



OUR ROUTE TO SUSTAINABILITY

GRI Report & Content Index Key Figures



Coca-Cola HBC
Schweiz • Suisse • Svizzera

2020



EDITORIAL

Dear Readers,



Sustainability is an integral part of our overall commercial agenda. We are linking our long-term ambitions to grow as a 24/7 beverage partner with our ecological and social footprint. We understand sustainability as one of the key enablers of our overall success across our whole value chain.

We continuously strengthen our ethical business culture, which forms a strong basis for our Route to Sustainability 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.

In 2020, we made further progress on different aspects of sustainability. We are the first beverage business in Switzerland to have been recognised with the "CO₂ optimised" certification by Swiss Climate. This is also our starting point for the plans ahead, e.g. the introduction of Science-Based Targets in 2021. With these targets, we will outline and plan our CO₂ reduction for the coming years based on a scientific approach and in alignment with the Paris Agreement. This commitment will also be an interesting basis for our customers to assess their own climate footprint.

We continued our journey in the field of packaging, maintaining a high collection rate of PET and cans in the Swiss market. We are leading the usage of recycled PET and will achieve a ratio of 63% rPET in our overall portfolio by the end of 2021. Together with other businesses and strong industry associations, we are planning to increase the collection and reuse of related materials and are looking into innovations such as packageless solutions.

In a year impacted by COVID-19, we adapted fast to ensure we could continue to create value for all our stakeholders. As a first step, this meant that we took care of the health and well-being of our employees and their families with health measures that were widely respected. We furthermore took care of the communities we serve by supporting hospitals and soldiers with refreshments. Our company culture, which values the care we show one another while embracing change and challenge, has proved vital in the face of the difficulties of 2020.

Beyond the unprecedented pandemic and to understand and assess our sustainability strategy, we are in a continuous dialogue with our relevant external stakeholders, experts and our own employees. This will help us to constantly improve our sustainability strategy.

Thomas Krennbauer

Country General Manager of Coca-Cola HBC Switzerland Ltd.



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LIST OF ABBREVIATIONS

BBS	Behaviour-Based Safety
CAPEX	Capital expenditure
CCHBC	Coca-Cola Hellenic Bottling Ltd. Switzerland (Headquarters in Brüttisellen)
CCHBC GROUP	Hellenic Bottling Company (Headquarters in Zug)
CNG	Compressed natural gas
CO₂eq	CO ₂ equivalent A unit to express various greenhouse gases' climate effect, i.e. their global warming potential (GWP)
DAC	Direct Air Capture
ESG	Environmental, social, governance
FCOS	Federal Coordination Commission for Occupational Safety
FOEN	Federal Office for the Environment
FOPH	Federal Office for Public Health
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).
GHG	Greenhouse gas
GHGP	Greenhouse Gas Protocol
GRI	Global Reporting Initiative
GWP	Global warming potential
HR	Human Resources
IMCR	Incident Management Crisis Resolution
IPCC	Intergovernmental Panel on Climate Change
KEG	Small barrel returnable line
KORE Guidelines	Coca-Cola Operating Requirements These guidelines by TCCC define internal policies, standards and requirements for safety, environmental and quality management systems.
lpb	Litre of produced beverage
NRGB	Non-refillable glass bottles
RGB	Refillable glass bottles
rPET	PET from recycled/renewable sources
SAR	Sickness absence rate
SGP	Supplier Guiding Principles of CCHBC Group (accessible on website)
SKU	Stock-keeping unit
SLT	Senior Leadership Team (top management)
SVA	Source Vulnerability Assessment
SWPP	Source Water Protection Program
TCCC	The Coca-Cola Company (Headquarters in Atlanta, USA)
TCO	Total cost of ownership
Valser	Valser Service Ltd. (wholly owned subsidiary of CCHBC)





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 group our efforts 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.





OUR ROUTE TO SUSTAINABILITY

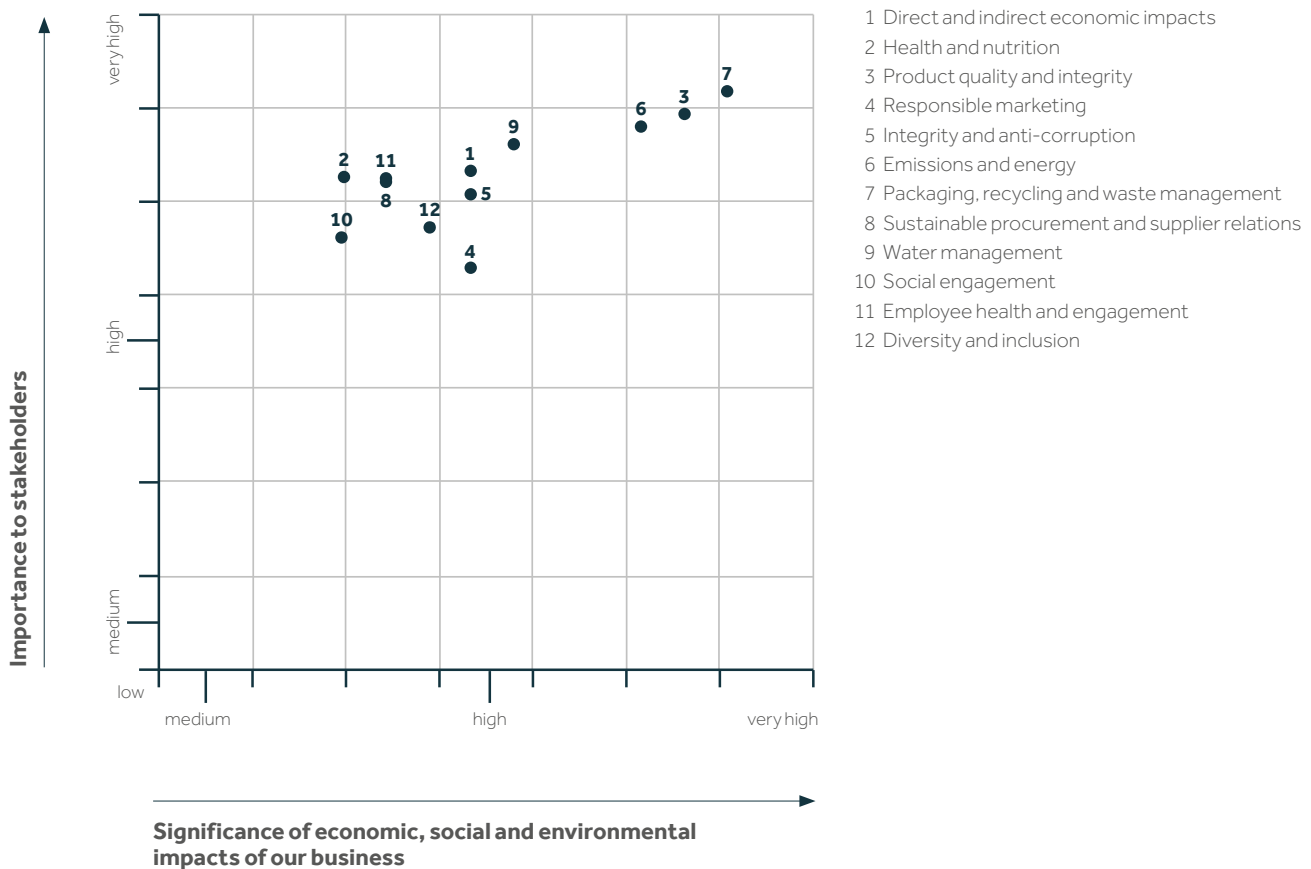
MATERIALITY MATRIX

The following Materiality Matrix shows the 12 material topics for our business, based on Coca-Cola HBC's sustainability agenda at Group level. 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 in 2019. The content and underlying aspects within each topic, however, did not change.

