



2020
REFRESHINGLY
SUSTAINABLE



EVERYTHING AT A GLANCE

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ABOUT THIS REPORT

Coca-Cola Austria reports on its sustainability activities as Coca-Cola System.

Coca-Cola Austria reports on its sustainability activities as Coca-Cola System. The following 2020 Sustainability Report offers a wide-ranging overview of essential sustainability topics and performance indicators for Coca-Cola HBC Austria and Coca-Cola GmbH, which make up Coca-Cola System in Austria (see page 12). As was the case in 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. Since 2018, the report has been published for the entire Coca-Cola System in Austria. It meets the requirements for the preparation of an environmental statement under EMAS Regulation 2018/2026, 2017/1505, and EMAS 1221/2009. 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 2018 and 2020. It also includes additional relevant activities and information up to the May 1, 2021, editorial deadline. References to GRI contents are shown in the GRI Index starting on page 66. 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 18f). To ensure the quality of this report, we were mindful of balance, comparability, accuracy, and currency 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 72.

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. We therefore use gender-neutral wording throughout this report. The forms of speech used relate to all genders equally.

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 Director Coca-Cola Austria at pbodzenta@coca-cola.com.



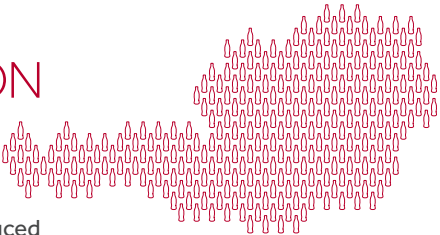
This sustainability report meets the requirements for the preparation of an environmental statement in accordance with EMAS 2018/2026, 2017/1505 and EMAS 1221/2009. The data provided applies to the year 2020.

SUSTAINABILITY IN NUMBERS

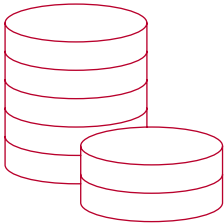
We vigorously pursue our sustainability goals, even in challenging times such as these. We continue to focus on a balanced and sustainable packing mix that meets various needs and occasions, paying particular attention to the careful use of water resources, working actively to reduce our CO₂ footprint. We are committed to our team and the communities we are active in and engage in activities that positively impact the lives of our consumers.

LOCAL FOOTHOLDS

Around
402 MILLION LITERS
of beverages
included in our
portfolio are produced
per year in Austria.



In 2020, around
€1.7 million
was invested in resource conservation
projects (raw materials, water, energy).

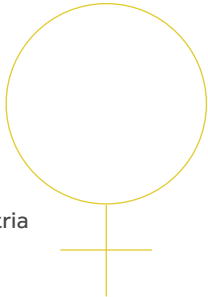


COMMITMENT TO OUR TEAM

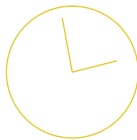


Our team is as diverse as
our portfolio: Coca-Cola's
employees come from
26 NATIONS.

Women presently hold **39%**
of our senior leadership positions. Currently,
6 out of 10 members
in our senior leadership team at Coca-Cola HBC Austria
are women.



Our team dedicated approximately
12,400 hours
to talent development.



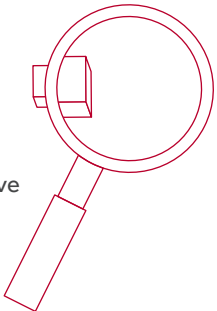
PRODUCT RESPONSIBILITY

With coffee,
premium spirits
and hard seltzers,
we successfully tapped into
new beverage segments.
9 BRANDS
were integrated
into our portfolio
through this.



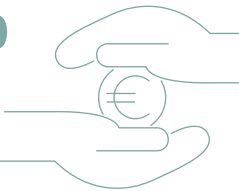
Overall, we were able
to surprise our consumers
with **37 innovations**,

10 of which have
reduced sugar or
calorie contents.



SOCIAL ENGAGEMENT

During the COVID-19 crisis,
Coca-Cola provided
aid over €600,000
through the Miteinand (Together)
Emergency Fund, The Coca-Cola
Foundation and beverage deliveries.



Since 2017 we have been providing young
people with new career prospects through
our #YouthEmpowered initiative. Around
4,300 JOBSEEKERS
have received support up to date.



As part of the Get Active Social Business
Award, we promote social entrepreneurship and
innovation with cash and non-cash benefits worth over

€90,000.

PACKAGING & RECYCLING

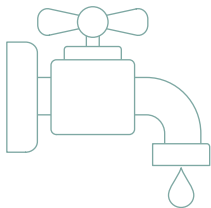
The portion of reusable packaging included in our portfolio
currently contains – based on the production volume – around **12.5%.**

With the innovative **KeelClip™**
Grip&Gopackaging for our six-packs of cans,
we will save around
50 TONS
of plastic annually in the future
in Austria.



We were able to unite
35 LEADING, DOMESTIC BEVERAGE BRANDS
under one sustainable roof with the RecycleMich
initiative (RecycleMe).

WATER



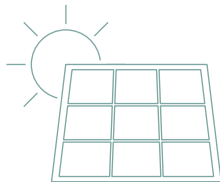
Through optimizations in our
production process, we have
been able to save an additional **7.9 million**
liters of water per year.

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



ENVIRONMENTAL PROTECTION & ENERGY

Our Edelstal plant
is supported by
100% green power. This reduces **CO₂** emissions by
4,000 TONS A YEAR.



The **2.86 MWp**
photovoltaic system of the operators
Selina Photovoltaic GmbH and SOL
Photovoltaik Capital GmbH on the roof
of our production site in Edelstal feeds
2.9 gigawatt hours of solar power
into the grid each year.

FULL OF OPTIMISM TOWARDS A SUSTAINABLE FUTURE, TOGETHER

2020 has yet again shown us: solidarity and responsibility for and within society are the foundation of sustainable crisis management.

Both these values are not only anchored within our business philosophy, but our everyday lives. Particularly in these challenging times it is more important than ever for Coca-Cola in Austria to act as the responsible and reliable partner our clients, consumers, partners, and employees value.

Since the start of the pandemic, the Coca-Cola System has set strong and targeted initiatives to overcome the corona crisis, both internationally and regionally. In Austria, our Edelstal plant is a critical part of the infrastructure due to its key position within the food and beverage industry. As part of our top priority to secure the health and safety of our employees and their families, we were able to provide Austrians with our products at all times. This represents an unparalleled achievement which was only made possible thanks to the commitment and dedication of every single person involved, showing us, yet again, that our team is the most important ingredient to our success.

From the get-go of the pandemic, we supported our clients and partners, bundling our efforts and resources where they are most needed: with the Miteinand Emergency Fund and additional programs such as Das erste Coke geht auf uns (The First Coke Is On Us) and Gast Wirt Kultur (Guest, Host & Culture) we were able to strengthen the hotel, food service, and events sectors which were particularly affected. As Coca-Cola System, in Austria, and The Coca-Cola Foundation worldwide, we were able to implement far-reaching measures, donating a total of \$120 million in COVID-19 aid, as well as supporting aid organizations and medical facilities in their work.

In 2020 we also showed that we made a strong impact on equal opportunity and diversity, despite the challenging situation. We teamed up with the international women's network, the female factor, expanding our long-term partnerships with organizations such as Special Olympics. Our program #YouthEmpowered, helping us positively impact the lives of unemployed youths since 2017, was continued in 2020 through virtual means.

And even if the corona pandemic seems to currently overshadow all else, we always had a sustainable and optimistic future in mind and an ambitious goal to support it: since 2018, a "World Without Waste" has been the vision behind every activity in every one of our regions. In 2020 we continued to pursue this goal behind the backdrop of the pandemic, somewhat less vigorously but no less persistently. We continue to rely on a balanced and sustainable packaging mix to meet our customers' and consumers' wide variety of needs. With the expansion of our reusable glass portfolio now including 1L Coca-Cola and Römerquelle bottles, we are increasing our reusable ratio within the retail sector. Reusability and recycling material ratio play a large role when it comes to a lot of our packaging. In 2020, we were able to integrate Grip&Go cardboard packaging and sustainable and innovative packaging solutions for our aluminum multipacks.

We are also well ahead of schedule in terms of energy and resource efficiency and were able to achieve significant process improvements when it comes to the use and treatment of a valuable resource: water.



Not least due to the situation surrounding corona, 2020 saw the e-commerce sector gain importance given the variety of digital sales potentials it presents for us and our clients and consumers. Through involvement with getsby and Alfies, we accommodate this development and work alongside our partners to advance sustainable initiatives and innovative solutions. As an innovation leader in the field of digital solutions, the RecycleMich initiative, brought to life by Coca-Cola Austria in partnership with the environmental management and collection expert Reclay, also has one single aim in uniting the beverage industry: the sustainable increase of collection and recycling rates in Austria.

In 2020, we were able to continue 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. With our entry into the category of spirits, hard seltzers, and coffee, we were able to tap into new market segments during this challenging year. These additions will sustainably enrich the Austrian market with products such as Topo Chico or Costa Coffee. Not only our development into a one-stop-shop provider for clients within the food and beverage sector is on a positive path: despite challenging conditions we were yet again able to expand our market share of non-alcoholic beverages in Austria by 0.4* percentage points.

These strategies, measures, and initiatives stem from a philosophy that has guided Coca-Cola for over 130 years: we stand for optimism, joie de vivre, openness, and courage to try new things. Therefore, when we set goals to benefit our clients and consumers, we don't just want to help get out of this situation together, we have an overreaching, more positive, and sustainable future for us all in sight.

* market value share of non-alcoholic beverages 2020: 24.3%; Source: Nielsen Markettrack, Total Non-Alcoholic Beverages, LH incl. H/L, FY2020 vs. FY2019

Herbert Bauer
General Manager Coca-Cola HBC Austria


Philipp Bodzenta
Public Affairs Director Coca-Cola Austria

WORLD WITHOUT WASTE PROGRESS REPORT

Even in challenging times, we pursue our vision of a world without waste.

Although the well-being of our employees, clients, and consumers has been in the foreground for us this past year: we still vigorously pursued our ambitious goal in 2020. Since 2018, a “World Without Waste” has been our vision of a sustainable future for trade in every region we are present in. By 2030 we would like to collect and recycle the same number of bottles and cans as we introduce into the market. The Coca-Cola Company set an ambitious milestone to achieve a collection rate of 90% by 2025. With these important and self-imposed goals, we have even exceeded the EU guidelines.

Collection rates play a large role within our strategy given that we are aware that our packaging and how we handle it are at the center of the discussion on plastic waste. We are committed to leading a constructive dialogue with our stakeholder groups and have set sustainable targets to be a part of the solution. Within our World Without

 <http://www.recyclemich.at>
Further information about the RecycleMich app can be found on the website.



Waste strategy, we act as an innovation leader regarding packaging, and we constantly work on optimizing existing packaging and creating package-free and more eco-friendly alternatives for our products.

We encourage proper collection and recycling.

A high collection rate is indispensable for the reuse of PET bottles. A deciding factor for this is also the contribution our consumers make. With the RecycleMich initiative, which started as a pilot project in Vienna, Coca-Cola Austria was able to unite the Austrian beverage industry behind the EU aims of achieving a 90% collection rate for one-way beverage packaging by 2029. At the heart of this initiative, which seeks out active solutions to achieve the collection rates set,


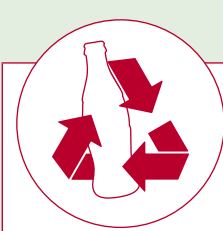

is the RecycleMich app that was presented in March 2021. The app rewards correct collection and recycling behavior with attractive prices and intends to contribute to the increase of consciousness and commitment towards recycling within the population. The pilot project will be evaluated for the first time in Q3 2021.

We are driving the circular economy together.

Strong partnerships are at the heart of our focus when it comes to increasing collection and recycling rates for primary packaging in Austria. Coca-Cola continuously works towards this goal together with local partners such as Altstoff Recycling Austria (ARA) or Reclay Group. Together with our clients we have also worked on concepts to raise awareness and attention for collection and proper recycling, while simultaneously offering practical solutions with added value: since September 2020, Alfies, Vienna's fastest online supermarket, collects as a part of a co-operation with Römerquelle used PET-bottles from consumers during their next delivery, and disposes of these correctly.

The PET to PET Recycling plant in Müllendorf, founded by Coca-Cola HBC in cooperation with four other beverage producers, is a prime example of the success of our efforts with strong partnerships to increase the collection and recycling rates. PET to



 Collection rate (PET)	 Recycling rate (PET)	 Recyclability rate
100% by 2030	50% by 2030	100% of packaging by 2025
90% by 2029 70% 3 out of 4 bottles enter the recycling process.	30% recycled PET incorporated by 2030 100% for Römerquelle 38% for the entire portfolio* <small>*PET products bottled in 2020 in Edelstal</small>	90% by 2025 100% technical recyclability of packages in AT

World Without Waste Goal

EU requirement

This is where we stand in Austria

PET has had its most successful year so far: over 28,200 tons of PET material – corresponding to around 1.13 billion PET bottles – were recycled, helping us gain valuable secondary raw material for new PET bottles. This represents a 7.3% increase in comparison to the previous year.

We accelerate recyclability.

One hundred percent of the materials we use for our PET bottles and cans are recyclable. To close material cycles, we use a complex process adding high-quality regranulate from PET bottles to new PET bottles. Since 2019, various Römerquelle PET bottles are made exclusively out of 100% recycled PET. In terms of the proportion of recycled material in new PET bottles, the EU specifies a recycling quota of 25% by 2025, and 30% by 2030 at the latest. With our Römerquelle PET bottle made from 100% recycled material, this puts us over 10 years ahead of the EU aims. At the end of 2020 our bottles across the entire portfolio of PET bottles produced at the Edelstal plant yielded a recycling material rate of 38%. This decline in comparison to the previous year is due to the low availability of recycling material leading back to the increased demand. We aspire to significantly increase this share in 2021 compared to 2020, particularly against the backdrop of the continuous development of processes for PET recycling, aimed to increase the availability of material.

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

in 2020, we were able to integrate an innovative and eco-friendly solution into our process: the Keel-Clip™ is an external Grip&Go packaging that removes plastic film from our sixpack of cans, therefore considerably contributing to the decrease of plastic in secondary packaging. This change will lead to an annual saving of around 50 tons of plastic in Austria. We want to stay on this road and create more eco-friendly packaging and continue to save packaging material where we can.

We are expanding our reusable portfolio.

We rely on a balanced and sustainable packaging mix to meet a wide variety of customer and consumer needs as well as our ambitious sustainability goals. The increase of reusable rates and the expansion of our portfolio within this area was therefore vigorously pursued in 2020. At Coca-Cola HBC Austria, most of our brands have successfully been available in reusable glass bottles for years in the food service and hotel industry – from our Römerquelle mineral water to sodas such as Coca-Cola, Fanta, and Sprite, and even FUZETEA, and Cappy. Refillable premix and postmix containers are available for our clients using dispensing systems. In the retail sector, our refillable portfolio was expanded through the introduction of the 1-liter Römerquelle and



the 1-liter Coca-Cola refillable glass bottles. Our 0.33-liter Coca-Cola glass bottles are available in selected grocery stores.

