bottling plant was 54% in 2018 and 2019. While we

generate 100% of our electricity from renewable energy, we are still on the lookout for more sustainable alternatives when it comes to natural gas. We already exceeded the 2008-2017 goals to improve the environmental impact of beverage packaging. That is why, for the beverage industry's 2018-2030 sustainability agenda, we have committed to reducing our CO₂ emissions (or, CO₂ equivalents) by a further 10% in comparison to the starting point of 2017.

Coca-Cola HBC's CO₂ emissions are broken down along the value chain as follows (corporate data):



Our group-wide goals 2025:
Lower emissions in our plants:
We would like to reduce our direct CO₂ emissions by 30% in comparison to 2010.

Lower emissions at points of sale:
50% of our coolers will be energy efficient.

More renewable energies:
50% of the energy used in our plants should come from renewable and clean sources.

What we do in Austria:
Lower emissions in our operations:
Since 2010, we have reduced our direct CO₂ emissions by 52%.

Lower emissions at points of sale:
39% of our coolers are energy efficient EMD or Icoolers.

More renewable energy:
54% of the total energy (electricity and gas) used in our production site comes from clean and renewable sources. 100% of the power supply is from renewable sources.



Goal achieved: In comparison to 2010, when we started introducing internal CO₂ goals, we reduced our CO₂ emissions beyond our internal targets by **52%**.

	Unit	2017	2018	2019	Comment
Emissions					
Direct greenhouse gas emissions from operations (Scope 1)	Tons CO₂ Emission	8,584.79	8,562.51	7,759.00	
CO ₂ emission from thermal energy bottling plant	Tons CO ₂ Emission	4,105.36	4,302.87	3,914.58	
CO ₂ emission from thermal energy remote properties	Tons CO ₂ Emission	4.56	125.00	125.00	Heating is integrated in the operating costs at the new office or other locations. Starting with 2018, a per capita consumption is used.
CO ₂ emission from fuels used in company vehicles	Tons CO ₂ Emission	2,037.13	1,893.26	1,707.67	
CO ₂ emission from CO ₂ in products (losses)	Tons CO ₂ Emission	2,188.07	2,022.18	1,821.01	
CO ₂ emission from coolers in retail (losses)	Tons CO ₂ Emission	249.68	219.20	191.49	
Indirect greenhouse gas emissions through company electricity use (Scope 2)	Tons CO₂ Emission	0.00	0.00	0.00	100% renewable energies without CO ₂ emissions
Other relevant greenhouse gas emissions (Scope 3)	Tons CO₂ Emission	63,407.53	74,252.92	59,083.59	
CO ₂ emission from haulage firms (Scope 3)	Tons CO ₂ Emission	4,494.70	4,470.01	4,139.67	
CO ₂ emission from sugar beets and sweeteners	Tons CO ₂ Emission	14,303.39	24,167.25	19,612.19	
CO ₂ emission from the production of fruit juice concentrates	Tons CO ₂ Emission		688.80	342.56	New since 2018
CO ₂ emission from CO ₂ in products	Tons CO ₂ Emission	3,074.65	3,127.13	2,890.59	
CO ₂ emission from packaging materials	Tons CO ₂ Emission	28,704.53	29,642.29	20,140.85	
CO ₂ emission from coolers in retail (electricity)	Tons CO ₂ Emission	12,830.25	12,157.44	11,957.74	

We are mindful of energy efficiency.

In order to achieve our ambitious energy and water savings goals, we invest in year-round projects that improve our short-term and medium-term use. This year, we were able to save up to 400 MWh per year of compressed air, which is a very energy-intensive resource. This is thanks to the improved control of our high- and low-pressure compressors, as well as a reduced base high and low-pressure setting. These two changes were achieved through several measures implemented in 2017 and 2018.

Regular air pressure system tests help us avoid losing more energy throughout our

systems. Measures with medium-term positive effects on our energy and water consumption, such as the new glass line and the new highspeed PET line for mineral water products, only yielded significantly reduced consumption results once they came under normal operation (when parallel production using both old and new installations was stopped) in 2017.

High production on the lines has a positive effect on our per-bottle production energy consumption, or rather our energy indicators. Energy and water-heavy cleaning processes have to be carried out regularly and are not based on the production volume. Although our production volume decreased in comparison to 2018, we were able to slightly improve

our energy figures. This is thanks to a series of measures implemented in 2019.

This includes the exchange of individual high- and low-pressure compressors (saving 140 MWh/year), exchanging water boilers (saving 675 MWh), and further measures which yielded another 110 MWh in energy savings (source: Energy audit report pursuant to EEffG 2019).

We harness the power of the sun.

Renewable energy sources are the future of energy production. Coca-Cola HBC Austria aims to harness the power of the sun more and has installed the largest photovoltaic system in Burgenland on the roof of the Edelstal production and logistics site. The photovoltaic system has an almost three-megawatt peak (MWp) capacity. The system was built by Selina Photovoltaic GmbH in cooperation with SOL Photovoltaic Capital GmbH and is also run by these companies.

The 2.86 MWp plant has over 9,200 PV modules and generates 2,924 GWh of electricity yearly. This energy is fed into the local power supply. This figure represents the annual energy consumption for around 600 single-family households with four members. The photovoltaic system saves around 725 tons of CO₂ per year, compared to conventional methods of

electricity generation. This represents a total of 400 mid-range cars with a mileage of 15,000 kilometers per year.

We are proud of the fact that all Coca-Cola HBC products are generated with the help of green electricity from renewable energy sources. This was confirmed by the certificate of our energy supplier VERBUND in spring 2019.

In cooperation with our suppliers, we are making our coolers more energy efficient. Thanks to the new line of products in use since 2015, depending on the model, we are able to reduce our energy consumption between 50% and 66% in comparison to the previous years. We have almost fully replaced chlorofluorocarbons (CFCs) and new cooling systems almost exclusively use hydrocarbons or CO₂.



Our Edelstal plant is supplied with 100% green energy. This helps us save **4,000 tons** of CO₂ emissions each year.



The new generation of "Icoolers" uses a cooling system without global warming potential and is **57%** more energy efficient.



Mag. Egmont Fröhlich,
Managing Partner of
Selina Photovoltaic.

"Based on the current demand for electricity, we believe that all of the energy generated by the photovoltaic system is used in production. The photovoltaic system therefore covers around 12% of the plant's annual electricity use."