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 organised a stakeholder dialogue to discuss insights from the survey in more depth and to gain a better understanding of external stakeholders' expectations as part of the revision process (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 descriptions of the management approaches and specific disclosures for all our sustainability topics using this GRI Content Index.





OUR ROUTE TO SUSTAINABILITY

OUR MATERIAL ISSUES AND THEIR CONTRIBUTION TO THE SDGS

Each of our 6 pillars is linked to one or more of our material issues. For each 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.

LABOUR/MANAGEMENT RELATIONS

Pillars	Material Issues	Corresponding topic-specific disclosures (GRI)	SDG targets
	Nutrition	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
	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
	Direct and indirect economic impacts	GRI 203 Indirect Economic Impacts GRI 419 Socioeconomic Compliance	1.1 8.4; 8.5; 8.6 11.6
	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 and energy	GRI 302 Energy GRI 305 Emissions GRI 307 Environmental Compliance	7.2; 7.3 9.4 11.6 12.2 13.1
	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
	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



OUR ROUTE TO SUSTAINABILITY

THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



**SUSTAINABLE
DEVELOPMENT GOALS**

More information: ► sdg-tracker.org



GENERAL DISCLOSURES

ORGANISATIONAL PROFILE (2016)

102-1 a: Name of the organisation

Coca Cola HBC Switzerland Ltd. (CCHBC)

102-2 a-b: Activities, brands, products, and services

Detailed information about our activities can be found on our website:

- [CCHBC at a glance](#)
- [Our strategy](#)
- [Bottling plants](#)

We sell sparkling soft drinks, still drinks, mineral water, energy drinks, plant-based drinks and coffee (see links below and [GRI 102-9](#)). Our primary brands, products, and services are:

- [Coffee](#)
- [Energy drinks](#)
- [Plant-based drinks](#)
- [Sparkling drinks](#)
- [Still drinks](#)
- [Waters](#)

102-3 a: Location of headquarters

Stationsstrasse 33
8306 Brüttisellen
Switzerland

102-4 a: Location of operations

CCHBC operates in Switzerland only and produces its products in two locations:

- Production plant: Dietlikon
- Mineral water production plant: Vals

102-5 a: Ownership and legal form

CCHBC 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 the Hellenic Bottling Company (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 CCHBC, including its wholly owned subsidiary Valser Service Ltd. (with its subsidiary Qwell), the sales organisation supplying private households and small businesses. Exceptions are noted.

102-6 a: Markets served

CCHBC offers its 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'). Products of CCHBC are served in Switzerland.

102-7 a: Scale of the organisation

Indicators reported for the scale of CCHBC:

- Total number of employees: 731 (headcount end of calendar year incl. long-term absences)
- Total number of operations: 2
- Net sales: Only reported at Group level
- Total capitalisation: Only reported at Group level
- Number of products or services provided: 440

102-8 a-b: Information on employees and other workers

Total number of employees by employment contract and gender:

	Permanent contracts	Temporary contracts
Men	546	8
Women	168	9
Total	714	17

Total number of employees by employment type and gender:

	Full-time	Part-time
Men	541	125
Women	13	52
Total	554	177

Additional information:

- All employees of CCHBC work in Switzerland. Figures are therefore not broken down any further by region.
- No significant portion of the organisation's activities are performed by workers who are not employees
- There is no significant variation in the numbers above reported for 2020.
- Data has been drawn from our Group-wide reporting system. No assumptions were made.

102-9 a: Supply chain

As the franchised bottler of TCCC for Switzerland ([see GRI 102-5a](#)), we purchase beverage concentrates, ingredients and raw materials, produce beverages and supply Swiss customers in retail outlets (including discount-





GENERAL DISCLOSURES

ers), wholesale, 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 CCHBC are manufactured locally. Beverages not produced in Switzerland include Monster energy drinks, Powerade sports drinks, FUSETEA (except KEG line), Adez, Royal Bliss and other beverages in low volumes. Moreover, cans are not produced in Switzerland.

102-10 a: Significant changes to the organisation and its supply chain

In January 2021, we closed our office in Ostermundigen and transferred the activities to Dietlikon. The transformation affected seven employees, a majority of which was not negatively affected since they live closer to the new location. All employees were informed six months prior to the relocation.

102-11 a: Precautionary Principle

The precautionary approach or principle is addressed by the organisation. For more information, see [CCHBC Group Integrated Annual Report 2020](#), p. 52 (Managing Risk and Materiality).

See also [GRI 301](#) to [GRI 303](#) (Materials, Energy, Water) for environmental precaution as well as [GRI 403](#) (Occupational and Customer Health and Safety) and [GRI 416](#) (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 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 monthly. The risk register is closely linked to the Event and Crisis Management System (IMCR; see also [GRI 416](#)). Our risk analysis also includes 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 account for 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 in 2019 (Sustainability Dialog 2019, see [GRI 102-42/43/44](#)) in which we evaluated and rated the current risks and challenges of our business. The planned 2020 event was cancelled due to COVID-19 pandemic.

Our biggest sustainability challenges remain:

- Plastic / PET
- Recycling / Littering
- CO₂ Emissions / Fleet
- Sugar / Nutrition
- Water / Water Law

102-12 a: External initiatives

CCHBC is a member of öbu, the association for sustainable business in Switzerland bringing together nearly 300 companies, organisations and institutions in their efforts to implement sustainable practices. CCHBC Group is a signatory of the UN Global Compact. A complete overview of CCHBC's memberships can be found on our [website](#).

102-13 a: Membership of associations

We are members of different associations, including:

- Swiss Association for Mineral Springs and Soft-Drink Producers (SMS)
- PET Recycling Switzerland (PRS)
- Aluminium Recycling (IGORA)
- Union of European Beverages Association (UNESDA)
- Promarca
- FIAL (Federation of Swiss Food Industries): Since 2020 we have participated in the Sustainability Committee of FIAL. Our company is represented by the Country Sustainability & QSE Manager.

A complete list can be found on our [website](#).

STRATEGY (2016)

102-14 a: Statement from senior decision-maker See Editorial, p. 2.



GENERAL DISCLOSURES

ETHICS AND INTEGRITY (2016)

102-16 a: 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.

More information about our strategy and policies can be found on our website:

- [Our purpose and strategy](#)
- [Policies](#)

GOVERNANCE (2016)

102-18 a-b: Governance structure

CCHBC 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, legal, and sustainability.

See [CCHBC Group Integrated Annual Report 2020](#), p. XXX for more information on governance as well as our website:

- [CCHBC at a glance](#)
- [Our management](#)

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.

Our Country Sustainability & QSE Manager is part of the SLT. Together with a team of experts across the entire company, his department continuously develops and steers the implementation of CCHBC's sustainability strategy and regularly reports to our SLT and the CCHBC Group in very close cooperation with the Public Affairs and Communications functions.

STAKEHOLDER ENGAGEMENT (2016)

102-40 a: List of stakeholder groups

Each sustainability topic is ultimately linked to one or more of our stakeholders. By stakeholder, we mean all those actors with whom we collaborate in our daily business or by whom we are influenced today or in the future. As a company, we can therefore only be successful if we liaise 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:

- CCHBC Group
- Competitors
- Customers and consumers
- Employees, suppliers
- Industry associations
- Local communities and their populations
- Media
- Non-governmental organisations
- Public authorities
- TCCC

102-41 a: Collective bargaining agreements

There were no collective bargaining agreements in place in the period under review (2020).

102-42/43/44: Information on stakeholder engagement approach

Since 2017 we have been conducting formalised 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 12 material issues of the CCHBC Group (see Materiality Matrix on [p. 6](#)) 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 anonymised 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 by a panel of 27 stakeholders representing customers, suppliers, associations, authorities and NGOs. In inter-





GENERAL DISCLOSURES

active 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 – Brugger 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.

From this process resulted our updated Materiality Matrix ([p. 5](#)). It 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.