Due to the partial closure of the food service sector during the corona pandemic – a sector in which we use reusable containers to a large extent – our share of reusable packaging slightly declined despite the introduction of new reusable packaging in the retail sector in 2020. Overall, this share – measured in terms of production volume – currently lies around 12.5%.

 <https://www.coca-cola-oesterreich.at/sustainability>
<https://at.coca-colahellenic.com/de/a-more-sustainable-future>
Further information for a “World Without Waste” can be found on Coca-Cola ONE and the Coca-Cola HBC website.

THIS MUCH OF AUSTRIA CAN BE FOUND IN COCA-COLA

Coca-Cola HBC Austria is one of the leading drink companies in Austria and a strategic bottling partner of The Coca-Cola Company. Together, these two companies form the Coca-Cola System in Austria and always offer the right drink for every occasion with their innovative product range tailored to the needs of consumers.

Around 900 team members work every day for Coca-Cola System clients in Austria. The 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 clients in the food retail and food service sector, through which our products reach our consumers. Additionally, around 5,600 drink coolers ensure that these products are cooled 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 produce locally and distribute exclusive premium brands.

In addition to the known brands, Coca-Cola, Fanta, Sprite, and Mezzo Mix, our product portfolio also includes the Austrian mineral water Römerquelle, FUZETEA, the premium bio brand Honest, Cappy, as well as energy drinks from Coca-Cola Energy and Monster, and the sports drink Powerade. Coca-Cola HBC Austria is also an exclusive distribution partner of Costa Coffee as well as the international premium spirit brands Glendalough, Lucano, Nemiroff, Padre Azul, the Famous Grouse, and Tonka Gin. In 2020 we entered the hard seltzer market with Topo Chico.

Aside from bottling directly at the production site in Edelstal, specific products for the Austrian market are produced in other Coca-Cola HBC Group plants. Austria also produces drinks for the Slovak market.

The companies

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

Tel: 01-61060-0
E-Mail: info@coke.at
www.coca-colahellenic.at

Production and logistics center:
Edelstal

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

Coca-Cola HBC Austria is part of the
Coca-Cola HBC Group.

General Manager: Herbert Bauer
ÖNACE-Code: 11.07-0

Coca-Cola GmbH
Am Europlatz 2
1120 Wien

Tel: 01-66171-0
E-Mail: info@coke.at
www.coca-cola-oesterreich.at

Coca-Cola GmbH is part of
The Coca-Cola Company.

Country Manager: Fabio Andrea Cella

Coca-Cola HBC Austria's warehouse

Internal surface:
30,000 m²

Overall capacity:
Around 1 million pallets per year

Storage capacity
2018: 45,000 pallets
2019: 45,000 pallets
2020: 44,500 pallets

Gate2Gate time:
2018: 02:26 h
2019: 01:43 h
2020: 01:37 h

Throughput
(Pallets moved per man hour)
2018: 32 pallets/hour
2019: 33 pallets/hour
2020: 31 pallets/hour

Loaded pallets/day
2018: 4,042 pallets (average)
2019: 3,853 pallets (average)
2020: 3,382 pallets (average)

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.
- Charta der Vielfalt (Diversity Charter)
 - forum ernährung heute (f.eh) (Forum Nutrition Today)
 - Forum Natürliches Mineralwasser (Forum Natural Mineral Water)
 - GS1 Austria
 - UN Global Compact
 - Union of European Beverages Association (UNESDA)
 - Verband der Getränkehersteller Österreichs (Association of Austrian Beverage Manufacturers)
 - American Chamber of Commerce
 - Österreichischer Markenartikelverband (Austrian Association for Brands)
 - Österreichische Industriellenvereinigung (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)
 - Protective Association
 - Österreichischer Spirituosenverband (Austrian Spirits Association)
 - Österreichischer Kaffeeverband (Austrian Coffee Association)

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 highly modern infrastructure of the water treatment system enables water preparation of around 300 m³ water per hour, while the syrup room mixes and prepares the concentrate for our soft drink production. The room consists of 16 tanks with multi-functional programming and is designed for easy maintenance. A total of 11 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 while premix, postmix, and

bag-in-boxes are produced on one line each. Per hour and line, we can produce between twelve and up to 45,000 containers. The glass line produces a maximum capacity of 45,000 containers and is therefore one of the fastest lines and extremely energy efficient. Not only is its speed impressive but so are the highest safety standards it functions under. Since 2020, Coca-Cola HBC Austria also fills Coca-Cola, Fanta, Sprite, Mezzo Mix, and Römerquelle cans on a new canning line. The high-tech line produces around 90,000 cans per hour, which amounts to approx. 25 cans per second. With the implementation of innovative packaging technologies such as the KeelClip™ system – cardboard-based sixpack packaging – we are able to produce sustainable secondary packaging solutions.

The blow molding hall is where the PET preforms are blown into their typical bottle shape before being transported to the bottling plant. Not to be missed is our automated warehouse that can house a remarkable 45,000 pallets. Here, "LGVs" – driverless forklifts – use a laser to scan their position, allowing them to automatically move between two products. Automated logistic management enables exact planning for efficient loading and unloading of goods to be transported.

The Coca-Cola Company

The Coca-Cola Company is a Total Beverage Company offering 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 sports drinks, Simply juices, smartwater, Sprite, vitaminwater and ZICO Coconut Water. The company is listed on the New York Stock Exchange.

The Coca-Cola HBC Group

Coca-Cola HBC Austria is a subsidiary of Coca-Cola Hellenic Bottling Company AG based in Switzerland. The company is a growth-oriented consumer goods and strategic filling partner of The Coca-Cola Company, with a sales volume of over 2 billion unit cases, with production and distribution centers in 28 countries, supplying around 618 million consumers annually. 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 value together

Our business model is at the heart of everything we do. It defines which activities we pursue, the relationships we build on, and the performance and results we aim to achieve in order to create value for all stakeholders – both in the short, medium and long term.

CAPITALS

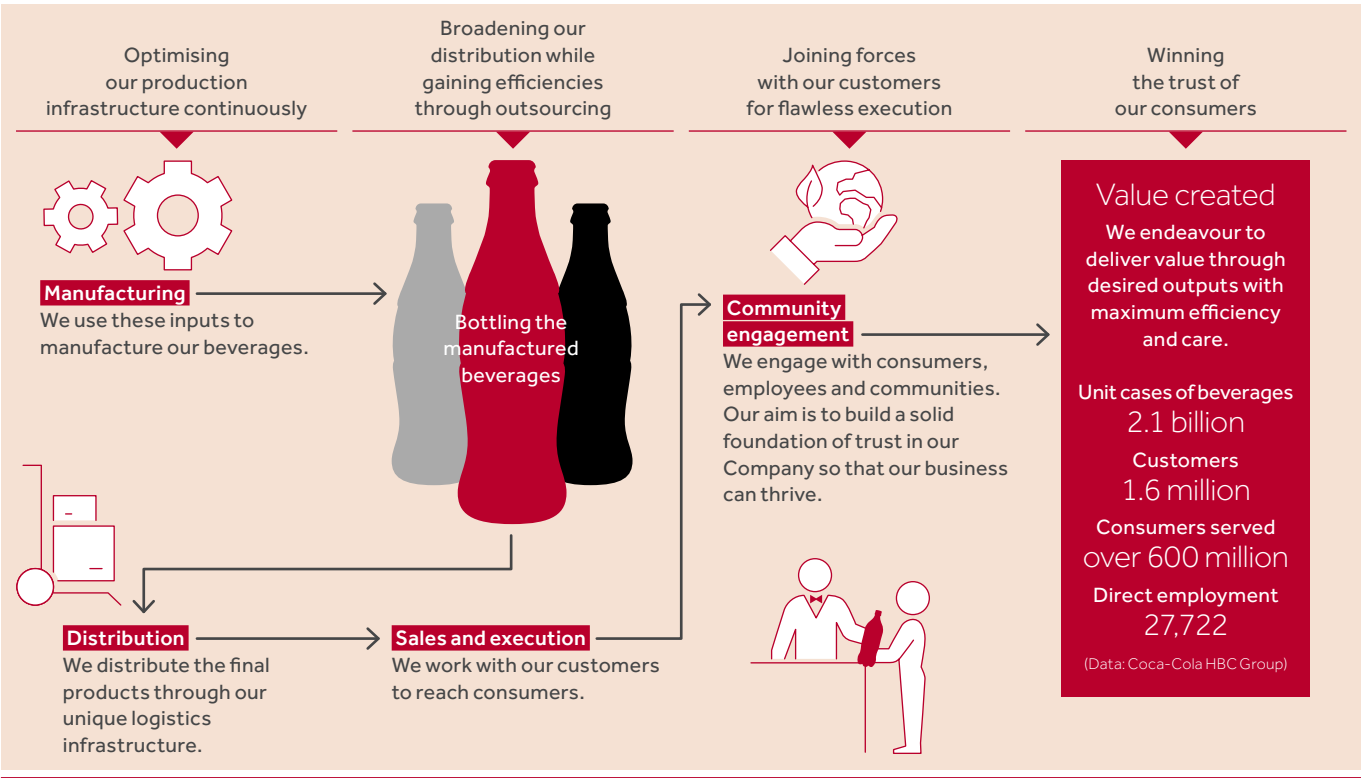
We carefully manage inputs to our business with a focus on preserving the resources available to us.

- 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



VALUE SHARED WITH

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

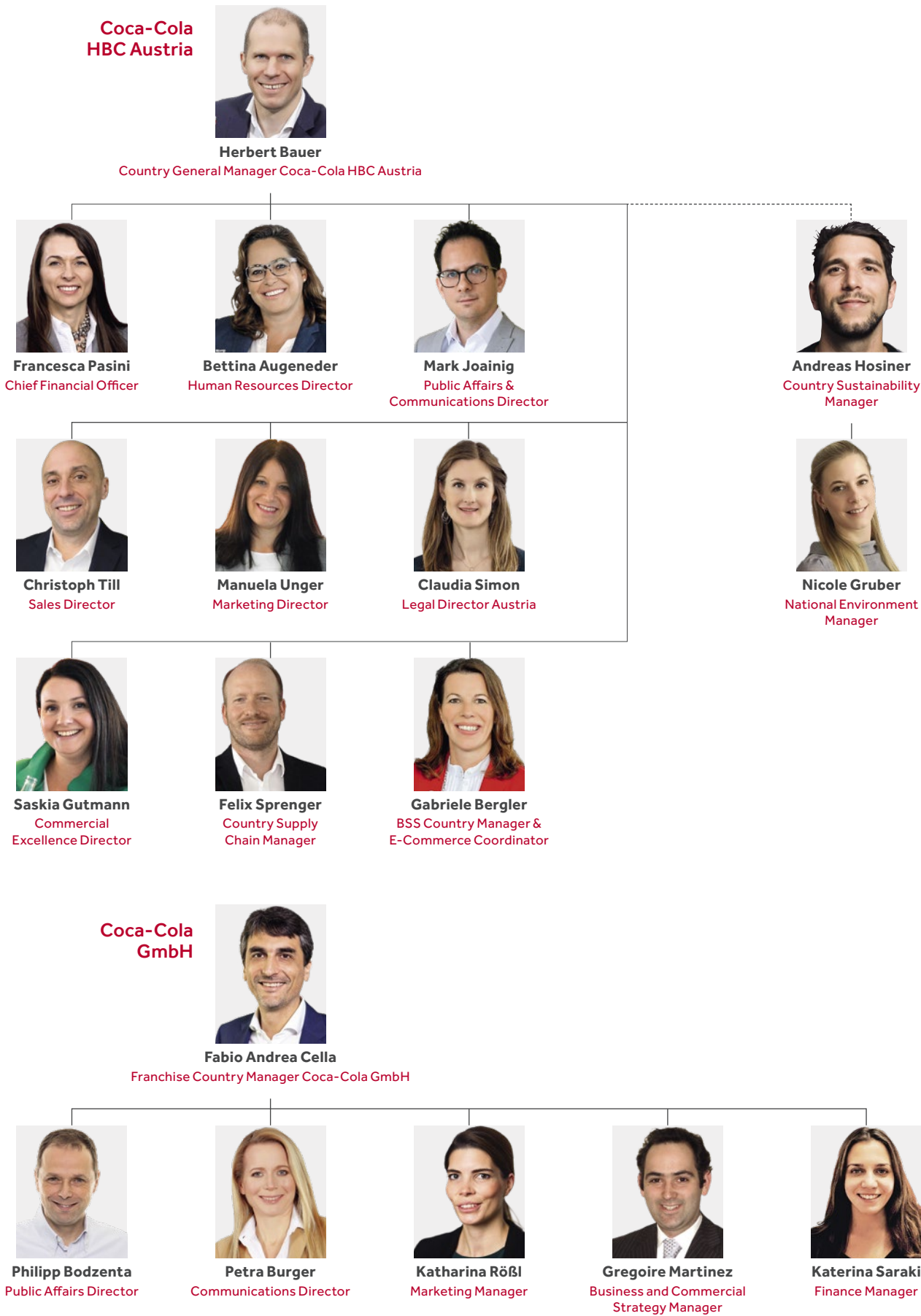
- Employees**
Rewarding our people
Secures a skilled and motivated workforce
- The Coca-Cola Company**
Investing in our business and executing flawlessly
Ensures a fruitful partnership for years to come

- 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



OUR MANAGEMENT TEAMS





STAKEHOLDER
DIALOGUE AND KEY ISSUES

Within the scope of our sustainability strategy, we strive to optimize our measures and initiatives. That is why Coca-Cola Austria maintains 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
- Clients and trade partners
- Suppliers
- Trade organizations/interest groups
- NGOs/environmental organizations
- Media
- Universities/academic institutions
- Politics and administration (including local communities)


Regular exchanges with our stakeholders in all the countries we are present in, builds the basis for our materiality process and provides essential feedback on our actions. The annual group-wide materiality process supports the following aspects:

- Identification/verification of key issues
- Materiality for our stakeholders
- Effects on the environment and society
- Sustainability risk management

With the support of stakeholder assessments, we were able to identify twelve topics pertaining to the three dimensions “economy”, “environment” and “society”, which we then rated according to their relevance (please see description of the twelve sustainability topics on page 20).

Our selection of the key issues, and our sustainability strategy, Mission 2025, are based 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, 2020: page 50–51).



 <https://www.coca-colahellenic.com/en/investor-relations/2020-integrated-annual-report>
You can find the current Coca-Cola HBC Annual Report under the link above.

At group level, Coca-Cola HBC organizes an annual stakeholder forum. In 2020, this forum was held online due to the COVID-19 pandemic. The forum was attended by 100 participants from 20 countries. The virtual event, titled Climate Action in the New Normal, focused on climate action in light of the pandemic. Speakers for this current issue included Lučka Kajfež Bogataj, Professor of Climatology at the University of Ljubljana, Tomas Naclér, Senior Partner & Global Leader of Aftermarket & Services and Sustainability Practices at McKinsey, and Andrea Cipolloni, CEO Europe at Autogrill. Additionally, annual stakeholder surveys are held in many countries.

Stakeholder surveys in Austria

In March 2021, Coca-Cola Austria introduced an anonymous country-specific online survey for the fourth time in a row, reaching out to over 180 stakeholders. With 56 respondents, we had a response rate of almost 30%, similar to the previous year. The survey asked stakeholders 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" and provided the option for respondents to give free feedback on sustainability measures:

In the materiality assessment, the two topics "packaging" and "environmental protection & energy" (both 9.3) again stood out as the leading topics – with a clear gap to the third-ranked topic ("water," 8.9). The comments and criticisms expressed focused on the topics of "packaging" (deposit, reusable), "circular economy," and "health & nutrition". The large number of comments concerning "reusable beverage containers" strongly reflect the current public debate.

