



OUR ROUTE TO SUSTAINABILITY

GRI Report & Content Index

Key Figures

2019



Coca-Cola HBC
Schweiz • Suisse • Svizzera

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OUR ROUTE TO SUSTAINABILITY

OUR 6 PILLARS

Corporate social responsibility (CSR) is an indispensable part of Coca-Cola HBC's culture. It guides our decisions and investments to ensure our ability to operate in the long term. Our business strategy is built on the fundamental principle of creating and sharing value with all of our stakeholders – consumers, customers, communities, employees and shareholders – and to develop our collaboration continuously. We have integrated CSR across every aspect of our business. In line with Coca-Cola HBC's mission sustainability 2025 commitments we regrouped our former 8 focus areas into 6 pillars.



Nutrition

We offer our consumers a wide selection of high quality and refreshing drinks. We reduce the calorie content of our drinks and provide transparent nutritional information.



Emissions reduction

We produce, distribute and refrigerate our beverages as energy-efficiently as possible, using renewable and clean energies.



Our people and communities

We support our employees in exploiting their full potential and acting responsibly and safely. We contribute to value creation in Switzerland and are involved in strong charitable partnerships.



World without waste

We offer fully recyclable packaging and invest to reduce the overall environmental impact of our packaging.



Water use and stewardship

We protect our most important natural resource and use it as efficiently as possible.



Sourcing

We maintain close relationships with our key suppliers and together strive for sustainable sourcing.

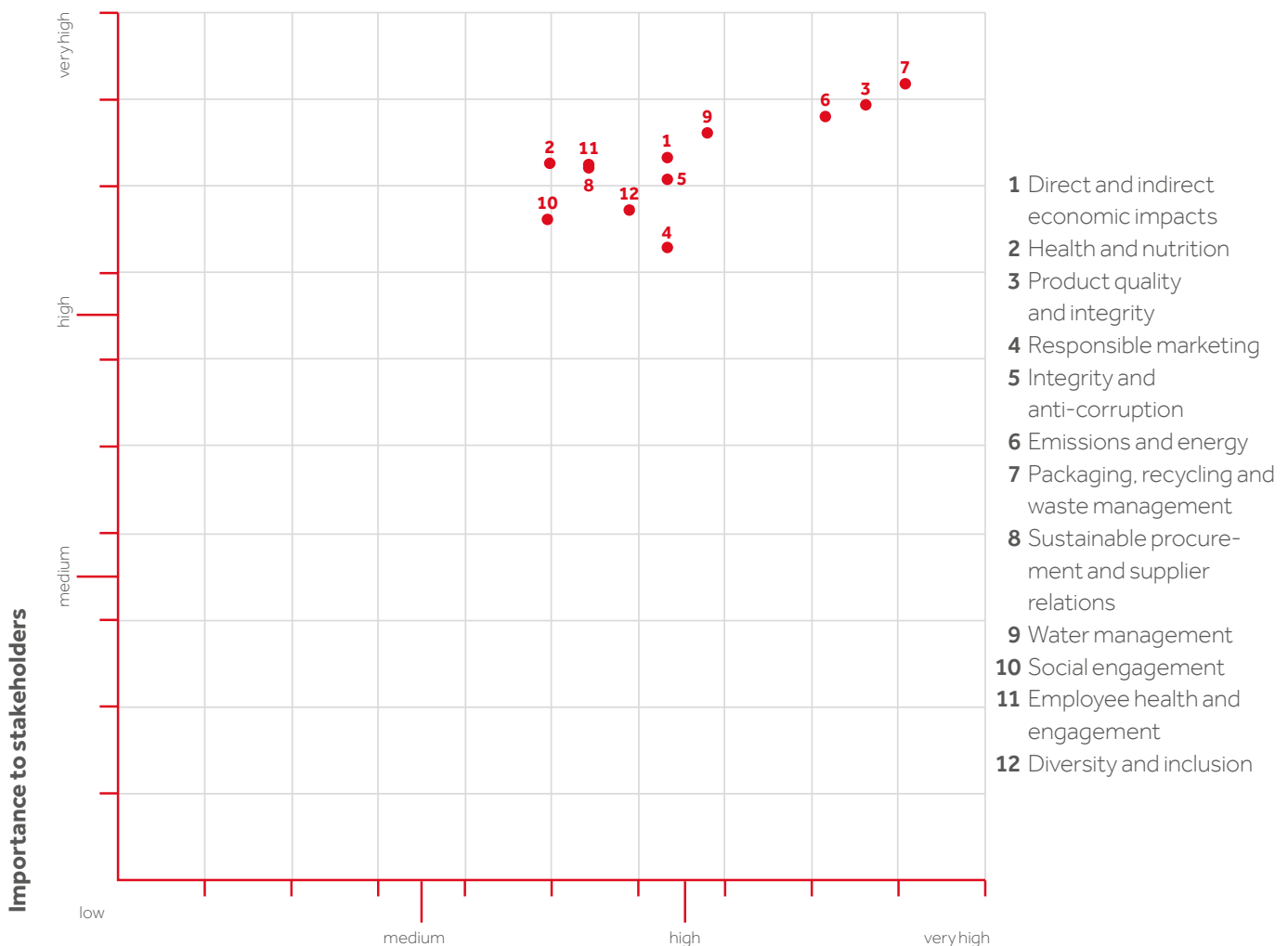
MATERIALITY MATRIX 2019

The following Materiality Matrix shows the 12 material topics for our business, based on Coca-Cola HBC's sustainability agenda. They have been an integral part of our sustainability management for many years. We renamed some of the topics in order to further adapt them to the local realities in Switzerland. The content and underlying aspects within each topic, however, did not change. The topic "high-price island Switzerland" was removed, as it provided very limited guidance on our route to sustainability.

To fully meet the requirements of the GRI Standards we updated our Materiality Matrix in 2019: Firstly, we revised the assessment of CCHBC Switzerland Ltd.'s impacts on the economy, environment and society with the support of the Swiss consultancy BHP – Brugger and Partners Ltd. (x-axis). Secondly,

we asked internal and external stakeholders to rate the importance of each topic in a survey, updating stakeholders' views on our sustainability priorities (y-axis). We also organized a stakeholder dialogue to discuss insights from the survey in more depth and to gain a better understanding of external stakeholders' expectations (see [GRI 102-42](#) et seq. for details).

The results show that while all material topics are of high relevance for our sustainability management, three topics stand out: "Product quality and integrity", "Emissions and energy" and "Packaging, recycling and waste management". We nevertheless continue to provide the management approaches and specific disclosures for all our sustainability topics using this GRI Content Index.



Significance of economic, social and environmental impacts on our business

OUR MATERIAL ISSUES AND THEIR CONTRIBUTION TO THE SDGs

Each of our 6 pillars is linked to one or more of our material issues. Per issue we set ourselves targets, take action, and assess our progress. Through our 6 pillars we also contribute to the

17 Sustainable Development Goals (SDGs), adopted by all United Nations Member States in 2015 as a shared blueprint for peace and prosperity for people and the planet.

Pillars	Material Issues	Corresponding topic-specific disclosures (GRI)	SDG targets
 Nutrition	Product quality and integrity	GRI 416 Customer Health and Safety GRI 417 Marketing and Labeling	 3.4  9.4  12.7; 12.8
	Health and nutrition	GRI 416 Customer Health and Safety GRI 417 Marketing and Labeling	 3.4  9.4  12.7; 12.8
	Responsible marketing	GRI 416 Customer Health and Safety GRI 417 Marketing and Labeling	 12.6; 12.8  17.17
 Our people and communities	Integrity and anti-corruption	GRI 205 Anti-Corruption GRI 206 Anti-Competitive Behavior GRI 307 Environmental Compliance	 12.1  16.5  17.14; 17.17
	Diversity and inclusion	GRI 405 Diversity and Equal Opportunity	 5.5  8.5; 8.8  10.2; 10.4
	Employee health and engagement	GRI 401 Employment GRI 402 Labor/Management Relations GRI 403 Occupational Health and Safety GRI 404 Training and Education GRI 419 Socioeconomic Compliance	 3.4; 3.6  5.5  8.5  10.2; 10.4  16.7
	Social engagement	GRI 413 Local Communities GRI 419 Socioeconomic Compliance	 4.3; 4.4  8.6  11.6  17.16; 17.17
	Direct and indirect economic impacts	GRI 203 Indirect Economic Impacts GRI 419 Socioeconomic Compliance	 1.1  8.4; 8.5; 8.6  11.6  12.2; 12.7  17.13
 Water use and stewardship	Water management	GRI 303 Water GRI 306 Effluents and Waste GRI 307 Environmental Compliance	 6.1; 6.4; 6.6  9.4  11.6  12.1; 12.2; 12.4  15.1  17.17
 Emissions reduction	Emissions and energy	GRI 302 Energy GRI 305 Emissions GRI 307 Environmental Compliance	 7.2; 7.3  9.4  11.6  12.2  13.1
 World without waste	Packaging, recycling and waste management	GRI 301 Materials GRI 306 Effluents and Waste	 8.4  9.4  11.6  12.1; 12.2; 12.5  14.1  17.17
 Sourcing	Sustainable procurement and supplier relations	GRI 204 Procurement Practices GRI 308 Supplier Environmental Assessment GRI 414 Supplier Social Assessment	 8.3  9.4  12.1; 12.2; 12.4; 12.6; 12.7  13.1

THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS:



SUSTAINABLE DEVELOPMENT GOALS

More information: ► sdg-tracker.org

ASSURANCE STATEMENT



CERTIFICATION

SGS CERTIFICATION of the Coca-Cola HBC Schweiz AG 2019 GRI Sustainability Report

SCOPE

SGS was commissioned by Coca-Cola HBC Schweiz AG to conduct an independent assurance of the GRI-based disclosure on sustainability in 2019. Our assurance scope included the GRI disclosure obligations and figures in accordance with the GRI Index 2019. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included all texts and 2019 data in accompanying tables contained in the GRI Index 2019 and Key Figures Table of Coca-Cola HBC Schweiz AG. The assurance process did not consider any data from previous years.

CONTENT

The Board of Directors or the Managing Director and the Management of the organisation are responsible for the details provided in the GRI Index 2019. SGS was not involved in the preparation of any of the material included in the GRI Index and acted as an independent assessor of the data and text using the «Global Reporting Initiative Sustainability Reporting Standards, 2016», as a standard. The content of this Assessor's Statement and the opinion(s) it gives is the responsibility of SGS.

CERTIFIER INDEPENDENCE AND COMPETENCIES

The SGS Group is active as a globally leading company in the areas of assurance, testing, verifying and certifying in more than 140 countries and provides services, including the certification of management systems and services. SGS confirms that it is independent from Coca-Cola HBC Schweiz AG. It is unbiased and no conflicts of interest exist with the organisation, its subsidiaries and beneficiaries. The assurance team was assembled based on knowledge, experience and qualifications for this assignment.

METHODOLOGY

The SGS Group has developed a set of protocols for the assurance of Sustainability Reports based on current best practice guidance provided in the «Global Reporting Initiative Sustainability Reporting Standard, 2016». SGS has also certified the environmental and health and safety management systems of Coca-Cola HBC Schweiz AG, in accordance with ISO 14001:2015 and OHSAS 18001:2007. The assurance comprised the evaluation of meetings with relevant employees, a verification of the documentation, data and recordings. Financial data was not checked back to its source as part of this assurance process.

OPINION

The statements in the report refer to the system threshold disclosed (Coca-Cola HBC Schweiz AG). On the basis of the above methodology, we did not detect any instances from which we would have to conclude that the information and data disclosed by Coca-Cola HBC Schweiz AG in accordance with the GRI Index 2019 may be incorrect. The information and data disclosed represent, to our mind, a fair and balanced picture of the sustainability efforts made by Coca-Cola HBC Schweiz AG in 2019. The implementation of the GRI-relevant instructions was carried out at those parties involved, where Coca-Cola HBC Schweiz AG regarded them to be significant or feasible. In an internal report, we made recommendations in regard to the further development of the sustainability report as well as the management system.

We believe that the existing gaps are not significant and the GRI Index 2019 meets the requirements of the "core – option" of the GRI Sustainability Reporting Standard, 2016.

SIGNED FOR AND ON BEHALF OF SGS



Albert von Däniken, Lead Auditor



Elvira Bieri, Lead Auditor

Zurich, 03 April 2020

www.SGS.COM

GENERAL DISCLOSURES

ch.coca-colahellenic.com/en/brands/coffee/

Disclosure No.	Description	Additional content, reference, or reason for omission									
Organizational profile											
102-1	a. Name of the organization.	Coca-Cola HBC Switzerland Ltd.									
102-2	a. A description of the organization's activities.	► ch.coca-colahellenic.com/en/about-us/coca-cola-hbc-switzerland-at-a-glance/ ► ch.coca-colahellenic.com/en/about-us/our-vision-strategy-and-values/our-strategy/ ► ch.coca-colahellenic.com/en/local-impact/production/bottling-plants/									
	b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	We sell sparkling soft drinks, still drinks, mineral water, energy drinks, plant-based drinks and coffee (see links below and GRI 102-9). ► ch.coca-colahellenic.com/en/brands/sparkling-soft-drinks/ ► ch.coca-colahellenic.com/en/brands/still-drinks/ ► ch.coca-colahellenic.com/en/brands/water/mineral-water/ ► ch.coca-colahellenic.com/en/brands/energy-drinks/ ► ch.coca-colahellenic.com/en/brands/plant-based-drinks/ ► ch.coca-colahellenic.com/en/brands/coffee/									
102-3	a. Location of the organization's headquarters.	Stationsstrasse 33 8306 Brüttisellen Switzerland									
102-4	a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	Production only in Switzerland Production plant: Dietlikon; Mineral water production plant: Vals									
102-5	a. Nature of ownership and legal form.	Coca-Cola HBC Switzerland Ltd. is the biggest company in the non-alcoholic beverage industry in Switzerland and is a franchised bottler of The Coca-Cola Company (TCCC). Our company is a wholly owned subsidiary of Coca-Cola HBC (CCHBC Group), one of the largest bottling companies in the world, with its global headquarters in Zug, Switzerland. Information and data in this report relate in general to Coca-Cola HBC Switzerland Ltd., including its wholly owned subsidiary Valser Service Ltd., the sales organization supplying private households and small businesses. Exceptions are noted.									
102-6	a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.	We offer our product portfolio to over 50,000 customers. Our main customers are wholesalers and retail outlets, ranging from small cafes and grocery stores to hypermarkets, as well as households and businesses ('at work'). Our products are served in Switzerland.									
102-7	a. Scale of the organization, including: i. total number of employees; ii. total number of operations; iii. net sales (for private sector organizations) or net revenues (for public sector organizations); iv. total capitalization (for private sector organizations) broken down in terms of debt and equity; v. quantity of products or services provided.	i. 794 (headcount end of calendar year) ii. 2 iii. Only reported at Group level iv. Only reported at Group level v. 473									
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender.	Permanent: M-596/ F-185 Temporary: M-5 / F-8									
	b. Total number of employees by employment contract (permanent and temporary), by region.	Permanent: 781 Temporary: 13 All employees of Coca-Cola HBC Switzerland Ltd. work in Switzerland. Figures are therefore not broken down any further by region.									
	c. Total number of employees by employment type (full-time and part-time), by gender.	<table> <tr> <th></th><th>Female</th><th>Male</th></tr> <tr> <td>Full time:</td><td>141</td><td>586</td></tr> <tr> <td>Part time:</td><td>52</td><td>15</td></tr> </table>		Female	Male	Full time:	141	586	Part time:	52	15
	Female	Male									
Full time:	141	586									
Part time:	52	15									
	d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.	None. See GRI 102-8e .									
	e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).	There is no significant variation in the numbers reported for 2019.									