	Unit	2017	2018	2019	Comment
Energy					
Electricity					
Electricity bottling plant	Gigajoules	93,637.26	101,476.64	92,014.27	
Percentage of renewable energies					
Hydropower	Percent	63.13	100.00	100.00	Electricity labeling VERBUND Sales GmbH lt. §78 subsection 1 and 2 ElWOG 2010 and Electricity Labeling VO 2011 Jan 1st - Dec 31st, 2018
Wind and solar energy	Percent	14.45			
Biomass	Percent	12.68			
Biogas	Percent	9.69			
Other renewable sources	Percent	0.04			
TOTAL	Percent	100.00	100.00	100.00	
Natural Gas					
Natural gas bottling plant	Gigajoules	81,229.90	85,137.88	77,455.05	
Share of renewable energy used in plants	Percent	53.55	54.38	54.29	
Energy ratio plants	MJ/lpb	0.36	0.37	0.36	



We use eco-friendly transportation.

Given that we outsource our entire truck transportation to logistics companies, we are unable to directly record CO₂ emitted during transportation. However, we are committed to using direct routes of transportation within our own company and with our partners. We also contractually promote the use of environmentally friendly trucks. Creating our bottles on-site helps us efficiently transport our materials in an environmentally friendly manner, from preform manufacturer to filling.

When it comes to purchasing preforms and our packaging material, we make sure to use the shortest possible routes by mainly relying on local suppliers.

Thanks to our special trainings which teach environmentally friendly driving, our drivers are able to contribute to the reduction of CO₂ emissions. The Safe and Eco-Driving program, which we developed, teaches drivers all about techniques such as optimal speed and gear timings for our trucks and cars.

In 2019, with an eye toward future mobility, we tested seven-passenger

cars using electric, hybrid, natural gas, and hydrogen energy and a mobility app. Over the course of two months, we evaluated the vehicles' CO₂ emissions, applicability, and overall operating costs. Based on this, we created a roadmap for future fleet management, which includes the integration of natural gas-powered vehicles or carsharing. Additionally, in 2019, 101 cars in our fleet were adapted with new and more fuel-efficient engines.

We try to reduce the number of business trips by pushing for the use of communication tools such as video or conference calls. Direct transportation between Edelstal and Vienna became more economical and ecological due to the "Green Logistics" shuttle concept. Special lightweight vehicles are loaded and dispatched in advance, only needing to be attached to or detached from the truck. Thanks to the short turnaround times, we are able to increase the number of trips per vehicle and day, while reducing fuel consumption and CO₂ emissions.

We predominantly work with logistics companies that offer environmentally friendly solutions such as transportation by rail. When transporting our products to Tirol and Vorarlberg via intermodal

traffic (= transporting goods with at least two different modes of transport), we use the same container for both the roads and trains. In comparison to road transportation, this helps us cut fuel consumption and sulfur dioxide by half. This saved us 484 tons of CO₂ in 2019.

Our offices in the Wienerberg are not equipped with parking lots on company ground. In order to provide an incentive for employees to use eco-friendly transportation when joining the company, they have the option to take advantage of a free yearly pass for Vienna public transport. Those who travel by car receive financial support when renting a parking space.

	Unit	2017	2018	2019	Comment
Transport					
Number of delivery/hauling vehicles	Number	27	27	29	
Number of sales and management vehicles	Number	333	308	301	
Fuel consumption own fleet (diesel)	1000 liters	761.15	707.39	638.05	
Average fuel consumption	liters/100 km	7.12	7.13	7.03	
Mileage own fleet	1000 km	10,697.73	9,925.24	9,081.15	
Mileage 3rd party fleet	1000 km	11,001.27	10,626.99	9,748.14	

Environmental Program 2020

Area	Dimensions	Topic	Measure	Time frame	Responsible
All operations Edelstal	Resource consumption energy	Reduce energy consumption per liter of beverage generated	Using energy efficiency increasing measures to reduce energy consumption to 0.36 MJ/lbp despite the installation of a new production line. Water conservation also improves energy efficiency.	Q1-Q4	National Environment Manager, Plant Manager
All operations Edelstal	Resource consumption energy/gas	Replace water boilers	Replace water boilers, optimize heating system. Expected future savings of approx. 2,000 mWh (10% total gas consumption)	Q4	Project Engineering Manager
All operations Edelstal	Resource consumption water	Reduce energy consumption per liter of beverage generated	Reduce water consumption from 1.70 to 1.68 l/lbp through water efficiency increasing measures	Q1-Q4	National Environment Manager, Plant Manager
Production	Resource consumption energy, water	Cleaning-in-Place (CIP)	Revision of the CIP matrix with regard to saving and reduction of cleaning steps to the evaluated minimum level; expected savings potential of approx. 6,500 m³ fresh water/year in the future	Q2	Plant QSE Manager
Production	Resource consumption energy, water	Crate washer water-recycling	Reduction of freshwater need by recycling water from the bottle washing machine. Expected savings potential of approx. 3,000 m³ freshwater/year	Q1	Project Engineering Manager
All operations Edelstal	Invest in the community	Water Stewardship certification	Alliance for Water Stewardship- re-certification; Gold Standard	Q4	National Environment Manager
CCHBC Austria overall	Waste production	Reduce waste production per liter of beverage generated	Reduce waste production from 9.84 to 9.70 g/lbp	Q1-Q4	National Environment Manager, Plant Manager
CCHBC Austria overall	Resource consumption energy, water waste production	Environmental week	Focus on waste separation and recycling in the office Aim: reduce single-use packaging for coffee and lunch. Cooperation with canteen operators	Q2	National Environment Manager
All operations Edelstal	Resource consumption energy, water waste production	Near Loss- program: Bottom-up initiative to identify optimization needs	Report optimization possibilities, verify and, if necessary, implement via various channels. Target: min. 84 solved Near Losses	ongoing	National Environment Manager
CCHBC Austria overall	Resource consumption, waste production	Reduce use of resources. Reduce waste production. Increase recycling percentage. Optimize energy and water use.	Obligatory yearly training. In-depth training as required. Aim: train at least 90% of employees	ongoing	National Environment Manager
CCHBC Austria overall	Packaging, investment in the community	"Wir räumen auf: Miteinand!"	Promotion of neighborhood cleanup campaigns in partnership with the Austrian Association of Municipalities/Austrian Association of Cities and Towns, Federal Ministry for Agriculture, Regions and Tourism, ARA. The initiative was supposed to be continued in 2020. Almost 100 municipalities had registered their participation by mid-March. Due to the corona crisis and the associated measures (ban on events and lockdown restrictions), the campaign had to be cancelled at short notice this year. It has been rescheduled for spring 2021.	Q1-Q2	Public Affairs & Communication Manager

Summary of the 2019 sustainability program

In 2019, we strongly pursued our ambitious sustainability goals. We already provided in-depth coverage of some of the measures we planned – such as our Sustainability Supplier Day or our neighborhood cleanup initiative "Wir räumen auf: Miteinand!" – in the previous chapters.