The largest difference between materiality and Coca-Cola Austria's performance can be found in the four topics "packaging", "environmental protection & energy", "sustainable procurement", and "health & nutrition". The perceived performance is considerably below the materiality. This suggests that there is potential for optimizing either the measures themselves or the corresponding communication.

During the assessment of solutions in the discussion surrounding beverage packaging, "reduction of packaging material" was rated highest, followed by "use of 100% rPET", and the "use of environmentally friendly alternatives" or the "expansion of reusable packaging".

With an average rating of 8.0 on a scale of 1–10, stakeholders viewed the 2019 sustainability report as largely positive. However, there were a few critical suggestions for improvement. For example, it was noted that self-criticism could also be expanded on in the report and key figures could be explained in more detail.

In 2020, the sustainability measures put into place by Coca-Cola were ranked as follows: "returnable glass containers for food service industry clients" was noticed the most (79 %), followed by "local involvement" such as "Special Olympics" or "Youth Empowered" (72%) and the "increase of the reusable share in retail" (61%).

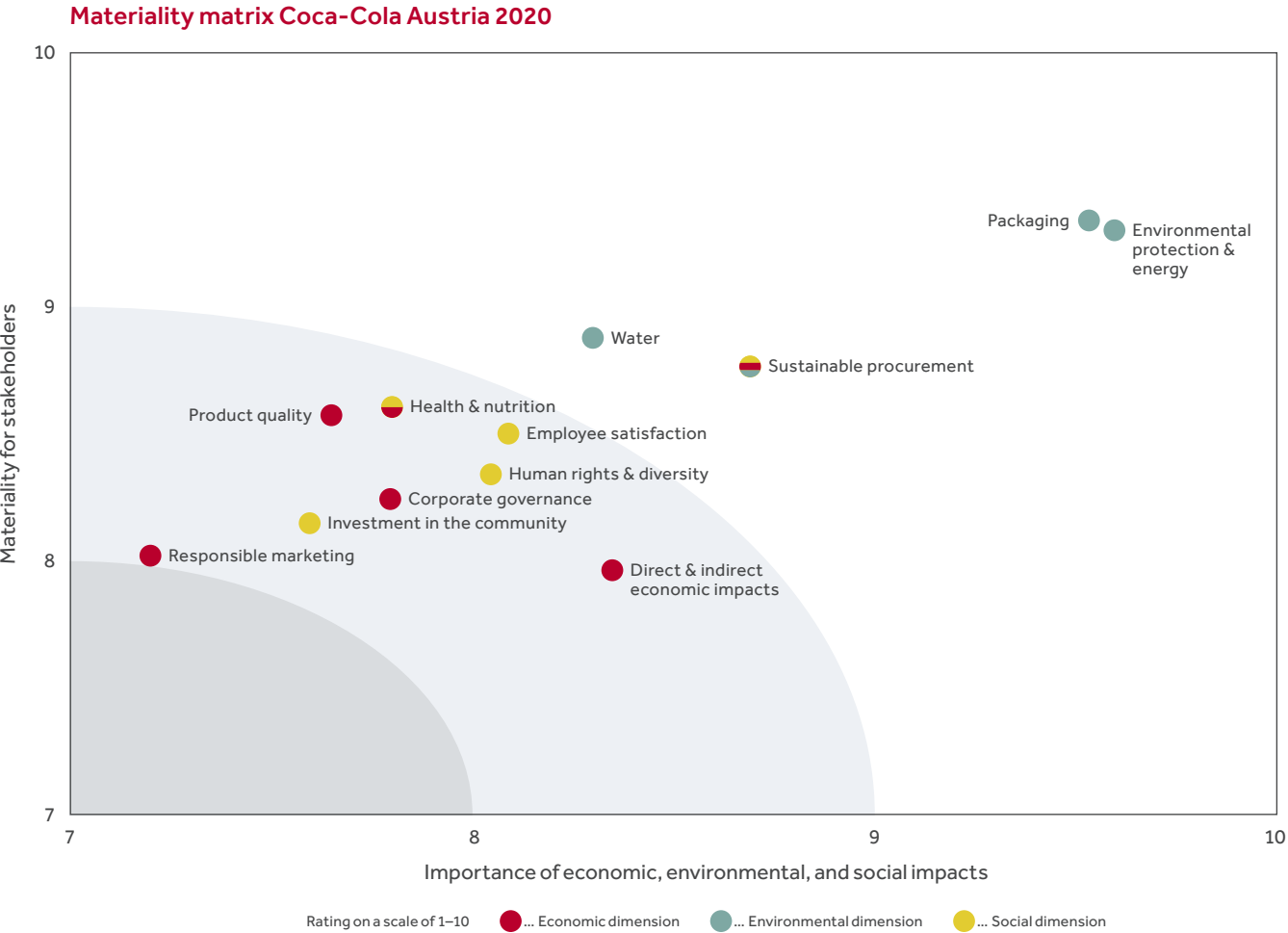


Our materiality topics

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 67–70).

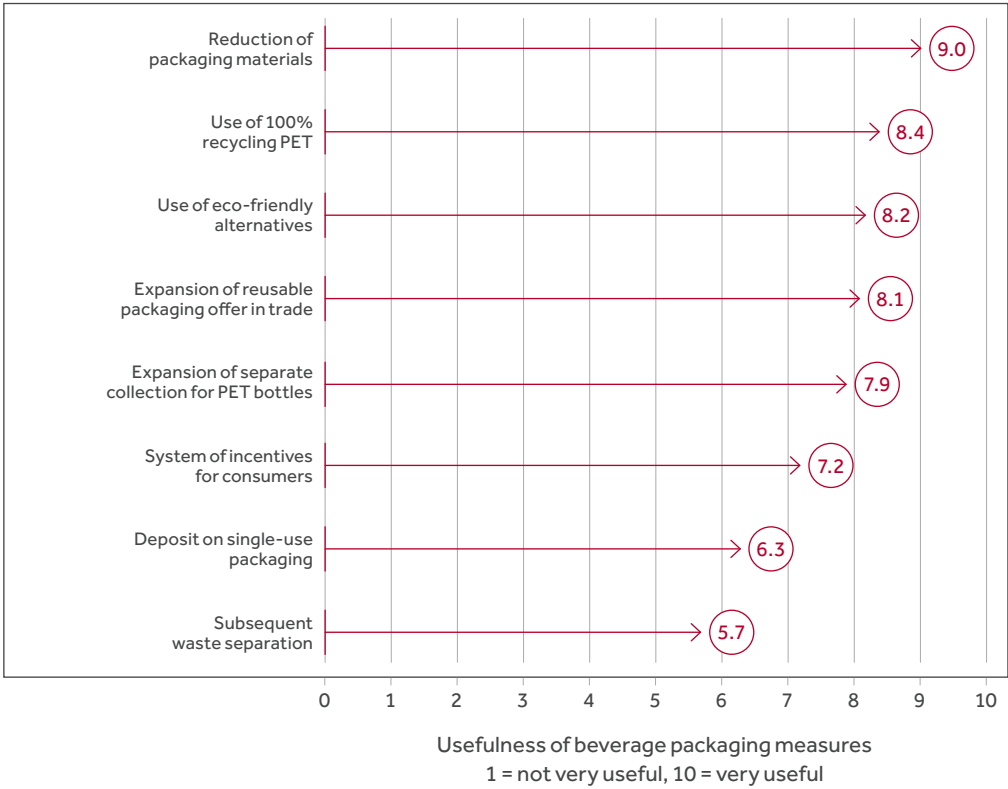


The top issues for our stakeholders:

- 2019:**
1. Packaging
 2. Environmental protection & energy
 3. Water
- 2020:**
1. Environmental protection & energy
 1. Packaging
 3. Health & nutrition
- 2021:**
1. Packaging
 2. Environmental protection & energy
 3. Water

Beverage packaging 2021

Regarding the current discussion surrounding beverage packaging in Austria:
How useful do you find the following solutions?



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 impacts

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 environmental 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 environmental 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, environmental and social effects.

9. (Responsible) 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 54). An overview of the sustainability risks covered can be found in the table to the left.

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 to proactively address both these risk areas (see Coca-Cola HBC Group – Sustainability Report, 2020: page 62f).

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 procurement
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 procurement
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 procurement
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

ANCHORED LOCALLY, TOGETHER!

Coca-Cola is home all over the globe and has been firmly rooted in Austria for over 90 years. Resource efficiency and sustainability are the center of our investments in our regional location.

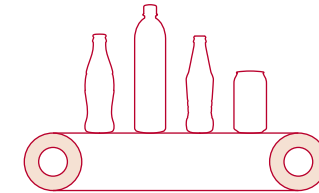
Since 1929, Coca-Cola has been a permanent component of the local economy and has been making valuable contributions to the value chain with its investments. The Coca-Cola System currently provides around 900 jobs with an employment effect of almost 12,000 jobs in other economic sectors. Each job within 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.

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 2019, we invested around €104 million in the site. In the past year, another €21 million went into various infrastructure projects. The largest projects in 2020 include the establishment of another filling line for cans, supporting the future reduction of 50 tons of plastic packaging yearly through the integration of the packaging options using the innovative Grip&Go external cardboard packaging – the so-called KeelClip. Our investment in two new hot water boilers, including an efficient control system, guarantees that we are able to sustainably and precisely reduce the consumption of natural gas and electricity and thus our CO₂ emissions. Overall, €1.7 million was invested in projects which brought along resource conservation (energy, water, raw materials).

around
402 million

liters of beverages from our portfolio are produced annually in Austria.



» Our strong commitment to the region in which we operate is demonstrated not least by the investments made in our site in Edelstal in the Burgenland. In 2020, we were able to send another strong signal for local production and value creation by commissioning a new canning line.«



Patrick Redl
Plant Manager Edelstal
Coca-Cola HBC Austria



<https://www.coca-colahellenic.com/en/investor-relations/2020-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.

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 they are at the heart of all our activities and why we 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 is offered chilled at all times, if possible. 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 37). Since 2019, we do not offer drinks with added sugar in secondary schools.



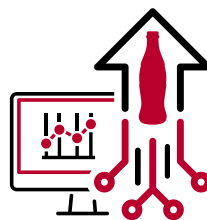
We celebrate our market success with our clients.

Our close and long-standing customer relationships build the foundation of our success. The needs and wishes of our clients 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.



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 (see page 30) as we believe that different talents and points of view increase customer satisfaction.



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 create extraordinary customer experiences. The careful use of our resource plays an important role in this.



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 environmental surroundings we work in. Sustainable, responsible actions build trust, and trust builds the foundation of our relationships with our stakeholders. Sustainability is therefore 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 society. With these goals always in mind, we continuously work to optimize our business processes and decisions. Through regular assessments, we commit ourselves to live up to our responsibility and our activities and foster open and transparent communication.



OUR SUPPLIERS

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



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 2020, in Austria, we were already procuring around 95% of our most important agricultural ingredients from suppliers who satisfy the guidelines for sustainable agriculture.



<https://at.coca-colahellenic.com/de/about-us/gtc-policies-and-guidelines>
<https://www.coca-colacompany.com/our-company/supplier-guiding-principles>
Our Supplier Guiding Principles are also available for download.

There is a whole lot of Austria in Coca-Cola: we produce around 402 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 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 hold global importance within Coca-Cola and particularly in 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. Through cooperation with regional partners,

we try to positively influence our carbon footprint when it comes to purchasing. For example, we keep delivery routes as short as possible when it comes to one of our most important suppliers for promotional displays at the point of sale.

Sustainability as selection criteria

For us sustainability starts during the bidding process and when contracts are signed with new suppliers. 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. The platform thereby provides a win-win for both sides: our membership with Ecovadis promotes transparency regarding CSR practices, using reliable ratings and global benchmarks. As members, our partners can benefit from these advantages. In 2020 we were able to introduce 17 new suppliers to Ecovadis.



OUR COMMITMENT TO OUR TEAM

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



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 managerial positions are occupied by women.

*compared to 2017



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 90%.

Diversity in action

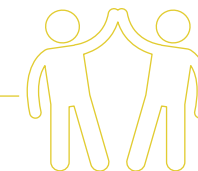
In the next year, we would like to continue to increase our outstanding quota of 39% of women working in senior leadership positions, by actively promoting female junior leaders.

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 establish a constructive dialogue with their freely elected representatives. The company negotiates with these representatives on a fair and cooperative basis.

Coca-Cola Austria employees come from

26 different countries.



» Our team is not only as diverse as our product palette, but the diversity of our talent also provides the most important ingredient to our recipe for success. We would therefore like to create a work environment in which our employees not only feel good and safe, but where they can develop and grow.«



Bettina Augeneder
Human Resources
Director Coca-Cola HBC
Austria

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

	2018	2019	2020
General key figures			
Total number of employees	957	917	888
men	674	635	603
women	283	282	283
Total number of permanent employees	927	882	856
men	663	630	599
women	264	252	257
Total number of temporary employees	7	9	10
men	2	2	7
women	5	7	3
Total number of employees/full-time employees	864	835	809
men	645	619	553
women	219	216	248
Total number of employees/part-time employees	63	48	52
men	18	7	8
women	45	41	44
Total number of apprentices	4	8	7
men	2	6	6
women	2	2	1
Age of employees < 30	172	165	151
age 30–50	593	537	525
age > 50	169	188	189
Average age in years	39.11	38.42	39.55*
Key figures diversity and equal opportunity			
Percentage in executive bodies/first management level	1%	2%	2%
men	41%	45%	37%
women	59%	55%	63%
age < 30	0%	0%	0%
age 30–50	100%	69%	74%
age > 50	0%	31%	26%
Percentage other category/level*			
men	75%	76%	78%
women	25%	24%	22%
age < 30	8%	8%	7%
age 30–50	86%	82%	76%
age > 50	14%	10%	17%
Total number of employees with disabilities	5	8	8
Turnover/parental leave			
New entrants	83	75	51
People leaving or turnover rate	12%	11%	7%
Period of employment in years (on average)*	9.1	9.6	10.1
Parental leave in total	38	49*	52
men	2	11*	9
women	36	38*	43
Return rate after parental leave	87%	90%*	82%*
Accidents/sick leave**			
Number of work-related accidents	16	13*	1*
Days of work lost after work-related accidents	23.31***	15.54*	9.67*
Average days of sick leave overall	9.51	9.42	8.02*
Education and training*			
Hours on average for education and training per year and employee	22	30	14
men	56	25	8
women	10	43	6
Percentage of employees with regular feedback on performance and career development (e.g. performance review)	94.53	94.74	98.10

* 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 long-term aim is to establish a better balance between work and free time.

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. The measures implemented under this title since 2017 are various and not only focus on employees with children but also on topics such as flexibility, health promotion, diverse career options, benefits, an open leadership culture and much more. In 2020, the audit for re-certification was carried out. After positive assessment through the external certifying authority, TÜV Austria, we were successfully awarded the state quality certificate by the responsible federal ministry. Additionally, our focus on mobile work was also certified. We aim to continue successfully implemented measures – such as structured parental leave management or childcare provisions, as well as measures within demographics and generation management – in the following years. Further focal points for the coming years include the area of diversity & inclusion, remote working, knowledge management, and process simplification.