Disclosure No.	Description	Additional content, reference, or reason for omission
	f. An explanation of how the data have been compiled, including any assumptions made.	The data have been drawn from our Group-wide reporting system. No assumptions were made.
102-9	A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.	As the franchised bottler of TCCC for Switzerland, we purchase beverage concentrates, ingredients and raw materials, produce beverages and supply Swiss customers in retail outlets (including discounters), whole-sale, and outlets such as restaurant chains, hotels and takeaways, as well as support them in sales promotions. 80% of the beverages sold in Switzerland by Coca-Cola HBC Switzerland Ltd. are manufactured locally. Beverages not produced in Switzerland include Monster energy drinks, Powerade sports drinks, FUSE TEA, AdeZ, Royal Bliss and other beverages in low volumes. Moreover, cans are not produced in Switzerland. From 1 January 2017 until 30 October 2019 we held the exclusive Swiss distribution rights for all Lavazza coffee products.
102-10	Significant changes to the organization's size, structure, ownership, or supply chain, including: i. Changes in the location of, or changes in, operations, including facility openings, closings, and expansions; ii. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); iii. Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination.	i. / iii. See GRI 102-9 ii. No changes. iii. In 2019, our long-term partnership with Climeworks came into effect as we started gasifying Valser mineral water with CO ₂ captured from the air with the technology developed by Climeworks. This development is a major change in our CO ₂ supply chain for Valser Service and marks a milestone on our Route to Sustainability.
102-11	a. Whether and how the organization applies the precautionary principle or approach.	The precautionary approach or principle is addressed by the organization. For more information, see Coca-Cola HBC 2019 Integrated Annual Report, p. 54-66 (Managing Risk and Materiality). See also GRI 301 to GRI 303 (Materials, Energy, Water) for environmental precaution as well as GRI 403 and GRI 416 (Occupational and Customer Health and Safety) for social precaution. In our interactions with stakeholder groups, in particular with consumers via Infoline or customers via the Customer Care Center, we regularly identify topics that need to be monitored or dealt with. Our event and crisis management team assesses current issues and events on a monthly basis. The Senior Leadership Team (SLT) maintains a comprehensive register of strategic and operational business risks. The identification and management of these risks at all management levels is a fundamental prerequisite for our long-term success. At the country level, the SLT assesses operational risks and mitigation measures on a quarterly basis. Strategic risks are discussed on a monthly basis. The risk register is closely linked to the Event and Crisis Management System (IMCR; see also GRI 416). In our risk analysis at the country level, we assess the risks of natural hazards and their impact on property loss prevention (including climate-relevant regulation risks, water stress analysis and sustainability risks regarding our suppliers). We also analyse environmental risks related to construction projects near our production sites. In order to further expand our risk analysis and cooperation with our stakeholders, we held a stakeholder event (Sustainability Dialog 2019, see GRI 102-42/-43/-44) in which we evaluated and rated the current risks and challenges of our business. Our biggest challenges at the moment are: • Plastic / PET • Recycling / Littering • CO₂ Emissions / Fleet • Sugar / Nutrition • Water / Water Law
102-12	a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.	Coca-Cola HBC Switzerland Ltd. is a member of Öbu, the association for sustainable business in Switzerland bringing together nearly 350 companies, organizations and institutions in their efforts to implement sustainable practices. CCHBC Group is also a member of the UN Global Compact.
102-13	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	We are members of different associations like the Swiss Association for Mineral Springs and Soft-Drink Producers (SMS), PET Recycling Switzerland (PRS), Aluminium Recycling (IGORA), Union of European Beverages Association (UNESDA), Promarca and others as described on our website .

Disclosure No.	Description	Additional content, reference, or reason for omission
Strategy		
102-14	a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	At Coca-Cola HBC Switzerland Ltd., we are fully committed to conducting all our business activities with integrity and respect for the economy, society and environment we are operating in. We continuously strengthen our ethical business culture that forms a strong basis for our Route to Sustainability that is based on six pillars: nutrition, emissions reduction, our people and communities, world without waste, water use and stewardship, and sourcing. With the rigorous implementation of the relevant strategies and initiatives, social and environmental aspects become an integral part of the way we do business. We introduced several sustainability measures across our whole value chain in 2019, including two significant milestones on our long-term journey: Firstly, we were pleased to be the first large mineral water producer in Switzerland to introduce 100% rPET starting in mid-2019. This led to a CO₂ reduction of 345 tonnes in 2019. Swiss rPET is closing an important loop, giving every bottle a new life and providing us with a clear idea of what circular economy can look like. Secondly, our long-term partnership with Climeworks came into effect in 2019. The ETH spin-off developed a technology to capture CO₂ from the air, which we are now using to put the fizz into our Valser sparkling waters. As the world's first beverage made with CO₂ captured from the air, the ambitious project has attracted media attention across the globe. Thus, we not only took an important step towards reducing emissions through the introduction of rPET, but we are also supporting promising technologies to further develop as an environmentally friendly organization. Apart from innovations in our production and operating model, we conducted a survey among internal and external stakeholders and organized a sustainability workshop to discuss the results. We are thankful for this feedback that improves our understanding of stakeholders' expectations and helps us reflect on our internal views. We will use these valuable inputs and ideas to sharpen our sustainability agenda and to further develop our roadmap. Nigel Davis, Country General Manager of Coca-Cola HBC Switzerland Ltd.
Ethics and integrity		
102-16	a. A description of the organization's values, principles, standards, and norms of behaviour.	We follow the Sustainability 2025 Commitments by the Coca-Cola HBC Group to build our own sustainability agenda, where we create ambitious targets in environmental, social and economic issues. coca-colahellenic.com/media/3217/2025_1.pdf More information about our vision and policies can be found on our website: ch.coca-colahellenic.com/en/about-us/our-vision-strategy-and-values/our-vision/ ch.coca-colahellenic.com/en/about-us/policies/
Governance		
102-18	a. Governance structure of the organization, including committees of the highest governance body.	Coca-Cola HBC Switzerland Ltd. is led by the Swiss SLT. Our Country General Manager reports to the Director of Region 1 (Austria, Belarus, Czechia, Estonia, Hungary, Ireland, Latvia, Lithuania, Poland, Slovakia and Switzerland), who is a member of the Operating Committee of Coca-Cola HBC. Our management team in Switzerland combines profound expertise in sales, marketing & commercial excellence, supply chain, finance, human resources, public affairs & communications, law, and sustainability. See Coca-Cola HBC 2019 Integrated Annual Report, p. 75–130 for more information on governance. ch.coca-colahellenic.com/en/about-us/coca-cola-hbc-switzerland-at-a-glance/ ch.coca-colahellenic.com/en/about-us/our-management/
	b. Committees responsible for decision-making on economic, environmental, and social topics.	As a cross-cutting issue, sustainability affects all business functions and is accordingly a central topic of our strategy. For this reason, the Country General Manager and all members of the SLT discuss sustainability topics in the monthly SLT meetings: opportunities and risks, goals and actions as well as results and the communication thereof.

Disclosure No.	Description	Additional content, reference, or reason for omission
Stakeholder engagement		
102-40	a. A list of stakeholder groups engaged by the organization.	Each sustainability topic is ultimately linked to one or more of our stakeholders. By stakeholder, we mean all those actors whom we influence in our daily work or by whom we are influenced today or in the future. As a company, we can therefore only be successful if we collaborate closely with our key stakeholders along the value chain. Our employees from the various business functions are in close contact with individuals from these groups. Our stakeholders are: customers and consumers, employees, suppliers, local communities and their populations, industry associations and public authorities, non-governmental organizations, the CCHBC Group and TCCC, our competitors and the media.
102-41	a. Percentage of total employees covered by collective bargaining agreements.	There were no collective bargaining agreements in place in the period under review (2019).
102-42 102-43 102-44	• The basis for identifying and selecting stakeholders with whom to engage. • The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process. • Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organization has responded to those key topics and concerns, including through its reporting; ii. the stakeholder groups that raised each of the key topics and concerns.	Since 2017 we have been conducting formalized stakeholder engagements to discuss our sustainability management and material topics on a biennial basis. This type of reflection improves our understanding of stakeholders' expectations and is a key source of information to evaluate stakeholders' views in the materiality assessment. The analysis is structured around the twelve material issues of the CCHBC Group (see the Coca-Cola HBC 2019 Integrated Annual Report, p. 19 and 48) which have been an integral part of our sustainability management for many years. In 2019, we asked around 50 external and internal stakeholders (representing customers, suppliers, authorities, different associations, NGOs as well as employees at the manager level) in an anonymized online survey how relevant it is to them that Coca-Cola HBC Switzerland Ltd. systematically manages each of these topics. The survey results were subsequently discussed in a panel of 27 stakeholders representing customers, suppliers, associations, authorities and NGOs. In interactive sessions they challenged our current performance and made suggestions for improving our positive impacts on the economy, society and environment. Additionally, external sustainability consultants from the Swiss consultancy BHP – Bruggen and Partners Ltd. assessed and discussed with us the significance of our impact on the economy, environment, and society in each topic. The analysis takes account of our role as an employer (partially in remote areas in Switzerland) and as a local leader in the non-alcoholic beverages industry. Also, it reflects the responsibility associated with the representation of one of the world's most powerful brands. To draw a picture that is as objective as possible, the analysis considers direct and indirect effects alongside positive and negative consequences independent of our sphere of influence. As a result, our updated materiality matrix features the following dimensions: the importance of our sustainability issues to our stakeholders (on the vertical axis) and the significance of our impacts on the economy, society and environment in each topic (on the horizontal axis). All topics and our management approaches to each topic are addressed in more detail in this GRI Content Index.

Disclosure No.	Description	Additional content, reference, or reason for omission
Reporting practice		
102-45	a. A list of all entities included in the organization's consolidated financial statements or equivalent documents.	Coca-Cola HBC Switzerland Ltd., including Valser Service Ltd. (100% subsidiary), Valser Mineralquellen LLC. (50/50 joint venture of Coca-Cola HBC Switzerland Ltd. and European Refreshments Ltd.). The production plant in Vals is owned by Coca-Cola HBC Switzerland Ltd., the Valser brand by Valser Trading LLC. (held 100% by European Refreshments Ltd.). See Coca-Cola HBC 2019 Integrated Annual Report , p. 130-199. Financial statements from Coca-Cola HBC Switzerland Ltd. are consolidated at the Group level.
	b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	All entities belonging to Coca-Cola HBC Switzerland Ltd. (see GRI 102-45a) are covered by the report. If the scope of data or disclosures deviates, it is indicated accordingly.
102-46	a. An explanation of the process for defining the report content and the topic Boundaries. b. An explanation of how the organization has implemented the Reporting Principles for defining report content.	See GRI 102-42 / 43 / 44 .
102-47	a. A list of the material topics identified in the process for defining report content.	See the list of material topics and their cross-references to Coca-Cola HBC Switzerland's six pillars (p. 3) and the topic-specific disclosures in this document (see materiality matrix on p. 4). As a result of the revision of our materiality matrix, we excluded the topic "high-price island Switzerland" and adjusted the titles of several topics (without changing the underlying definitions and aspects).
102-48	a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.	No significant restatements have been made.
102-49	a. Significant changes from previous reporting periods in the list of material topics and topic Boundaries.	No significant changes in the list of material topics. For changes made in our materiality matrix see GRI 102-42 / 43 / 44 .
102-50	Reporting period for the information provided.	This GRI Content Index covers the calendar year 2019.
102-51	a. If applicable, the date of the most recent previous report.	Corporate Social Responsibility Report 2018 published on 6 th May 2019.
102-52	a. Reporting cycle.	Annually
102-53	a. The contact point for questions regarding the report or its contents.	Public Affairs & Communications: ► csr.ch@cchellenic.com
102-54	The claim made by the organization, if it has prepared a report in accordance with the GRI Standards.	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report.	The GRI Report and Content Index (this document) can be downloaded at: ► ch.coca-colahellenic.com/en/sustainability/
102-56	a. description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: - A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; - The relationship between the organization and the assurance provider; - Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.	This GRI Content Index, alongside the Key Figures tables and underlying data governance, has been externally assured by SGS Switzerland in a combined audit under ISO 9001, ISO 14001 and OHSAS 18001. For more information, see the For more information, see the SGS's Assurance Statement on page 7 of this document.

TOPIC-SPECIFIC DISCLOSURES

ECONOMIC TOPICS

Disclosure No.	Description	Additional content, reference, or reason for omission
Indirect Economic Impacts		
103-1 103-2 103-3	The reporting organization shall report its management approach for indirect economic impacts using GRI 103: Management Approach .	Explanation of the material topic and its boundary: As the market leader in Switzerland's non-alcoholic beverage industry, our direct and indirect economic impact is significant. We contribute to creating value and prosperity in local communities by creating jobs, paying taxes, and purchasing products and services from third parties in Switzerland. Our business activities also have indirect effects, for example through product or process innovations or decisions about in- and outsourcing. We are committed to creating value in Switzerland, despite the comparatively high costs in the country. The management approach and its components: • Policies, Commitments, Responsibilities, and Monitoring To better quantify our impact, we repeatedly assigned the consulting agency Steward Redqueen to conduct a study on the socio-economic effects of the Coca-Cola system in Switzerland. The authors analysed all our economic activities related to production, packaging, marketing and distribution. They calculated the direct and indirect private income as well as the state tax revenues generated by the Coca-Cola system. Key findings of the third edition released in 2019 are listed in GRI 203-2. • Goals and Targets We are committed to renewing the socio-economic study regularly.
203-2	a. Examples of significant identified indirect economic impacts of the organization, including positive and negative impacts. b. Significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.	The third socio-economic impact analysis by Steward Redqueen created in March 2019 found that Coca-Cola contributes 988 million Swiss Francs to local value creation in Switzerland. In the period under review, 83% or 332m litres of our total sales volume were produced in our production sites in Dietlikon and Vals. For every Swiss Franc spent on Coca-Cola beverages, 0.74 Swiss Francs stay in the country in the form of taxes, salaries and profits – thus supporting the creation of 8,600 jobs across the value chain. The main findings can be found on our website: ch.coca-colahellenic.com/en/local-impact/our-impact-in-numbers/ See GRI 203-2a. The socio-economic impact analysis concludes that the Coca-Cola system's total direct and indirect contribution equals 0.14% of Switzerland's GDP. The results are not further benchmarked against other findings.