REPORTING PRACTICE (2016)

102-45 a-b: Entities included in the consolidated financial statements

Coca-Cola HBC Switzerland Ltd., including Valser Service Ltd. (100% subsidiary; including Qwell), 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 CCHBC, the Valser brand by Valser Trading LLC. (held 100% by European Refreshments Ltd.).

See also [CCHBC Group Integrated Annual Report 2020](#), p. 144. Financial statements from Coca-Cola HBC Switzerland Ltd. are consolidated at the Group level.

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-b: Defining report content and topic boundaries

See [GRI 102-42/43/44](#).

102-47 a: List of material topics

See the list of material topics and their cross-references to CCHBC's six pillars ([p. 4](#)) and the topic-specific disclosures in this document (Materiality Matrix on [p. 5](#)).

As a result of the revision of our Materiality Matrix in 2019, 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: Restatements of information

No significant restatements have been made.

102-49 a: Changes in reporting

No significant changes in the list of material topics.

102-50 a: Reporting period

This GRI Report & Content Index covers the calendar year 2020.

102-51 a: Date of most recent report

GRI Report & Content Index 2019 published on 16 June 2020.

102-52 a: Reporting cycle

Annually

102-53 a: Contact point

Public Affairs & Communications;
csr.ch@cchellenic.com

102-54 a: Claims of reporting in accordance with the GRI Standards

This report has been prepared in accordance with the GRI Standards: Core option.



GENERAL DISCLOSURES

102-55 a-b: GRI content index

The GRI Report and Content Index (this document) can be downloaded from our [website](#). Title, number and publication year are indicated accordingly.

102-56 a-b: External assurance

In 2020 we took the decision to suspend the SGS validation of the GRI Content for this reporting period. This decision was based on the fact that the Swiss organisation (CCHBC) was part of the validation process of the CCHBC's Group Integrated Report conducted by Denkstatt. Nevertheless, we followed all the guidelines and reporting standards, similar to the previous years. We are committed to continue our practice of external assurance for the GRI Report & Content Index 2021.



ECONOMIC DISCLOSURES

GRI 203: INDIRECT ECONOMIC IMPACTS (2016)

103-1, 103-2, 103-3: Management approach for indirect economic impacts

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 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-b: Significant indirect economic impacts

The third socio-economic impact analysis by Steward Redqueen created in March 2019 found that CCHBC contributes CHF 988 million to local value creation in Switzerland. 83% of our total sales volume were produced in our production sites in Dietlikon and Vals. For every Swiss franc spent on Coca-Cola beverages, CHF 0.74 stays 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 of the study can be found on our [website](#).

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.

GRI 204: PROCUREMENT PRACTICES (2016)

103-1, 103-2, 103-3: Management approach for procurement practices

Explanation of the material topic and its boundary:

CCHBC's sourcing portfolio has a wide range of raw and packaging materials for our beverage goods.

We purchase concentrates (from TCCC), beet sugar, carbon dioxide and drinking water for our products as well as PET preforms and (reusable) glass bottles, plastic closures, steel crowns or aluminium cups as primary packaging materials. For secondary packaging material we use plastic or paper labels, plastic stretch and printed shrink films as well as paper fastener for cans, wooden pallets or cardboards.

Primary packaging materials, including glass, closures or preforms, are purchased centrally by the CCHBC Group while secondary packaging materials are managed at the local country level.

Marketing materials and various services, such as country logistics services from our strategic third-party logistics provider Camion Transport or facility services, are managed at the local country level.

The carbon dioxide in our beverages is sourced from a Swiss supplier for the plant in Dietlikon. For the production site in Vals, we cover our CO₂ demand to the maximum with CO₂ filtered from ambient air using an innovative Direct Air Capture (DAC) technology. This technology was developed by the ETH spin-off Clime-works and has been a source of CO₂ for CCHBC since the beginning of 2019.

The (spring) water in our products is of Swiss origin as well. High-quality sugar is also still sourced exclusively from Switzerland, despite significantly lower EU prices 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 continues to be a very important cornerstone of our joint value creation initiative with our suppliers and sustainable purchasing approach. Local sourcing also helps us control quality and costs.

See also:

- [GRI 203 Indirect Economic Impacts](#)
- [GRI 308 Supplier Environmental Assessment](#)
- [GRI 414 Supplier Social Assessment](#)





ECONOMIC DISCLOSURES

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 employ guidelines and tools for supplier selection and governance:

- All our suppliers must agree and sign off on our SGPs. Written acceptance of the SGPs is a fundamental requirement for any new vendor to be opened as a new supplier in our system. By acceptance of our SGPs, suppliers confirm understanding of and compliance with the requirements set in terms of relationships and actions in the marketplace, the workplace, the environment and the community.
- Before we start negotiations, all suppliers are required to sign a Non-Disclosure Agreement and to accept our SGPs.
- In the tendering process for strategic sourcing, there are additional screenings and audits that cover sustainability aspects such as environment, human and labour rights, health and safety work conditions, quality and sustainable agriculture standards.
- Potential suppliers are requested to join an EcoVadis membership or fill in an ESG self-assessment questionnaire covering the aspects laid out in the SGPs. For low value, small, tail spend, low purchases or self-buy within CCHBC Group we leverage the SGPs. For local spend that is categorised as "Country Critical" or "Strategic Buying", EcoVadis is mandatory.
- EcoVadis is our preferred partner to assess our supplier's sustainability and CSR performance. We have been using EcoVadis since 2017 at Group and local level to embed CSR into our supplier management. Suppliers with an annual spend of more than EUR 100 000 are strongly recommended to register with EcoVadis.
- For sustainability evaluation of our suppliers, we use the following elements in combination: SGPs acceptance by the suppliers plus either EcoVadis scorecard or ESG form. Exceptions can apply where suppliers offer evidence of accreditations that are considered equivalent; however, we strive to have our supply base under EcoVadis. Exceptions need to be authorised by the CCHBC Group. ESG criteria weigh 5% to 10% in the overall evaluation.
- 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. 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 (unannounced) audits. We use the Rosslyn Tool to evaluate strategic suppliers and those deemed "Country Critical" in regard to quality, service, pricing as well as sustainability factors. At least 92% of CCHBC's total spend is usually covered by those suppliers. They are evaluated either annually or according to a three-year evaluation plan. If a supplier is also working with other entities of the CCHBC Group, the evaluation may be conducted at Group level. If a need for action is identified, a corrective action plan (CAP) is elaborated. Local buyers will ensure that suppliers take action and work on individual CAP improvements. Each company has to be re-assessed by EcoVadis afterwards so that improvements are taken into account in the next scoring. CAPs are elaborated and implemented for suppliers individually. As part of this process, the reasons for the low scoring are reviewed and evaluated by CCHBC Group for each case.
- CCHBC keeps records of its procurement practices, assessments and suppliers' sustainability performance (see Key Figures – Sourcing).

In addition, CCHBC follows several procurement principles:

- Adopting strategies to avoid unnecessary consumption and manage demand (e.g. by closely observing market developments during times such as the COVID-19 pandemic where restaurants were temporarily closed).
- Minimising 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 environmentally friendly materials.
- Ensuring that fair and ethical sourcing practices are applied and that suppliers comply with socially responsible practices, including legal obligations to employees.

In Switzerland, supply chain sustainability has been a key focus area for many years for various purchasing categories. We work closely with our suppliers to further





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reduce negative social and environmental impacts. Topics addressed include resource efficiency (reduction, re-use, recycling), environmental impacts of packaging and leasing of a "green fleet" (see [GRI 302a-g](#) for details).

• Goals and Targets

- To minimise 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 CCHBC regarding quality, price, cooperation and environment. The results and possible measures are then discussed with the supplier.

• Actions and Achievements

- IT Equipment: Since 2020 we started to lease our IT equipment instead of buying it. Leasing the equipment allows our leasing partner to refurbish monitors, docking stations, laptops etc. at the end of our leasing period and remarket them to other corporate customers and private users. This way the equipment is not disposed of and gets a second life.