Our employees are important ambassadors.

Our team is the face of our company. Thanks to the necessary know-how gained through regular trainings, our ambassadors represent our brands, categories, and our company. They thereby influence our reputation among our clients, consumers, suppliers, families, and friends.

Even in challenging times, we actively involve our team.

Responsible and dedicated people form the most important pillar of our company. Through our weekly WeConnect newsletter and the intranet, we communicate current news. Our General Manager and the Senior Leadership Team use the motto "What's up?" to inform all employees personally and regularly 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.

However, in 2020 we were forced to adapt many of these measures quickly and continuously to changing work contexts. Our top priority was consistently the well-being of our team. With the announcement of restrictions, the Coca-Cola HBC Austria team and the Coca-Cola GmbH team were sent into home office to the extent possible. Production in our Edelstal plant was continued under observation of government regulations and the strictest safety measures, in order to secure continued supply to our clients and consumers at all times.

Our management team was in close communication with the teams from the get-go, to ensure the best possible coordination, even by virtual means. Our internal communication was adapted as fast as possible in order to ensure a gap-free flow of information for our employees. Aside from virtual update video messages from the general management team, and virtual monthly townhall meetings, our team received regular updates via our communication channels. Our communications team set up a dedicated section with COVID-19 related information on the intranet.

Another area focuses on the topic of mental health, offering information, training, or services such as the free and anonymous Employee Assistance Program in which employees can turn to in order to help cope with private or professional challenges.

To keep the team motivated despite the social distancing rules, we initiated team challenges with funny photos – for example, a Cooking & Singing Challenge – and virtual after-work gatherings.

Employee surveys under COVID-19

With regular, so-called COVID pulses – surveys reduced to a few essential questions – we were, proverbially speaking, able to keep a finger on our employees' pulse during these challenging times. The general rate of well-being was most recently at 69%.

» As Coca-Cola HBC Austria's Central Works Council, our utmost priority during these challenging times is to be a strong partner for our colleagues. We advocate their interests actively and with commitment and always have an open ear for any of their concerns.«



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



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. Coca-Cola HBC Austria also offers its employees the option to own employee shares by means of a share plan and packages for tax-advantaged pension insurances.

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. During the corona pandemic, Coca-Cola GmbH colleagues are regularly supplied with drinks in their home office.

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 these people and their personal stories have their place among us and enable us to contribute significantly to the success of our company. In 2019, we launched Come As You Are, a diversity & inclusion network whose members voluntarily agreed to address this topic more actively in the work environment. In 2020, Come As You Are also implemented measures to raise awareness, highlight

stereotypes, and provide a focused analysis of existing processes. Our efforts in diversity management were awarded for the first time, in 2020, in accordance with the ÖNORM (Österreichische Norm [Austrian Standard]) S 2501 guidelines and the recognized quality standard of the same name by TÜV AUSTRIA.

Strong partnerships as a sign of equal opportunity

Our appreciation for diversity is not only made visible through our portfolio, but also when it comes to promoting female junior staff and executives. With a quota of 39% women in senior leadership positions and 60% women at the highest management level, Coca-Cola HBC Austria is considered a model example for women in power at the executive level. In 2020, our cooperation with the internationally renowned women's network, the female factor, allowed us to set even stronger impetus when it comes to promoting diversity and equal opportunities in the company.

In 2020, we examined topics such as the success factors of virtual teams during a virtual round table with external experts. We aim to continue the successful partnership in the coming year.



Mahdis Gharaei
Co-Founder
the female factor

» What connects 'the female factor' and Coca-Cola HBC Austria is the awareness that female leadership qualities are as decisive for the company's success as male leadership qualities. With this partnership, we aim to dedicate ourselves to this future goal, together.«



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

Human rights are an integral part of the work the Coca-Cola System does and 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 team. This holistic approach allows for healthy and productive work. 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 our 355-member team over a space of around 6,300 m² across three floors. An open space concept enables active teamwork and interaction. Numerous communication reports such as the so-called Coke Corner promote

interdepartmental 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 computer workstations. 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.

Due to the Corona pandemic many of the BeWell measures we had planned, had to be adapted. Our occupational health physician provided ongoing advice and support to our team. Furthermore, free flu and hepatitis vaccinations were offered at our Edelstal plant as part of a vaccination campaign. The BeWell offer 2020 was rounded off with topic-specific, virtual lectures. Additionally, the sports and health fund provides a sponsorship of €10 every month for massages, shiatsu, or gym memberships.

Coca-Cola Austria employees have the option to attend two early morning yoga sessions per week and monthly massage units during their work hours. Due to the COVID 19 home office regulations, the yoga classes were carried out virtually in 2020. The Coca-Cola Austria Works Council additionally supports private spending on fitness and health by reimbursing employees up to €150 a month for massages, wellness trips, and sports items, etc.

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, look behind the scenes of the production site, and spend a nice day together. In 2020, we were unable to carry out the Family Day due to the corona pandemic and the resulting increase in safety and hygiene regulations. However, we aim to pick Family Day back up – as soon as the regulations allow it.

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

The health and safety of our teams, clients, and partners is of the utmost importance for 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 inspections of external companies. In 2020, Health & Safety standards were also at the heart of our focus week during which we increased communication on selected topics, on all channels.

The slogan "Safety starts with me, for all of us" clearly showed that our focus was on each individual's contribution on the topic of safety. A range of topics was covered, including the change in working conditions given the corona pandemic – from safety measures in Edelstal, to the ergonomics of home office, and most importantly mental health, to safe working within field sales.



In 2020, overall **1** workplace accident was recorded.*

*Data related to Coca-Cola HBC Austria only

All workplace incidents, as well as risk activities and conditions observed, 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 dangerous 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 cover 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, dangerous activities, and conditions ("near misses") to their superior. These minor 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. In 2020, the entire area relating to reporting of near misses underwent an overhaul to allow improvements to be implemented even more quickly and efficiently.

Knowledge provides safety.

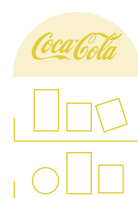
The prerequisite for personal safety and the safety of colleagues is an intensive introductory training prior to starting the role and regular, recurring workshops, and trainings. Our so-called Operator Development Program (ODP) provides employees with unified, structured, foundational technical knowledge enabling them to operate machines in a professional, safe, and quality-conscious manner. The trainings partially took place during classroom trainings, but knowledge is predominantly imparted on-the-job. After successfully completing a knowledge test, employees are certified which also improves their development opportunities.

In 2020, several safety programs within the H&S sector underwent digitalization: paper forms were completely removed and replaced by online tools to increase user

friendliness and quality. Our Edelstal site underwent significant improvements within the mandatory yearly H&S trainings – due to the corona pandemic. Production employees, who do not have a PC workplace, were provided with tablets to carry out the trainings and knowledge refreshers to increase flexibility in terms of completion.

The H&S training is not only mandatory for new 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 H&S training for employees from the warehouses as well as the Vienna location and initially carried the training out via the Coca-Cola HBC internal app in 2019. Employees read the training material in their own time and complete 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, clients, suppliers, and passers-by. This board is clearly visible at the entrance of the Edelstal site.

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



» **Safety starts with every individual.** Particularly under the current challenging conditions our daily contribution to ensuring a safe working environment has become even more important. Our work therefore also consists in providing our team with the tools to act in a safety-conscious, self-responsible, and cautious manner.«



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

Coca-Cola HBC Austria's health and safety management system is ISO 45001 (Occupational Health and Safety) certified.

We adapt our behavior to ensure greater 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. In 2020, this program was fully digitalized, and the checklist was adapted in order to increase the user friendliness and the qualitative added value of this measure.

We have implemented this program in every area of the Edelstal plant since 2019. A pilot project was launched with the intention to deliver valuable findings for the expansion of BBS for the commercial area. The roll-out has been scheduled for the first half of 2021.

We rely on training for safe and sustainable driving in road traffic.

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 safety driving- and fuel-saving training. In 2020, a total of 42 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. 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 2020 with a crash rate of 2.1%. This does not include smaller damages caused during parking.

We 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 team can reach its 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 team member 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 clients 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 so-called Operator Development Program aims to further the development of our production employees.

While the Coca-Cola HBC Austria team was working in home office, we made everyday life easier by providing virtual trainings for online tools. To ensure confidence in using these tools, we offered training on topics such as Remote Working, Working in Home Office, and MS Teams.

Introduction from 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. Due to the pandemic in 2020, this format was adapted. A slightly shorter version will take place virtually until further notice.

Feedback as the basis for individual 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 Clients, 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.
- **Freestyle feedback:** simple, brief, spontaneous feedback from one employee to another. This feedback is not anonymous, can be given proactively and be proactively requested.
- **Project feedback:** this can only be used as a feedback avenue for project groups.

Management trainees take on responsible tasks.

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 personal mentoring which 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.

QUALITY MANAGEMENT

We place great importance on 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 clients 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 making sure that quality, occupational safety, and health protection as well as environmental protection have the highest priority.

Our team tastes 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 35 trained employees from the fields of sustainability, quality assurance, production, the syrup room, and maintenance. 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.

Modern spaces for the best product quality

At the start of 2019, a microbiological laboratory was erected 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. To ensure operationally safe and economical disinfection of the reusable bottle washers, we replaced the disinfectant used in 2020 with the significantly more environmentally safe chlorine dioxide.

Our management systems:

- EMAS Eco-Management and Audit Scheme, community system for 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





PRODUCT RESPONSIBILITY

We value the well-being and needs of our clients. That is why we support and implement activities that bring about 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 Austrian society.

We offer the right drink around the clock.

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 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 2020, Coca-Cola HBC celebrated its foray into the coffee segment with the presentation of the Costa Coffee brand for the Austrian market. In addition to smart solutions for vending machine operations, Costa Coffee also exists as a capsule or coffee bean product. Beyond this, in the same year, Coca-Cola Austria entered the increasingly popular hard seltzer segment – alcoholic beverages with natural aromas – with Topo Chico. On the way to becoming Austria's leading 24/7 beverage provider, Coca-Cola HBC Austria

has been offering a broad product portfolio of international premium spirits under exclusive contract, since 2020.

More than half of the drinks in our product portfolio in Austria are low-calorie or calorie-free. With our Römerquelle and Honest brands, we support the SPAR Sugar Out! initiative which aims to educate consumers about the health risks and consequences of a high sugar consumption, by reducing sugar in products and providing targeted information.

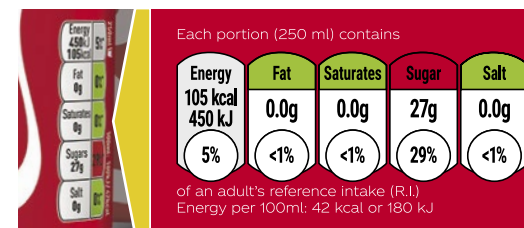
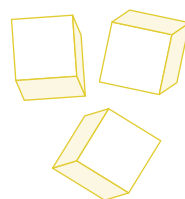
Together with the Austrian non-alcoholic soft drink industry, we have pledged to reduce the sugar content in soft drinks by 15% between 2015 and 2025. Alongside the European soft drinks industry, we already

successfully achieved a large part of this – 10% – between 2015 and 2020. The reduction of sugar by 11% between 2005 and 2015 already highlighted the fact that decreasing sugar is an important issue.

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

We want to give our consumers clear and easy to understand information regarding nutritional values. We use a color-coded nutritional guide in Austria – directly on the front label – which provides our consumers with simple, easy to understand, and useful information about the nutritional value of products. This labeling is based on a Europe-wide reference intake scheme known

Since 2015 we reduced the sugar content in our soft drinks by **10%.** We thereby contribute to the further reduction of the total energy intake of soft drinks in Austria, currently averaging around **3%.**



to 500 million consumers in the EU. The information is color-coded so that consumers can 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.

Responsible marketing is our top priority.

Along with Coca-Cola HBC Austria's entry into the hard seltzer and premium spirits market segment, responsible and sustainable marketing also gained importance. All marketing activities comply with the principles of the Global Responsible Alcohol Marketing Policy of The Coca-Cola Company, respectively, Coca-Cola HBC. This policy was implemented to ensure that alcohol brands are developed responsibly and sustainably and are not marketed to people under the legal minimum age. Additionally, Coca-Cola HBC Austria follows the communication codex guidelines of the Austrian spirit association.

We do not advertise to children under the age of 12.

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 the criteria. Additionally, we do not advertise directly to children under the age of 12. This voluntary commitment is specified in our Responsible Marketing Policy and covers various channels (TV, internet, radio, print, etc.) with an audience with 35% of members under the age of 12. Our media agencies have committed to guaranteeing this when placing the adverts.



Nicolas Nobereit
New Business Ventures
Director Coca-Cola HBC
Austria

» On our path to becoming a 24/7 beverage partner, we created further opportunities in 2020, introducing new categories such as coffee and premium spirits to offer our consumers the right beverage for every time of day, every occasion, and every taste – from breakfast at home to an evening with friends.«



WE INVEST IN THE COMMUNITY

Even in trying times, Coca-Cola takes responsibility within the community: during the corona pandemic, the Coca-Cola System introduced international and national immediate aid, supported those affected through strong measures and therefore contributed to overcoming the situation.



OUR GROUP-WIDE GOALS UNTIL 2025:

Strengthen the #YouthEmpowered program:
train 1 million young people.



WHAT WE DO IN AUSTRIA:

#YouthEmpowered
Since 2017, we have reached around 4,300 young people with our #YouthEmpowered initiative and already exceeded our goal for 2020 (3,500).

Crises are better overcome together.

The corona pandemic delayed priorities all over the globe in 2020. As a company anchored in the local region, Coca-Cola Austria was mindful of its social responsibility during these trying times, implementing measures to support those affected as quick as possible: on March 12th, several days before the Austrian government introduced the lockdown measures, Coca-Cola launched the #Miteinander emergency fund. The fund was endowed with €100,000 to help the hotel, catering, and events businesses as these have been especially hard hit. The money was allocated via the Österreichische Hotelierevereinigung (ÖHV) [Austrian Hotel Association], emba (Austrian association of live marketing agencies), and the Wirtschaftskammer Österreich (WKO) [Austrian Economic Chamber]. These funds have been used, for example, to provide restaurant owners with disinfectants, to finance further training for hoteliers, and to develop helpful guidelines for event organizers.

The #Miteinander 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 sports. These include Caritas projects (Homeless World Cup, Käfig League), Special Olympics and Special Needs soccer teams, and the Integrationsfußball WM (Austrian Integration Soccer World Cup). In total, these projects benefited from a further €75,000 donation. Moreover, all Coca-Cola



Anna Parr
General Secretary
Caritas Austria

» We are currently experiencing a crisis affecting Austria as well as the entire world. In challenging times such as these, partnerships within the economy and particularly long-standing cooperation such as the one between Coca-Cola and Caritas Austria provide extremely important support to those in need!«

app users (available free of charge on all app platforms) were able to participate. For every game coin donated, Coca-Cola donates three more euros to the fund.

To inspire people with courage and confidence during lockdown, a podcast series called Miteinander daheim was introduced inviting numerous celebrities and decision-makers to the table and discussing positive aspects of the crisis.

We support aid organizations in their help.