Disclosure No.	Description	Additional content, reference, or reason for omission
Procurement Practices		
103-1	The reporting organization shall report its management approach for procurement practices using GRI 103: Management Approach .	Explanation of the material topic and its boundary: We are a bulk buyer of a range of raw materials and goods. We purchase concentrates (from TCCC), beet sugar and sweeteners, carbon dioxide and drinking water for our beverages. We use PET preforms and (reusable) glass bottles, plastic closures, steel crowns, aluminium caps and plastic or paper labels as primary packaging materials. Plastic stretch and printed shrink films, wooden pallets and cardboard are used as secondary packaging materials for transport. Primary packaging material purchase by the group (glass, closures, preforms etc) while secondary packaging materials are managed at the local country level. Marketing materials and various services, such as logistics services from our strategic partner Camion Transport, we purchase locally. The carbon dioxide in our beverages is sourced from a Swiss supplier for the plant in Dietlikon. In Vals we started processing CO₂ that is filtered from ambient air with an innovative Direct Air Capture (DAC) technology in 2019. This technology was developed by the Swiss ETH Spin-Off company Climeworks. The (spring) water in our products is certainly from Swiss origin as well. Moreover, high-quality sugar is still exclusively sourced from Switzerland, despite significantly lower prices in the d.s.l.p. abroad. Only the concentrates are imported from abroad. In total, 95% of our beverages' content (by weight) is sourced from Swiss suppliers. Overall, local sourcing is the cornerstone of our joint value creation initiative with our suppliers. Local sourcing also helps us control quality and costs. See also topics: - GRI 203 Indirect Economic Impacts - GRI 308 Supplier Environmental Assessment - GRI 414 Supplier Social Assessment The management approach and its components: • Policies, Commitments, Responsibilities, and Monitoring Our suppliers are required to uphold our high standards regarding human rights, labour practices, environmental impacts, health and safety, ethics and quality. We have guidelines and tools for supplier selection and governance: - In the tendering process for strategic sourcing, potential suppliers need to fill in an ESG self-assessment questionnaire covering the aspects laid out in CCHBC Group's Supplier Guiding Principles (SGPs) - Before we start negotiations, all suppliers are required to sign a Non-Disclosure Agreement and to accept the SGP. Written acceptance of the SGPs is a requirement for any new vendor to be opened as a new supplier in our system. - In the strategic supplier selection process, we weigh ESG criteria 5% to 10% in the overall evaluation. - In our capital expenditure assessment process, we take hard (carbon price and total cost of water) and soft environmental and social aspects into account such as EcoVadis or other environmental criteria like CO₂ emissions, etc. Those criteria are weighted according to pre-defined ratios in the tendering process. - Furthermore, we apply the Total Cost of Ownership (TCO) approach. We thereby account for all costs occurring with the acquisition of a product or service in order to include design and planning (where applicable) as well as installation, commissioning training, operations, maintenance and disposal at end-of-production line (EOL). For some types of products, the lowest-cost option up front may not be the cheapest over the asset's entire lifecycle. - Where required or recommended, TCCC checks compliance with the SGPs by means of regular audits. - The CCHBC Group continuously uses the EcoVadis CSR platform to evaluate suppliers' performance management systems for CSR. The EcoVadis platform enables us to further incorporate CSR into our supplier management, and it will be one of the goals in 2020 to intensify our collaboration with suppliers to advance CSR in our partnership.
103-2		
103-3		

Disclosure No.	Description	Additional content, reference, or reason for omission																														
103-1 103-2 103-3		Coca-Cola HBC Switzerland Ltd. follows several procurement principles: - Adopting strategies to avoid unnecessary consumption and manage demand. - Minimizing environmental impacts over the life of the goods and services by choosing products or services that have lower adverse impacts associated with any stage in their production, use or disposal. - Fostering innovation in sustainable products and services through the design and implementation of procurements. - Ensuring that fair and ethical sourcing practices are applied and that suppliers are complying with socially responsible practices, including legal obligations to employees. • Goals and Actions - To minimize our impact and drive performance, we strive to build long-term partnerships with suppliers. Working collaboratively, we are better able to meet the expectations of customers and consumers, supporting business growth. We see ourselves as the driving force behind increasing the resource efficiency of our goods. That is why we build close (innovative) partnerships with key suppliers. In our annual supplier evaluation, the product or service is evaluated by four representatives of Coca-Cola HBC Switzerland Ltd. regarding quality, price, cooperation and environment. The results and possible measures are then discussed with the supplier (see GRI 302 Energy and GRI 305 Emissions for examples). - In 2019, our partnership with Climeworks came into effective when we started using CO₂ captured from the air with Climework's technology for our Valsler minerals in January (see above).																														
204-1	a. Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally).	<table> <tr> <th>Type of Spend:</th><th>Total Spend (CHF)</th><th>In %</th></tr> <tr> <td>Indirect Procurement</td><td>146,255,054</td><td>82.02</td></tr> <tr> <td>Direct Procurement</td><td>32,065,687</td><td>17.98</td></tr> <tr> <td>Total</td><td>178,320,738</td><td>100.00</td></tr> <tr> <td>International Spend</td><td>48,330,584</td><td>26.54</td></tr> <tr> <td>National Spend</td><td>130,990,154</td><td>73.46</td></tr> <tr> <td>Total</td><td>178,320,738</td><td>100.00</td></tr> <tr> <td>Addressable Spend</td><td>106,601,959</td><td>59.78</td></tr> <tr> <td>Non-Addressable Spend</td><td>71,718,779</td><td>40.22</td></tr> <tr> <td>Total</td><td>178,320,738</td><td>100.00</td></tr> </table> Procurement Addressable Spend is CHF 109,000 from Total Procurement Spend of CHF 154,000, the rest of procurement refers to customers which are suppliers as well. This sponsorship is managed by the Commercial team. Explanations: Indirect Procurement - Is the sourcing of all goods and services for a business to enable it to maintain and develop its operations. For example Marketing, Logistics, Professional services, Maintenance repair & operations, Capital equipment, fleet, Facility management etc. Direct Procurement - Is the act of acquiring raw materials & goods for production. E.g. Sugar, PET, and others International Spend - Spend done with suppliers based outside of Switzerland National Spend - Spend done with suppliers based in Switzerland Addressable Spend - Total spend that can be influenced by Procurement Non-Addressable Spend - Spend which can not be influenced by procurement. E.g. Taxes, some type of fees etc.	Type of Spend:	Total Spend (CHF)	In %	Indirect Procurement	146,255,054	82.02	Direct Procurement	32,065,687	17.98	Total	178,320,738	100.00	International Spend	48,330,584	26.54	National Spend	130,990,154	73.46	Total	178,320,738	100.00	Addressable Spend	106,601,959	59.78	Non-Addressable Spend	71,718,779	40.22	Total	178,320,738	100.00
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	b. The organization's geographical definition of 'local'.	Switzerland. Local suppliers are defined as having a Swiss office to deliver goods or services to our local organization. If they deliver from a branch abroad, then it is considered international.																														
	c. The definition used for 'significant locations of operation'.	Headquarters or a branch in Switzerland. Offices, production sites and warehouses in Brüttisellen, Bussigny, Kestenholz, Ostermundigen, Vals and Zizers covering all locations of CCHBC in Switzerland.																														

Disclosure No.	Description	Additional content, reference, or reason for omission
Anti-corruption		
103-1	The reporting organization shall report its management approach for anti-corruption using GRI 103: Management Approach .	Explanation of the material topic and its boundary: Conducting all business activities in Switzerland with integrity and respect for society is of primary importance for us. Being a good Swiss corporate citizen means having a strong foundation in business ethics and maintaining well-established processes and systems for managing financial and non-financial dimensions of performance, which in turn strengthens our reputation and builds trust. The management approach and its components: • Policies, Commitments, Responsibilities and Monitoring We have an Anti-Bribery Policy, a Gifts and Entertainment Policy, and a Competition Law Handbook as well as a comprehensive Code of Business Conduct (COBC) which emphasize that compliance is our way of doing business with integrity. On the intranet, all aforementioned documents are accessible to all employees. The Gifts and Entertainment Policy defines the thresholds up to which employees are allowed to receive and give out gifts without approval and outlines when they need to notify and/or receive specific approval. Approvals are obtained via an online tool, allowing for a smooth process as well as optimal record-keeping of past requests and approvals. Employees are informed of process and policies on a regular basis. Every employee is obliged to complete an e-learning related to the COBC every two years. Additionally, risk zone employees, i.e. those who regularly deal with authorities, complete a yearly e-learning on the Anti-Bribery Policy. The management team members and their direct reports receive annual in-class training on anti-bribery. We continuously raise awareness among employees through annual live discussions about anti-bribery matters with specified risk zone employees and managers. Our Whistleblowing Policy (which is based on the COBC) lays down several options for raising issues and concerns in confidence, e.g. via our Code Compliance Officers (and/or Country Legal Manager and/or Country General Manager) or through the Group-wide confidential SpeakUp! line. The latter is managed by a third party and is available to all employees, customers and suppliers and can be accessed at any time via phone or internet. Further, the COBC defines the procedure in case of suspected breaches of the COBC or the Anti-Bribery Policy. Depending on the job grade of the involved employee as well as on the expected financial impact, either the local team or the group internal audit leads the investigation. The Ethics & Compliance Committee at the local or group level decides on the measures based on the investigation's results. All cases are collected by the group internal audit, anonymized and made available to all countries for the annual case study training of senior managers. Additionally, our COBC emphasizes that we do not seek competitive advantages through illegal or unethical business practices. The Competition Law Handbook contains guidelines as well as do's and don'ts. Sales and procurement employees are individually trained during the onboarding process. On an annual basis, a training session in competition law is held by the Group Competition Law & Commercial Legal Director or by the country legal team for the commercial population. In addition, certain defined commercial employees need to complete a competition law e-learning every year. Finally, new employees receive a brief overview on anti-bribery and competition law during their welcome days. • Goals and Targets: We have a zero-tolerance policy on corruption and anti-competitive behaviour as well as any other major breach of our policies. • Actions: In 2019, we continued a) to make our employees aware of risks in connection with corruption and anti-competitive behaviour b) to enable them to act in compliance with our principles and c) to speak up in case of potential non-compliant behaviour within the organization. In order to enhance knowledge of the processes and policies, multiple in-class trainings were given to selected functions on selected relevant compliance topics. Furthermore, we decided to reorganize our compliance training practices to enhance focus and improve resource allocation. Implementation of a new e-learning which combines COBC and anti-bribery subjects will start in 2020.
103-2		
103-3		

Disclosure No.	Description	Additional content, reference, or reason for omission
205-1	a. Total number and percentage of operations assessed for risks related to corruption. b. Significant risks related to corruption identified through the risk assessment.	All operations of Coca-Cola HBC Switzerland Ltd. Our risk register, which is discussed quarterly in Senior Leadership Team (SLT) meetings, currently does not contain risks related to corruption. We regularly train our employees on corruption matters and have not seen any relevant corruption issues in the past years. We also believe that in general, the corruption risk in Switzerland is relatively low (Switzerland ranked 3 in Transparency International's Corruption Perceptions Index 2018). See GRI 102-11 for more information on our risk register.
205-2	a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	Approx. 100% (policies are available on the intranet) All employees of Coca-Cola HBC Switzerland Ltd. work in Switzerland. Figures are therefore not broken down any further by region. Approx. 100% (policies are available on the intranet) as all new employees receive a brief overview on anti-bribery, competition law and data protection during their welcome days. All employees of Coca-Cola HBC Switzerland Ltd. work in Switzerland. Figures are therefore not broken down any further by region. New suppliers need to agree to our SGPs stating among other things that "[s]uppliers acting on behalf of Coca-Cola Hellenic must comply with all applicable laws dealing with bribery of government officials. (...) the supplier must not transfer anything of value, directly or indirectly, to any government official, employee of a government-controlled company, or political party, in order to obtain any improper benefit or advantage. Suppliers must keep a written accounting of all payments (including any gifts, meals, entertainment or anything else of value) made on behalf of Coca-Cola Hellenic, or out of funds provided by Coca-Cola Hellenic. (...)". See also GRI 204 Procurement Practices. See description of management approach GRI 205 Anti-corruption See description of management approach GRI 205 Anti-corruption
205-3	a. Total number and nature of confirmed incidents of corruption. b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption. c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	There were no confirmed incidents during the reporting period. See GRI 205-3a. See GRI 205-3a. See GRI 205-3a.
Anti-competitive behavior		
103-1 103-2 103-3	The reporting organization shall report its management approach for anti-competitive behavior using GRI 103: Management Approach .	See GRI 205 Anti-corruption.
206-1	a. Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant. b. Main outcomes of completed legal actions, including any decisions or judgments.	None. See GRI 206-1a

TOPIC-SPECIFIC DISCLOSURES

ENVIRONMENTAL TOPICS

Disclosure No.	Description	Additional content, reference, or reason for omission
Materials		
103-1 103-2 103-3	The reporting organization shall report its management approach for materials using GRI 103: Management Approach .	Explanation of the material topic and its boundary: We place a significant amount of packaging in the marketplace. Packaging plays a central role in our business, ensuring the quality and safety of our products. Innovative lightweight packaging reduces costs and the environmental impact. In order to remain at the frontier, we engage with our key suppliers to develop cutting-edge packaging. Moreover, we work with our industry peers to address post-consumer waste. We use primary packaging materials such as PET, glass bottles and closures, which come into direct contact with the product, and secondary packaging materials such as wooden pallets, cardboard and shrink film, which are mainly used for transport. See also topics: - GRI 204 Procurement Practices - GRI 308 Supplier Environmental Assessment The management approach and its components: • Policies, Commitments, and Responsibilities In our environmental policy, we commit to achieving steady improvement in meeting our environmental standards while working to minimize negative impacts on the environment as we grow our business. Among other things, we implement ways to improve resource efficiency, prevent pollution, minimize emissions, and recycle waste. The policy also lays out our ambition to play a leading role in our industry in promoting sustainable packaging. We take a holistic approach to packaging, intended to minimize our impact at every stage of the lifecycle by reducing weight, increasing the use of recyclable materials, and increasing the overall recyclability of packaging. Furthermore, we are an active board member of the Swiss PET Recycling Association (PRS) and the IGORA cooperative in charge of the voluntary collection and disposal systems for PET and aluminium cans in Switzerland. Environmental management and waste management in particular are the responsibility of the Country Sustainability & QSE Manager (member of the Senior Leadership Team) and the manager's team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 9001 for quality and ISO 14001 for the environment. Moreover, we are certified ISO 22000 for Food safety and OHSAS 18001 for Health & Safety. The systems are maintained and developed nationally and locally by those responsible for QSE and implemented with the help of specialized employees at the bottling plants. • Goals and Targets We track both material efficiency and waste intensity at our bottling plants in Dietlikon and Vals, and set ourselves annual and long-term targets to continuously reduce waste from production. For 2019 we aimed for a solid waste ratio of 10.54 g/lpb (litre of produced beverage). • Actions and Achievements Our efforts to reduce our use of packaging materials and waste continued in 2019. Although the price for virgin PET remains significantly lower than the price for recycled PET (rPET), we still commit to increasing our high ratio of rPET in our bottles. In 2019, we had a ratio of 47% PET from recycled/renewable sources and thus significantly overachieved the CCHBC Group's overall target of 20% for 2020. We started the implementation of 100% rPET bottles for Valser products in June and covered the whole portfolio by Autumn 2019. Furthermore, we harmonized the 1.25 l and 1.5 l preform weight from 40.2 g (1.25 l) and 41.7 (1.5 l) to 37.7 g for both bottle sizes. The PET bottle size was reduced from 0.5 l to 0.45 l and from 1.0 l to 0.75 l while maintaining the bottle weight. We also renewed the PET line packaging area in our production plant in Vals. With the new concept and machinery, the consumption of secondary packaging became more efficient, as for some articles double shrinking and carton dividers for 0.5 l x 24 are no longer necessary. We had a total solid waste ratio in our plants of 8.77 g/lpb in 2019 (plant waste ratio 6.60 g/lpb; write-offs 2.17 g/lpb). This is a slight improvement of our results in 2018.

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		Evaluation of the management approach: We continuously evaluate our management approach through: - Monitoring: Coca-Cola HBC Switzerland Ltd. measures its use of resources and the various environmental impacts. Relevant KPIs are reported at Group level and internally on a monthly, quarterly and yearly basis (e.g. monthly Waste Management - PET Recycling Reports from plants). - Environmental management system ISO 14001: Our two bottling plants are certified to ISO 14001 (audited by SGS Switzerland) and perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts. - Audits: Independent inspectors regularly check our quality, environmental and safety systems. Moreover, we are bound by the KORE guidelines of TCCC. These guidelines on quality, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and 'cross-border auditors' from the Coca-Cola system verify compliance through unannounced audits. - Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of Coca-Cola HBC.
301-1	a. Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: i. non-renewable materials used; ii. renewable materials used.	See Key Figures – <u>World without waste: Materials used</u> .
301-2	a. Percentage of recycled input materials used to manufacture the organization's primary products and services.	Recycled Sources Primary Packaging 2016: 32.7 % recycled 2017: 35.3 % recycled 2018: 26.2 % recycled (main reason for decrease: RGB procured for Vals, no data regarding recycling). 2019: 39.4% recycled (main reason for increase: implementation of 100% rPET for Valser in June 2019)
301-3	a. Percentage of reclaimed products and their packaging materials for each product category.	Data is the sum of empty returned PET bottles and rejects from production/trials. 2019: 887 tonnes (recovered PET bottles) 2019: Reclaimed vs. Sold: (Net weight total = Beverage) - Can: 0.002% - Non-Returnable Glass Bottle: 1.63% - Returnable Glass Bottle: 0.00% - PET & PET Deposit: 0.00% - Tank: 0.32% - Grand Total: 0.006%
	b. How the data for this disclosure have been collected.	Monthly Waste Management – PET Recycling Report from Plants.