We were unable to achieve our self-imposed energy usage benchmark of 0.35 MJ per liter of beverage produced; however, we are on the right track with the current value of 0.36 MJ. We were able to optimize the low and high-pressure compressors: the exchange of individual compressors yields savings of 140 mWh/year, meaning we have achieved our goals. Since 2019, the expansion of the metering and monitoring system provides detailed

information about our usage and helps us identify energy savings potentials.

There is still room for improvement when it comes to water usage: in 2019, we were unable to achieve a reduction to 1.63 liters of water use per liter of beverage produced. Although the optimization projects we had planned were implemented on time, the decrease in our export-production volume had a negative impact. This is because the cleaning process remains unchanged regardless of a lower production volume.

We were able to plan and implement all waste avoidance projects in our offices. Disposable coffee mugs – formerly used in coffee vending machines – were removed. Additionally, we trained 90% of our employees on the issue and were thus able to help raise awareness.

Conversely, our colleagues were able to get through to us with their sustainability optimization ideas thanks to "Near Losses" reports. Instead of the targeted 60 reports, over 100 reports were made. These brought about many improvements.

Our environmental key figures at a glance

Most of our efforts in the environmental field can also be seen in the figures. The provided data only refer to Coca-Cola HBC. The data is annually transmitted within the group and is used to create the Coca-Cola HBC Annual Integrated Report. They are derived from inventory and meter readings. The environmental key figures are verified several times by internal and external audits. Here are all environmental figures for our bottling plant in Edelstal at a glance.

	Unit	2017	2018	2019	Comment
Production beverages bottling plant	1000 liters	491,033.12	502,985.07	465,208.00	
Share of reuseable packaging	Percent	17.1	16.8	17.3	
Use of materials					
Ingredients					
Sugar from beets	Tons	22,654.66	22,671.34	21,137.54	
Other sweeteners	Tons	5,952.12	6,560.88	2,681.66	Reduced consumption due to elimination of HFCS-sweetener exports
Concentrates and sweeteners	Tons	5,109.31	8,293.03	5,307.05	Reduced consumption due to elimination of export volume
Carbonated beverages and auxiliary substance	Tons	5,340.50	5,149.31	4,711.59	
Nitrogenated beverages and auxiliary substance	Tons	77.78	97.73	96.36	
Packaging and auxiliary material					
PET (preforms)	Tons	9,975.00	10,591.00	9,576.18	
PE (closures)	Tons	995.57	919.03	867.89	
PE (labels, films)	Tons	1,545.39	1,705.96	1,449.92	
Glass (bottles)	Tons	3,322.87	2,312.01	3,588.78	
Aluminum (caps)	Tons	171.02	182.03	192.34	We use aluminium closures for Römerquelle reuseable bottles 0.33l and 0.75l
Steel (crowns)	Tons	215.70	234.96	226.57	We use steel closures for our lemonade reuseable bottles 0.33l
Paper (labels)	Tons	106.54	135.87	134.94	We use paper labels for our reuseable bottles
Cardboard	Tons	1,049.87	1,090.02	885.43	Cardboard is used as intermediate layers for pallets
Wood (reusable pallets)	Tons	-	-	-	Damaged reusable pallets are repaired and reused
Chemicals	Tons	1,151.32	1,120.78	1,121.69	
Percentage of material from recycled sources					
PET (preforms)	Percent	32.00	34.00	49.00	In April 2019, the entire Römerquelle PET-portfolio was converted to 100% recycled PET.
Glass (bottles)	Percent	42.67	48.00	42.00	
Aluminum (caps)	Percent	65.77	40.00	40.00	
Material ratio	g/lbp	117.44	121.40	111.73	
Energy					
Electricity					
Electricity bottling plant	Gigajoules	93,637.26	101,476.64	92,014.27	
Percentage of renewable energies					
Hydropower	Percent	63.13	100.00	100.00	Electricity labeling VERBUND Sales GmbH lt. §78 subsection 1 and 2 ElWOG 2010 and Electricity Labeling VO 2011 Jan 1st - Dec 31st, 2018
Wind and solar energy	Percent	14.45			
Biomass	Percent	12.68			
Biogas	Percent	9.69			
Other renewable sources	Percent	0.04			
TOTAL	Percent	100.00	100.00	100.00	

	Unit	2017	2018	2019	Comment
Natural Gas					
Natural gas bottling plant	Gigajoules	81,229.90	85,137.88	77,455.05	
Share of renewable energy used in plants	Percent	53.55	54.38	54.29	
Energy ratio plants	MJ/lpb	0.36	0.37	0.36	
Water					
Total water used	1000 liters	844,923.00	842,886.00	791,199.00	
Spring affected by water withdrawal		-	-	-	By removing natural mineral water from our wells, we do not adversely affect the rights of others or protected areas in a negative way.
Total recycling and reuse of water in bottling plant	1000 liters	60,916.00	36,441.00	45,218.00	We only take into account measures, that go beyond the general state-of-the-art of technology. Therefore, the value 2017 is higher than 2019.
Percentage recycled/reused water in bottling plants	Percent	7.21	4.32	5.72	
Water ratio plants	l/lpb	1.72	1.68	1.70	
Effluents					
Wastewater discharge					
Quantity of waste water discharged to municipality owned wastewater treatment plants	1000 liters	415,471.00	382,494.00	341,172.00	
Affected water protection areas		-	-	-	The AWS certification confirms that there is no negative impact on protected areas through the bottling plant.
Spills of chemicals, oils, fuels		-	-	-	
Emissions					
Direct greenhouse gas emissions from operations (Scope 1)	Tons CO₂ Emission	8,584.79	8,562.51	7,759.00	
CO ₂ emission from thermal energy bottling plant	Tons CO ₂ Emission	4,105.36	4,302.87	3,914.58	
CO ₂ emission from thermal energy remote properties	Tons CO ₂ Emission	4.56	125.00	125.00	Heating is integrated in the operating costs at the new office or other locations. Starting with 2018, a per capita consumption is used.
CO ₂ emission from fuels used in company vehicles	Tons CO ₂ Emission	2,037.13	1,893.26	1,707.67	
CO ₂ emission from CO ₂ in products (losses)	Tons CO ₂ Emission	2,188.07	2,022.18	1,821.01	
CO ₂ emission from coolers in retail (losses)	Tons CO ₂ Emission	249.68	219.20	191.49	
Indirect greenhouse gas emissions through company electricity use (Scope 2)	Tons CO₂ Emission	0.00	0.00	0.00	100% renewable energies without CO ₂ emissions
Other relevant greenhouse gas emissions (Scope 3)	Tons CO₂ Emission	63,407.53	74,252.92	59,083.59	
CO ₂ emission from haulage firms (Scope 3)	Tons CO ₂ Emission	4,494.70	4,470.01	4,139.67	
CO ₂ emission from sugar beets and sweeteners	Tons CO ₂ Emission	14,303.39	24,167.25	19,612.19	
CO ₂ emission from the production of fruit juice concentrates	Tons CO ₂ Emission		688.80	342.56	New since 2018
CO ₂ emission from CO ₂ in products	Tons CO ₂ Emission	3,074.65	3,127.13	2,890.59	
CO ₂ emission from packaging materials	Tons CO ₂ Emission	28,704.53	29,642.29	20,140.85	
CO ₂ emission from coolers in retail (electricity)	Tons CO ₂ Emission	12,830.25	12,157.44	11,957.74	