At the start of April, Coca-Cola suspended their product advertisements worldwide. 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 included a call for donations to the Caritas "Corona Emergency Aid".

From the start of the corona crisis, Coca-Cola HBC Austria and the 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 deliveries during lockdown to thank them for their service.

We are committed to a life together.

For many years, Caritas and Coca-Cola have shared a connection through close cooperation. In addition to the current support provided during the corona crisis, the Coca-Cola System has contributed around €80,000 to help warm apartments through the cold winter via the Caritas initiative "Ein Funken Wärme" ["A Spark of Heat"] in the past years. As part of the Christmas campaign, Coca-Cola Fans were able to contribute through the Coca-Cola app code which would then be converted into a donation for Caritas.

We strengthen affected industries with tailored programs.

In the summer of 2020, Coca-Cola launched several initiatives to strengthen the food service and hotel sectors as these were particularly affected: in the first weeks after the re-opening of venues in the country, we ran the "First Coke is on us" campaign. Via the cashback function from our partner, marktguru, we invited consumers to have their first post-lockdown Coca-Cola on us. Overall, 25,000 Coca-Cola drinks were handed out through this. Along with the Austrian Hotel Association, Römerquelle gave away 100 hotel packages in Austria in honor of hotels reopening at the end of May. In addition to this, the traditional brand used a regionally adapted campaign to showcase restaurant establishments throughout Austria, representative of the entire industry. The campaign invited people to revisit nearby restaurants and therefore help sustainably strengthen the local restaurant industry. In August, "Gast Wirt Kultur", a Coca-Cola initiated roadshow consisting of 20 cabaret performances from Eva Maria Marold, Gregor Seberg, and Michael Buchinger, ensured a good atmosphere throughout Austrian venues. Spread across all federal states, the cabaret events brought additional clients to venues and provided them with good entertainment.

» The food service industry is an example of how versatile the challenge is. Targeted initiatives from our strong partners help to generate sales that are vital to the industry once the venues reopen. Together, this allows us to send a clear signal of optimism and solidarity.«



Peter Dobcak
Chairman of the Gastronomy Section
of the Vienna Chamber of Commerce

We provide new prospects for young jobseekers.

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, the Coca-Cola HBC Group has made it its aim to help young people start their professional journey. After the successful launch of #YouthEmpowered, Coca-Cola HBC Austria expanded the initiative's 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 for writing CVs or successfully completing the job interview. Since 2017, around 4,300 adolescents have received support through various programs. We have therefore already significantly exceeded our aim to reach at least 3,500 adolescents by 2020.

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 in their studies, homework, and help them prepare for tests. Approximately 50 learning cafes in all of Austria aim to help children find joy in learning and have fun together, to master challenges at school. These learning cafes consequently help children keep connected with more successful classmates. Even during the COVID-19 lockdown, these students were mentored and accompanied through video conferences. 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 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 promote joint activity.

The Coca-Cola CUP has been taking place throughout Austria since 2005. 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 girls' soccer has tremendously evolved. Additionally, during the

National Finals in 2019, 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 shown interest in e-gaming so far, to active and traditional soccer.

In 2020, the Coca-Cola CUP could not be carried out due to the COVID-19 situation. The funds that had been allocated were therefore instead re-directed into the ÖFB aid fund. This helped support the soccer club coaching initiative launched by the ÖFB in which clubs received expert assistance in the form of videoconferences in which individual situations were analyzed and tailored solutions were developed. This provided a useful contribution to allow soccer clubs to fulfill their indispensable active and social functions even after the crisis.

We believe in inclusion.

We want to help promote appreciation, respect, and recognition for every individual's 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. At the Special Olympics Wintergaudi Snowshoe Challenge at the National Games in Carinthia, Coca-Cola provided great winter fun. Our annual Coca-Cola Inclusion Run which welcomes around 1,000 participants within the Vienna City Marathon, has been sending a strong signal for social inclusion since 2017. Even though the running event had to be cancelled, the donations were made to the Special Olympics. The organization received €15,000 support from the Miteinand Emergency Aid Fund.

We inspire running enthusiasts.

An active lifestyle, exercising together and sports 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 week-end, Coca-Cola is on-site with a broad and innovative product portfolio for any occasion. The event did not take place in 2020. Instead, Coca-Cola provided drinks for smaller alternative events hosted by the Vienna City Marathon running series.

We support integration.

The Integrationspreis Sport (Sports Integration Prize), awards sports projects that promote the integration of migrants and refugees in Austria and is supported by the Österreichischen Integrationsfonds (ÖIF) [Austrian Integration Fund] in cooperation with the Bundesministerium für Europa, Integration und Äußeres (BMEIA) [Federal Ministry for European and International Affairs], the Ministerium für öffentlichen Dienst und Sport (BMöDS) [Federal Ministry for Arts, Culture, Civil Service and Sports], 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 society. 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 languages. The World Cup is a sporting competition as well as a friendly collaboration between people from different parts of the world. Given that the Homeless World Cup and the Integration World Cup 2020 could not take place, both organizations and the Caritas Cage League received €15,000 support each from the Miteinand Emergency Aid Fund.

We are committed to fighting online hate and cyberbullying and provide counselling.

Online hate and cyberbullying affect around one-fifth of Austria's adolescent population. Sprite drew attention to this social issue with the "Let them talk – we'll listen" campaign. With the help of national influencers such as drag queen Tamara Mascara, the campaign encouraged those affected by harassment and bullying to stay cool and confront their haters with humor and self-confidence. The partnership with the Rat auf Draht helpline was put into focus. To provide even more counseling sessions for the 147 Rat auf Draht hotline during the current crisis, Sprite hastily changed the advertising originally planned for 2020, doubling its donation to Rat auf Draht. This allowed for a total of overall 60,000 valuable telephone consultation minutes.

We promote social innovation and strengthen the social sector.

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, the daily paper "Der Standard", and the NPO & SE Competence Center of the WU Vienna have been inviting individuals, groups, and organizations to become socially active and submit their project ideas. In 2020, the Get Active Social Business Award focused on issues pertaining to the environment and recycling, gender equality, and social inclusion, as well as the question of how the social sector can be strengthened in the face of the COVID-19 pandemic.

Overall, €91,000 in the form of monetary and in-kind contributions were awarded. Expert coaching's also contributed to the successful wrap-up of the project. In 2020, the prize money was awarded to Sindbad Social Business Vienna with their project "ÜBAFLIEGER" [HIGHFLIER]. The winning project unites adolescents in the inter-company apprenticeship program (ÜBA) with companies looking for apprentices, thus building bridges. Mentors from these companies provide young people with the support they need to complete their apprenticeship and subsequently find a job.

» We also want to provide hope in times of this difficult situation, a symbol of solidarity, and appeal to a sense of community.«



Petra Vasak
Public Affairs &
Communications Manager

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, environmental, and economic security. In cooperation with a local beekeeper, Coca-Cola HBC Austria committed itself to bee conservation. Since the spring of 2021, the source of the spring around the production and logistics center in Edelstal is home to five bee colonies that produce delicious honey from the flower nectar of the surrounding rapeseed and sunflower fields.

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, comprised of 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.

Through this initiative, Schladming wants to take on the issue of waste avoidance in all areas of life therefore serve as a model tourist 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 (ÖGUT) [Austrian Society for Environment and Technology], Pulswerk GmbH, and AQA GmbH (environmental analysis and sustainability projects). The first step was an analysis of the current situation from which practical measures were then derived. In 2019, we focused on waste prevention options during big events. We also implemented activities in schools, kindergartens, associations, and tourism companies. In 2020, the project was included in the fundamental communication of the municipality. Among other things, new separation systems for the center and a manual for events with 1,000 or more attendees was decided on. Reusable cups were purchased for upcoming events.

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 society. 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.



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.



OUR GROUP-WIDE GOALS FOR 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.

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



WHAT WE DO IN AUSTRIA:

Recyclability as top priority:
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 Edelstal-produced PET portfolio comprises 38%. 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 collection target which currently comprises 70% of all PET bottles.*

* <https://www.ara.at/transparenzbericht/was-uns-ausmacht/stoffstrome/>

We purchase most of our raw materials from 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.

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, which we have set for ourselves, exceed the EU guidelines and aims which call for a collection rate of 90% by 2029. 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.

Our strategic approach to packaging and recycling is based on three pillars:



Design

Environmentally sustainable packaging for various needs



Collect

Targeted measures to increase collection and recycling rates



Partnerships

Close cooperation with local partners to achieve sustainability aims



We turn bottles into more bottles.

To close material cycles, we use a complex process to add high-quality PET regranulate to our new PET bottles. Since 2019, various Römerquelle PET bottles are exclusively produced from 100% recycled PET. Regarding the rate of recycled material in new PET bottles, the EU specifies a recycling rate of 25% by 2025, and 30% by 2030 at the latest. Given that our Römerquelle PET bottles consist of 100% recycled material, we are already 10 years ahead of this goal. End of 2020, all of our PET bottles produced in the Edelstal site had a recycling rate of 38%. This decrease in comparison to the previous year can be explained through the low market availability of recycling material due to increased demand. We aspire to significantly increase this rate in 2021, particularly given the continuous development of PET recycling processes aimed at increasing the availability of materials. For the current year, our focus is on increasing the proportion of recycled material in our soft drink products, which will result in an increase in the proportion of recycled material in our entire portfolio.

	Unit	2018	2019	2020	Comment
Production beverages bottling plant	1,000 Liters	502,985.07	465,208.0	401,996.89	
Share of reuseable packaging	Percent	16.8	17.3	12.5	The majority of reusable containers are used in the food service industry. Although we introduced two new reusable containers for trade in 2020, the total rate decreased due to closure within the food-service industry.

Materials

Ingredients

Sugar from beets	Tons	22,671.34	21,137.54	19,799.35	
Other sweeteners	Tons	6,560.88	2,681.66	343.29	Discontinuation of exports with HFCS reduced the use.
Concentrates and fruit juice extracts	Tons	8,293.03	5,307.05	4,018.46	Discontinuation of export volume decreased the use.
Carbon dioxide for beverages and as an additive	Tons	5,149.30	4,711.59	4,472.56	
Nitrogen for beverages and as an additive	Tons	97.73	96.36	89.34	

Packaging and auxiliary material

PET (preforms)	Tons	10,591.00	9,576.18	7,970.00	
Plastic (closures)	Tons	919.03	867.89	733.43	
PE (labels and stretch/shrink film)	Tons	1,705.96	1,449.92	1,291.43	
Glass (bottles)	Tons	2,312.01	3,588.78	3,416.87	
Aluminum (cans & caps)	Tons	182.03	192.34	835.81	Aluminum increase due to the new canning line: since July 2020 we have also been producing our soft drinks in cans in Austria. These used to be fully imported.
Steel (crowns)	Tons	234.96	226.57	133.63	We use steel fasteners for 0.33l soft drinks. Sharp decline due to food service closures.
Paper (labels)	Tons	135.87	134.94	81.10	We used paper labels for our reusable bottles. Strong decline due to food service closures.
Cardboard	Tons	1,090.02	885.43	1,740.20	Cardboard is used as a middle layer during palletization and used as cup trays for cans since July 2020.
Wood (reuseable pallets)	Tons				Damaged pallets are repaired and reused.
Chemicals	Tons	1,120.78	1,121.69	917.74	Minimal use of lye in bottle washing machines, as the reusable glass volume largely decreased due to food service industry closures.

Percentage of material from recycled sources

PET (preforms)	Percent	34.00	49.00	37.80	In April 2019, the entire Römerquelle PET portfolio was switched to 100% recycled PET. The availability of recycled PET for the production of new PET bottles decreased in 2020 due to increased demand.
Glass (bottles)	Percent	48.00	42.00	54.04	
Aluminum (caps)	Percent	40.00	40.00	40.00	

Material ratio	g/lbp	121.40	111.73	114.04	
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We are decreasing the material percentage and increasing the recycling rate.

Our consumers value containers that are light and practical. The Coca-Cola PET bottle used by Coca-Cola HBC Austria 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 was introduced, saving up to 3.3 gram per bottle. The measures implemented so far led to a 27.5% material reduction in comparison to 2010. It is a strategy that the company had already been vigorously pursuing before the EU adopted the Single-Use Plastics (SUP) Directive.

With this, we are indirectly influencing the EU goal of reducing single-use plastic pollution. As with our PET bottles and the rest of our packaging – such as our foils or crates for reusable glass bottles – the recycling rate and the reusability play a considerable role.

With the canning line introduced in our Edelstal bottling plant in 2020, our soft drink cans are directly bottled in Austria, thus



shortening transportation routes. This increased the use of aluminum in comparison to the previous years. However, when

repackaging the cans, we managed to integrate an innovative and eco-friendly solution: the Keel-Clip™ is a Grip&Go external carton packaging used for our sixpack of cans. This replaces the previous plastic films and thus significantly contributes to the reduction of plastic use when it comes to secondary packaging. We also aim to continue along this path in the future and make our packaging more environmentally friendly as well as save packaging materials where we can.

» The digitalization is going to be an essential success factor on the way to achieving the EU targets for plastic recycling. The RecycleMich app provides an outlook as to how interactive and agile consumers can participate in resource conservation.«



Christian Abl
Managing Director
Reclay Group in Austria

We encourage proper collection and recycling.

A high collection rate is indispensable to ensure PET bottles are reused. The deciding factor is consumers' commitment in contributing to this cycle. That is why, together with well-known Austrian beverage companies, we support the EU aims of a 90% collection rate for single-use drink packaging by 2029. With the RecycleMich initiative, brought to life in the fall of 2020 by the environmental management and collection experts Reclay Group and Coca-Cola Austria, we offer a joint active solution to reach the collection aims. At the same time, the population's awareness surrounding correct recycling should be increased. At the heart of this initiative is the RecycleMich app introduced in March 2021, which rewards correct collection and recycling with attractive prizes.

We help increase the amount of recycled PET.

The PET to PET recycling plant Müllendorf, founded under the leadership of Coca-Cola HBC together with four other beverage producers, is a prime example in the success of our joint effort to increase Austria's collection and recycling rates. PET to PET experienced its most successful year in 2020: over 28,200 tons of PET material – equating to 1.13 billion PET bottles – were recycled, thus gaining valuable secondary raw material for new PET containers. In comparison to the previous year, this equates to an increase of 7.3%.

We are increasing our share of reusable packaging.

Coca-Cola HBC Austria currently successfully uses reusable glass bottles for most of our brands in the food service and hospitality sector – from Römerquelle to Coca-Cola,



Christian Strasser
Managing Director
PET to PET

» While other sectors are still looking for ways to use high-quality recyclate, Austria's beverage industry has already systematically implemented its use. Packaging made of 100% recyclate is no longer a rarity. PET to PET supplies this secondary raw material in line with the highest, food-grade quality. Together, this use significantly contributes to the circular economy in Austria.«

Fanta, Sprite, Mezzo Mix, and Kinley Kräuter Kracherl and FUZETEA to Cappy. Refillable premix and postmix containers are available for dispensing systems. We continue to pursue the aim of increasing our recycling ratio and expanding our portfolio in this domain. With the introduction of the 1-liter Römerquelle bottle and the 1-liter Coca-Cola bottle in 2020, we were able to expand the availability of our reusable portfolio for consumers in trade. Due to the partial closure of the food service industry during the corona pandemic – a sector in which we use reusable containers to a large extent – there was a slight decline despite the introduction of new reusable packaging in the retail trade in 2020. Overall, this rate is currently at around 12.5% – based on the production volume.