204-1 a-b: Proportion of spending on local suppliers

Details on CCHBC's procurement spent:

Type of Spend	Total Spend (CHF)	in %
Indirect Procurement	116 473 403	80.04%
Direct Procurement	29 042 593	19.96%
Total	145 515 996	100%
International Spend	23 621 835	16.23%
National Spend	121 894 161	83.77%
Total	145 515 996	100%
Addressable Spend	105 449 156	72.47%
Non-Addressable Spend	40 066 840	27.53%
Total	145 515 996	100%

Explanations:

- Indirect Procurement: The sourcing of all goods and services for a business enabling it to maintain and

develop its operations (e.g. Marketing, Logistics, Professional Services, Maintenance, Repair & Operations, Capital Equipment, Fleet, Facility Management, etc.).

- Direct Procurement: The acquisition of raw materials and goods for production (e.g. sugar, PET, glass, closures, shrink film, etc.).
- 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 that cannot be influenced by Procurement (e.g. taxes, some type of fees, etc.).

Definition of 'local':

Switzerland is defined as local, i.e. local suppliers are defined as having an office based in Switzerland to deliver goods or services to our local organisation. If they deliver from a branch abroad, then it is considered international. There is only one exception for our pre-form supplier: The pure feedstock material (so called RESIN) comes exclusively from Swiss origin. The supplier is located close to the border in Austria but treated as a local supplier.

Definition of 'significant locations of operation':

CCHBC's headquarters and branches in Switzerland are defined as significant locations of operation. This includes our offices and production sites in Brüttisellen, Bussigny, Dietlikon, Kestenholz, Vals and Zizers (covering all locations).

GRI 205: ANTI-CORRUPTION (2016)

103-1, 103-2, 103-3: Management approach for anti-corruption

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.





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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). They emphasise that compliance and integrity are at the core of the way we do business. 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.

As a general rule, the following training schedule applies:

- Every second year: COBC e-learning for all employees
- Every year: Anti-bribery training for identified risk zone employees
- Every year: Anti-bribery training for selected management population (SLT -1)
- New employees: COBC and anti-bribery introduction during Welcome Days

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 team 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, anonymised and made available to all countries for the annual case study training of senior managers.

- **Goals and Targets**

We have a zero-tolerance policy on corruption as well as any other major breach of our policies.

- **Actions and Achievements**

The outbreak of the COVID-19 pandemic and the restructuring of our business in the third and fourth quarters required an adjustment of the originally intended training schedule for 2020. The launch of the new e-learning on the COBC and anti-bribery subjects was postponed to 2021. In-class trainings on COBC and anti-bribery for the management population and the risk zone employees were also postponed to 2021 and completed in January 2021 (in consultation with our Chief Compliance Officer). Employees were however trained in July 2020 on the new and updated Gifts and Entertainment Policy and their knowledge of the SpeakUp! line was refreshed. For new joiners, Welcome Days were also organised and the knowledge relating to these topics conveyed.

205-1 a-b: Operations assessed for risks related to corruption

All operations of CCHBC are assessed for risks related to corruption.

Our risk register, which is discussed quarterly in 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 3rd in [Transparency International's Corruption Perceptions Index 2020](#)).

See [GRI 102-11a](#) for more information on our risk register.

205-2 a-d: Communication and training about anti-corruption policies and procedures

All members of governance bodies and approximately 100% of our employees have been informed about CCHBC's anti-corruption policies and procedures (since all employees of CCHBC work in Switzerland, figures are not broken down by region). Policies are available on the intranet, and all new employees receive a brief overview on anti-bribery, competition law and data protection during their Welcome Days. See also description of the management approach for anti-corruption above.





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New suppliers need to agree to our Supplier Guiding Principles, which include the provision 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.

205-3 a-d: Confirmed incidents of corruption and actions taken

There were no confirmed incidents during the reporting period.

GRI 206: ANTI-COMPETITIVE BEHAVIOUR (2016)

103-1, 103-2, 103-3: Management approach for anti-competitive behaviour

Explanation of the material topic and its boundary:

CCHBC conducts all business activities in line with applicable laws and regulations. Integrity and respect for society, business partners and competitors are of greatest importance to us. We continuously work towards establishing our brands in the local markets. Doing so in a fair and respectful manner is essential to the long-term success of our business. A healthy competitive environment is considered an inspiration to constantly innovate and improve our business models and products.

The management approach and its components:

- **Policies, Commitments, Responsibilities, and Monitoring**

The Competition Law Handbook is a core instrument of our management process to prevent anti-competitive behaviour. It contains guidelines as well as do's and don'ts relating to competition law. We regularly inform and train employees – specifically those with increased exposure – in this field. As a general rule, the following training schedule applies:

- Every year: E-learning for employees in scope
- On a need basis: Ad-hoc discussions and ad-hoc in-class training with certain teams in scope around certain relevant topics and questions
- New employees: Introduction during Welcome Days for all employees and additional training for commercial employees

Goals and Targets

We have a zero-tolerance policy on anti-competitive behaviour.

Actions and Achievements

The employees identified as in scope have completed the competition law e-learning (100% completion rate). For new joiners, Welcome Days were also organised and the knowledge relating to these topics conveyed, with dedicated sessions for the new joiners in commercial teams. Apart from that, many ad-hoc discussions occurred during the year involving various topics and questions.

Further, the Competition Law Handbook as well as the corresponding e-learning were updated in 2020. Employees have been informed of these updated versions, and the updated handbook has been distributed to all relevant employees, and all employees in scope have completed the new e-learning (100% completion rate).

206-1 a-b: Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices

There were no legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which CCHBC has been identified as a participant. No outcomes of completed legal actions, including any decisions or judgments, are reported, as there were no such cases.





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GRI 301: MATERIALS (2016)

103-1, 103-2, 103-3: Management approach for materials

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.

The management approach and its components:

• Policies, Commitments, Responsibilities, and Monitoring

In our environmental policy, we commit to achieving steady improvement in meeting our environmental standards while working to minimise negative impacts on the environment as we grow our business. Among other things, we engage to improve resource efficiency, prevent pollution, minimise 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 minimise our impact at every stage of the lifecycle by reducing weight, increasing the use of recyclable materials and 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 are the responsibility of Country Sustainability & QSE Manager (member of the SLT) and the manager's team of specialists. The entity drives and oversees the quality, safety and environmental (QSE) management of the entire company. CCHBC is certified to ISO 9001 for quality and ISO 14001 for the environment. Moreover, we are certified to ISO 22000 for food safety and ISO 45001 for health and safety. The systems are maintained and developed nationally and locally by those responsible

for QSE and implemented with the help of specialised 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 2020 we aimed for a solid waste ratio of 11.24 g/lpb (the target was updated during 2020).

• Actions and Achievements

Our efforts to reduce our use of packaging materials and waste continued in 2020. Although the price for virgin PET remains significantly lower than the price for recycled PET (rPET), we commit to increasing our high ratio of rPET in our bottles. In 2020, we had a ratio of 58% PET from recycled/renewable sources and thus significantly overachieved the CCHBC Group's overall target of 35% by 2025.

This achievement goes back to an expansion of the usage of rPET across our entire portfolio: We started the implementation of 100% rPET bottles for Valser products in June 2019 and had full-year impact in 2020. Further, 0.45l Fanta bottles contain 55% rPET since June 2020 (previously 0% rPET) and 2.0l bottles are now made out of 30% rPET (previously 0% rPET). At the same time, the PET bottle weight for 0.45l (used for beverages of the Coke family) was reduced by 3.2 g from 22.7 g to 19.5 g in Dietlikon in 2020.

We had a total solid waste ratio in our plants of 10.44 g/lpb in 2020 (plant waste ratio 7.06 g/lpb; write-offs 3.37 g/lpb). This is a slight deterioration of our results from 2019. One reason was that due to the COVID-19 pandemic many restaurants and stores were closed, and products that surpassed their best before date could no longer be sold. Unfortunately, this situation forced us to destroy a certain amount of produced beverages.