	Unit	2017	2018	2019	Comment
Waste					
Amount of solid waste					
Total amount plants	Tons	4,001.00	4,820.31	4,577.61	
Thermally ercoverable waste	Tons	321.33	301.28	277.20	
Recycleable waste	Tons	3,660.00	4,518.35	4,284.32	
Hazardous waste					
Hazardous waste generated plants	Tons	19.00	77.97	16.10	These are almost entirely discarded contents of the grease separator and the oil separator. Hazardous waste material or thermal exploitation.
Solid waste ratio plants	g/lpb	8.15	9.74	9.84	
Transport					
Number of delivery/haulage vehicles	Number	27	27	29	
Number of sales and management vehicles	Number	333	308	301	
Fuel consumption own fleet (diesel)	1000 liters	761.15	707.39	638.05	
Average fuel consumption	liters/100 km	7.12	7.13	7.03	
Mileage own fleet	1000 km	10,697.73	9,925.24	9,081.15	
Mileage 3rd party fleet	1000 km	11,001.27	10,626.99	9,748.14	
Core indicators					
Energy					
Energy ratio plant	MJ/lpb	0.36	0.37	0.36	
Percentage of renewable energies	Percent	54.68	53.55	54.38	
Total emissisons (Scope 1 and 2)	Tons CO ₂ Emission	8,584.79	8,562.51	7,759.00	
Materials					
Ingredients	g/lpb	79.70	85.04	72.94	
Packaging	g/lpb	35.40	34.14	36.38	
Auxiliary materials	g/lpb	2.34	2.23	2.41	
Total material ratio	g/lbp	117.44	121.40	111.73	
Water					
Water ratio plant	l/lpb	1.72	1.68	1.70	
Waste					
Solid waste ratio plant	g/lpb	8.15	9.74	9.84	
Percentage of recycled solid waste	Percent	91.48	93.74	93.59	
Percentage of hazardous waste	Percent	0.47	1.62	0.35	
Total land consumption/ biodiversity					
Area of production premises	m ²	355,160.00	355,160.00	355,160.00	
Hard surface area	m ²	137,353.00	139,081.00	139,081.00	
Subnatural area	m ²	217,807.00	216,079.00	216,079.00	

ABC analysis according to EMAS regulations

Assessment scheme

	A	B	C
Framework conditions			
Legislation	Does not comply with legislation, does not comply with internal requirements, threshold values exceeded	Does not comply with legislation in some points, does not comply with internal requirements, between 70% and 100% of threshold, stricter legislation foreseeable	Complies with legislation, complies with internal requirements, no stricter legislation foreseeable
Public	High public pressure, high number of complaints	Low public pressure, low number of complaints	No public pressure, no complaints
Local aspects and neighborhood protection	Significant emissions with an impact on an ecologically sensitive region (protected area) or residential area	Noticeable emissions with an impact on an ecologically sensitive region (protected area) or residential area	Low emissions with an impact on an ecologically sensitive region (protected area) or residential area
Direct			
Waste	Large amounts of hazardous waste and household-like commercial waste, rapidly-growing waste/lbp, no waste separation possible	Small amounts of hazardous waste, medium-sized amounts of household-like commercial waste, slightly increasing to stagnating waste/lbp, waste separation, wrong waste disposal is corrected	Small amounts of hazardous and household-like commercial waste, stagnating to decreasing waste/lbp, almost no incorrect waste disposal
Emissions into the air	Significant emissions with impact on greenhouse effect, destruction of the ozone layer, other environmental topics (summer smog, acid rain, etc.) Environmental toxin or harmful to health, carcinogenic	Noticeable emissions with impact on greenhouse effect, destruction of the ozone layer, other environmental topics (summer smog, acid rain, etc.)	No emissions with impact on greenhouse effect, destruction of the ozone layer, other environmental topics (summer smog, acid rain, etc.)
Emissions into the soil	Contaminated soil, no decontamination plan, strong threat to the soil or to groundwater	Contaminated soil, decontamination plan, little threat to the soil or to groundwater	No contaminated soil, decontamination plan, no threat to the soil or to groundwater
Water consumption	Rapidly increasing water consumption/lbp	Slightly increasing to stagnating water consumption/lbp	Stagnating to decreasing water consumption/lbp
Sewage	Significant emissions with impact on: Water pollution (BOD, COD, P, N, etc.), other environmentally relevant pollution such as oil.	Noticeable emissions with impact on: Water pollution (BOD, COD, P, N, etc.), other environmentally relevant pollution such as oil.	No emissions with impact on: Water pollution (BOD, COD, P, N, etc.), other environmentally relevant pollution such as oil.
Noise	Exceeds environmental noise pollution threshold	Noise pollution for the environment between 70 and 100% of threshold values	Noise pollution under 70% of threshold values
Odor	Significant odor pollution for the environment, exceeds threshold values	Noticeable odor pollution for the environment	No odor pollution for the environment
Resource consumption	Large amounts of non-renewable and non-recyclable resources	Large amounts of non-renewable and non-recyclable resources, small amounts of renewable resources	Use of renewable and recyclable resources, only small amounts of non-renewable resources
Energy consumption	Use of non-renewable energies, rapidly increasing energy consumption/lbp	Use of renewable and non-renewable energies, slightly increasing to stagnating energy consumption/lbp, no energy metering and monitoring	Efficient use of renewable energies, stagnating to decreasing energy consumption/lbp, energy metering and monitoring
Environmental risks	Materials with the following label are released into the environment during normal use: T (toxic), T+ (highly toxic), E (explosive), N (dangerous for the environment) water hazard class 3; all incidents with high risk for human beings and the environment	Materials with the following labeling are released into the environment during normal use: C (corrosive), Xi (irritant), Xn (harmful), F (slightly flammable), F+ (extremely flammable); water hazard class 1-2, all incidents with low risk for human beings and the environment	No hazardous substances are released into the environment without treatment. There is no danger for human beings and the environment in case of incidents
Indirect			
Procurement, award of contract	Urgent need for action	Medium need for action	Low need for action
Transport, traffic	Urgent need for action	Medium need for action	Low need for action
End consumer	Urgent need for action	Medium need for action	Low need for action