Disclosure No.	Description	Additional content, reference, or reason for omission
Energy		
103-1 103-2 103-3	The reporting organization shall report its management approach for energy using GRI 103: Management Approach .	Explanation of the material topic and its boundary Our direct energy use and CO₂ emissions are linked to our bottling plants, to remote properties such as the headquarters in Brüttisellen or our warehouses, and to our fleet of delivery, sales and management cars. Additionally, our indirect energy use and CO₂ emissions stem from purchased electricity in the above-mentioned facilities as well as from the transport of our beverages which is managed by our strategic third-party logistics provider. Indirect CO₂ emissions also come from our fleet of Cold Drink Equipment, i.e. coolers, vending machines and dispensing equipment, in operation at our customers' premises, the primary and secondary packaging, and the ingredients we use for our beverages. See also topics: - GRI 301 Materials - GRI 305 Emissions - GRI 308 Supplier Environmental Assessment The management approach and its components • Policies and Commitments In our environmental policy, we commit to achieving steady improvement in meeting our environmental standards while working to minimize negative impacts on the environment as we grow our business. We commit to including environmental strategies and objectives in our business planning process, to identifying material environmental aspects, to setting targets, and to monitoring our performance, as well as to protecting the climate by reducing energy use and coolant emissions from our cooler fleet. Our focus is on optimizing not only production infrastructure and processes, but also our logistics, commercial, and cold drink equipment fleet. Our efforts in the latter area have not come to a halt with the outsourcing of our logistics department to Camion Transport. On the contrary, we are still looking for ways to reduce the fuel consumption of our fleet of delivery, sales and management cars. Moreover, in our capital expenditure assessment process we take hard (carbon price and total cost of water) and soft environmental aspects (water and energy savings) into account (CAPEX Accounting for Sustainability). At our two bottling plants, our efficiency efforts are supported by a moderator from the Energy Agency of the Swiss Private Sector (EnAW). For both our plants in Dietlikon and Vals we entered into binding target agreements with EnAW and the Swiss Federal Office of Energy. We ensure our legal compliance with relevant national, cantonal and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of all relevant quality, health and safety, as well as environmental laws and regulations. For that purpose, we use the legal compliance tool 'lexonline' of Sanu, a Swiss-based sustainability services provider. In our daily business we consult with the Federal Office for the Environment and cantonal law enforcement entities, among others (see GRI 307 Environmental Compliance). Environmental management, particularly energy and emissions management, is the responsibility of the Country Sustainability & QSE Manager (member of the SLT) and the manager's team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 14001 for the environment. The systems are maintained and developed nationally and locally by those responsible for QSE and implemented with the help of specialized employees at the bottling plants. • Goals and Targets We track both energy consumption of and CO₂ emissions from our bottling plants, remote properties and our fleet. Moreover, we set ourselves annual and long-term targets in the reduction of our environmental footprint. Our energy intensity target for 2019 was 0.244 MJ/lpb. The target was less ambitious than our 2018 results because of a) expected lower production volumes (introduction of smaller PET bottle sizes from 0.5 l to 0.45 l and from 1.0 l to 0.75 l) with same energy consumption, b) no decrease of the level of cleaning in Vals compared to 2018 and c) full-year impact of the beverage cooling process that was introduced in Dietlikon in May 2018.

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		In connection with our CO₂ Neutral certification by Swiss Climate, we set ourselves clear and ambitious CO₂ reduction targets for this brand: CO₂ emissions per litre of beverage are to be reduced by 30% between 2016 and 2030. We intend to achieve this goal for example by increasing the use of railways for transport or the conversion of heating systems from oil to renewable energies. Please note: Coolers are not yet part of the CO₂ balance in Vals, whereas the general cooling/climate equipment in the plant in Vals are included. • Actions and Achievements Our efforts to reduce our energy consumption and emissions continued in 2019. Our energy intensity ratio decreased by 3% compared to 2018 in our production plants in Dietlikon and Vals in 2019. Our CO₂ emissions from direct and indirect energy use (Scope 1 and 2) also decreased from 4'370 t in 2018 to 3'932 t in 2019 (-10%). At the same time, we were able to further decrease the CO₂ intensity of our operations, achieving a ratio of 135g/lpb. Furthermore, we received the CO₂ Neutral by Swiss Climate label for our Valser mineral springs for the second consecutive time. Working towards reducing emissions in the production of Valser, a pilot project was started in 2018 to test the replacement of traditional trucks with electric trucks for the transportation of Valser spring water from Vals to our warehouse in Zizers. The project is currently on hold as we are waiting for an official authorization. Over many years, we were in discussions with the Swiss company Climeworks, which developed an innovative carbon air capture (CAP) technology. Since the beginning of 2019, we have finally been purchasing CO₂ from Climeworks and are thus the first beverage producer to gasify its spring waters with CO₂ filtered from the air. Green Fleet: - Between April and December 2019, all Management and Sales cars transitioned to a green fleet. Diesel cars were exchanged with gas hybrid or electric cars. With this decision, Switzerland took a pioneering role in the entire CCHBC Group and CCCHBC Schweiz became the biggest green fleet in Switzerland. - Within Valser Service, a first concept has been drafted to replace delivery vans with fully electric models. This project is currently on hold due to a significant reduction of the loading capacity through electric vans. - Another ongoing project in 2018 and 2019 was the exchange of our fully electric forklift fleet from Still to Jungheinrich. Similar to our Health and Safety Weeks (see GRI 403) we planned to carry out annual Energy Weeks to raise awareness among our employees for efficient use of energy in the workplace and beyond. However, due to capacity constraints the implementation was postponed to 2020. • Evaluation of the management approach We evaluate our management approach through: - Environmental management system ISO 14001: Our two bottling plants perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts. - Audits: Independent inspectors regularly check our quality, environmental and safety systems. Moreover, we are bound by the KORE Guidelines of TCCC. These guidelines on quality, food safety, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 22000, OHSAS 18001 and ISO 14001: 2015 Standard (Chapter 6.3.1) TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits. - Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of Coca-Cola HBC.

Disclosure No.	Description	Additional content, reference, or reason for omission
302-1	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	See Key Figures – Emissions reduction: Energy .
	b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	See GRI 302-1a .
	c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption	See GRI 302-1a .
	d. In joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold	Not applicable. We do not sell any heating, steaming or cooling energy.
	e. Total energy consumption within the organization, in joules or multiples.	See GRI 302-1a .
	f. Standards, methodologies, assumptions, and / or calculation tools used.	- Electricity/gas/heating oil meter readings: Measurements - Electricity/gas used: Invoices - Fuel and CNG used: Fuel cards - Electric cars: Average consumption/100km provided by manufacturer
	g. Source of the conversion factors used.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 14. Exception: NOx and SOx calculations based on FOEN guidelines.
	h. Source of the conversion factors used.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 15. Exception: NOx and SOx calculations based on FOEN guidelines.
302-2	a. Energy consumption outside of the organization, in joules or multiples.	See Key Figures – Emissions reduction: Energy .
	b. Standards, methodologies, assumptions, and / or calculation tools used.	Measurements = electricity/gas/heating oil meter readings; invoices = electricity/gas used; fuel cards = fuel used
	c. Source of the conversion factors used.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 15. Exception: NOx and SOx calculations based on FOEN guidelines.
302-3	a. Energy intensity ratio for the organization.	See Key Figures – Emissions reduction: Energy .
	b. Organization-specific metric (the denominator) chosen to calculate the ratio.	Litres of produced beverage (lpb)
	c. Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all.	All energy used in manufacturing in our two plants in Dietlikon and Vals.
	d. Whether the ratio uses energy consumption within the organization, outside of it, or both.	See GRI 302-3c .

Disclosure No.	Description	Additional content, reference, or reason for omission
Water & Effluents		
103-1 103-2 103-3	The reporting organization shall report its management approach for water using GRI 103: Management Approach .	Explanation of the material topic and its boundary: Water is our primary ingredient and is central to our manufacturing process. Safe, good quality, accessible water is essential to the health of people and ecosystems, sustaining communities and supporting economic growth. Our two bottling plants use water from municipal water suppliers (Dietlikon and Vals) and from an artesian aquifer, i.e. groundwater (Vals). Waste water is sent to municipal waste water treatment plants. The management approach and its components: • Policies, Commitments, and Responsibilities In our environmental policy, we commit to conserving watersheds by saving water and treating waste water. Our two bottling plants are Gold Standard certified by the European Water Stewardship (EWS). With this label we provide proof that we comply with Swiss legislation and the EU Water Framework Directive. Ultimately, the label is a seal of quality for sustainable use of (mineral) water. In Switzerland, we are the only bottler that meets the high EWS requirements. Furthermore, Dietlikon and Vals undertake various reviews to ensure the sustainability of the water supply, including a regular Source Vulnerability Assessment (SVA) (conducted in collaboration with independent experts and consultants), annual water footprint assessments, water map and water balances and biannual risk assessments. We regularly certify our Source Water Protection Program (SWPP). It is a TCCC requirement to gain a clear understanding of where our water comes from, the amount of water available, its quality, water infrastructure condition and needs, policies that govern water and more. As such, SVA and SWPP are an instrument to determine the current or future stress on the water supply. With the good results of the latest assessment in 2017, a recertification is planned for 2022. We ensure legal compliance with relevant national, cantonal, and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of compliance with all relevant quality, health and safety, as well as environmental laws and regulations. For that purpose, we use the tool 'lexonline' of Sanu, a Swiss-based sustainability services provider. In our daily business we consult with the Federal Office for the Environment and cantonal law enforcement entities, among others (see GRI 307 Environmental Compliance). Environmental management and water management in particular are the responsibility of the Country Sustainability & QSE Manager (member of the SLT) and the manager's team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 14001 for the environment. The systems are maintained and developed nationally and locally by those responsible for QSE and implemented with the help of specialized employees at the bottling plants. • Goals and Targets We track water use and waste water volumes at our bottling plants in Dietlikon and Vals and set ourselves annual and long-term targets to continuously reduce both figures. Our target for 2019 was 1.70 l/lpb (water intensity ratio of plants). • Actions and Achievements In 2019, we continued our efforts to reduce our water consumption and waste water volumes. Thanks to the excellent work of the plant teams, water savings projects were implemented both in Dietlikon and Vals. Dietlikon: - New caustic cleaning program (CIP Program "E") with higher water efficiency while still including rinsing with hot water - Backwash of active carbon filters reduced by 50% while maintaining quality requirements (change from weekly to bi-weekly) Vals: - Glas Line: Optimization of temperature regulation with cooling water in a vacuum pump - Glas Line: Use of recycled water for bottle washing, e.g. in pre-washing - PET Line: Change from wet to dry conveyor lubrication where possible - All Lines: Optimization of rinsing duration on the fillers (mineral water) We had a water intensity ratio of 1.58 l/lpb (2018: 1.64 l/lpb) at our two bottling plants, thus meeting our target of 1.70 l/lpb in 2019.

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		Evaluation of the management approach: We evaluate our management approach through: - Environmental management system ISO 14001: Our two bottling plants perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts. - Internal audits: The reviews conducted by our production plants in Dietlikon and Vals are subject to our internal audit procedures. - Audits: Independent inspectors regularly check our quality, environmental and safety systems. Moreover, we are bound by the KORE Guidelines of TCCC. These guidelines on quality, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits. - Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of Coca-Cola HBC.
303-1	a. A description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts caused or contributed to, or directly linked to the organization's activities, products or services by a business relationship (e.g., impacts caused by runoff).	As a producer and bottler of non-alcoholic beverages, water is a crucial resource for CCHBC Switzerland Ltd. Besides processing water in our products, we mainly use water in our rinsing and cleaning processes. For details regarding water withdrawal, discharge and consumption, see GRI 303-2, 303-3 and 303-4.
	b. A description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used.	See description of management approach in GRI 303. Additionally, we conduct various analyses using the Aqueduct Water Risk Atlas to identify water-related impacts as well as High Conservation Value area mapping to assess the quality of the environmental habitat. We also publish an Annual Geology Report for Vals, and in 2017 we conducted an external study with hydrogeologists from an external service provider. The purpose of an SVA (Source Vulnerability Assessment) is to manage source water to protect product quality, to ensure the sustainability and supply continuity of water, and to ensure accurate identification, assessment and mitigation of risks to water supplies used. The aim of the SWPP (Source Water Protection Program) is to ensure the continuity and sustainability of the water supplies of our bottling operations. The SWPP deals with the identification of possible hazards, assessment of the related risks, and elaboration of adequate mitigation plans.
	c. A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts.	Our water usage affects the local communities in which we operate. We are therefore in close contact with relevant authorities, e.g. regarding our consumption and concessions. Water management was also a subject covered in the stakeholder dialogue at CCHBC Switzerland Ltd. that focused on environmental impacts (see GRI 102-42/-43/-44). We conduct water stress audits at our suppliers' locations. In 2019, 41 business partners were audited. The results showed that in locations with higher risks of water stress, products are manufactured that are not water intensive (e.g. packaging material).
	d. An explanation of the process for setting any water-related goals and targets that are part of the organization's management approach, and how they relate to public policy and the local context of each area with water stress.	Switzerland is not considered an area with water stress. Nevertheless, we define specific water-related targets for CCHBC Switzerland Ltd. based on forecasted production volumes as well as planned projects and business changes, and we track our water consumption (see description of management approach in GRI 303 and Key Figures - Water use and stewardship).
303-2	a. A description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including: i. how standards for facilities operating in locations with no local discharge requirements were determined; ii. any internally developed water quality standards or guidelines; iii. any sector-specific standards considered; iv. whether the profile of the receiving waterbody was considered.	Waste water treatment is strictly regulated in Switzerland, and 100% of our waste water is treated in municipally owned waste water treatment plants (WWTP).

Disclosure No.	Description	Additional content, reference, or reason for omission
303-3	a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water.	See Key Figures – Water use and stewardship: Water . i. n/a ii. Dietlikon: 343'239 m ³ ; supplied by the municipal water supplier iii. n/a iv. n/a v. Vals (artesian sources): 44'640 m ³ (+ extracted water: 97'545 m ³)
	b. Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water, and a breakdown of this total by the withdrawal sources listed in i–iv.	Coca-Cola HBC Switzerland Ltd. does not withdraw water from areas with water stress.
	c. A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories: i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids).	Dietlikon: only fresh water Vals: mainly other water due to production of highly mineralized natural mineral water
	d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.
303-4	a. Total water discharge to all areas in megaliters, and a breakdown of this total by the following types of destination, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Third-party water, and the volume of this total sent for use to other organizations, if applicable.	See Key Figures – Water use and stewardship: Effluents i. 0 ii. 0 iii. 0 iv. 186,470 m ³
	b. A breakdown of total water discharge to all areas in megaliters by the following categories: i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids).	Dietlikon and Vals: 100% other water discharge
	c. Total water discharge to all areas with water stress in megaliters, and a breakdown of this total by the following categories: i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids).	Coca-Cola HBC Switzerland Ltd. does not withdraw water from areas with water stress.
	d. Priority substances of concern for which discharges are treated, including: i. how priority substances of concern were defined, and any international standard, authoritative list, or criteria used; ii. the approach for setting discharge limits for priority substances of concern; iii. number of incidents of non-compliance with discharge limits.	Yearly EWS audits confirm that no substances of concern are discharged from our plants. Detailed analysis of chemicals used and risk assessments are available. We are also in constant exchange with our suppliers and make sure that security data sheets are up to date.
	e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	Data from municipal waste water treatment plant, annual waste water analysis, online monitoring of pH value and temperature
	f. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	
303-5	a. Total water consumption from all areas in megaliters.	See Key Figures - Water use and stewardship: Water
	b. Total water consumption from all areas with water stress in megaliters.	Coca-Cola HBC Switzerland Ltd. Does not withdraw water from areas with water stress
	c. Change in water storage in megaliters, if water storage has been identified as having a significant water-related impact.	We have water tanks in our production plants in Dietlikon and Vals. There were no significant changes during the reporting year.
	d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modeled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.	Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.