Evaluation of the management approach:

We continuously evaluate our management approach through:

- Monitoring: CCHBC measures its use of resources and the various environmental impacts. Relevant KPIs are reported internally and at Group level on a monthly, quarterly and yearly basis (e.g. monthly Waste Management – PET Recycling Reports from plants).



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- Internal audits: The reviews conducted by our production plants in Dietlikon and Vals are subject to our internal audit procedures.
- Environmental management system ISO 14001: Our two bottling plants are certified to ISO 14001 (audited by a third-party auditor) and perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts. In 2020, online ISO audits took place due to the restrictions related to COVID-19.
- Audits: Independent inspectors regularly check our quality, environmental and safety (QSE) 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 ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits. In 2020, no such cross-border audits from TCCC took place due to COVID-19.
- Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of the CCHBC Group.

301-1 a: Materials used

See [Key Figures – World Without Waste](#): Materials used.

301-2 a: Recycled input materials used

Recycled sources of primary packaging used for CCHBC's products:

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)

2020: 45.2% (main reason for increase: full-year impact of implementation of 100% rPET for Valser; increase of 5% rPET in production in Dietlikon)

301-3 a-b: Reclaimed products and their packaging materials

2020: 659 tonnes (recovered PET bottles)

2020: Reclaimed vs. sold (net weight total = beverage plus packaging):

- Can: 0.005%
- Non-returnable glass bottle: 0.00%
- Returnable glass bottle: 0.00%
- PET & PET deposit: 0.004%

- Tank: 0.041%
- Grand total: 0.004%

Data for PET deposit is the sum of empty returned PET bottles and rejects from production/trials at our plants. The data for this disclosure have been collected in our Monthly Waste Management – PET Recycling Report from plants.

GRI 302: ENERGY (2016)

103-1, 103-2, 103-3: Management approach for energy

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, Commitments, and Responsibilities

In our environmental policy, we commit to achieving steady improvement in meeting our environmental standards while working to minimise 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 optimising not only production infrastructure and processes, but also our logistics, commercial, and Cold Drink Equipment fleet. Our efforts





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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 (water and energy savings) environmental aspects into account (CAPEX Accounting for Sustainability).

We also reduce the carbon footprint of our sparkling minerals water by sourcing CO₂ from innovative, sustainable technologies: CCHBC is the first beverage producer which started buying CO₂ from Climeworks. The Swiss company developed a Direct Air Capture technology to filter CO₂ from the air. Since the beginning of 2019, we therefore use artificially produced CO₂ to gasify Valser spring waters only for the portion that cannot be covered by CO₂ filtered from the air.

At our two bottling plants, our efficiency efforts are supported by a moderator from the Energy Agency of the Swiss Private Sector (EnAW). For our plants in Dietlikon and Vals we entered into binding target agreements with EnAW and the Swiss Federal Office of Energy.

We ensure our compliance with 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 FOEN, cantonal law enforcement entities, and other authorities (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. The entity drives and oversees the quality, safety and environmental (QSE) management of the entire company. CCHBC is 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 specialised employees at the bottling plants.

• Goals and Targets

We track both energy consumption 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 2020 was 0.241 MJ/lpb. The target was less ambitious than our 2019 results because of a) expected introduction of a sensitive recipe requiring intense cleaning, b) additional 60 production runs to decrease inventory days, and c) no decrease of the level of cleaning in Vals compared to 2019 in combination with expected additional external cleaning. We reached our goal for 2020 and achieved a low energy ratio of 0.207 MJ/lpb for various reasons (see Actions and Achievements below).

In connection with our certified CO₂ neutrality by Swiss Climate for Valser, we set ourselves clear and ambitious CO₂ reduction targets for this brand: CO₂ emissions per litre of produced 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.

In 2020 we extended the system boundaries of the CO₂ footprint for Valser Services Ltd. from delivery to first supply chain point all the way to the outlet and consumer. With the same set-up we achieved the newly developed CO₂ footprint optimised certification according to ISO 14064-1 for CCHBC. The calculations of both CO₂ footprints include our coolers' emissions since 2020.

• Actions and Achievements

Our efforts to reduce our energy consumption and emissions continued in 2020. However, due to the COVID-19 pandemic, planned projects were stopped or moved to 2021. With the decision to stop our glass and barrel lines during the lockdown in Switzerland and thanks to energy projects implemented in the fourth quarter 2020 as well as the mild weather, we achieved a low energy ratio of 0.207 MJ/lpb in 2020, which is 10% lower than in 2019.

In Dietlikon, parts of the roof were insulated. Cooling (i.e. new setpoint for free cooling), ventilation, air pressure leak management, and room temperature are continuously optimised. In Vals, we continued to replace old lighting with LED lights, pipe isolation was improved or replaced, and lighter chains to transport the bottle baskets into the glass washer were installed to reduce heating energy consumption.



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Our CO₂ emissions from direct and indirect energy use (Scope 1 and 2) also decreased from 3 884 tonnes in 2019 to 2 941 tonnes in 2020 (-24%). At the same time, we were able to further decrease the CO₂ intensity of our operations (Scopes 1, 2, and 3), achieving a ratio of 123.6 g/lpb (in comparison to 135.0 g/lpb in 2019).

Furthermore, we received the "CO₂ Optimised" Swiss Climate label for CCHBC for the first time. Swiss Climate issued their "CO₂ Neutral by Swiss Climate" label for our Valser mineral springs for the third 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 on hold as we are waiting for official authorisation.

With the completion of the rollout in 2020, most Management and Sales cars transitioned to a green fleet. Diesel cars were replaced with gas hybrid or electric cars. Since mid-2020, gas contains 20% biogas. With this decision, our company took a pioneering role in the entire CCHBC Group.

Within Qwell by Valser, 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.

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. In 2020, online ISO audits took place due to the restrictions related to COVID-19.
- 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, food safety, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 22000, ISO 45001, and ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system

verify compliance through unannounced audits. In 2020, no such cross-border audits from TCCC took place due to COVID-19.

- Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of the CCHBC Group.

302-1 a-g: Energy consumption within the organisation

See [Key Figures – Emissions Reduction: Energy](#).

Please note that CCHBC does not sell any heating, steaming or cooling energy to third parties.

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/100 km provided by manufacturer

Source of the conversion factors used:

- Conversion factors agreed with Group: See [CCHBC Group GRI Content Index 2020](#). Exception: NOx and SOx calculations based on FOEN guidelines.

Please note:

- For the first time, NOx reported for CNG hybrid based on FOEN guidelines.
- It is a challenge that we don't know how many kilometres were driven with CNG and how many with petrol in hybrid cars. Estimates are based on standard consumption.

302-2 a-c: Energy consumption outside of the organisation

See [Key Figures – Emissions Reduction: Energy](#).

Standards, methodologies, assumptions, and/or calculation tools used:

- Electricity/gas/heating oil meter readings = measurements
- Electricity/gas used for heating = invoices
- Fuel used by third-party logistics provider = estimates.



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Source of the conversion factors used:

- Conversion factors agreed with Group. See [CCHBC Group GRI Content Index 2020](#).
Exception: NO_x and SO_x calculations based on FOEN guidelines.

Please note:

- For the first time, NO_x reported for CNG hybrid based on FOEN guidelines.
- It is a challenge that we don't know how many kilometres were driven with CNG and how many with petrol in hybrid cars. Estimates are based on standard consumption.

302-3 a-d: Energy intensity

See [Key Figures – Emissions Reduction: Energy](#).

- Organisation-specific metric (the denominator) chosen to calculate the ratio: litres of produced beverage (lpb).
- 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.