When it comes to our reusable glass portfolio, we pay particular attention to water use. Several of our reusable glass bottles used for soft drinks and mineral water productions

carry the Austrian Ecolabel. The new 1-liter Römerquelle reusable glass bottle carries the reusable glass portfolio 2021 re-certification. The

Austrian Ecolabel guarantees environmentally friendly reusable packaging of at least twelve life cycles. Our glass bottles are refilled up to 40 times.

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 colleagues in our Edelstal production center undergo yearly waste handling training. Since 2019, we have 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. As part our production and logistics center expansion, which now includes a state-of-the-art filling line for cans, we also expanded our scrapping machine at the waste site. This scrapping machine separates packaging from liquid and presses both PET bottles and aluminum cans into compact, unmixed bales, which can be fed directly into the recycling process. Current packaging and waste measures can be found on page 8, in our World Without Waste Progress Report section.



Unit		2018	2019	2020	Comment
Waste					
Amount of solid waste					
Total amount in plant	Tons	4,820.31	4,577.61	3,542.40	
Thermally recoverable waste	Tons	301.28	277.20	255.95	
Recyclable waste	Tons	4,518.35	4,284.32	3,241.52	
Hazardous waste					
Hazardous waste generated by plant	Tons	77.97	16.10	44.93	Almost all of these are disposed contents from the grease and the oil separators which were overhauled in 2018. 2020: At the start of the year, the fire curtain batteries were replaced in their entirety. Hazardous waste is disposed through material or thermal recycling.
Solid waste ratio in plant					
	g/lpb	9.74	9.84	7.90	This improvement can be linked back to reduced production. The ratio is expected to rise again in a regular comparison year.

WATER AS A VALUABLE RESOURCE

Water is naturally the main ingredient in our beverage production and provides a necessary basis for all our activities. We consistently implement new technologies 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.



OUR GROUP-WIDE GOALS FOR 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 in our power to continue decreasing our water consumption per liter of beverage produced.

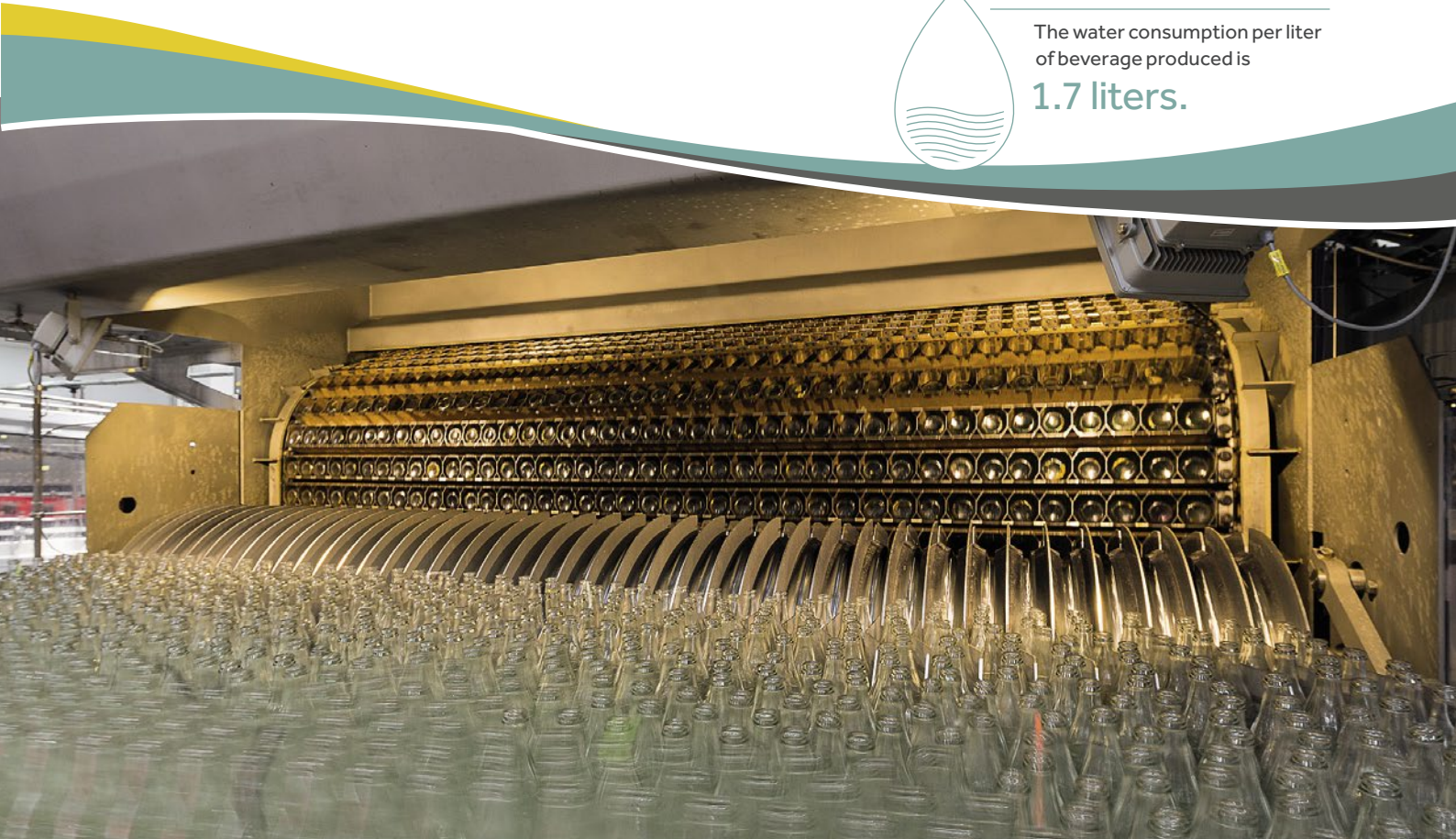
Most Coca-Cola HBC drinks sold in Austria are produced locally. The traditional Römerquelle brand is bottled directly at the source, in Edelstal. We only use valuable water from our springs for mineral water products. The product and process water come from the municipal water supplier (WLV Nördliches 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 and strive to continuously decrease our water consumption.

Water is not only essential to our products, but also to many production steps, particularly for cleaning reusable glass packaging. 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 2020, this level was at 1.7 liters. Despite the challenges of the previous year and the resulting decrease in production volume with nearly the same water requirements for the production process, we have successfully managed to keep water consumption levels stable compared to the previous year.



The water consumption per liter of beverage produced is
1.7 liters.





Good Water Governance



Sustainable Water Balance



Good Water Quality Status



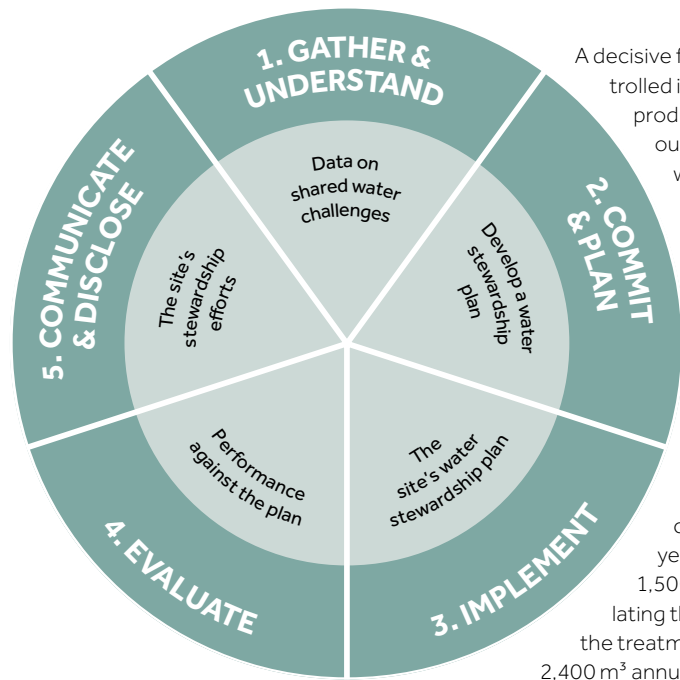
Important Water-Related Areas



Safe Water Sanitation and Hygiene for all (Wash)1

1

Water, Sanitation and Hygiene (WASH) WHO Focus in the context of the SDGs



A decisive factor for this was controlled improvements in the production process, including our crate washing machine, which has been using recycled water from the bottle washing machine since 2020. With the help of this measure, we are able to save an additional 4,000 m³ fresh water every year. The revision of our process line cleaning (CIP) yielded pleasant results: the increase of cleaning intervals leads to a yearly saving of around 1,500 m³ fresh water. Recirculating the final cleaning water to the treatment system saves another 2,400 m³ annually.

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 environmental 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 the standard requires collaborative approaches involving companies and industry, government and communities, as well as civil society organizations. This has strengthened our stakeholder dialogue. In 2020 we were able to receive the gold certification once again, proving we have already made considerable progress with our efforts in this field.



	Unit	2018	2019	2020	Comment
Water					
Total water used	1,000 Liters	842,886.00	791,199.00	682,103.85	
Spring affected by water withdrawal		0	0	0	By removing natural mineral water from our wells, we do not adversely affect protected areas or the rights of others.
Total recycling and reuse of water in bottling plant	m ³	36,441.00	45,218.00	45,950.00	
Percentage recycled/reused water in bottling plant	Percent	4.32	5.72	6.74	
Water ratio in plant					
	l/lpb	1.68	1.70	1.70	
Effluents					
Wastewater discharge					
Quantity of waste water discharged to municipally owned wastewater treatment plants	1,000 Liters	382,494.00	341,172.00	284,875.00	
Affected water protection areas		0	0	0	The AWS certification confirms that the bottling plant did not have a negative impact on surrounding protected areas.
Spills of chemicals, oils, fuels		0	0	0	

PROTECTION FOR THE LIFE SOURCE OF OUR PRODUCTS

Andreas Stipkovich, Utility Supervisor in Edelstal in conversation about...

...the relevance of water:

The issue of water and source protection is very important to us, not least because of our local ties. This is because most of the beverages produced by Coca-Cola HBC in Austria are directly produced in the region, in Edelstal, Burgenland. For example, the product and production water for our soft drinks comes from municipal water supplies. Our traditional Römerquelle brand, which has always been bottled directly at the source in Edelstal, now uses valuable mineral water from our spring. The basis for this is a complex mineral water system – consisting of several kilometers of long pipelines and cisterns.

...natural mineral water deposits:

We supply our products with mineral water in its most original form. This means that we generally fill our Römerquelle bottles with natural mineral water – as it came out of the ground. That is why we pay particular attention to use this natural resource under the strictest quality and hygiene standards. In addition to Utility, which sort of acts as a technical guardian for processing facilities, departments such as Quality Assurance or Sustainability are also heavily involved in the topic of water and source protection, to secure the availability and quality of this valuable resource.

...guaranteeing quality:

The particular attention and care given to our sources is visible at every stage of production. The withdrawal amounts from the three springs feeding into the Römerquelle mineral water system with the sources that supply us with tasty, low-sodium water, are strictly regulated by law and are limited by the natural properties of the sources. The focus therefore always lies on protection, as well as sustainable and efficient use.



We verify the data of our sources in real-time – from temperature, to flow, to conductivity. That is how we guarantee that everything runs on track.

...technologies and long-term experience:

Speaking of sources: What we imagine to be a bubbling fountain is in fact a well several meters deep. The source water is naturally protected by layers of rocks out of which it is carefully released.

A pipe system connects the spring that lies 2.5 km outside of the production center to the cisterns in our production center where the water is temporarily stored. From here, the water is carried onto the production lines.

Specifically, when being involved with a resource as valuable as water, experience with various safety circumstances and situations is an advantage. Yet, change is somewhat of a constant for us: technological innovations have guided us extensively in the past years and introduced many process optimizations – including the area of water and source protection.

...sustainable use of the resource:

From a technical point of view, this area has long since not only included our mineral water system, but also the treatment of local water for soft drinks, among other. All these facilities have their specific features, but efficiency is of the highest importance. Water is not only required for our products themselves, but also for a lot of processing steps, such as cleaning. That is why we constantly try to optimize our use through controlled technical improvements in the production process.

...the relevance of the field of application:

The range of responsibility within Utility is very broad, in every sense of the word. From the well facilities to the cisterns, to the water treatment processing facilities, and the spring protection area behind the plant, we cover a lot of steps on a day-to-day basis. The entire production relies on an efficient technical process. If anything should go wrong, my team and I are there as quickly as possible to find a solution together and restore a smooth production flow – so that the life blood of our products continues to flow at full speed.





CLIMATE PROTECTION AND ENERGY

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



OUR GROUP-WIDE GOALS FOR 2025:

- Lower emissions in our plants:**
We would like to reduce our direct CO₂ emissions by 30% in comparison to 2017.
- 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:

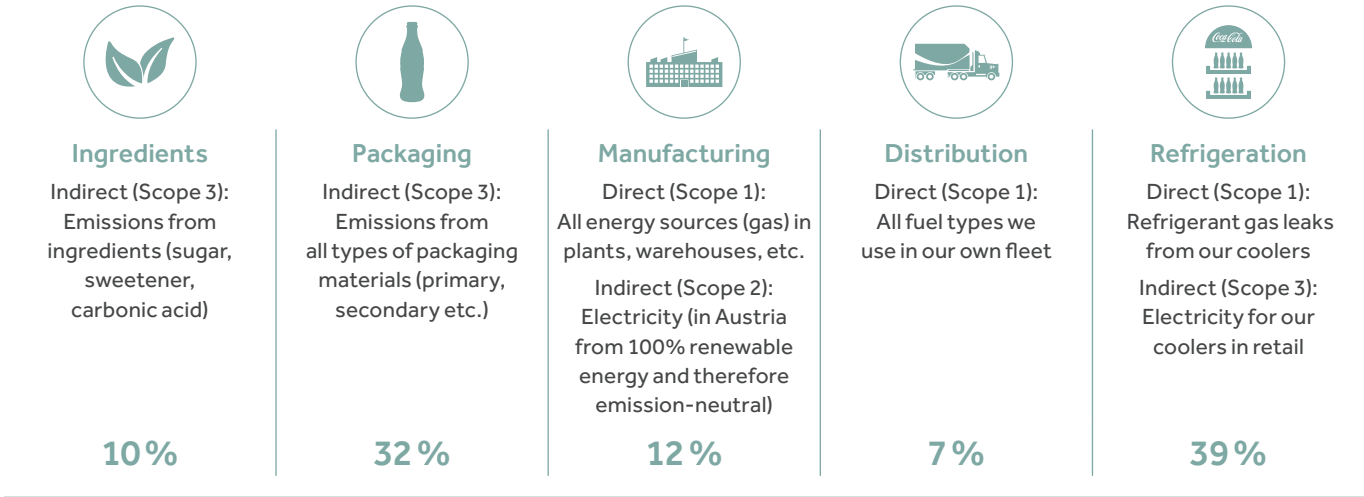
- Lower emissions in our operations:**
Since 2010, we have reduced our direct CO₂ emissions by 50%.
- Lower emissions at points of sale:**
40% of our coolers are energy efficient EMD or Icoolers.
- More renewable energy:**
54% of the total energy (electricity and gas) used in our production site comes from clean and renewable sources. 100% of the power supply is from renewable sources.