Disclosure No.	Description	Additional content, reference, or reason for omission
Emissions		
103-1 103-2 103-3	The reporting organization shall report its management approach for emissions using GRI 103: <u>Management Approach</u> . When reporting on GHG emissions targets, the reporting organization shall explain whether offsets were used to meet the targets, including the type, amount, criteria or scheme of which the offsets are part.	See GRI 302 Energy .
305-1	a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent.	See Key Figures – Emissions .
	b. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	The following are included in our CO ₂ eq factor: CO ₂ , HFCs, PFCs. For GHG emissions, the Scope 1 emissions of refrigerants from the refrigerant loss (assumed 2%) are also included.
	c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent	Biogenic CO ₂ is not used and reported.
	d. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions	n/a
	e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 17. Exception: NO _x and SO _x calculations based on FOEN guidelines.
	f. Consolidation approach for emissions; whether equity share, financial control, or operational control.	Scope 1 includes the activities under our operational control
	g. Standards, methodologies, assumptions, and/or calculation tools used.	We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO ₂ eq factors: mobile and stationary combustion: GHG tool. Own and leased fleet emissions factors: Transport_Tool_v2_6 Fuels used in production: TCCC_global_ef_2020_ifeu_JHv19 Stationary combustion / IPCC 2006, Guidelines for National Greenhouse Gas Inventories Refrigerants: GWP of refrigerant (100 yrs) / TCCC_global_ef_2020_ifeu_JHv19 / GHG Protocol - Global warming potential (GWP) values relative to CO ₂
305-2	a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.	See Key Figures – Emissions .
	b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.	See Key Figures – Emissions .
	c. If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	The following are included in our CO ₂ eq factor: CO ₂
	d. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	n/a
	e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 17.
	f. Consolidation approach for emissions; whether equity share, financial control, or operational control.	Scope 2 includes the activities under our operational control.
	g. Standards, methodologies, assumptions, and/or calculation tools used.	We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO ₂ eq factors: mobile and stationary combustion: GHG tool. Electricity: following GHGP Scope 2 Guidance; market-based from suppliers and grid operators.

Disclosure No.	Description	Additional content, reference, or reason for omission
305-3	a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent.	See Key Figures – Emissions reduction: Emissions .
	b. If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	In our CO ₂ eq factor are included: CO ₂ .
	c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent.	Biogenic CO ₂ is not used and reported.
	d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	See Key Figures – Emissions reduction: Emissions .
	e. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	n/a
	f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Conversion factors agreed with Group. See Coca-Cola HBC 2019 GRI Content Index , p. 17. Exception: NOx and SOx calculations based on FOEN guidelines.
	g. Standards, methodologies, assumptions, and / or calculation tools used.	We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO ₂ eq factors: mobile and stationary combustion: GHG tool; Electricity: Location-based (according to the International Energy Agency's definitions). Ingredients/packaging materials: Life Cycle Assessments by TCCC.
305-4	a. GHG emissions intensity ratio for the organization.	See Key Figures – Emissions reduction: Emissions .
	b. Organization-specific metric (the denominator) chosen to calculate the ratio.	See GRI 305-4a .
	c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and / or other indirect (Scope 3).	See GRI 305-4a .
	d. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	See GRI 305-4a .

Disclosure No.	Description	Additional content, reference, or reason for omission
Effluents and Waste		
103-1 103-2 103-3	The reporting organization shall report its management approach for effluents and waste using GRI 103: Management Approach .	See GRI 301 Materials and GRI 303 Water .
306-1	a. Total volume of planned and unplanned water discharges by: i. destination; ii. quality of the water, including treatment method; iii. whether the water was reused by another organization. b. Standards, methodologies, and assumptions used.	a. See Key Figures – Water use and stewardship: Effluents . i. Municipal WWTP in Dietlikon and Vals ii. Our plants neutralize pH and monitor the temperature before sending waste water to the municipal WWTP iii. Waste water is not re-used by another organization b. Data from municipal WWTP, annual waste water analysis, online monitoring of pH-value and temperature.
306-2	a. Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable: i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn) vi. Deep well injection vii. Landfill viii. On-site storage ix. Other (to be specified by the organization) b. Total weight of non-hazardous waste, with a breakdown by the following disposal methods where applicable: i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn) vi. Deep well injection vii. Landfill viii. On-site storage ix. Other (to be specified by the organization) c. How the waste disposal method has been determined: i. Disposed of directly by the organization, or otherwise directly confirmed ii. Information provided by the waste disposal contractor iii. Organizational defaults of the waste disposal contractor.	See Key Figures – World without waste: Waste . We work with authorized waste contractors in Switzerland. We have no landfilled waste as it is forbidden by law. Our sludge is dried, analysed, and, depending on the result, incinerated or sent to a federally controlled disposal site. Moreover, we actively search for solutions for reusing or recycling each type of waste we generate in our direct operations. The majority of our waste is reused or recycled.
306-3	a. Total number and total volume of recorded significant spills. b. The following additional information for each spill that was reported in the organization's financial statements: i. Location of spill; ii. Volume of spill; iii. Material of spill, categorized by: oil spills (soil or water surfaces), fuel spills (soil or water surfaces), spills of wastes (soil or water surfaces), spills of chemicals (mostly soil or water surfaces), and other (to be specified by the organization). c. Impacts of significant spills.	No significant spills were recorded. See GRI 306-3a . See GRI 306-3a .
306-4	a. Total weight for each of the following: i. Hazardous waste transported ii. Hazardous waste imported iii. Hazardous waste exported iv. Hazardous waste treated" b. Percentage of hazardous waste shipped internationally. c. Standards, methodologies, and assumptions used.	We do not transport, import, export, or treat hazardous waste itself, nor do we ship it internationally. See GRI 306-4a . See GRI 306-4a .
306-5	a. Water bodies and related habitats that are significantly affected by water discharges and / or runoff, including information on: i. the size of the water body and related habitat; ii. whether the water body and related habitat is designated as a nationally or internationally protected area; iii. the biodiversity value, such as total number of protected species	No natural habitat is significantly affected by waste water discharge as 100% of our waste water is treated in municipally owned WWTPs.

Disclosure No.	Description	Additional content, reference, or reason for omission
Environmental Compliance		
103-1 103-2 103-3	The reporting organization shall report its management approach for environmental compliance using GRI 103: Management Approach .	See GRI 302 Energy.
307-1	a. Significant fines and non-monetary sanctions for non-compliance with environmental laws and / or regulations in terms of: i. total monetary value of significant fines; ii. total number of non-monetary sanctions; iii. cases brought through dispute resolution mechanisms.	There were no significant fines or non-monetary sanctions for environmental non-compliance during the reporting period.
	b. If the organization has not identified any non-compliance with environmental laws and / or regulations, a brief statement of this fact is sufficient.	No breaches of environmental laws and/or regulations are currently known.
Supplier Environmental Assessment		
103-1 103-2 103-3	The reporting organization shall report its management approach for supplier environmental assessment using GRI 103: Management Approach .	See GRI 204 Procurement Practices.
308-1	a. Percentage of new suppliers that were screened using environmental criteria.	100% Total of 110 new or reopened suppliers in 2019, most of which have small spending (spot buy) and therefore no contract. All new suppliers are screened with respect to their acceptance of our Supplier Guiding Principles (see GRI 204 Procurement Practices) regarding protection and preservation of the environment. At a minimum, we expect our suppliers to comply with applicable environmental law. Checks are conducted by a neutral party in our Shared Service Center. Based on the Procurement Policy, internal master data specialists are not allowed to open a supplier without written acceptance of the SDPs by the supplier.
308-2	a. Number of suppliers assessed for environmental impacts.	156 suppliers were assessed in total. Of those, 110 were opened or reopened in 2019. All of them had to sign the SGPs including relevant terms for environmental impacts. Additionally, 46 were screened using the EcoVadis platform and the ESG questionnaire.
	b. Number of suppliers identified as having significant actual and potential negative environmental impacts.	8 suppliers identified with a low score in EcoVadis (below 45 points), mainly due to incompleteness of data submitted to EcoVadis. No major environmental impact identified which would require significant improvements in this area or termination of the relationship.
	c. Significant actual and potential negative environmental impacts identified in the supply chain.	0
	d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment.	0
	e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	0

TOPIC-SPECIFIC DISCLOSURES

SOCIAL TOPICS

Disclosure No.	Description	Additional content, reference, or reason for omission
Employment		
103-1 103-2 103-3	The reporting organization shall report its management approach for employment using GRI 103: Management Approach .	Explanation of the material topic and its boundary: We have a diverse workforce of roughly 800 employees working in various functions across Switzerland. Our people are employed at one of the following locations: Brüttisellen, Bussigny, Kestenholz, Ostermundigen, Vals or Zizers. See also: - GRI 402 Labour / Management Relations - GRI 403 Occupational Health and Safety - GRI 404 Training and Education - GRI 405 Diversity and Equal Opportunity The management approach and its components: • Policies, Commitments, Responsibilities, and Monitoring Our People Strategy supports the long-term success of our business by emphasizing workforce engagement and growth behaviours, and developing the capabilities, leadership and talent that are necessary for the evolution of Coca-Cola HBC Switzerland Ltd. Our Human Resources Director (member of the SLT) and the director's team of specialists are responsible for all our efforts to attract, develop and retain the best people. With regards to safety, they collaborate closely with our National Health and Safety Manager. Employee Engagement We foster an open culture in which employees are empowered to make decisions at the lowest level possible and can raise concerns with line managers or Human Resources. Moreover, our people in middle management are engaged in a change management community (Guiding Coalition) and provide feedback to the SLT. On an annual basis we conduct an employee engagement survey (My Voice), benchmark our performance against other subsidiaries in the Group, and review the survey results in order to identify future improvements. Following My Voice, employee representatives across functions can actively provide feedback on different issues in focus groups. We monitor our progress with a Pulse Survey once or twice a year. Key indicators from this survey are the Employee Engagement Index and the Values Index. The latter captures our employees' awareness of and commitment to our six core values: winning with customers, nurturing our people, excellence, integrity, learning and performing as one. Training and Education Having the best people in every position today and tomorrow is crucial to our success. The development of our people is at the centre of everything we do and constitutes the underlying principle of our decision-making processes. With the People Development Programme we systematically and effectively develop the relevant skills, capabilities and growth mindsets that we need to be successful for the long term. A key element is the Talent Review Meeting (TRM; formerly People Development Forum) in which managers and senior managers discuss development options of their directly subordinate employees. The TRM results form the basis for an individual development plan, which also records the need for further training and the implementation progress. In order to offer our employees on-demand qualification and training opportunities, we maintain a comprehensive range of training opportunities for individual employees and teams. According to our 70-20-10 approach, 70% of learning should be on the job, 20% learning from others, 10% formal learning – classroom, virtual, online and self-study. To accelerate the development of our people with leadership potential, we offer experiential learning to build new skills through our Fast Forward Programmes. Moreover, we offer targeted learning programmes for each workforce segment. To ensure a dialogue and timely feedback on agreed development plans and our leadership standards, we have implemented the Performance for Growth (P4G) framework. It comprises informal monthly check-ins and formalized quarterly snapshots between managers and employees to monitor performance, personal development, and demonstrated leadership standards in the quarter under review. In the other direction, managers with a team of three or more receive standardised feedback from their employees on the leadership standards demonstrated on a quarterly basis. There are other tools within the Performance for Growth (P4G) framework for our employees to receive and give feedback.

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		In the case of employment terminations, we collaborate with MOVIS (see Actions and Achievements), an organization which provides job placement services on a case-by-case basis. We also offer internal pre-retirement training performed through the pension fund and our external pension fund administrator. Well-being We know that an enabling and socially supportive work environment fosters sustained engagement. We therefore seek to create a culture of well-being that exemplifies our values and enhances productivity and our reputation. Under the umbrella of 'Be Well', we launched a well-being toolkit in 2017, which we constantly review and adjust to the needs of the organisation. Be Well combines initiatives and services tailored to the physical, emotional and social well-being of our employees. It includes a recognition platform (that showcases different ways of recognition at the line-manager-to-employee level and peer-to-peer level), our Health and Safety Weeks, and personal, financial or career counselling provided by MOVIS as well as flexible working hours and home office options. For the latter, there is a company-wide policy. Diversity and Equal Opportunity Our business benefits greatly from the diverse range of people who work for us, and we actively seek to attract and retain employees with a broad range of backgrounds, skills and experiences. This is why respect for individuals is at the core of our values, and why we foster behaviours that create an inclusive culture. These behaviours are enshrined in our formal Inclusion and Diversity Policy, our Code of Business Conduct, and our Human Rights Policy. Local policies, such as the Sexual Harassment Policy, ensure protection and grievance procedures. Moreover, we monitor equal pay through regular assessments. Since 2016, we have consistently self-monitored gender-equal pay among our employees. Our latest study based on the equal pay self-test tool 'Logib' from the Federal Office for Gender Equality showed an average deviation of 0.8% between salaries paid to men and women, maintaining the result from the 2018 assessment (https://www.ebg.admin.ch/ebg/en/home/services/equal-pay-self-test-tool--logib.html). We are committed to further improving equal pay. Our wage policy is based on objective criteria, where gender does not play a role. Coca-Cola HBC Switzerland Ltd. firmly believes that work of equal value should be remunerated with equal pay. Therefore we offer equal opportunities to all employees, regardless of gender, and consider diversity and inclusion to be part of our corporate culture (ch.coca-colahellenic.com/en/news-and-media/news/equal-pay-day/). • Goals and Targets We set ourselves targets and track our performance along several key indicators. See Key Figures – Our People and communities: Employee development. • Actions and Achievements In our most recent My Voice survey (September 2018) the participation rate increased to 96%. However, our Employee Engagement Index fell from 85% in 2017 to 84% in 2018 and our Values Index from 83% to 82%. In addition, employee feedback in other areas of the survey has become increasingly critical. Consequently, we have taken steps to discuss the results and root causes with our employees through several lunch sessions and workshops. Since then we have been jointly working on the identified pain points. In 2019, we implemented our Performance for Growth (P4G) framework (see Training and Education above). Additionally, we have reviewed and simplified our leadership standards, including a detailed description for each workforce segment, which is part for our high potential identification process (Talent Review Meeting).

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		In 2018, we enhanced our Be Well framework by launching a recognition platform, showing different ways of recognition on line manager to employee level and peer to peer level.
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	< 30: Female Number: 16, Rate: 2 %; Male Number: 28, Rate: 4 % 30 – 50: Female Number: 22, Rate: 3 %; Male Number: 38, Rate: 5 % > 50: Female Number: 2, Rate: 0.3%; Male Number: 6, Rate: 1 %
	b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.	< 30: Female Number: 10, Rate: 19 %; Male Number: 32, Rate: 43 % 30 – 50: Female Number: 33, Rate: 29 %; Male Number: 35, Rate: 11 % > 50: Female Number: 5, Rate: 19 %; Male Number: 11, Rate: 6 %
401-2	a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: i. life insurance; ii. health care; iii. disability and invalidity coverage; iv. parental leave; v. retirement provision; vi. stock ownership; vii. others.	i. None for either full-time or part-time employees ii. None for either full-time or part-time employees iii. Yes, for both full-time and part-time employees iv. Yes, for both full-time and part-time employees v. Yes, for both full-time and part-time employees vi. Yes, for both full-time and part-time employees vii. Home office and mobile phones for both full-time and part-time employees (depending on individual function and job grade)
	b. The definition used for 'significant locations of operation'.	Brüttisellen, Bussigny, Kestenholz, Ostermundigen, Vals, Zizers.
401-3	a. Total number of employees that were entitled to parental leave, by gender.	F: 4 / M: 12
	b. Total number of employees that took parental leave, by gender.	F: 4 / M: 12
	c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	F: 4 / M: 12
	d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.	F: 4 / M: 22
	e. Return to work and retention rates of employees that took parental leave, by gender.	F: 100 % / M: 100 %
Labor / Management Relations		
103-1 103-2 103-3	The reporting organization shall report its management approach for labor / management relations using GRI 103: Management Approach .	See GRI 401 Employment .
402-1	a. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	8 weeks.
	b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	There are no collective bargaining agreements in place.