GRI 303: WATER AND EFFLUENTS (2018)

103-1, 103-2, 103-3: Management approach for water and effluents

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). Wastewater is sent to municipal wastewater 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 wastewater. For the first time in 2020, our two bottling plants are Gold Standard certified by the Alliance Water Stewardship (AWS). Between 2014 and 2019 our bottling plants were

Gold certified by the European Water Stewardship (EWS). The AWS Standard offers a credible, globally applicable framework for major water users to understand their own water use and impacts, and to work collaboratively and transparently with others for sustainable water management within the wider water catchment context. Implementers follow the steps and guidance in the AWS Standard to achieve good water stewardship practices that improve site water performance and contribute to wider sustainability goals. 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 AWS 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 maps and water balance sheets, 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 instruments to determine the current or future stress on the water supply. With the good results of the latest SVA 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 FOEN, cantonal law enforcement entities, and other authorities (see [GRI 307 Environmental Compliance](#)).

Environmental management and water management are the responsibility of the Country Sustainability & QSE Manager (member of the SLT) and the manager's team of specialists. The entity drives and oversees the quality, safety and environmental (QSE) management of the entire company. CCHBC is 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 specialised employees at the bottling plants.





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• Goals and Targets

We track water use and wastewater 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 2020 was 1.65 l/lpb (water intensity ratio of plants; see Actions and Achievements for results).

• Actions and Achievements

In 2020, we continued our efforts to reduce our water consumption and wastewater volumes. However, due to the COVID-19 pandemic, planned projects were stopped or postponed to 2021.

We worked on but did not complete the following projects in 2020:

Production plant in Dietlikon:

- Water used to cool vacuum pumps: The flow and temperature parameters achieved for water renewal were optimised. Examples per line:
 - RGB and KEG line: Water flow was reduced from 2 400 l/h to 600 l/h (for RGB) and from 240 l/h to 48 l/h (KEG), resulting in annual savings, depending on production hours, of up to 2 808 m³ water for RGB and 184 m³ for KEG. Water from these lines is collected in the industrial water tank and recycled.
 - PET line: Water used to cool the vacuum pump is collected and cooled again by a heat exchanger where it can be re-used for cooling the vacuum pump (closed cycle). For this cycle, the temperature threshold for water renewal was enhanced from 20°C to 22°C. The water consumption is reduced from 432 l/h to 48 l/h, resulting in annual water savings, depending on production hours, of up to 1 645 m³. Water from this line is not collected for further use due to space constraints.
 - PET line (high speed): Water used to cool the vacuum pump is collected and cooled again by a heat exchanger where it can be re-used for cooling the vacuum pump (closed cycle). For this cycle, the temperature threshold for water renewal was enhanced from 20°C to 21°C, resulting in annual water savings, depending on the production hours, of up to 1 091 m³. Water from this line is not collected for further use due to space constraints.

- Accumulated water savings for all lines: up to 5 728 m³ per year.
- RGB line: Move from wet to semi-wet lubrication system on the bottle conveyor.

These measures led to a reduction of industrial water use (less water use overall) and lubrication savings.

Production plant in Vals:

- RGB move from wet to semi-wet lubrication system on the bottle conveyor.
- Optimisation of rinsing (for fillers of PET mineral water): Automatic system to regulate rinsing time was implemented. As a next step, we will evaluate if the targeted reduction in water usage can be achieved.
- RGB circulation system: Vacuum pump was implemented that allows us to circulate (e.g., reuse) some water. We continue to work on various other ideas to reduce and recycle our water usage in remaining production steps.

As we stopped running the RGB and KEG lines in Vals and Dietlikon during the lockdown due to the COVID-19 pandemic, the water consumption was much lower than under normal conditions. We achieved a low water intensity ratio of 1.54 l/lpb (2019: 1.58 l/lpb) at our two bottling plants which was, however, influenced by these exceptional circumstances. With this result, we met our target of 1.65 l/lpb for 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. In 2020, online ISO audits took place due to the restrictions related to COVID-19.
- 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 ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits. In 2020, no such cross-border audits from TCCC took



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place due to COVID-19.

- Benchmarking: Our results are regularly benchmarked against the results of the 52 plants in the other 27 countries of the CCHBC Group.

303-1 a: Interactions with water

As a producer and bottler of non-alcoholic beverages, water is a crucial resource for CCHBC. 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 [303-2a](#), [303-3a-e](#) and [303-4a-e](#).

303-1 b: Approach to identify water-related impacts

See description of the management approach for water and effluents above.

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. It is planned to conduct a SVA for our SWPP in 2022.

The purpose of an SVA 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 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.

303-1 c: Approach to address 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 our latest stakeholder dialogue that focused on environmental impacts (see [GRI 102-42/43/44](#)). Due to the COVID-19 pandemic, no stakeholder dialogue took place in 2020.

We conduct water stress audits at our suppliers' locations. In 2020, 44 business partners were interviewed. The results showed that in locations with higher risks of water stress, products are manufactured that are not water-intensive (e.g. packaging material).

303-1 d: Process to setting water-related goals in area with water stress

Switzerland is not considered an area with water stress. Nevertheless, we define specific water-related targets for CCHBC based on forecasted production volumes as well as planned projects and business changes, and we track our water consumption (see description of the management approach for water and effluents above and [Key Figures – Water Use and Stewardship](#)).

303-2 a: Management of water discharge-related impacts (minimum standards)

Wastewater treatment is strictly regulated in Switzerland, and 100% of our wastewater is treated in municipally owned wastewater treatment plants.

303-3 a-d: Water withdrawal

Information on water withdrawal from all areas: See [Key Figures – Water Use and Stewardship: Water](#).

Water withdrawal by sources:

- Surface water: not applicable.
- Groundwater: Dietlikon: 326 578 m³; supplied by the municipal water supplier
- Seawater: not applicable
- Produced water: not applicable
- Third-party water: Vals (artesian sources): 38 436 m³ (plus extracted water: 83 846 m³)
- Please note: Switzerland is not considered an area with water stress. Therefore, no water is withdrawn from areas with water stress.

Thereof:

- In Dietlikon: only freshwater
- In Vals: mainly other water than freshwater due to production of highly mineralised natural mineral water

Information on data collection and methodologies:

- Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.





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303-4 a-e: Water discharge

Information on water discharge from all areas: See [Key Figures – Water Use and Stewardship: Effluents](#).

Water discharge by types of destination:

- Surface water: 0
- Groundwater: 0
- Seawater: not applicable
- Third-party water: 173 571 m³
- Thereof, no water is discharged to freshwater areas (i.e. 100% other water discharge).
- Please note: Switzerland is not considered an area with water stress. Therefore, no water is discharged to areas with water stress.

Substances of concern for which discharges are treated:

- The ISO 14001 and internal 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.

Information on data collection and methodologies:

- Data from municipal wastewater treatment plant, annual wastewater analysis, online monitoring of pH value and temperature.

303-5 a-d: Water consumption

Information on water consumption for all areas: See [Key Figures – Water Use and Stewardship: Water](#).

Additional information:

- Water stress: Switzerland is not considered an area with water stress. Therefore, no water is consumed from areas with water stress.
- Water storage: We have water tanks in our production plants in Dietlikon and Vals. There were no significant changes during the reporting year.

Information on data collection and methodologies:

- Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.

GRI 305: EMISSIONS (2016)

103-1, 103-2, 103-3: Management approach for emissions

See description of the management approach for energy ([GRI 302](#)).

305-1 a-g: Direct (Scope 1) GHG emissions

See [Key Figures – Emissions Reduction](#): Emissions for information on CCHBC's gross direct (Scope 1) GHG emissions. Scope 1 includes the activities under our operational control.

Additional information:

- The following gases are included in our CO₂eq factor: CO₂, HFCs, PFCs.
- For GHG emissions, the Scope 1 emissions of refrigerants from refrigerant loss (assumed 2%) are also included.
- Biogenic CO₂ is not used and reported
- Indicators are not reported with reference to a base year

Sources of the emissions factors and global warming potential:

- Conversion factors agreed with Group. See [CCHBC GRI Content Index 2020](#). Exception: NO_x and SO_x calculations based on FOEN guidelines.
- Please note:
 - For the first time, NO_x reported for CNG hybrid based on FOEN guidelines.
 - It is a challenge that we don't know how many kilometres were driven with CNG and how many with petrol in hybrid cars. Estimates are based on standard consumption.