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

Our efforts are part of the group-wide responsibilities that Coca-Cola HBC set itself: by 2020 we wanted to 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 already achieved this goal in 2018 in Austria. We are currently developing our roadmap for the reduction of CO₂ emissions by 2030, using 2017 as a basis and complying with Science Based Targets (SBT).

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, in

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



order to further lower our CO₂ emissions. Furthermore, we made a commitment to the beverage industry's 2018–2030 sustainability agenda, vowing to reduce our CO₂ emissions (or, CO₂ equivalents) by a further 10% in comparison to the starting point of 2017. We already exceeded the 2008–2017 goals to improve the environmental impact of beverage packaging.

We focus on energy efficiency.

To achieve our ambitious energy and water savings goals, we invest in year-round projects that improve our short-term and medium-term use. The improved control of

our high- and low-pressure compressors, as well as a reduced base high and low-pressure setting implemented in 2017 and 2018, enabled great energy savings of up to 400 MWh per year of compressed air, which is a very energy-intensive resource. In 2020, pressure was successively decreased. The resulting savings will be visible as 2021 progresses. Regular check-ups of our air-pressure system for leaks prevent further energy losses in the system.

High production on the lines has a positive effect on our energy consumption, or rather our energy indicators, per liter of beverage produced. Energy and water-heavy cleaning

processes must be carried out regularly and are not based on the production volume. Although our production volume – dependent on the corona pandemic guidelines – sank in comparison to 2019, we were able to maintain our energy indicator at 0.37 MJ per liter of beverage produced. We owe this to a series of measures which we implemented in 2020: this includes the investment of two new hot water boilers with which we are able to achieve energy savings of about 2,000 MWh under full operation. This amounts to the average annual consumption of around 500 four-person households.

Target reached: in comparison to 2010, the year in which we started setting company-internal CO₂ aims, we reduced our CO₂ emissions by

50%.

	Unit	2018	2019	2020	Comment
Emissions					
Direct greenhouse gas emissions from operations (Scope 1)	Tons CO ₂ Emission	8,562.51	7,759.00	6,974.69	
CO ₂ emission from thermal energy in bottling plant	Tons CO ₂ emission	4,302.87	3,914.58	3,475.29	
CO ₂ emission from thermal energy in remote properties	Tons CO ₂ emission	125.00	125.00	125.00	The Vienna headquarters in Triester Street; the heating costs are integrated into the operating costs of the new office and other office locations. As of 2018, a new per-head use will be adapted.
CO ₂ emission from fuels used in company vehicles	Tons CO ₂ emission	1,893.26	1,707.67	1,454.00	
CO ₂ emission from CO ₂ in products (losses)	Tons CO ₂ emission	2,022.18	1,821.01	1,838.00	Increased CO ₂ use due to the new canning line. CO ₂ is not only a product component for canning but also a resource (closure process).
CO ₂ emission from coolers in retail (losses)	Tons CO ₂ emission	219.20	191.49	164.28	
Indirect greenhouse gas emissions through company electricity use (Scope 2)	Tons CO₂ emission	0	0	0	
Other relevant greenhouse gas emissions (Scope 3)	Tons CO₂ emission	74,252.92	59,083.59	61,398.29	
CO ₂ emission from haulage firms (Scope 3)	Tons CO ₂ emission	4,470.01	4,139.67	3,335.70	
CO ₂ emission from sugar beets, sweeteners and juice concentrates	Tons CO ₂ emission	24,856.05	19,954.75	16,715.05	
CO ₂ emission from CO ₂ in products	Tons CO ₂ emission	3,127.13	2,890.58	2,634.35	
CO ₂ emission from packaging materials	Tons CO ₂ emission	29,642.29	20,140.85	27,234.12	Due to the new canning line, a new type of packaging was added (aluminum cans). The cardboard use also increased as the cans are packaged in cardboard trays.
CO ₂ emission from coolers in retail (electricity)	Tons CO ₂ emission	12,157.44	11,957.74	11,479.07	

We harness the power of the sun.

Renewable energy sources are the future of energy production. Coca-Cola HBC Austria has been harnessing the power of the sun since 2019 thanks to the photovoltaic system installed on the roof of the Edelstal production and logistics site. The photovoltaic system has an almost three-megawatt peak (MWp) capacity and is the largest of its kind at the time of construction in Burgenland. 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 2020. 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 models. We have already replaced 60% of chlorofluorocarbons (CFCs) as a cooling system through hydrocarbons or CO₂ cooling systems and will continue to build on this in the future.

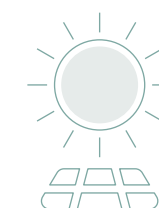
We use eco-friendly transportation.

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. In our Edelstal production and logistics center, we only use electric forklifts that are noiseless and have no direct CO₂ emissions.

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 teaches drivers all about techniques such as optimal speed and gear timings for our trucks and cars. Our offices in

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



The new generation of “Icoolers” uses cooling methods without greenhouse potential and is 57% more energy efficient.



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.

Vision Green Fleet

With the aim of reducing the CO₂ emissions by 53% by 2030, the basis for a group-wide project has already been laid in which Austria will act as a pilot country. At the heart of this lies the transformation of existing Coca-Cola HBC fleet vehicles to vehicles with alternative engines. In addition to the creation of a new, sustainable Green Fleet policy, our team has been intensively testing vehicles with alternative engines since 2020. This is to reduce CO₂ emissions when purchasing and replacing vehicles, as early as 2021.

	Unit	2018	2019	2020
Energy				
Electricity				
Electricity usage in bottling plant	Gigajoules	101,476.64	92,014.27	79,963.20
Percentage of renewable energies				
Hydropower	Percent	100.00	100.00	100.00
Wind and solar energy	Percent			
Biomass	Percent			
Biogas	Percent			
Other renewable sources	Percent			
Total	Percent	100.00	100.00	100.00
Natural Gas				
Natural gas usage in bottling plant	Gigajoules	85,137.88	77,455.05	68,043.52
Share of renewable energy used in plant	Percent	54.38	54.28	54.17
Energy ratio	MJ/lpb	0.37	0.36	0.37

Due to the corona pandemic, business trips and client visits could only be carried out occasionally in 2020. Instead, communication tools such as video or phone conferences were successfully used to maintain business relations during this period. Where possible and efficient, we aim to continue this approach in the coming years in order to reduce the number of business trips and the resulting CO₂ emissions.

Our products travel environmentally friendly.

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, i.e. rail and truck), 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.

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.

	Unit	2018	2019	2020	Comment
Transport					
Number of delivery/haulage vehicles	Number	27	29	28	
Number of sales and management vehicles	Number	308	301	278	Due to the corona pandemic many business trips and client visits could not be carried out. This also allowed us to get rid of some cars to reduce costs.
Fuel consumption of own fleet (diesel)	1,000 Liters	707.39	638.05	543.4	
Average fuel consumption	Liters/100 km	7.13	7.03	7.17	
Mileage of own fleet	1,000 km	9,925.24	9,081.14	7,573.54	
Mileage of 3rd party fleet	1,000 km	10,626.99	9,748.13	7,922.70	

ENVIRONMENTAL PROGRAM 2021

Area	Aspect	Topic	Measure	Timeframe	Responsible
All operations Edelstal	Resource consumption energy	Reduce energy use per liter of beverage produced	Reduce energy consumption from 0.37 MJ/lbp to 0.36 MJ/lbp with energy efficiency-enhancing measures. Water-saving measures also improve energy efficiency.	Q1–Q4	National Environment Manager, Plant Manager
All operations Edelstal	Resource consumption energy/gas and electricity	Optimize water heating system	Optimize hot water pumps and heat exchangers, savings of approx. 360 mWh gas and 40 mWh electricity expected in the future.	Q1	Project Engineering Manager
Production	Resource consumption energy/ electricity	Optimize standby operation of supply systems	Switch from standby operation to shutdown of individual supply units (compressors, coolers, etc.) over weekends when production isn't taking place; savings potential depends on the frequency of shutdowns and the plant in question, and can only be calculated retrospectively.	Q1–Q4	Utility Supervisor
All operations Edelstal	Resource consumption water	Reduce energy use per liter of beverage produced	Reduce water consumption from 1.7 L to 1.65 L per liter of beverage produced through water efficiency-increasing measures.	Q1–Q4	National Environment Manager, Plant Manager
Production	Resource consumption energy, water	Backflush and sterilization activated carbon filter	Reduce water demand for backwashing and sterilization of activated carbon filters by changing from fixed intervals to condition-based backwashing and sterilization; expected savings potential approx. 6,800m³.	Q1–Q4	Plant QSE Manager
Production	Resource consumption energy, water	Vacuum pumps mixer	Switch to vacuum pumps with circulation; expected savings approx. 4,700 m³.	Q1	Maintenance and Spare Parts Manager
All operations Edelstal	Investment in community	Water Stewardship certification	Alliance for Water Stewardship re-certification; Gold standard.	Q4	National Environment Manager
CCHBC Austria total	Waste generation	Reduce energy use per liter of beverage produced	Reduce waste generation from 9.84 g/lpb (2019 as base year, given that 2020 cannot be used) to 9.76 g/lpb.	Q1–Q4	National Environment Manager, Plant Manager
CCHBC Austria total	Waste generation	Environment week	Focus days on waste separation and recycling in the office Goal: Reduce single-use packaging for coffee and lunch; Cooperation with the canteen operator.	Q3	National Environment Manager
All operations Edelstal	Waste generation	Conserve resources, reduce waste, increase recycling, optimize energy and water consumption	Mandatory annual training; in-depth training focusing on waste separation and prevention to reduce residual waste and more. Target mandatory annual training: 100% of employees. Target focus waste training: 100% of employees in Edelstal.	Ongoing	National Environment Manager

Summary of the 2020 environmental program

Our energy consumption could not be maintained at 0.36 MJ as we had hoped, instead it increased to 0.37 MJ per liter of beverage produced. The losses in production volume due to the closures in the food service industry and the near same energy requirements for our production process had a negative impact on the energy indicators.

Despite the restrictions, we were able to carry out the hot water boiler replacement at the end of Q4. The savings yielded from this will only be visible in 2021.

We were unable to reduce our water consumption to 1.68 liter per liter of beverage produced as we had planned to do. However, we were able to keep it stable at 1.7 liter per liter of beverage produced. We were able to reduce our absolute water consumption by 9% in comparison to the previous year. This can be explained by the fact that we were able to implement all water saving projects and some of these yielded greater savings than previously calculated.

We would like to stay on this course and decrease our water consumption through controlled process changes in the coming year.

The waste indicator decreased to 7.9 g per liter of beverage produced in 2020. We therefore exceeded our aim. This can be explained by the fact that we produced relatively less in 2020 than the previous year. We therefore estimate the number will increase again as soon as the production volume returns to its normal level. Due to the corona pandemic and the associated measures, we were unable to carry out the sustainability week, with a focus on waste separation and recycling, that we had planned for 2020. We aim to catch up on this as soon as office life returns to normal.

Our "Wir räumen auf: Miteinander!" campaign which promotes clean-ups together with the Österreichischer Gemeindebund (Austrian Association of Municipalities)/the Österreichischen Städtebund (Association of

Austrian Cities and Towns), Bundesministerium für Nachhaltigkeit und Tourismus (Federal Ministry of Agriculture, Regions and Tourism), the ARA Altstoff Recycling Austria AG, was cancelled due to the corona pandemic. In March 2020, 100 municipalities had applied for it. We are happy to note that despite short-time work and restrictions on face-to-face training, we were able to reach all our employees with the annual environmental training through a complete switch to online training in 2020.

Our colleagues were able to get through to us with their sustainability optimization ideas thanks to Near Losses reports. Instead of the targeted 84 reports, only 37 reports were made in 2020. In June 2020, the program was rolled out again to facilitate reporting of near losses. Within the second half of the year, this led to a significant increase in reports which brought many improvements.

OUR ENVIRONMENTAL KEY FIGURES AT A GLANCE

Most of our environmental efforts are also reflected in our figures. The data included in this report exclusively relate to Coca-Cola HBC. The data is relayed internally every year and was used to create Coca-Cola HBC's Annual Integrated Report. It was derived from our inventory and meter readings. The environmental indicators are verified during various internal and external audits. What follows is an overview of all environmental indicators from our bottling plant in Edelstal.

	Unit	2018	2019	2020	Comment
Production beverages bottling plant	1,000 Liters	502,985.07	465,208.0	401,996.89	
Share of reuseable packaging	Percent	16.8	17.3	12.5	The majority of reusable containers are used in food service industry. Although we introduced two new reusable containers for trade in 2020, the total rate decreased due to closure within the food service industry.
Materials					
Ingredients					
Sugar from beets	Tons	22,671.34	21,137.54	19,799.35	
Other sweeteners	Tons	6,560.88	2,681.66	343.29	Discontinuation of exports with HFCS reduced the use.
Concentrates and fruit juice extracts	Tons	8,293.03	5,307.05	4,018.46	Discontinuation of export volume decreased the use.
Carbon dioxide for beverages and as an additive	Tons	5,149.30	4,711.59	4,472.56	
Nitrogen for beverages and as an additive	Tons	97.73	96.36	89.34	
Packaging and auxiliary material					
PET (preforms)	Tons	10,591.00	9,576.18	7,970.00	
Plastic (closures)	Tons	919.03	867.89	733.43	
PE (labels and stretch/shrink film)	Tons	1,705.96	1,449.92	1,291.43	
Glass (bottles)	Tons	2,312.01	3,588.78	3,416.87	
Aluminum (cans & caps)	Tons	182.03	192.34	835.81	Aluminum increase due to the new canning line: since July 2020 we have also been producing our soft drinks in cans in Austria. These used to be fully imported.
Steel (crowns)	Tons	234.96	226.57	133.63	We use steel fasteners for 0.33 l soft drinks. Sharp decline due to food service closures.
Paper (labels)	Tons	135.87	134.94	81.10	We used paper labels for our reusable bottles. Strong decline due to food service closures.
Cardboard	Tons	1,090.02	885.43	1,740.20	Cardboard is used as a middle layer during palletization and used as cup trays for cans since July 2020.
Wood (reuseable pallets)	Tons				Damaged pallets are repaired and reused.
Chemicals	Tons	1,120.78	1,121.69	917.74	Minimal use of lye in bottle washing machines, as the reusable glass volume largely decreased due to food service industry closures.
Percentage of material from recycled sources					
PET (preforms)	Percent	34.00	49.00	37.80	In April 2019, the entire Römerquelle PET portfolio was switched to 100% recycled PET. The availability of recycled PET for the production of new PET bottles decreased in 2020 due to increased demand.
Glass (bottles)	Percent	48.00	42.00	54.04	
Aluminum (caps)	Percent	40.00	40.00	40.00	
Material ratio	g/lbp	121.40	111.73	114.04	