Abbreviations: BOD biochemical oxygen demand | COD chemical oxygen demand | P phosphorus | N nitrogen



Assessment of environmental impacts

	2017	2018	2019
Framework conditions			
Legislation	B	B	B
Public	B	B	B
Local aspects (environmental impact)	C	C	C
Direct			
Waste	B	B	B
Emissions into the air	C	C	C
Emissions into the soil	C	C	C
Water consumption	B	B	B
Sewage	B	B	B
Noise	B	B	B
Odor	C	C	C
Resource consumption	A	A	B
Energy consumption	B	B	B
Environmental risks	B	B	B
Indirect			
Procurement, award of contract	C	C	C
Transport, traffic	B	B	B
End consumer	C	C	C

Direct and indirect environmental aspects according to EMAS regulations

As part of a process of constant improvement, we focus on the reduction of our environmental impacts. They include our direct and indirect environmental impacts which occur in our fields of activity. Thanks to the assessment, we can create a priority list of topics which are included in the improvement process with priority. The assessment of environmental impacts is conducted with an ABC analysis.

In this assessment scheme, our environmental impacts are evaluated based on fixed criteria and rated A, B or C. Aspects with a big impact on the environment are assessed with an A, medium impacts with a B and aspects with low environmental impacts are assessed with a C.

Legislation: Supported by an external consulting company who is in charge of our legal register, we make sure that we act in conformity with the law in all fields.

Environmentally relevant legal requirements and their compliance are regularly assessed. The most important requirements that concern direct and indirect environmental aspects include AWG 2002, WRG 1959, AAEV and AEVs as well as the Indirekteinleiterverordnung (indirect discharger regulation), BLRG, Chemikaliengesetz (chemicals act) 1996, Verpackungsverordnung (packaging regulation) 2014, UIG and EEffG.

Public: Coca-Cola HBC Austria maintains very good relations with the community of Edelstal and its residents. Thanks to this good basis, problems are addressed immediately and we can prevent complaints.

Local aspects (environmental impact): Our systematic environmental protection ensures that neither the neighborhood nor the region are exposed to harmful environmental pollution. After all, the sources nearby are our greatest treasure, too.

Waste: The reduction of our generated waste is our goal. The amount of residual waste, in particular, must be reduced. Training sessions aim to avoid wrong waste disposal. Recyclable materials are consistently recycled. PET bottles that are produced in the plant are pressed and transported to the PET to PET recycling plant.

Emissions into the air: Our energy sources are gas and electricity. Gas burns cleaner compared to other fossil fuels. The electricity we use comes from 100% renewable energies.

Emissions into the soil: We use our sources in a sustainable way. Protecting them against pollution is a top priority and an integral part in all our areas of activity.

Water consumption: We continuously work to reduce our water consumption and systematically reuse water.

Sewage: In order to prevent contamination, all areas using water-polluting substances are sealed. The surface water of the exterior area is diverted into detention basins via an oil separator and ground filters.

Noise: Noise pollution is created mainly due to truck transport. Several measures contribute to sustainably reduce noise pollution for the community of Edelstal. The truck routes to and from the plant have been relocated to outside of the village area. The new buildings are arranged in a way that they protect most of the village from noise emissions.

Odor: There is no odor pollution. However, we would like to keep this aspect in mind as it's essential to the community's quality of life.

Resource consumption: The reduction of use of resources in packaging is a top priority for us. Thanks to constant weight reductions and an increased share of recycled materials, we constantly reduce the consumption of resources.

Energy consumption: Reducing our energy consumption is our plant's first priority. As a basic measure, we are going to implement a metering and monitoring system in the course of the year.

Environmental risks: Suitable working equipment as well as safe handling of working materials – which are taught in trainings – minimize the risk of incidents that may cause damage.

As the assessment of indirect environmental impacts is very difficult – they are not entirely in our scope of action and external data are not easily available – we rely on an assessment of the need for action.

Procurement, award of contract: We try to give preference to local suppliers. We contractually ensure that they comply with all environmentally relevant legal requirements. When it comes to internal assessment of suppliers, we also consider the presence of certified quality and environmental management systems.

Transport, traffic: Transport is outsourced to freight companies. We contractually ensure that they use trucks with a minimal environmental impact. Still, it's very important to us that our freight company partners show constant improvements in this field.

End consumers: In order to raise our consumers' awareness for the ecofriendly collection of packaging, we have already conducted initiatives in the past. We also use the recycling symbol on our bottles in order to refer to correct disposal.



GRI Index

GRI Standards - Core option

The Sustainability Report of Austria's Coca-Cola System was created in accordance with the standards of the Global Reporting Initiative (GRI Standards: Core option).

Furthermore, it fulfills the sector-specific additional information for all food

manufacturers (food processing). This report was externally validated. The certificate can be found on page 68.

The selection of GRI topics to be reported is based on the results of the materiality process (see page 19-20). These results were assigned to the 12

key topics assessed. Each topic in the GRI Index relates to the corresponding topic identified. The updated 2018 standards were used for the topics of "water and sewage" (303) as well as "work safety and health protection" (403).