Standards, methodologies, assumptions, and/or calculation tools used:

We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.

CO₂eq factors:

- Emissions from mobile and stationary combustion: IPCC 2006, Guidelines for National Greenhouse Gas Inventories.
- Emissions from own and leased fleet emissions factors: Group-internal GHG tool from TCCC
- Emissions from fuels used in production: TCCC tool developed with the Institute for Energy and Environ-



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mental Research (Heidelberg, Germany) based on IPCC 2006, Guidelines for National Greenhouse Gas Inventories

- Emissions from refrigerants: TCCC tool developed with the Institute for Energy and Environmental Research (Heidelberg, Germany): Global warming potential of refrigerant (100 years) / GHG Protocol – Global warming potential (GWP) values relative to CO₂

305-2 a-g: Energy indirect (Scope 2) GHG emissions

See [Key Figures – Emissions Reduction](#): Emissions for information on CCHBC's location-based energy indirect (Scope 2) GHG emissions. Scope 2 includes the activities under our operational control.

Additional information:

- The following gases are included in our CO₂eq factor: CO₂.
- Indicators are not reported with reference to a base year.
- Conversion factors agreed with Group. See [CCHBC Group GRI Content Index 2020](#).

Standards, methodologies, assumptions, and/or calculation tools used:

We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHGP).

- Electricity: following GHGP Scope 2 Guidance; market-based from suppliers and grid operators.

305-3 a-g: Other indirect (Scope 3) GHG emissions

See [Key Figures – Emissions Reduction](#): Emissions for information on CCHBC's other indirect (Scope 3) GHG emissions.

Additional information:

- The following gases are included in our CO₂eq factor: CO₂.
- Biogenic CO₂ is not used and reported.
- Indicators are not reported with reference to a base year.
- Conversion factors agreed with Group. See [CHBC Group GRI Content Index 2020](#). Exception: NO_x and SO_x calculations based on FOEN guidelines.

Standards, methodologies, assumptions, and/or calculation tools used:

We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.

- CO₂eq factors: mobile and stationary combustion: IPCC 2006, Guidelines for National Greenhouse Gas Inventories.
- Ingredients/packaging materials: Life Cycle Assessments by TCCC.

305-4 a-d: GHG emissions intensity

See [Key Figures – Emissions Reduction](#): Emissions for information on GHG emissions intensity, including the denominator chosen to calculate the ratio and types of emissions included.

See [GRI 305-1b](#), [GRI 305-2c](#) and [GRI 305-3b](#) for information on gases included in the calculation.

GRI 306: EFFLUENTS AND WASTE (2016)

103-1, 103-2, 103-3: Management approach for effluents and waste

See description of the management approaches for materials ([GRI 301](#)) and for water and effluents ([GRI 303](#)).

306-1 a-b: Water discharge by quality and destination

See [Key Figures – Water use and stewardship](#): Effluents.

- Destination: Municipal wastewater treatment plants in Dietlikon and Vals
- Quality of water, including treatment method: Our plants neutralise pH and monitor the temperature before sending wastewater to the municipal treatment plants.
- Reuse of water: Wastewater is not re-used by another organisation.

Standards, methodologies, and assumptions used:

Data from municipal wastewater treatment plants, annual wastewater analysis, online monitoring of pH value and temperature.





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306-2 a-c: Waste by type and disposal method

See [Key Figures - World without waste](#): Waste.

Determination of waste disposal method:

We work with authorised 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-c: Significant spills

No significant spills were recorded during the reporting period.

306-4 a-c: Transport of hazardous waste

We do not transport, import, export, or treat hazardous waste, nor do we ship it internationally.

306-5 a: Water bodies affected by water discharges and/or runoff

No natural habitat is significantly affected by wastewater discharge, as 100% of our wastewater is treated in municipally owned treatment plants.

GRI 307: ENVIRONMENTAL COMPLIANCE (2016)

103-1, 103-2, 103-3: Management approach for environmental compliance

See description of the management approach for energy ([GRI 302](#)).

307-1 a-b: Non-compliance with environmental laws and regulations

There were no significant fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations during the reporting period.

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT (2016)

103-1, 103-2, 103-3: Management approach for supplier environmental assessment

See description of the management approach for procurement practice ([GRI 204](#)).

308-1 a: New suppliers screened using environmental criteria

100% of new suppliers were screened using environmental criteria. This corresponds to a total of 114 new or re-opened suppliers in 2020. Most of them have small spending (spot buy) and therefore no contract.

All new suppliers are screened with respect to their acceptance of our [SGPs](#) 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 SGPs by the supplier.

See [GRI 204](#) Procurement Practices for details.

308-2 a-e: Supplier assessments for environmental impacts and results

178 suppliers were screened and assessed in total. Of those, 114 were opened or reopened in 2020, and all had to sign the [SGPs](#) including relevant terms for social impacts.

64 suppliers are active in EcoVadis for the Business Unit Switzerland (CCHBC). The average EcoVadis score of these suppliers for Switzerland is 54.8 and thus 11.8 points higher than the EcoVadis benchmark. 73% exceed a score of 45 points.

17 suppliers were identified with a low score in EcoVadis (below 45 points), mainly due to incompleteness of data submitted to EcoVadis. However, no major negative environmental impact was identified which would require significant improvements in this area or termination of the relationship. CAPs (to improve EcoVadis scoring) have been kicked off with CCHBC's local buyers, and progress in closing the CAP will be tracked at regular intervals and documented in a progress report to the Country Procurement Manager.





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GRI 401: EMPLOYMENT (2016)

103-1, 103-2, 103-3: Management approach for employment

Explanation of the material topic and its boundary:
We have a diverse workforce of roughly 750 employees working in various functions across Switzerland. Our employees work in the following locations: Brüttisellen, Bussigny, Dietlikon, Kestenholz, 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 emphasising workforce engagement and growth behaviours and developing the capabilities, leadership and talent necessary for the evolution of CCHBC.

Our Human Resources Director (member of the SLT) and the director's team of HR professionals in collaboration with Human Resources Centers of Excellence 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 (see [GRI 403](#) for specific information on health and safety).

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.

Following the introduction of "continuous employee listening", we started conducting "Pulse Surveys" to measure employee engagement multiple times per year. The existing "My Voice" survey is not replaced but complemented with additional shorter, topic-specific surveys. We also continue to benchmark our performance against other subsidiaries in the Group.

The adaptation of the central employee feedback process was accelerated by the COVID-19 pandemic. During the pandemic, when our workforce was not able to physically gather, it was important for CCHBC to receive regular feedback and learn how employees working from home, out in the market and in our production and warehouse facilities are coping with the exceptional situation. With our "COVID Pulse" surveys, we created additional (and also anonymous) feedback channels. Our Human Resources department organised three such central feedback rounds in 2020. The last survey in October 2020 was enriched with a limited number of standard questions from My Voice, measuring developments in our Employee Engagement Index for 2020. However, another important indicator, the "Values Index" (which 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), was exceptionally not included in the reporting year due to the prevalence of other COVID-19-related topics.

Going forward, we will continue with the concept of "continuous employee listening" to establish a continuous central dialogue with our employees. And as before, we will review the survey results critically to identify opportunities for improvement and enhanced employee satisfaction.