Disclosure No.	Description	Additional content, reference, or reason for omission
Occupational Health and Safety		
103-1	The reporting organization shall report its management	Explanation of the material topic and its boundary: The health and safety of our employees are paramount. Our people in production and sales working with machinery and on the road during their working hours are particularly exposed to health and safety risks. In addition to the individual suffering caused by accidents and illness, our company also incurs direct costs (insurance premiums and continued salary payments) and indirect costs (time expenditure, absences, fluctuation-related costs or reputation risks). See also: GRI 401 Employment. The management approach and its components: • Policies, Commitments, Responsibilities and Monitoring We maintain a modern safety management system which is implemented in accordance with the OHSAS 18001 standard and anchored in our Occupational Health and Safety Policy. We comply with TCCC's KORE guidelines (Coca-Cola Operating Requirements). In addition, we are a member of the Beverages Company Group Solution (EKAS-Betriebsgruppenlösung Getränke), which was validated as a system solution by the Swiss Federal Coordination Commission for Occupational Safety (FCOS). Our occupational health and safety programme is the responsibility of the Country Sustainability & QSE Manager (member of the SLT). The programme is maintained and developed nationally and locally by those responsible for QSE (Quality, Safety, Environment) and implemented with the help of specialized employees at the bottling plants and representatives in Commercial, Cold Drink Operations (CDO) and Valser Service Ltd. Additionally, we set up a cross-functional safety committee composed of over a dozen (senior) managers to increase ownership and personal responsibility. That said, every employee at each level and function in the organization bears primary responsibility for the successful implementation of the programme. Every accident requiring medical treatment is reported to our casualty insurance company (Suva), recorded in our statistics, and analysed by supervisors and the responsible health and safety managers. Where possible and necessary, they take measures for improvement and prevention, focusing on situations with enhanced risk exposure. On a regular basis, we organize Health and Safety Weeks for all employees. Our safety managers also raise awareness for safe behaviour and handling of tools and machinery through Toolbox Talks. In production, line managers conduct regular Walk the Talk supervisions, observing employees' behaviour and giving them direct feedback. Starting in 2018, our Game Change Plan has gradually been migrated to a Behaviour-Based Safety (BBS) system. These mutual BBS observations among colleagues are intended to improve the safety culture and to promote safety-conscious behaviour in the company. As with other initiatives, BBS is about ensuring that all employees perform their work safely, professionally and without improvisation. BBS was introduced at all our plants in 2018 and will be rolled out in all other departments such as Commercial, Qwell by Valser, and CDO by 2020. We ensure legal compliance with relevant national, cantonal and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of all relevant quality, health and safety, as well as environmental laws and regulations. In our daily business we consult with the Federal Office of Public Health (BAG) and our casualty insurance company, Suva. We also joined Suva's Charter: Save Lives – Say Stop (see GRI 403-2c) • Goals and Targets Every accident is one too many. We therefore have the long-term vision to operate without any occupational accidents. We set annual measurable occupational health and safety objectives to ensure monitoring, continuous improvement and compliance with all applicable standards. Our target to reduce the Loss Time Accident rate (LTA) for 2019 was 0.7 LTA >1 day/100 FTE.
103-2	approach for occupational health and safety using GRI 103: Management Approach .	
103-3		

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		• Actions and Achievements In the reporting period, we were able to reduce the number of total occupational accidents by three. We were able to confirm the good result of 2018 with only seven reported accidents with lost days throughout Switzerland. This confirms the effectiveness of our occupational safety programme. We continuously improved the LTA >1 day/100 FTE although we were not able to achieve our goal of 0.7 LTA >1 day/100 FTE. Nevertheless, we are maintaining our goal of 0.7 LTA >1 day/100 FTE also in 2020. Our annual Health and Safety Weeks reached all Coca-Cola HBC Switzerland Ltd. employees. The last instalments of these awareness-raising events took place in July and December 2019 and covered topics such as stress, machine safety and ergonomics, and distraction while driving. We also continued implementation of the BBS system (see section on management approach and its components) across all our entities over the course of last year.
403-1	a. A statement of whether an occupational health and safety management system has been implemented, including whether: i. the system has been implemented because of legal requirements and, if so, a list of the requirements; ii. the system has been implemented based on recognized risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines	a. An occupational health and safety system is implemented (see management approach descriptions of GRI 403 for details). i./ii. As a subsidiary of the Coca-Cola HBC Group we are required to implement OHSAS 18001 and to be compliant with TCCC's KORE requirements (see management approach descriptions of GRI 403 for details). The most important legal requirements in Switzerland are summarized in an index provided by FCOS (https://ekas.ch/index-de.php?frameset=27). The documentation of our occupational health and safety management system in BMS (Business Management System) is continuously reviewed and updated. It contains the required documentation according to FCOS, OHSAS 18001 and KORE.
	b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.	b. Our safety management system covers all employees, contractors and visitors in our facilities.
403-2	a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: i. how the organization ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system.	In order to facilitate systematic hazard identification, the company is divided into work areas with different activities, machines and processes. Employees are asked by the safety specialist about hazards at their workplace. Together with the responsible team leaders, solutions are developed and measures implemented. Risk assessments are performed and documented using Excel templates. After completion, these risk assessments form the basis for future reviews. The results of the risk assessments, checklists and action plans must be kept by the local HSE manager for 11 years. Audit results and workplace observations are likewise grounds for improvement measures. i. Risk assessments are reviewed at least every 3 years. The frequency depends on the risk probability, exposure and existing prevention measures. An inspection may also become necessary due to the following circumstances: – Extent of risk and hazard, frequency indication pursuant to compliance modules – Changes of environmental conditions, procedures, processes, machines or new plants and machines – Incidents indicating insufficient hazard identification or risk prevention – Input by CCHBC Group or TCCC Call for Action

Disclosure No.	Description	Additional content, reference, or reason for omission
403-2		Internal Health and Safety Specialists support implementation and constantly review the health and safety processes. Their role includes: – responsibility for advising and training on occupational health and safety, as well as planning and documenting internal and external training, information and activities in their sphere of influence, – leading risk assessments, including the development of action plans and monitoring of implementation, – participating in the investigation of incidents and near-misses, – conducting internal audits and participating in external audits, – monitoring accident statistics and reporting on safety (accident statistics, review of the achievement of annual targets, proposals for new annual targets etc.). – definition of safety rules and protective measures in consultation with line managers and employees. ii. Based on the risk assessments, improvement measures are formulated, assigned and implemented with a set deadline. Responsibility is usually assigned to the line manager. However, it is the duty of every single employee to remedy defects immediately if possible or report them. In general, a great deal of effort is put into identifying and eliminating weaknesses. Such reports, including near-misses, are therefore highly appreciated. By eliminating deficiencies or improving the working environment, employees are encouraged to report further deficiencies. In this way we continuously strive to grow our safety culture.
	b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.	Employees participate in audits and risk assessments relating to health and safety management at Coca-Cola HBC Switzerland Ltd. Improvement memos are an integral part of the improvement process, which is open to every employee. If an employee has an idea for improving a certain situation, process, etc., they are welcome to provide inputs in a specific paper form. Each input is evaluated and answered. Employees are encouraged to report near-accidents and dangerous situations, as this information is valuable for the continuous improvement and revision of our safety management system. Any observations, concerns or incidents may be reported (anonymously) via the SpeakUp! line and within the pre-defined whistleblowing process (see GRI 205 Anti-Corruption). The internal Whistleblowing Policy gives employees all rights to protect themselves from potential reprisals.
	c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.	Employees are protected by Swiss law, which requires employers to do everything possible to protect their employees (Art. 328 para. 2 OR and Art. 82 paras. 1 and 2 UVG). By signing the Suva Charter, Coca-Cola HBC Switzerland Ltd. additionally commits to defining and informing about relevant safety rules within its operations. Employees also receive training on important life-saving rules. Coca-Cola HBC Switzerland Ltd. also makes clear that no activity is important enough to risk getting injured, and employees have the right (by law) to stop any activity in case of doubt concerning their health and safety.
	d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.	Every accident requiring medical treatment is recorded in our statistics, reported to our casualty insurance company, Suva, and investigated by our responsible health and safety managers as quickly as possible. If an incomplete risk assessment is suspected, the risk assessment must be re-examined and appropriate actions taken to improve safety and prevent similar incidents in the future.
403-3	a. A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.	See GRI 403 and GRI 403-2a
403-4	a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.	See GRI 403 and GRI 403-2
	b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.	There is a cross-functional and company-wide Safety Committee and a plant-level Behaviour-Based Safety Steering Committee. A special role is played by our local occupational safety specialists, i.e. safety officers, paramedics and contact persons for hazardous substances. They influence the behaviour of their co-workers by way of the Toolbox Talks.

Disclosure No.	Description	Additional content, reference, or reason for omission
Training and Education		
103-1 103-2 103-3	The reporting organization shall report its management approach for training and education using GRI 103: Management Approach .	See GRI 401 Employment .
404-1	a. Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii. employee category.	Average training hours per employee 2019: 17 h (16.96) i. Female employees: 22.55 h; Male employees: 15.20 h ii. Training hours/FTE manage-self layer: 10.99 h Training hours/FTE manage-self professional layer: 36.62 h Training hours/FTE manager of others layer: 24.12 h Training hours/FTE manager of managers layer: 37.75 h Training hours/FTE country function head (CFH): 6.75 h Training hours/FTE cchellenic group sub-function head (Zug-HQ): n/a Training hours/FTE country general manager (CGM)/CEO: 7 h
404-2	a. Type and scope of programs implemented and assistance provided to upgrade employee skills.	Professional education programmes: – Management Trainee Programme – Apprentice Programme Leadership trainings: Fast Forward Programmes for various leadership segments to train leadership skills and various curricula to prepare for or support adaptation to new leadership roles: – Fast Forward S2O (Self to Others) – Fast Forward Q2M (Others to Managers) – Fast Forward M2F (Managers to Function Head) – Passion to Lead is a Learning and Capabilities Center of Expertise (L&C CoE) Core Programme Curriculum specific to the Frontline Leader workforce segment focused on adapting to the new role after promotion in the initial 3 to 18 months in the role. – LEAP is a L&C CoE Core Programme Curriculum specific to the Change Leader workforce segment focused on adapting to the new role after promotion in the initial 3 to 18 months in the role. Skill trainings: – L&C CoE Core Programme Curriculum specific to each workforce segment focused on adapting after promotion a) in the initial 3 to 6 months and b) 6 to 18 months in the role.
	b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	In the case of employment terminations, we collaborate with MOVIS, which provides career counselling and job placement services on a case-by-case basis. We also offer internal pre-retirement training performed by the Pension Fund and our external pension fund administrator.
404-3	a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	Performance review and career development review: Total number: 580 By gender: male 68% (397), female 32% (183) By employee category: Manage Self (MS) & Manage Self Professional (MSP) 76% (441), Managers of Others (MoO) 16.4% (95), Manager of Managers (MoM) 6.2% (36), Country Function Head (CFH) 1.2% (7), Country General Manager (CGM) 0.2% (1)
Diversity and Equal Opportunity		
103-1 103-2 103-3	The reporting organization shall report its management approach for diversity and equal opportunity using GRI 103: Management Approach .	See GRI 401 Employment .
405-1	a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories: i. Gender; ii. Age group: - under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	Composition of Management Team (SLT as of 31 December 2019): i. F: 30% / M: 70% ii. Under 30 years old: 30%; 30-50 years old: 60%; over 50 years old: 10% iii. n/a
	b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: - under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	i. F: 24% / M: 76% ii. Under 30 years old: 16%; 30-50 years old: 56%; over 50 years old: 28% iii. n/a
405-2	a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	See management approach GRI 401 Employment .
	b. The definition used for 'significant locations of operation'.	Brüttisellen, Bussigny, Kestenholz, Ostermundigen, Vals, Zizers.

Disclosure No.	Description	Additional content, reference, or reason for omission
Local Communities		
103-1 103-2 103-3	The reporting organization shall report its management approach for local communities using GRI 103: Management Approach .	Explanation of the material topic and its boundary: Our business success depends on the strength and well-being of the communities in which we operate. Our local communities are primarily the municipalities we work in, but also the Swiss society and economy as a whole. Close and good relationships with our stakeholders are essential. Trust is the foundation of our relations with customers, consumers, employees, neighbours, institutions and business partners. We build trust through the responsible and sustainable management of our business. For Stakeholder Engagement see also GRI 102-40f. The management approach and its components: • Policies, Commitments, and Monitoring We have chosen to focus on the following aspects in our community investment and engagement: youth development, community well-being, and environmental and water stewardship (see GRI 413-1 for more information). Our support to communities is led by our Country Public Affairs & Communications Function (member of the management board) in close cooperation with Country Sustainability & QSE (environmental and water stewardship). All our community engagement activities are tracked and reported in a dedicated monitoring tool. • Goals and Targets Every year, we want 10% or more of our employees to participate in our corporate volunteering projects. In our youth development project, we aim to train an annually defined number of young people, thus contributing to the total of one million beneficiaries aspired to by the Coca-Cola HBC Group by 2025. In 2019, we supported 2,535 people with our volunteering activities. • Actions See GRI 413-1 for details.
413-1	a. Percentage of operations with implemented local community engagement, impact assessments, and / or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments;	Switzerland is one of CCHBC Group's established markets (see CCHBC Group 2019 Integrated Annual Report). To assess our impact on local communities, our organization has implemented and publicly disclosed the following initiatives and procedures: i. Socio-economic impact analysis (see GRI 203 Indirect Economic Impacts) ii. / iii. Environmental impact assessments, including water stewardship (see GRI 301 Materials, GRI 302 Energy, GRI 303 Water)

Disclosure No.	Description	Additional content, reference, or reason for omission
413-1	iv. local community development programs based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; vi. broad based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes.	iv. In recent years, we have chosen to focus on the following community engagement initiatives: Youth development: In 2019, we continued our partnership with Pro Juventute. The Swiss NGO supports and empowers children and young adults through targeted projects. We support two projects in the prevention of youth unemployment with a financial contribution: The MyFutureJob coaching programme offers professional counselling to young adults looking for professional reorientation. The job interview training programme aims to improve the employability of adolescents on their quest for an apprenticeship. The interview training is also one of our volunteering programmes, as employees simulate job interviews with the participants. Through both projects we supported more than 2,500 young people in 2019. Community well-being: – As part of our partnership with the Swiss Red Cross (SRC) we support 2x Christmas. The project supports less privileged families in Switzerland by collecting and distributing groceries and cosmetic products. For many years, we have been supporting the project with a financial contribution and through corporate volunteering. In addition to 2x Christmas, we are the exclusive beverage sponsor of two charity galas every year, where the SRC raises funds for its projects. – We support the local football clubs in Brüttsellen and Vals with financial, in-kind and product contributions. – We sponsor our beverages to several local events and festivities in the fields of sports, education and culture (e.g. football tournaments and village fairs). – For many years, we have been donating beverages close to the best-before date to the charitable organization Tischlein deck dich. The organization distributes them to less privileged people in Switzerland. In 2019, the equivalent value of the beverages accumulated to nearly 100,000 Swiss Francs. Environmental and water stewardship: – 80 employees participated in the national Clean-up Day as part of a corporate volunteering activity. They helped to clean up the environment by picking up carelessly discarded garbage at three sites in Brüttsellen, Vals and Bussigny. – Access to safe water is still denied to more than two billion people. This is why Valser launched the charity project #VALSERforWater together with the Swiss NGO Helvetas. For every litre of Valser Still sold, we give one person in Nepal access to three litres of clean drinking water. Through the activities mentioned above, our company made cash, in-kind and product contributions worth approximately 390,000 Swiss Francs in 2019. Additionally, 152 employees of Coca-Cola HBC Switzerland participated in volunteering activities during 960 working hours. v. See GRI 102-42/-43/-44 vi. See GRI 102-42/-43/-44, GRI 303 Water vii. See GRI 403-4b viii. See GRI 102-42/-43/-44 and GRI 205 Anti-corruption

Disclosure No.	Description	Additional content, reference, or reason for omission
Supplier Social Assessment		
103-1 103-2 103-3	The reporting organization shall report its management approach for supplier social assessment using GRI 103: Management Approach .	See GRI 204 Procurement practices.
414-1	a. Percentage of new suppliers that were screened using social criteria.	100% All new suppliers are required to sign the SGPs (see GRI 204 Procurement practices). For large spend suppliers and during large Requests for Proposals, there are additional screenings and audits, for example with regards to ESG criteria. These include: compliance with internal group procurement guidelines, EcoVadis platform, Rosslyn Tool (a supplier performance tool) and announced audits by TCCC.
414-2	a. Number of suppliers assessed for social impacts.	156 suppliers were assessed in total. Of those, 110 were opened or reopened in 2019, and all had to sign the Supplier Guiding Principles including relevant terms for social impacts. Additionally, 46 were screened using the EcoVadis platform and the ESG questionnaire.
	b. Number of suppliers identified as having significant actual and potential negative social impacts.	8 suppliers identified with a low score in EcoVadis (below 45 points), mainly due to incompleteness of data submitted to EcoVadis. No major social impact identified which would require significant improvements in this area or termination of the relationship.
	c. Significant actual and potential negative social impacts identified in the supply chain.	See GRI 414-2b .
	d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.	0
	e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.	0