General standards (GRI 102)

Code	Content according to GRI Standards Core	Reference to page in report
Organizational profile		
102-1	Name of organization	13
102-2	Activities, brands, products and services	13-15
102-3	Location of headquarters	13
102-4	Countries of business activity/production sites	13-15, 26
102-5	Ownership and legal form	13-15
102-6	Markets served	13-15
102-7	Size of organization	25, 30
102-8	Information about employees and other staff members	29-30
102-9	Supply chain	15, 24
102-10	Significant changes in the organization and in supply chain	No changes
102-11	Precautionary principle or precautionary measures	6-7, 10-11, 17, 21
102-12	External initiatives	17, 19
102-13	Memberships in associations	13, 17
Strategy		
102-14	Statements of managing staff	6-7
Ethics und Integrity		
102-16	Values, guidelines, standards and code of conduct	17, 26
Leadership		
102-18	Leadership structure	16-17
Involvement of stakeholders		
102-40	List of stakeholder groups	19
102-41	Collective bargaining	29
102-42	Identification and selection of stakeholders	19-20
102-43	Approach to the involvement of stakeholders	19-20
102-44	Key topics and concerns	20-21
Report profile/approach to reporting		
102-45	Description of report boundaries	3
102-46	Defining report content and defining topics	3, 20
102-47	List of material topics	20-21
102-48	New representation of information from previous reports	3

102-49	Change in reporting	3
102-50	Reporting period	3
102-51	Publication of the previous report	3 (2019)
102-52	Reporting cycle	Annual
102-53	Contact information for questions about the report	3
102-54	Information regarding GRI standards option	3, 65
102-55	GRI content index	65-67
102-56	External audit	68-68

33 Topic-specific standards (incl. management approaches) Economic (GRI 201 to 206)

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference / Comments
Economic performance (Direct and indirect economic impacts)	103	Management approach Economic performance	15, 21, 26
	201-1	Direct economic value generated and distributed	25, key figures are only reported on a group level
	201-2	Financial impacts, risks and chance of climate change for the organization's activities	21-23, 53
Market presence (Direct and indirect economic impacts)	201-4	Financial assistance received from government	None
	103	Management approach Market presence	21, 25-26
	202-1	Basic salaries, by gender, compared to the local minimum wage	29, starting salaries are higher than the local minimum wage in the entire group (see group report GRI index)
Indirect economic impacts (Direct and indirect economic impacts)	202-2	Share of locally recruited managing staff	See group report GRI index
	103	Management approach Indirect economic impacts	21, 25
	203-1	Infrastructure investments and subsidized services	25, 40-45
	203-2	Significant indirect economic impacts	8-9, 25-27

Procurement practices (Sustainable procurement)	103	Management approach Procurement practices	21, 27
	204-1	Share of expenses for local suppliers	27
	FP1	Share of purchasing volume of suppliers who comply with the procurement criteria of the company	27
Anti-corruption (Corporate governance)	103	Management approach Anti-corruption	17, 21
	205-1	Business locations assessed for risks related to corruption	17
	205-2	Information and training on fight against corruption	17
	205-3	Confirmed incidents of corruption and actions taken	No incidents in reporting period
Anti-competitive behavior (Corporate governance, business ethics & anti-corruption)	103	Management approach Anti-competitive behavior	17, 21
	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	No incidents in reporting period

Environmental (GRI 301 to 308)

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference / Comments
Materials (Packaging, recycling and waste management)	103	Management approach Materials	10, 21, 47
	301-1	Materials used by weight or volume	47, 58
	301-2	Recycled source materials used	10-11, 47-49, 58
	301-3	Recycled products and their packaging materials	10-11, 47-49, 58
Energy (Climate protection and energy)	103	Management approach Energy	21, 53
	302-1	Energy consumption within the organization	55-56, 58-59
	302-2	Energy consumption outside the organization	55-56, 58-59
	302-3	Energy intensity	54-55, 59
	302-4	Reduction of energy consumption	54-56
	302-5	Reduction of energy demand for products and services	54-56
Water (Responsible water management)	303-1 (2018)	Water as a shared resource (management approach)	21, 51-52
	303-3 (2018)	Water withdrawal	52, 59
	303-4 (2018)	Water discharge	52, 59
	303-5 (2018)	Water consumption	52, 59

Emissions (Climate protection and energy)	103	Management approach Emissions	21, 53
	305-1	Direct greenhouse gases (Scope 1)	53-54, 59
	305-2	Indirect energy-related emissions (Scope 2)	53-54, 59
	305-3	Other indirect emissions (Scope 3)	53-54, 59-60
	305-4	Intensity of greenhouse emissions (Scope 3)	54
Sewage and waste (Packaging, recycling and waste management)	103	Management approach Sewage and waste	21, 47-48, 52
	306-1	Sewage by quality and discharge location	52, 59
	306-2	Waste by type and disposal method	50, 60
	306-3	Significant leakage of harmful substances	52, 59
	306-4	Transport of hazardous waste	Not relevant. No transport of hazardous waste
(Responsible water management)	306-5	Water bodies affected by sewage discharge and/or surface discharge	52, 59
Environmental compliance	103	Environmental compliance	63
	307-1	Non-compliance with environmental legislation and regulations	63
Environmental assessment of suppliers	103	Management approach Environmental assessment	21, 27
(Sustainable procurement)	308-1	Share of new suppliers tested according to environmental criteria	21

Social (GRI 401 to 419)

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference / Comments
Employment (Satisfaction of our female and male employees & engagement)	103	Management approach Employment	21, 29
	401-1	New hires and turnover	30
	401-2	Benefits provided for full-time employees	31-33
	401-3	Parental leave	30
Labor/ Management relations (Satisfaction of our female and male employees & engagement)	103	Management approach Labor/Management relations	21, 29
	402-1	Minimum notice periods regarding operational changes	29 (integrated via works council)
	FP3	Lost work time due to conflicts, strikes and/or operational closure	No strikes 2019
Work safety and health protection (Satisfaction of our female and male employees & engagement)	403-1 (2018)	Management system for work safety and health protection	21, 29, 33-34
	403-5 (2018)	Worker training on work safety and health protection	33-35
	403-6 (2018)	Promotion of employee health	33-34

Education and training (Satisfaction of our female and male employees & engagement)	103	Management approach	21, 35
	404-1	Average hours of training and development	30
	404-2	Programs for skill improvement for employees and transition assistance	35-36
	404-3	Percentage of employees who get a performance and career development assessment	36
Diversity and equal opportunity (Human rights & diversity) (Satisfaction of our female and male employees & engagement)	103	Management approach Diversity and equal opportunity	21, 29
	405-1	Diversity in management bodies and among employees	29-30
	405-2	Ratio of the basic salary and remuneration between women and men	29
Equal treatment (Human rights & diversity) (Satisfaction of our female and male employees & engagement)	103	Management approach Equal treatment	21, 29
	406-1	Incidents of discrimination and measures taken	No incidents
Freedom of association and collective bargaining (Satisfaction of our female and male employees & engagement)	103	Management approach Freedom of association and collective bargaining	29
	407-1	Operations and suppliers in which employee rights to exercise freedom of association and collective bargaining may be at risk	17, 27, 29
Test for compliance with human rights (Human rights & diversity)	103	Management approach Test for compliance with human rights	17, 21
	412-1	Operations that have been subject to human rights reviews	17, 27, all suppliers are subject to reviews
	412-2	Trainings for employees on human rights policies or procedures	17, 32
Local communities (Investments in the community/ regional responsibility)	103	Management approach Local communities	21, 25, 40
	413-1	Business locations with involvement of local communities, impact assessments and support programs	25, 40-43