	Unit	2018	2019	2020	Comment
Energy					
Electricity					
Electricity usage in bottling plant	Gigajoules	101,476.64	92,014.27	79,963.20	
Percentage of renewable energies					
Hydropower	Percent	100.00	100.00	100.00	
Wind and solar energy	Percent				
Biomass	Percent				
Biogas	Percent				
Other renewable sources	Percent				
Total	Percent	100.00	100.00	100.00	
Natural Gas					
Natural gas usage in bottling plant	Gigajoules	85,137.88	77,455.05	68,043.52	
Share of renewable energy used in plant	Percent	54.38	54.28	54.17	
Energy ratio					
	MJ/lpb	0.37	0.36	0.37	
Water					
Total water used	1,000 Liters	842,886.00	791,199.00	682,103.85	
Spring affected by water withdrawal		0	0	0	By removing natural mineral water from our wells, we do not adversely affect protected areas or the rights of others.
Total recycling and reuse of water in bottling plant	m³	36,441.00	45,218.00	45,950.00	
Percentage recycled/reused water in bottling plant	Percent	4.32	5.72	6.74	
Water ratio in plant					
	l/lpb	1.68	1.70	1.70	
Effluents					
Wastewater discharge					
Quantity of waste water discharged to municipally owned wastewater treatment plants	1,000 Liters	382,494.00	341,172.00	284,875.00	
Affected water protection areas		0	0	0	The AWS certification confirms that the bottling plant did not have a negative impact on surrounding protected areas.
Spills of chemicals, oils, fuels		0	0	0	
Emissions					
Direct greenhouse gas emissions from operations (Scope 1)					
CO ₂ emission from thermal energy in bottling plant	Tons CO ₂ emission	4,302.87	3,914.58	3,475.29	
CO ₂ emission from thermal energy in remote properties	Tons CO ₂ emission	125.00	125.00	125.00	The Vienna headquarters in Triester Street: the heating costs are integrated into the operating costs of the new office and other office locations. As of 2018, a new per-head use will be adapted.
CO ₂ emission from fuels used in company vehicles	Tons CO ₂ emission	1,893.26	1,707.67	1,454.00	
CO ₂ emission from CO ₂ in products (losses)	Tons CO ₂ emission	2,022.18	1,821.01	1,838.00	Increased CO ₂ use due to the new canning line. CO ₂ is not only a product component for canning but also a resource (closure process).
CO ₂ emission from coolers in retail (losses)	Tons CO ₂ emission	219.20	191.49	164.28	
Indirect greenhouse gas emissions through company electricity use (Scope 2)					
	Tons CO₂ emission	0	0	0	
Other relevant greenhouse gas emissions (Scope 3)					
CO ₂ emission from haulage firms (Scope 3)	Tons CO ₂ emission	4,470.01	4,139.67	3,335.70	
CO ₂ emission from sugar beets, sweeteners and juice concentrates	Tons CO ₂ emission	24,856.05	19,954.75	16,715.05	

	Unit	2018	2019	2020	Comment
CO ₂ emission from CO ₂ in products	Tons CO ₂ emission	3,127.13	2,890.58	2,634.35	
CO ₂ emission from packaging materials	Tons CO ₂ emission	29,642.29	20,140.85	27,234.12	Due to the new canning line, a new type of packaging was added (aluminum cans). The cardboard use also increased as the cans are packaged in cardboard trays.
CO ₂ emission from coolers in retail (electricity)	Tons CO ₂ emission	12,157.44	11,957.74	11,479.07	
Waste					
Amount of solid waste					
Total amount in plant	Tons	4,820.31	4,577.61	3,542.40	
Thermally recoverable waste	Tons	301.28	277.20	255.95	
Recyclable waste	Tons	4,518.35	4,284.32	3,241.52	
Hazardous waste					
Hazardous waste generated by plant	Tons	77.97	16.10	44.93	Almost all of these are disposed contents from the grease and the oil separators which were overhauled in 2018. 2020: At the start of the year, the fire curtain batteries were replaced in their entirety. Hazardous waste is disposed through material or thermal recycling.
Solid waste ratio in plant					
	g/lpb	9.74	9.84	7.90	This improvement can be linked back to reduced production. The ratio is expected to rise again in a regular comparison year.
Transport					
Number of delivery/haulage vehicles	Number	27	29	28	
Number of sales and management vehicles	Number	308	301	278	Due to the corona pandemic many business trips and client visits could not be carried out. This also allowed us to get rid of some cars to reduce costs.
Fuel consumption of own fleet (diesel)	1,000 Liters	707.39	638.05	543.4	
Average fuel consumption	Liters/100 km	7.13	7.03	7.17	
Mileage of own fleet	1,000 km	9,925.24	9,081.14	7,573.54	
Mileage of 3rd party fleet	1,000 km	10,626.99	9,748.13	7,922.70	
Core Indicators					
Unit					
2018					
2019					
2020					
Comment					
Energy					
Energy ratio in plant	MJ/lpb	0.37	0.36	0.37	
Percentage of renewable energies	Percent	53.55	54.38	54.17	
Total emissions (Scope 1 and 2)	Tons CO ₂ emission	8,562.51	7,759.00	6,974.69	
Materials					
Ingredients	g/lpb	85.04	72.94	71.45	
Packaging	g/lpb	34.14	36.38	40.30	Due to the new canning line, a new type of packaging was added (aluminum cans). The cardboard use also increased as the cans are packaged in cardboard trays.
Auxiliary materials	g/lpb	2.23	2.41	2.28	
Total material ratio	g/lbp	121.40	111.73	114.04	
Water					
Water ratio in plant	l/lpb	1.68	1.70	1.70	
Waste					
Solid waste ratio in plant	g/lpb	9.74	9.84	7.90	
Percentage of recycled solid waste	Percent	93.74	93.59	91.51	
Percentage of hazardous waste	Percent	1.62	0.35	1.27	
Total land consumption/biodiversity					
Area of production premises	m²	355,160.00	355,160.00	355,160.00	
Hard surface area	m²	139,081.00	139,081.00	139,081.00	
Subnatural area	m²	216,079.00	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 environmentally sensitive region (protected area) or residential area	Noticeable emissions with an impact on an environmentally sensitive region (protected area) or residential area	Low emissions with an impact on an environmentally 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

	2018	2019	2020
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	B	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 to include in the improvement process. 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 impact with a B and aspects with low environmental impact 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 Indirekteinleitungsverordnung (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 compressed 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 is 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 is 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 already conducted initiatives in the past. We also use the recycling symbol on our bottles in order to refer to correct disposal.



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 pages 72–73.

The selection of GRI topics to be reported is based on the results of the materiality process (see page 17–19). 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 wastewater” (303) as well as “occupational health and safety” (403). Some of the information is only reported at group level (see Group Report and GRI Index Group Report).

General standards (GRI 102)

Code	Content according to GRI Standards Core	Reference to page in report
Organizational profile		
102-1	Name of organization	11
102-2	Activities, brands, products and services	11–13
102-3	Location of headquarters	11
102-4	Countries of business activity/production sites	11–13, 23
102-5	Ownership and legal form	11–13
102-6	Markets served	11–13
102-7	Size of organization	23, 28
102-8	Information about employees and other staff members	27–28
102-9	Supply chain	13, 25
102-10	Significant changes in the organization and in supply chain	No changes
102-11	Precautionary principle or precautionary measures	6–9, 15, 20–21
102-12	External initiatives	15, 17
102-13	Memberships in associations	12, 15
Strategy		
102-14	Statements of managing staff	6–7
Ethics und Integrity		
102-16	Values, guidelines, standards and code of conduct	15, 20–21, 24
Leadership		
102-18	Leadership structure	14–15
Involvement of stakeholders		
102-40	List of stakeholder groups	17
102-41	Collective bargaining	27
102-42	Identification and selection of stakeholders	17–18
102-43	Approach to the involvement of stakeholders	17–18
102-44	Key topics and concerns	17–20
Report profile/approach to reporting		
102-45	Description of report boundaries	3
102-46	Defining report content and defining topics	3, 17–19
102-47	List of material topics	18–20
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 (2020)
102-52	Reporting cycle	Annual
102-53	Contact information for questions about the report	3
102-54	Information regarding GRI standards option	3, 67
102-55	GRI content index	67–70
102-56	External audit	72–73

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	13, 19, 24
	201-1	Direct economic value generated and distributed	23, key figures are only reported on a group level
	201-2	Financial impacts, risks and chance of climate change for the organization's activities	20–21, 52
	201-4	Financial assistance received from government	Short-term work/COVID-19
Market presence (Direct and indirect economic impacts)	103	Management approach: Market presence	19, 23–24
	202-1	Basic salaries, by gender, compared to the local minimum wage	27, starting salaries are higher than the local minimum wage in the entire group (see group report GRI index)
	202-2	Share of locally recruited managing staff	See group report GRI index
Indirect economic impacts (Direct and indirect economic impacts)	103	Management approach: Indirect economic impacts	19, 23
	203-1	Infrastructure investments and subsidized services	23, 38–43
	203-2	Significant indirect economic impacts	23–25, 38–40
Procurement practices (Sustainable procurement)	103	Management approach: Procurement practices	19, 25
	204-1	Share of expenses for local suppliers	25
	FP1	Share of purchasing volume of suppliers who comply with the procurement criteria of the company	25
Anti-corruption (Corporate governance)	103	Management approach: Anti-corruption	15, 19
	205-1	Business locations assessed for risks related to corruption	15
	205-2	Information and training on fight against corruption	15, 30–31
	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	15, 19
	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	8–9, 19, 45
	301-1	Materials used by weight or volume	46, 59
	301-2	Recycled source materials used	8–9, 45–48, 59
	301-3	Recycled products and their packaging materials	8–9, 45–48, 59
Energy (Environmental protection and energy)	103	Management approach: Energy	19, 52–53
	302-1	Energy consumption within the organization	56, 60–61
	302-2	Energy consumption outside the organization	56, 60–61
	302-3	Energy intensity	56, 60
	302-4	Reduction of energy consumption	53–56
	302-5	Reduction of energy demand for products and services	53–56
Water (Responsible water management)	303-1 (2018)	Water as a shared resource (management approach)	19, 49–50
	303-3 (2018)	Water withdrawal	50, 60
	303-4 (2018)	Water discharge	50, 60
	303-5 (2018)	Water consumption	50, 60
Emissions (Environmental protection and energy)	103	Management approach: Emissions	19, 52
	305-1	Direct greenhouse gases (Scope 1)	53–54, 60
	305-2	Indirect energy-related emissions (Scope 2)	53–54, 60
	305-3	Other indirect emissions (Scope 3)	53–54, 60–61
	305-4	Intensity of greenhouse emissions (Scope 3)	52–54
	305-5	Reduction of greenhouse gases	52–56, 60–61

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference/Comments
Sewage and waste (Packaging, recycling and waste management) (Responsible water management)	103	Management approach: Sewage and waste	8–9, 19, 49–50
	306-1	Sewage by quality and discharge location	50, 60
	306-2	Waste by type and disposal method	48, 61
	306-3	Significant leakage of harmful substances	50, 60
	306-4	Transport of hazardous waste	Not relevant. No transport of hazardous waste
	306-5	Water bodies affected by sewage discharge and/or surface discharge	50, 60
Environmental compliance (Corporate governance, business ethics & anti-corruption)	103	Environmental compliance	64–65
	307-1	Non-compliance with environmental legislation and regulations	64–65
Environmental assessment of suppliers (Sustainable procurement)	103	Management approach: Environmental assessment	19, 25
	308-1	Share of new suppliers tested according to environmental criteria	25
Employment (Satisfaction of our female and male employees & engagement)	103	Management approach: Employment	19, 27
	401-1	New hires and turnover	28
	401-2	Benefits provided for full-time employees	29–34
	401-3	Parental leave	28

Social (GRI 401 to 419)

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference/Comments
Labor/Management relations (Satisfaction of our female and male employees & engagement)	103	Management approach: Labor/Management relations	19, 27
	402-1	Minimum notice periods regarding operational changes	27 (integrated via works council)
	FP3	Lost work time due to conflicts, strikes and/or operational closure	No strikes in 2020
Work safety and health protection (Satisfaction of our female and male employees & engagement)	403-1 (2018)	Management system for work safety and health protection	19, 27, 31–33
	403-5 (2018)	Worker training on work safety and health protection	31–33
	403-6 (2018)	Promotion of employee health	31–33
Education and training (Satisfaction of our female and male employees & engagement)	103	Management approach	19, 33–34
	404-1	Average hours of training and development	28
	404-2	Programs for skill improvement for employees and transition assistance	33–34
	404-3	Percentage of employees who receive a performance and career development assessment	28, 34
Diversity and equal opportunity (Human rights & diversity) (Satisfaction of our female and male employees & engagement)	103	Management approach: Diversity and equal opportunity	19, 27
	405-1	Diversity in management bodies and among employees	27–28
	405-2	Ratio of the basic salary and remuneration between women and men	27
Equal treatment (Human rights & diversity) (Satisfaction of our female and male employees & engagement)	103	Management approach: Equal treatment	19, 27
	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	27
	407-1	Operations and suppliers in which employee rights to exercise freedom of association and collective bargaining may be at risk	15, 25, 27

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference/Comments
Test for compliance with human rights (Human rights & diversity)	103	Management approach: Test for compliance with human rights	15, 19
	412-1	Operations that have been subject to human rights reviews	15, 25, all suppliers are subject to reviews
	412-2	Trainings for employees on human rights policies or procedures	15, 30–31
Local communities (Investments in the community/ regional responsibility)	103	Management approach: Local communities	19, 23–24, 38
	413-1	Business locations with involvement of local communities, impact assessments and support programs	23–24, 38–43
Social assessment of suppliers (Sustainable procurement)	103	Management approach: Social assessment of suppliers	19, 25
	414-1	Percentage of new suppliers that were screened using social criteria	25
Political influence (Corporate governance, business ethics & anti-corruption)	103	Political influence	15
	415-1	Party donations	None
Customer health and safety (Product quality and integrity) (Health & nutrition)	103	Customer health and safety	19, 36–37
	416-1	Assessment of impacts of products on health and safety	35–37
	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	35
	FP6	Share in sales volume of products with a reduced share of saturated fats, trans fat, sodium, and added sugar	36–37
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	19, 36–37, 41–42

GRI topic (CCHBC-topic)	Aspects/performance indicators		Reference/Comments
Marketing and labeling (Responsible marketing) (Health & nutrition)	103	Management approach: Marketing and labeling	19, 36–37
	417-1	Requirements concerning product and service information and labeling	36–37
	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
Socio-economic compliance (Corporate governance, business ethics & anti-corruption)	(FP8)	Consumer communication concerning ingredients and nutritional information	36–37
	103	Socio-economic compliance	15, 19
	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-011/2021 - 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 2020 (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, 22. Juni 2021



DI Dr. Rudolf Kanzian
EMAS-Umweltgutachter

Hoferweg 24
9560 Feldkirchen

Unabhängiger Bestätigungsbericht zum Nachhaltigkeitsbericht 2020

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 2020 (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-Umwelteinzelgutachter 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 - für die Themen „Wasser und Abwasser“ (303) sowie „Arbeitssicherheit und Gesundheitsschutz“ (403) wurden die aktualisierten 2018er Standards verwendet - sowie der EMAS-Verordnung im Unternehmen und baute auf die Zertifizierung des Qualitäts- (ISO 9001), Umwelt- (ISO 14001) und Arbeitssicherheits- Managementsystems (ISO 45001), 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 Prüfauftrages 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 22. Juni 2021

DI Dr. Rudolf Kanzian
Kanzian Engineering & Consulting GmbH



**Coca-Cola HBC
Österreich**



Media owner

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This report documents key figures collected between 2018 and 2020.
It also includes additional relevant activities and information up to the
deadline on May 1, 2021.

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