Disclosure No.	Description	Additional content, reference, or reason for omission
Customer Health and Safety		
103-1	The reporting organization shall report its management approach for Customer Health and Safety using GRI 103: Management Approach .	Explanation of the material topic and its boundary: We offer a wide selection of soft and still drinks with added sugar, low-calorie and sugar-free options, mineral water, energy and sports drinks, plant-based drinks, as well as coffee. For us product quality, safety – particularly safe ingredients – and integrity are necessary to build consumer trust, maintain market leadership, and generate sales volumes and revenues. Additionally, marketing our brands responsibly but effectively is of great importance to our business. Swiss consumers have been relatively health-conscious over the past years. However, the latest, sixth issue of the Nutrition and Exercise Monitor (2019) compiled by the independent research company gfs. bern shows that only 40% of those surveyed (n = 1,000) thought that a balanced diet was very important. As late as 2014, 55% did. Although we monitor these (fluctuating) results, they do not negatively impact our strong commitments and approaches towards customer health and safety. We are absolutely committed to further developing our portfolio in order to fulfil consumers' expectations whilst addressing the nutritional recommendations of health authorities. More than half of the respondents also believe that the current nutritional labelling is sufficiently informative. Nevertheless, we consider adjusting and improving nutritional information based on governmental recommendations and industry agreements at any time. The management approach and its components: • Policies, Commitments, Responsibilities, and Monitoring Product quality and integrity for us means offering the highest quality beverages that satisfy customers' and consumers' expectations in every aspect. In addition to product functionality, quality, safety, taste and design, integrity also includes intangibles such as brand equity. Product quality and safety is the responsibility of our Country Sustainability and QSE Function. Independent inspectors regularly check our quality, safety and environmental systems, and compliance with the strict Swiss Foodstuffs Act (see below). SGS Switzerland verifies compliance with the ISO 9001 quality standard and the FSSC 22000 and PAS220 food safety standards during the annual monitoring or recertification audits. Furthermore, we are bound by the KORE guidelines (Coca-Cola Operating Requirements), TCCC and cross-border auditors from the Coca-Cola system use unannounced audits to verify compliance. In addition, we conduct internal product traceability exercises twice a year. In order to be able to react quickly and competently to incidents in product quality, we maintain an incident and crisis management system (Incident Management & Crisis Resolution, IMCR). The IMCR core team, a group of approximately twelve specially trained managers from all functions, meets up every month for a situation analysis and a discussion of current issues and concerns by stakeholders, in particular customers and consumers. In case of an incident, the team members are able to quickly initiate the necessary measures in their business areas. The IMCR team is audited by the CCHBC Group and TCCC through regular testing. The team must face various (hypothetical) incidents over a period of two days and solve the problems in a timely manner. In order to guarantee the high quality of our products at the point of sale, our sales representatives regularly check the quality of our products using 'mystery shoppers' who make anonymous test purchases or visits to gastronomic establishments. In addition, we receive feedback from customers and consumers via our Customer Care Center or Infoline and track, for example, the number of complaints per million containers sold (see Key Figures – Nutrition).
103-2		
103-3		

Disclosure No.	Description	Additional content, reference, or reason for omission
103-1 103-2 103-3		With clear nutrition declaration on all beverage packages, including the Guideline Daily Amount (GDA) for an average adult, we give our consumers the opportunity to regulate their calorie intake independently. Moreover, consumers can obtain additional information about our products and the safety of our ingredients through our corporate website. Since autumn 2018 the Evolved Nutrition Labelling (ENL) provides clear and accessible colour-coded nutrition information and helps consumers make informed choices on their beverage of choice. We also assume our responsibility in marketing and sales. The global Coca-Cola system applies uniform marketing principles aimed at protecting children. As a subsidiary of Coca-Cola HBC we comply with TCCC's global Responsible Marketing Policy. In Switzerland, we have been part of the Swiss Pledge since 2010. Our commitments through this voluntary industry initiative are: 1. Limited product advertising to children under 12 years; only products that meet specific nutritional criteria are advertised. 2. No product-specific communication at primary schools (children under 12 years), unless this is expressly requested or approved by the school administration for educational purposes. On an annual basis, the independent market research company Media Focus checks compliance with our Swiss Pledge commitments (see GRI 417-3). In addition, we track our school sales and check compliance with our commitment not to sell sugary drinks in primary schools. • Goals and Targets First and foremost, we have zero tolerance for quality and food safety non-compliance. Moreover, we strive to continually enlarge the selection for our consumers and reduce the calorie content of our beverage portfolio (see Key Figures - Nutrition). Additionally, we set ourselves the target of 0.33 consumer complaints per million containers sold in 2019. • Actions and Achievements In 2019 we took all necessary steps to ensure that our self-control concept is carried out for all the innovations introduced to the market, including Lavazza coffee machines. Our consumer complaints per million containers sold remained at 0.36 in 2019, which means it also remained above our target of 0.33. The absolute number of complaints has decreased steadily over the last years, but so did the volume of containers sold in 2019. The most common reason for complaints in 2019 was low carbonization due to age of product. We are facing two major challenges here: First, as we strive to reduce plastic usage, our PET bottles become thinner, enabling CO₂ to diffuse more easily. Second, product quality depends on storage practices outside our own premises. In our customer newsletter we therefore published an article to inform customers about how to store our products in order to prevent CO₂ and general quality loss. For 2020 we foresee a target of 0.32 complaints per million containers sold.
416-1	a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	100%; there are no safety impacts associated with our products, and all health impacts are always assessed for all products.
416-2	a. Total number of incidents of non-compliance with regulations and / or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes.	a) 0. i None ii None iii None
	b. If the organization has not identified any non-compliance with regulations and / or voluntary codes, a brief statement of this fact is sufficient.	See GRI 416-2a .

Disclosure No.	Description	Additional content, reference, or reason for omission
Marketing and Labeling		
103-1 103-2 103-3	The reporting organization shall report its management approach for marketing and labeling using GRI 103: Management Approach .	See GRI 416 Customer Health and Safety .
417-1	a. Whether each of the following types of information is required by the organization's procedures for product and service information and labeling: i. The sourcing of components of the product or service; ii. Content, particularly with regard to substances that might produce an environmental or social impact; iii. Safe use of the product or service; iv. Disposal of the product and environmental or social impacts; v. Other (explain).	The printed packs and labels of all products sold in 2019 had front-of-pack calorie and sugar information, and back-of-pack Guideline Daily Amounts (GDA) information. All significant product and service categories are covered by and assessed for compliance with such procedures.
	b. Percentage of significant product or service categories covered by and assessed for compliance with such procedures.	100 %.
417-2	a. Total number of incidents of non-compliance with regulations and / or voluntary codes concerning product and service information and labeling, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes.	a. None i. One case: AdeZ Almond with Vitamin D level below declared value ii. One case: Sprite in pre-mix concentrate (PEM) containing cleaning agent iii. None
	b. If the organization has not identified any non-compliance with regulations and / or voluntary codes, a brief statement of this fact is sufficient.	See GRI 417-2a .
417-3	a. Total number of incidents of non-compliance with regulations and / or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes.	a. 2019: 0 i. None ii. None iii. For the year 2019, our industry achieved 99% compliance with regard to the Swiss Pledge commitment
	b. If the organization has not identified any non-compliance with regulations and / or voluntary codes, a brief statement of this fact is sufficient.	See GRI 417-3a .
Socioeconomic Compliance		
103-1 103-2 103-3	The reporting organization shall report its management approach for socioeconomic compliance using GRI 103: Management Approach .	See GRI 102-11 See GRI 302 Energy See GRI 401 Employment See GRI 413 Local Communities See GRI 416 Customer Health and Safety .
419-1	a. Significant fines and non-monetary sanctions for non-compliance with laws and / or regulations in the social and economic area in terms of: i. total monetary value of significant fines; ii. total number of non-monetary sanctions; iii. cases brought through dispute resolution mechanisms.	None
	b. If the organization has not identified any non-compliance with laws and / or regulations, a brief statement of this fact is sufficient.	See GRI 419-1a
	c. The context against which significant fines and non-monetary sanctions were incurred.	See GRI 419-1a

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NUTRITION

	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Production									
Total beverage production	301-1	1000 Litres	343'598	333'079	331'969	327'645	307'767		↓
Product Portfolio and Calories Content									
Total number of SKUs ¹		Number	249	264	269	343 ²	317		↓
Number of low-calorie SKUs ¹		Number	118	140	158	210	189		↓
Share of low-calorie SKUs ¹		Percent	58 %	53 %	59 %	61 %	60%		↓
Average calorie content – Ratio Brands		KJ/100ml	95	86	83	78	80		↑
Average calorie content – Ratio volumes sold		KJ/100ml	88	87	83	83	82		↓
Rollout of GDA ³ labels	417-1	Percent	100 %	100 %	100 %	100 %	100%		→
Product quality									
Consumer complaints per million containers sold		Number	0.30	0.31	0.41 ⁴	0.36	0.36	0.32	→
Certifications of the production plants									
Quality (ISO 9001)	416-1	Number	all 3	all 2	all 2	all 2	all 2		→
Environment (ISO 14001)	102-11	Number	all 3	all 2	all 2	all 2	all 2		→
Food safety (ISO 22000 + FSSC 22000 + PAS 220 + HACCP)	416-1	Number	all 3	all 2	all 2	all 2	all 2		→
Operational health and safety (OHSAS18001)	403	Number	all 3	all 2	all 2	all 2	all 2		→

¹ Stock keeping units (SKUs); including Sparkling Beverages, Juices, Waters, RTD-Teas, Energy Drinks, Sprits, Sport RTDs, Waters Flavoured.

² Increase due to an expansion of our product portfolio.

³ GDA = Guideline Daily Amount. The values on our label declaration refer to the nutritional intake per unit and are based on the recommended daily consumption for an average adult (2000 kcal).

⁴ Increase due to slightly lower sales volumes and 8 additional complaints.



OUR PEOPLE AND COMMUNITIES

	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Employee development									
Total workforce (no. of employees)	102-7	Number	959	866	790	816	794		↓
Full Time Equivalents (FTEs) average	102-7	Number	918	840	752	763	768		↑
Apprentices	102-8	Number	20	17	14	14	12		↓
Nationalities	405-1	Number	33	32	31	35	27		↓
Employees younger than 30 years old	405-1	Percent	16%	16 %	16 %	17 %	16%		↓
Employees between 30 and 50 years old	405-1	Percent	60%	61 %	59 %	57 %	56%		↓
Employees older than 50 years old	405-1	Percent	24%	23 %	25 %	26 %	28%		↑
Employee turnover	401-1	Percent	12%	14 %	15 %	12 %	16% ¹		↑
Training and development									
Average training hours per employee	404-1	Number	15	36	34	14 ²	17		↑
Equality and Diversity									
Women in the company	405-1	Percent	22 %	24 %	24 %	25 %	24%		↓
Women in senior management ³	405-1	Percent	13 %	25 %	30 %	27 %	33%		↑
Company employees from local community	405-1	Percent	72 %	71 %	72 %	70 %	71%		↑
Managers from local community ⁴	202-2	Percent	75 %	71 %	68 %	66 %	67%		↑
Breaches of equality legislation	419	Number	None	None	None	None	None		→
Labour rights									
Employees covered by collective bargaining	402-1	Number	None	None	None	None	None		→
Employees belonging to independent trade unions	402-1	Number	None	None	None	None	None		→

¹ Higher turnover mainly driven by re-organisations.

² In 2018 the reporting system changed. Numbers cannot be compared to previous years. Please note: only trainings hours which are reported to the CCHBC group are included in this figure.

³ Definition senior management: Function Head (FH) or Senior Leadership Team (SLT).

⁴ Definition managers: Manager of Others (MoO), Manager of Managers (MoM) and above.



	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Health and Safety									
Fatalities (includes contractors)	403	Number	0	0	0	0	0		→
Severe injuries ⁵		Number	2	0	0	0	1 ⁶		↑
Accidents with > 1 day absence		Number	24	12	7	7	7	5	→
Lost time accident rate per 100 FTE ⁷		Ratio	2.61	1.43	0.93	0.92	0.91	0.7	↓
Total incident rate per 100 FTE ⁷		Ratio	4.47	4.64	2.79	2.62	2.20	1.60	↓
Absence due to occupational accidents		Days	578	319	156	117	299 ⁸		↑
Toolbox Talks ⁹		Number	2,017	1,614	2,091	2,321	1,677		↓
Walk the Talk and BBS Observations ¹⁰		Number	519	431	388	274 ¹¹	1,025		↓
Near misses		Number	390	491	503	572	509		↓
Absence due to non-occupational accidents		Days	1,045	1,027	722	649	848		↑
Absence due to sickness (accidents & illness)		Days	6,231	5,694	3,937	4,386	4,806 ¹²		↑
Percentage of absence due to illness ¹³		Percent	74%	76%	78%	83%	76%		↓
Sickness absence rate (SAR) ¹⁴		Percent	3.50%	3.58%	2.70%	2.79%	2.84%		↑
Indirect economic impacts ¹⁵									
Local value creation through Coca-Cola		Mio CHF	916	n/a	n/a	988	988		↑
Jobs safeguarded across value chain		Number	9,200	n/a	n/a	8,600	8,600		↓
Share of local production of total sales volume		Percent	n/a	n/a	n/a	83%	83%		
Income ¹⁶ in Switzerland per Swiss Franc spent on Coca-Cola beverages		CHF	0.70	n/a	n/a	0.74	0.74		↑
Local communities									
Cash and in-kind contributions		CHF	n/a	n/a	450,000	175,000 ¹⁷	390,000		
People reached through visitor centers in Dietlikon and Vals			9,633	n/a	n/a	9,794	9,302	9,633	↑
Employees participating in volunteering activities		Number	n/a	n/a	155	204	152		↓

⁵ e.g. accidents resulting in broken bones, eye or multiple injuries.

⁶ This occupational accident happened in a public area (soccer stadium). Our employee fell backwards down the stairs and broke the elbow.
Measures: Check with stadium manager if a railing would prevent such accidents; BBS evaluation for the respective team; conduct Toolbox Talk about hazard estimation prior to starting these types of activities.

⁷ Averaged FTE used.

⁸ The absence days due to occupational accidents have increased significantly from 2018 due to two accidents from commercial employees: a severe accident (see footnote 6) and another one in which an employee twisted his ankle (ligaments injury) walking down a stair at a customer's location.

⁹ With so-called "Toolbox Talks" safety managers and supervisors raise awareness for safe behavior and safe handling of tools and machinery.

¹⁰ In so-called "Walk the Talks" our line managers in production supervise and observe their employees' behaviour on a regular basis and give them feedback. Within the Behavior Based Safety (BBS) system, colleagues give each other feedback and advice regarding occupational health and safety. According to Wide Book Definition, Walk the Talk and BBS observations will be consolidated in our reports from 2019 onwards. This is the reason why the number increased significantly vs. 2018. In 2019, 237 Walk the Talks and 788 BBS were conducted.

¹¹ Walk the Talk Number has been reduced because of the new BBS System (Behaviour Based Safety System) which is being gradually introduced since 2018.

¹² The absence days due to illness are at the same level as last year, whereas absence due to accidents increased: non-occupational +200 days, occupational +180 days (see also footnote 8).

¹³ Restatement: The numbers for 2014 to 2018 have been adjusted due to a slight change in the calculation formula.

¹⁴ Calculation SAR = Sickness Absence days / Total working days:

Working days 2019	FTE Average	Sickness Absence days
220	768	4,806

¹⁵ Based on socio-economic impact study performed by US-Dutch consulting firm Steward Redqueen

¹⁶ i.e. taxes, salaries, and profits.

¹⁷ System change: In comparison to 2017 we did not include a calculated value for our volunteering activities.