Social assessment of suppliers (Responsible procurement)	103	Management approach Social assessment of suppliers	21, 27
	414-1	Percentage of new suppliers that were screened using social criteria	27
Political influence (Corporate governance, business ethics & anti-corruption)	103	Political influence	17
	415-1	Party donations	None
Customer health and safety (Product quality and integrity) (Health & nutrition)	103	Customer health and safety	21, 37-38
	416-1	Assessment of impacts of products on health and safety	38-39
	416-2	Non-compliance with regulations concerning products' impact on health and safety	None
	FP5	Production volume of operations certified according to recognized food safety standards	37
	FP6	Share in sales volume of products with a reduced share of saturated fats, trans fat, sodium, and added sugar	38
Healthy and affordable foods and beverages (Health & nutrition)	(FP4)	Programs and measures for a healthy lifestyle, prevention of chronic illnesses, access to healthy and affordable foods and beverages and increased quality of life for communities	21, 38
Marketing and labeling (Responsible marketing) (Health & nutrition)	103	Management approach Marketing and labeling	21, 39
	417-1	Requirements concerning product and service information and labeling	39
	417-2	Non-compliance with regulations concerning product and service information and labeling	No violations
	417-3	Non-compliance with voluntary behavior rules concerning marketing communications	No violations
	(FP8)	Consumer communication concerning ingredients and nutritional information	39
Socio-economic compliance (Corporate governance, business ethics & anti-corruption)	103	Socio-economic compliance	17, 21
	419-1	Non-compliance with laws and regulations in the social and economic field	No incidences known

ERKLÄRUNG DES UMWELTGUTACHTERS ZU DEN BEGUTACHTUNGS- UND VALIDIERUNGSTÄTIGKEITEN

KEC-008/2020 - EMAS

Der unterzeichnende EMAS-Umwelteinzelgutachter **DI Dr. Rudolf KANZIAN** mit der **Registrierungsnummer AT-V-0021 zugelassen** für den **Bereich 11.07 (NACE-Code)** bestätigt folgende Begutachtung

Coca-Cola HBC Austria GmbH
Clemens Holzmeister Straße 6, 1100 Wien

Die Organisation hat wie im **Nachhaltigkeitsbericht 2019 (inkl. Umwelterklärung)** angegeben, alle **Anforderungen der Verordnung (EG) Nr. 1221/2009** des Europäischen Parlaments und des Rates vom 25. November 2009 **in der Fassung der Verordnung EU 2017/1505 über die freiwillige Teilnahme von Organisationen in einem Gemeinschaftssystem für Umweltmanagement und die Umweltbetriebsprüfung (EMAS) erfüllt.**

Mit der Unterzeichnung dieser Erklärung wird bestätigt, dass

- die Begutachtung und Validierung in voller Übereinstimmung mit den Anforderungen der Verordnung (EG) Nr. 1221/2009 und 2017/1505 durchgeführt wurden,
- das Ergebnis der Begutachtung und Validierung bestätigt, dass keine Belege für die Nichteinhaltung der geltenden Umweltvorschriften vorliegen,
- die Daten und Angaben der Umwelterklärung der Organisation ein verlässliches, glaubhaftes und wahrheitsgetreues Bild sämtlicher Tätigkeiten der Organisation innerhalb des in der Umwelterklärung angegebenen Bereichs geben.

Diese Erklärung kann nicht mit einer EMAS-Registrierung gleichgesetzt werden. Die EMAS-Registrierung kann nur durch eine zuständige Stelle gemäß der Verordnung (EG) Nr. 1221/2009 erfolgen. Diese Erklärung darf nicht als eigenständige Grundlage für die Unterrichtung der Öffentlichkeit verwendet werden.

DI Dr. Rudolf Kanzian
Feldkirchen, 21. Juni 2020



DI Dr. Rudolf Kanzian
EMAS-Umweltgutachter

Hoferweg 24
9560 Feldkirchen

Unabhängiger Bestätigungsbericht zum Nachhaltigkeitsbericht 2019

Auftragsgegenstand

Die Kanzian Engineering & Consulting GmbH (weiter KEC) wurde von der Coca-Cola HBC Austria GmbH (nachfolgend als Unternehmen bezeichnet) beauftragt, zusätzlich zur

- Validierung des Umweltmanagementsystems gemäß der Verordnung (EG) Nr. 1221/2009 vom 25. November 2009 in der Fassung der Verordnung EU 2017/1505 und 2018/2026 über die freiwillige Teilnahme von Organisationen in einem Gemeinschaftssystem für Umweltmanagement und die Umweltbetriebsprüfung (weiter kurz EMAS)
- eine unabhängige Prüfung des Nachhaltigkeitsberichts 2019 (nachfolgend als Bericht bezeichnet) in Übereinstimmung mit dem GRI-Standards KERN-Option durchzuführen.

Der Prüfungsumfang beinhaltete alle im Bericht enthaltenen Daten und Unternehmensaktivitäten zum Thema Nachhaltigkeit.

KEC ist ein unabhängiger Dienstleister in den Bereichen Umwelt, Arbeitssicherheit und Qualitätsmanagement und ist seit Jahren im Bereich Nachhaltigkeitsmanagement aktiv. In diesem Zusammenhang wurde auch 2017 die Vereinbarung zur Nachhaltigkeitsberichterstattung mit dem damaligen Ministerium für ein lebenswertes Österreich unterzeichnet. DI Dr. Rudolf Kanzian ist seit 1996 als EMAS-Umwelt-einzelgutachter zugelassen und leitender Auditor für ISO 14001, ISO 9001, OHSAS 18001 und ISO 50001. KEC ist darüber hinaus nach ISO 9001, ISO 14001, ISO 50001 und OHSAS 18001 zertifiziert bzw. seit 2004 EMAS begutachtet und veröffentlicht ua für das eigene Unternehmen EMAS-Umwelterklärungen als Nachhaltigkeitsberichte.

Prüfungsumfang

Der Inhalt der Prüfung umfasste Art und Umfang der Umsetzung der GRI-Standards 2016 sowie der EMAS-Verordnung im Unternehmen und baute auf die Zertifizierung des Qualitäts- (ISO 9001), Umwelt- (ISO 14001) und Arbeitssicherheits-Managementsystems (OHSAS 18001), durchgeführt von der SGS Austria Controll-Co. Ges.m.b.H, auf.