EMISSIONS REDUCTION

	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Energy									
Energy consumption within the organisation (bottling plants, remote properties and own fleet)	302-1	Gigajoules	145,713	118,244	102,063	99'296 ¹	91,907		↓
Electricity bottling plants		Gigajoules	62,872	50'077 ²	48,020	47,867	44,180		↓
Electricity remote properties		Gigajoules	2,270	1,855	1,751	1,680	2'120 ³		↑
Light heating oil bottling plants		Gigajoules	17,770	9'482 ⁴	8,839	9'274 ⁵	8,765		↓
Light heating oil remote properties		Gigajoules	1,116	712	673	868 ⁶	645		↓
Natural gas bottling plants		Gigajoules	16,637	19,035	19,332	18,057	17,674		↓
Natural gas remote properties ⁷		Gigajoules	1,239	1,239	1,239	1,239	1,239		→
Share of renewable energy used in plants ⁸		Percent	14%	35%	44%	53%	56%		↑
Diesel own fleet ⁹		Gigajoules	43,809	35,844	22,210	20,311	17,271		↓
Petrol own fleet		Gigajoules	0	0	0	0	0		→
CNG own fleet		Gigajoules	0	0	0	0	1,464		New
Electro own fleet		Gigajoules	0	0	0	0	46		New
Energy consumption outside the organisation	302-2								
Estimated diesel in 3 rd -party fleet ¹⁰		Gigajoules	39,380	45,288	54,718	52'667	55,334		↑
Energy ratio plants	302-3	MJ/lpb	0.28	0.24	0.23	0.230	0.229	0.24	↓

¹ Entities which are external and not directly managed by us are excluded, e.g. canteen, Valser Service (office and depositary storage), external office sites (e.g. Ostermundigen, Kestenholz, Bussigny), electric pool vehicles (2 cars), sugar unloading in Dietlikon.

² Reason for significant drop in 2016: Among other things closure of the plant in Bolligen and high-speed production line in Dietlikon plant in full effect.

³ The use of electricity went up in our warehouse in Zizers during the reporting year. Due to the relatively low significance of this development in comparison to our overall electricity consumption there was no further investigation of the underlying reasons.

⁴ Reason for significant drop in 2016: Closure of plant in Bolligen, conversion to gas in Dietlikon

⁵ Vals: Glass line experienced increased microbiological load. This led to an intensification cleaning activities (daily Cleaning in Place).

⁶ Zizers: Peak consumption in Q1 2018 due to coldest February in 30 years.

⁷ Per-diem accounting

⁸ Electricity from renewable sources used in our plants

⁹ In 2016, our logistics department was transferred to Camion Transport. See GRI Report and Content Index 2016/17 for more information (GRI 102-8e).

¹⁰ More distribution and haulage in 2016, 2017, and 2018. See footnote 18



	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Emissions									
Direct greenhouse gas emissions from operations (Scope 1) ¹¹	305-1	Tons CO₂ Emission	6,174	5,145	4,280	4,114	3,766		↓
CO ₂ Emission from thermal energy bottling plants		Tons CO ₂ Emission	2,096	1,632	1,601	1,568	1,554		↓
CO ₂ Emission from thermal energy remote properties (Zizers)		Tons CO ₂ Emission	119	99	110	106	54		↓
CO ₂ Emission from fuels used in company vehicles		Tons CO ₂ Emission	3,188	2,609	1,604	1,432	1'245 ¹²		↓
CO ₂ Emission from CO ₂ in products (losses)		Tons CO ₂ Emission	771	805	843	907	793		↓
CO ₂ Emission from Cold Drink Equipment coolants (losses)		Tons CO ₂ eq	0.03 ¹³	0.0004 ¹³	122	101	118		↑
Energy indirect greenhouse gas emissions (Scope 2) ¹⁴	305-2	Tons CO₂ Emission	1,219	573	444	256	132		↓
CO ₂ Emission from electricity bottling plants		Tons CO ₂ Emission	1,165	564 ¹⁵	380 ¹⁵	210 ¹⁵	124 ¹⁵		↓
CO ₂ Emission from electricity remote properties (Zizers)		Tons CO ₂ Emission	54	9	64	46	8		↓
Total emissions (scope 1 and 2)		Tons CO₂ Emission	7,393	5,718	4,724	4,370	3,898		↓
Other relevant greenhouse gas emissions ¹¹	305-3	Tons CO₂ Emission	41,960	39,614	55,368	44,697	37,664		↓
CO ₂ Emission from 3-rd party transports (scope 3) ¹⁶		Tons CO ₂ Emission	2,866	3,296	3,982	4,377	3,992		↓
CO ₂ Emission from sugar beets		Tons CO ₂ Emission	8,345	8,082	12'483 ¹⁷	12'566 ¹⁷	11,676		↓
CO ₂ Emission from CO ₂ in products		Tons CO ₂ Emission	2,644	2,606	2,533	2,523	2,363		↓
CO ₂ Emission from packaging materials		Tons CO ₂ Emission	24,747	22,535	22,016	23,133	17'823 ¹⁸		↓
CO ₂ Emission from coolers (electricity)		Tons CO ₂ Emission	3,358	3,095	1,871	2,098	1,745		↓
CO ₂ from fuel consumption in rented and outsourced (HQ)		Tons CO ₂ Emission	0	0	0	0	54		New
CO ₂ from electricity consumption in rented and outsourced (HQ)		Tons CO ₂ Emission	0	0	0	0	11		New

¹¹ Conversion factors aligned with CCHBC Group.

¹² Green Fleet introduction started in Q2 / Q3 2019: The exchange of company cars started in Q2 2019. With the new fleet an estimated 250 t CO₂ / year will be saved.

¹³ In 2015 and 2016 other calculation methods were used than in the following periods.

¹⁴ Basis: Market-based.

¹⁵ Significant reduction throughout the years partially achieved through certificates for renewable electricity. Vals has always been 100% renewable electricity but it was not officially recognized. Dietlikon has increased its share of renewable electricity since 2016. It was 77% in 2018, 85% in 2019, and the goal is 100% from 2020 onwards.

¹⁶ Includes only 3rd party transport by truck and no rail transport.

¹⁷ Conversion factor changed from 0.76 in 2016 to 0.82 starting in 2017.

¹⁸ Significant decrease due to implementation of 100% rPET in Vals as of June 2019.



	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Other significant air emissions									
NOx (Kg NOx)		Kilogram	25,110	28,863	22,333	23,569	24'080 ¹⁹		↑
SO2 (Kg NOx)		Kilogram	103	99	99	95	90		↓
CO ₂ intensity Scope 1 & 2		g/lpb	21.5	17.2	14.2	13.3	12.6	12.8	↓
CO ₂ intensity Scope 1, 2 & 3		g/lpb	155.2	147.1	139.3	149.8	135.0		↓
Compliance									
Incidents and fines	307-1		None	None	None	None	None		→
Near Losses ²⁰			307	680	756	912	826	733	↓
Transport									
Number of delivery/haulage vehicles		Number	32	30	7	7	7		→
Number of sales and others vehicles		Number	372	355	320	264	263		↓
Fuel consumption (diesel and petrol)		1000 Litres	1,180	966	599	547	466		↓
CNG own fleet (39)		kg	0	0	0	0	28,000		New
Electro own fleet (2)		kW	0	0	0	0	12,738		New
Expenditures									
Total environmental expenditures ²¹		% of revenues	0.29 %	0.14 %	0.56 %	0.36 %	0.67 %		↑

¹⁹ Increase in 3rd Party Haulage & Distribution

²⁰ Identification of potential or actual losses of resources or potential environmental pollution (introduced in 2014).

²¹ Calculation Total Environmental Expenditure = CAPEX Accounting for Sustainability / Total Net Sales Revenues



WATER USE AND STEWARDSHIP

	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Water									
Total water received		1000 Litres	598,613	569,055	543,295	540,763	486'974		↓
Total water received bottling plants	303-3	1000 Litres	596,687	567,129	541,369	538,837	485'424 ¹		↓
Total water received remote properties	303-3	1000 Litres	1,926	1,926	1,926	1,926	1'550 ²		↓
Water sources significantly affected by withdrawal of water	303-3		None	None	None	None	None		→
Total recycling and reuse of water bottling plants	303-4	m ³	30,854	34,661	31,788	35,538	40'605 ³		↑
Percentage recycled / reused in total water bottling plants	303-4	Percent	5%	6%	6%	7%	8%		↑
Water ratio plants	303-1	l/lpb	1.74	1.70	1.63	1.64	1.58	1.65	↓
Effluents									
Discharges to water									
Quantity of waste water discharged to municipality owned wastewater treatment plant	303-4	1000 Litres	232,586	213,293	187,582	201'334 ⁴	177,935		↓
Sanitary waste water plants ⁵		1000 Litres	10,760	11,232	10,507	8,844	8,535		↓
Water habitats affected by water discharges	303-1		None	None	None	None	None		→
Spills of chemicals, oils, fuels	306-2		None	None	None	None	None		→

¹ Main reasons for reduction: Decrease in production volume in 2019 and effects of water-saving projects.

² The water received in our properties in Brüttisellen decreased during the reporting year. Due to the relatively low significance of this development in comparison to our overall water consumption there was no further investigation of the underlying reasons.

³ Vals: Significant change mainly due to the implementation of a water recycling project for vacuum pumps in 2019 (moved to industrial tank for reuse rather than neutralisation). Also additional calculation and measurement tools to identify recycled water were introduced.

⁴ Dietlikon: Since April 2018 data on waste water is more precise due to online measurement of Neutra. Vals: Waste water increased despite a reduction in production volume (by -8%) due to quality issues on RGB line, causing an increase of cleaning frequency.

⁵ As of 2016, without our plant in Bolligen which was closed end of 2015.



WORLD WITHOUT WASTE

	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Materials ¹									
Materials used	301-1								
Sugar from beets		Tons	16'690	16'165	15'224	15'324	14'239		↓
PET (preforms)		Tons	9'725	9'418	9'675	9'320	8'740 ¹		↓
Plastic (closures)		Tons	822	731	758	717	660		↓
PE (Labels and stretch/shrink film)		Tons	906	864	938	823	945 ²		↑
Glass (bottles)		Tons	1'899	1'306	498	4'250 ³	893		↓
Aluminium (caps)		Tons	32	27	31	30	30		→
Steel (crowns)		Tons	130	129	118	128	98 ⁴		↓
Paper (labels)		Tons	212	49	73	49	50		↑
Cardboard		Tons	840	753	1'171 ⁵	772	682 ⁶		↓
Wood (pallets)		Tons	908	1'223 ⁷	2'338 ⁷	2'468 ⁷	736 ⁸		↓
Percentage of material from recycled sources									
	301-2								
PET (preforms)		Percent	38%	40%	41%	42%	47% ⁹		↑
Glass (bottles)		Percent	0%	0%	0%	0%	0%		→
Aluminium (caps)		Percent	0%	0%	0%	0%	0%		→

¹ Reduction in 2019 due to a decrease in production volume.

² In 2019 we moved from 500 ml to 450 ml as well as from 1000 ml to 750 ml bottles with a "hard cut" for all labels leading to a temporary increase in leftovers.

³ Vals: The main reason of the increase was the exchange of our 1 l reusable glass bottle (RGB) park. < 20% of our bottle park remains to be exchanged. A smaller effect had the breakage of glass bottles stored outside during the winter 2018."

⁴ Crowns inventory decreased again in 2019 after it went up due to a price increase of RGB in 2018

⁵ Significant increase due to higher sales than forecasted in the summer. Additional orders were placed to be ready to meet the demand (in Dietlikon and Vals). Moreover, there was significant pre-production in Vals due to the end of a PET line project. And warehouses were fully stocked with packaging material for a promotion that was postponed to 2018.

⁶ Dietlikon: Cardboard was fully stocked by end of 2018, leading to lower orders in 2019; Vals: 2019 normalisation of situation after PET end of line implementation in 2018 (see footnote 5).

⁷ Wood brought "empty" to our plants was reported until 2016. As of 2017, our wood figures also include imported pallets that were bought and sold again later, causing a significant change in the indicator.

⁸ In the past only the imported pallets were considered (in 2019 1'952'294 kg); the pallets that are exported again (roundtrips PAL) can be deducted since 2019. The numbers for 2017 and 2018 were also higher because many more innovations were imported (including several can innovations and one-off productions e.g. for full sleeve glass). These were all coming from supply points where we only purchased pallets."

⁹ Significant decrease due to implementation of 100% rPET in Vals as of June 2019.



	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Waste									
Amount of solid waste		306-2							
Total Amount plants		Tons	3,701	3,607	2,952	2,879	2,699		↓
Incineration plants		Tons	765	706	857	486	183 ¹⁰		↓
- Remote properties		Tons	41	42	41	73	76		↑
Recycling plants		Tons	2,910	2,887	2,083	2,369	2,515		↑
Cold Drink Equipment Waste									
Disposal of coolers ¹¹		Tons	310	476	508	344	299	230	↓
Hazardous waste									
Hazardous waste generated plants		Tons	26.37	13.61	12.52	23.82 ¹²	1.77 ¹³		↓
Solid waste ratio plants		g/lpb	10.77	8.71	8.89	8.79	8.77	10.54	↓
Products and Services									
Rate of packaging recycling (CH) ¹⁴									
PET		Percent	82 %	82 %	83 %	82 %	n/a ¹⁵		
Glass		Percent	96 %	96 %	94 %	94 %	n/a ¹⁵		
Aluminium		Percent	90 %	90 %	92 %	94 %	n/a ¹⁵		

¹⁰ No quality issues that required destruction in 2019 (as compared to 2018).

¹¹ Information about the discarded quantities of cold drink equipment (coolers, vending machines, dispensing systems). Data covers local disposal in Switzerland.

¹² Dietlikon: exchange of active carbon filter 9.4 t in 2018 (2017: 0 t).

¹³ Fluctuations in the amount of hazardous waste are normal. We know about the impact of large projects such as the replacement of activated carbon filters in 2018. Waste in 2019 includes oil residues, anti-freezer and mercury-containing lamps.

¹⁴ Recycling rates in Switzerland from PET-Recycling Switzerland, IGORA and VetroSwiss.

¹⁵ Figures not available before June 2020.

SOURCING



	GRI Indicator	UNIT	2015	2016	2017	2018	2019	Target 2020	Change to 2018
Procurement practices									
Total spend	204-1	Mio. CHF	n/a	n/a	189.5	189.5	178.3		↓
National spend		Mio. CHF	n/a	n/a	147.0	147.0	131.0		↓
Supplier assessment (social and environmental) ²									
New suppliers screened using environmental criteria	308-1	Number	290	199	200	200	110		↓
Suppliers assessed for environmental impacts ³	308-2	Number	23	47	37	37	46		↑
New suppliers screened using social criteria	414-1	Number	290	199	200	200	100		↓
Suppliers assessed for social impacts ³	414-2	Number	23	47	37	37	46		↑

¹ Consolidated data for external reporting purposes available starting from ²⁰¹⁸. National spend includes all spending in connection with suppliers based in Switzerland.

² Significant spending and strategic suppliers are checked during the tendering process, or there are CSR-related clauses in the contracts, particularly for transportation and raw materials suppliers.

³ Using the EcoVadis platform and the ESG questionnaire.

MEMBERSHIPS

Association of Swiss beverage wholesalers (VSG)	Member
Association of Swiss Mineral Springs and Software Drink Producers (SMS)	Member and Executive Board member
Beverage Trade Cooperation (GEFAKO)	Member
European Foundation for Quality Management (EFQM)	Member
Federation of the Swiss Foodstuffs Industry (FIAL)	Member of the Nutrition working group
Gastrosuisse	Member
GS1 Switzerland – competence centre for standards, logistics, supply and demand management	Member
IG Mineral water	Member
IGORA (Aluminium Recycling)	Member and Executive Board member
International Advertising Association (IAA)	Member
KS Communication Switzerland	Member
Öbu – Network for sustainable business	Member
PET Recycling Switzerland (PRS)	Founding Member and Executive Board member
Procafé	Member
Swiss Advertising Commissioners Association (SWA)	Member
Swiss-American Chamber of Commerce	Member
Swiss Association for Environmentally Friendly Drinks Packaging (SVUG)	Founding Member
Swiss Association for Hospital, Home and Community Catering (SVG)	Member
Swiss Association for Quality (SAQ)	Member
Swiss Barkeeper Union	Member
Swiss brand association Promarca	Member
Swiss Excellence Forum	Member
Swiss Marketing Association (GFM)	Member
Swiss media (VSM)	Member
Swiss working group for improvement processes (SAV -ASP)	Member
Total Quality Management Forum Switzerland (TQM)	Member
UN Global Compact	Member
Union of European Beverages Association (UNESDA)	Member
Working Group of the Swiss Beverages Industry (ASG)	Member
WWF	Member

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