Im Bericht wurden die im GRI-Index angeführten Verweise, jedoch nicht darüberhinausgehende weitere (Web)Hinweise geprüft. Die Prüfungshandlungen wurden gesetzt, um eine begrenzte Prüfsicherheit als Grundlage für die Beurteilung zu erlangen. Der Umfang der Prüfungshandlung zur Einholung von Prüfungsnachweisen ist geringer als jener für hinreichende Prüfsicherheit (wie beispielsweise bei einer Jahresabschlussprüfung), sodass ein geringerer Grad an Prüfsicherheit gegeben ist. Folgende Einschränkungen wurden vorgenommen:

- GRI-relevante Vorjahreszahlen aber auch zukunftsbezogene Angaben wurden nicht geprüft
- Zahlen, die aus externen Studien oder aus dem Konzernbericht entnommen wurden, wurden nicht geprüft, nur die korrekte Übernahme der relevanten Daten und Angaben in die Berichterstattung wurden kontrolliert.
- eine Prüfung von Leistungsindikatoren, die im Rahmen der Jahresabschlussprüfung kontrolliert werden, wurden nicht geprüft, genauso wie eine Abschlussprüfung oder die Durchsicht von Abschlüssen.
- auch eine Aufdeckung und Aufklärung von strafrechtlichen Tatbeständen, wie z.B. Unterschlagungen oder sonstiger doloser Handlungen, noch die Beurteilung der Effektivität und Wirtschaftlichkeit der Geschäftsführung Gegenstand des Auftrages.

Leistungsumfang, Standards und verwendete Kriterien

Die Beurteilung der Informationen in der Berichterstattung erfolgt auf Basis der GRI-Standards Option KERN und der EMAS (weiter als Kriterien bezeichnet). Wir gehen davon aus, dass diese Kriterien für die Durchführung des Prüfungsauftrages angemessen sind.

Wir sind unserer Verantwortung nachgekommen, in angemessener Weise sicherzustellen, dass die Informationen im Bericht frei von wesentlichen falschen Darstellungen sind. Die Prüfung wurde am Produktionsstandort in Edelstal und in der Zentrale Wien durchgeführt.

Verantwortung der Geschäftsleitung

Die Geschäftsleitung der Coca-Cola HBC Austria GmbH ist für die Erstellung des Berichts und darin enthaltene Erklärungen, in Übereinstimmung mit den oben genannten Kriterien, verantwortlich. Die Geschäftsleitung ist außerdem verantwortlich für die Identifizierung der Stakeholder und der wesentlichen Themen, Festlegung von Verpflichtungen hinsichtlich der Nachhaltigkeitsleistung, sowie Errichtung und Aufrechterhaltung eines geeigneten Leistungsmanagements und internen Kontrollsystems, auf dem die berichteten Informationen basieren.

Weiters zählen die Einführung eines Datenerhebungssystems bzw. von internen Kontrollsystemen, um eine zuverlässige Berichterstattung zu gewährleisten, sowie die Spezifikation geeigneter Kriterien für die Berichterstattung und die Auswahl geeigneter Daten zu den Aufgaben der Geschäftsleitung. Der Verantwortungsbereich umfasst außerdem die Erstellung des Berichts in Übereinstimmung mit den GRI Standards.

Verantwortung des Prüfers

Es liegt in unserer Verantwortung

- über unsere Schlussfolgerungen hinsichtlich der Zuverlässigkeit der im Bericht enthaltenen Information sowie der Übereinstimmung des Berichts mit den Kriterien der GRI Standards bzw. der EMAS zu berichten,
- ein Urteil über die Information in der Berichterstattung auf Basis der Prüfung zur Erlangung einer begrenzten Sicherheit abzugeben.

Wir haben bisher keine Dienstleistungen für das Unternehmen oder andere Kunden, bei denen es zu einem Interessenskonflikt kommen könnte, erbracht.

Methoden, Vorgehen, Einschränkungen und Arbeitsumfang

Wir haben unsere Arbeit geplant und durchgeführt mit dem Ziel, alle für die Erfüllung unseres Auftrags nötigen Nachweise, Informationen und Erklärungen zu erhalten. Folgende Abläufe, die eine Reihe von Aktivitäten zur Sammlung von Nachweisen inkludieren, waren enthalten:

- Erlangung eines Gesamtüberblicks zur Unternehmenstätigkeit sowie zur Aufbau- und Ablauforganisation des Unternehmens.
- Sammeln von Informationen und Führen von Interviews mit Unternehmensverantwortlichen, um relevante Systeme, Prozesse und interne Kontrollen, welche die Erhebung der Informationen für die Berichterstattung unterstützen, zu identifizieren und zu verstehen;
- Einholen von Informationen und Durchführung von Stichprobenkontrollen zur Beurteilung vorhandener Datenerhebungssysteme und Prozesse zur Gewährleistung einer zuverlässigen und einheitlichen Berichterstattung;
- Durchsicht der relevanten Daten, um Bewusstsein und Priorität der Themen in der Berichterstattung zu beurteilen und zu verstehen, wie Fortschritte überwacht werden;
- Prüfung des GRI Content Index, um die Übereinstimmung mit den Anforderungen der GRI Standards (KERN) sicherzustellen.
- Bewertung der Berichterstattung zu wesentlichen Themen, welche im Rahmen von Stakeholderdialogen angesprochen wurden;

Fazit

Auf Grundlage unserer Prüfung konnten wir keine Hinweise finden, dass die Informationen in der Berichterstattung nicht in Übereinstimmung mit den oben definierten Kriterien sind.

Wien 21. Juni 2020

DI Dr. Rudolf Kanzian
Kanzian Engineering & Consulting GmbH



Coca-Cola HBC
Österreich



Media owner: Coca-Cola HBC Austria GmbH, Clemens-Holzmeister-Straße 6, 1100 Vienna,
Phone: +43 (0)1 61060-0 and Coca-Cola GmbH, Am Europlatz 2, 1120 Vienna, Tel: +43 (0) 66171-0

Responsible for the content: Mark Joainig (Coca-Cola HBC Austria), Theresa Fleischberger (Coca-Cola HBC Austria),
Raphaela Fremuth (Coca-Cola HBC Austria), Katrin Wala (Coca-Cola HBC Austria),
Petra Lindner (Coca-Cola GmbH), Philipp Bodzenta (Coca-Cola GmbH),
Julia Fassi (MPW-1060), Martin Weishäupl (brainbows informationsmanagement gmbh).

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This report documents key figures collected between 2017 and 2019. It also includes additional relevant activities and information
up to the deadline on May 1, 2020.

Contact us: Email: info@coke.at