Training and Development

Having the best people in every position today and tomorrow is crucial to our success. With our People Development Programs we systematically and effectively develop the relevant skills, capabilities and growth mindset that we need to be successful in the long run. A key element is the Talent Review Meeting (TRM) in which managers and senior managers discuss developmental actions of their 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, we help employees to develop with 70% of learning on the job, 20% learning from others and 10% formal learning – classroom, virtual, online and self-study. We offer targeted learning programmes for each workforce segment. To accelerate the development of our people with leadership potential, we offer experien-



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tial learning to build new skills through our Fast Forward Programs (see [GRI 404-2a-b](#)). During the reporting year, CCHBC adapted its training and development concept and offering. On our updated e-learning platform we expanded our online course programme and introduced a personal learning cloud, facilitating easy and targeted access to learning solutions for our employees. Most of the offered courses are self-paced and allow employees to follow the curricula according to their individual time schedule and learning progress. During 2020, Human Resources together with team leaders specifically promoted e-learning and our virtual course programme. COVID-19 certainly gave these developments a boost. However, the primary idea is to provide access to flexible training and to establish a learning culture in which employees themselves take responsibility to steer their career and professional development. And CCHBC supports them on this journey.

Additional opportunities to learn from others are created with an online coaching pool and mentoring platform that were launched in 2020. On the latter, employees can disclose their field of expertise in which they would like to offer mentoring. This allows employees in search of support to find a suitable mentor. The new Group-wide online platform "opportunity marketplace" works quite similarly but focuses on learning on the job. Projects and tasks can be uploaded to the platform, and employees who want to gain experience in this area can apply. Additionally, a new tool – which is based on CCHBC's six leadership capabilities – provides ideas and advice to increase learning on the job to all employees (e.g. sign up for team projects, participate in customer meetings, etc.).

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 formalised 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 P4G framework for our employees to receive and give feedback.

In the case of employment terminations, we collaborate with an external employee assistance organisation (since January 2021 performed by Lifeworks, formerly provided by MOVIS), which provides job placement ser-

vices on a case-by-case basis. We also offer internal pre-retirement training performed through the pension fund and our external pension fund administrator.

Organisational Transformation

The Swiss beverage market is facing great challenges. The pandemic has accelerated a transformation in the market that was already underway. Online businesses are growing rapidly, digitalisation is advancing even faster and we are also seeing more and more changes in the behaviour of our customers and consumers. This affects our company as well as many others in the Swiss market.

Our organisation must adapt to meet these challenges and started transforming its strategy and structures 2020. This transformation is also associated with a reduction in the number of employees in our workforce. At the beginning of October 2020, we announced a reduction in positions throughout Switzerland. The focus was on positions in Sales and Marketing at the headquarters in Brüttisellen and on unprofitable areas of our company, like outsourcing Full Service Vending and our Cold Drink Operations business.

The personnel measures were formulated so as to minimise and mitigate the social impact. A social plan was jointly agreed with the employee representation committee aimed to find a solution that is acceptable and fair to affected employees.

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.

"Be Well" is our well-being framework, which we constantly review and adjust to the needs of the organisation. It 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 Lifeworks as well as flexible working hours and home office options. For the latter, there is a company-wide policy.



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During COVID-19 we were able to rely on well-established internal health management (see also GRI 403) and flexible work arrangements. Whenever possible, CCHBC provided additional support and accommodated the needs of certain groups or individual employees. For example, employees were allowed to use IT hardware and some office equipment at home in an unbureaucratic manner. Parents could benefit from additional time off to look after their children or to provide home schooling when schools and day-care centres were closed during the lockdown in Switzerland in spring 2020. Employees who belong to COVID-19 risk groups could work from home even if they could perform only part of their tasks in this setting.

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. Respect for individuals is at the core of our values, and we foster behaviours that create an inclusive culture. These behaviours are enshrined in our formal Diversity and Inclusion 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 (performed at the beginning of March 2021) based on the equal pay self-test tool 'Logib' from the Federal Office for Gender Equality showed an average deviation of 0.6% between salaries paid to men and women, improving the result from the 2019 assessment (see also News on [website](#)). Our wage policy is based on objective criteria where gender does not play a role. We are committed to further improving and maintaining equal pay. CCHBC 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.

• Goals and Targets

We set ourselves targets and track our performance along several key indicators: See [Key Figures – Our People and Communities](#).

• Actions and Achievements

Our employee engagement in 2020 was marked by the COVID-19 pandemic. Nevertheless, we progressed on various initiatives described above (e.g. new learning and development platforms and concepts, new employee survey concepts etc.). In addition to the above-mentioned changes – related and unrelated to COVID-19 – the additional activities were initiated during the exceptional situation:

- Weekly or bi-weekly virtual live update calls of the SLT for all employees on the COVID-19 situation, including Q&A sessions. This also enhanced mutual understanding and initiated a continuous dialogue between employees and the SLT.
- Publication of a weekly CEO newsletter and updates
- Launch of an intranet site where employees could access all relevant information in connection with the pandemic
- Specific training on online tools (e.g. Microsoft Teams), good virtual interaction, effective online collaboration or efficient home office. Also, a virtual working package with tips and tricks was published on the intranet
- Q&A for line managers on topics related to COVID-19
- Guidelines and manuals for line managers to support them in leading teams virtually and to foster team spirit in times with limited or no physical interaction
- Reminding employees about the Employee Assistance Program with our external partner MOVIS (now Lifeworks)
- Online workout offerings

In our most recent Pulse Voice survey (October 2020), our Employee Engagement Index dropped from 80% in 2019 to 74%, mainly driven by circumstances linked to the organisational transformation. Our employees felt predominantly insecure and worried. However, feeling well informed, the willingness to help each other and the awareness of our Health and Safety protocols in light of COVID-19 remained at high levels. We also saw improvements from our employees working in the market with customers, agreeing that their ways of working allowed them to spend most of their time with the customer. We continue to jointly work on the identified pain points.



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401-1 a-b: New employee hires and employee turnover

Total number and rate of new employee hires:

	Female		Male	
Under 30:	8	1.1%	17	2.2%
Between 30-50:	7	0.9%	26	3.4%
Above 50:	0	0.0%	3	0.4%

Total number and rate of employee turnover:

	Female		Male	
Under 30:	9	17.7%	19	27.9%
Between 30-50:	7	16.4%	26	14.6%
Above 50:	4	17.3%	22	12.5%

See also [Key Figures – Our People and Communities: People Development](#).

GRI 402: LABOUR/MANAGEMENT RELATIONS (2016)

103-1, 103-2, 103-3: Management approach for labour/management relations

See description of the management approach for employment ([GRI 401](#)).

103-1 a-b: Notice periods regarding operational changes

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 is 8 weeks.

There are no collective bargaining agreements in place.

GRI 403: Occupational Health and Safety (2018)

103-1, 103-2, 103-3: Management approach for occupational health and safety

Explanation of the material topic and its boundary:

The health of our employees is our top priority. Our employees in production and sales are particularly exposed to health and safety risks at machines and in

road traffic. In addition to the individual suffering caused by accidents and illnesses, our company incurs direct costs (insurance premiums and continued salary payments) and indirect costs (time spent, absenteeism, fluctuation-related costs or reputational risks).

The relevance of good health became evident during the COVID-19 crisis. CCHBC complied with all health and safety provision of the Swiss authorities and implemented additional measures to protect and support its employees during these difficult times and manage the health crisis smoothly. In managing the crisis, CCHBC could rely on its well-established occupational health and safety system (see Actions and Achievements for details).

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 ISO 45001 standard, certified in spring 2020 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 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 specialised employees at the bottling plants and representatives in Commercial, Cold Drink Operations (CDO) and Valser Service Ltd (Qwell). 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 organisation bears primary responsibility for 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 possi-



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ble and necessary, they take measures for improvement and prevention, focusing on situations with enhanced risk exposure.

On a regular basis, we organise 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. Similarly, mutual Behaviour-Based Safety (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 the need to improvise.

We ensure compliance with 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 (FOPH) 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 2020 was 0.7 LTA >1 day/100 FTE.

• Actions and Achievements

COVID-19 response:

The start of the COVID-19 pandemic in spring 2020 forced us to take preventive measures to protect our employees and their families. We realised in a very early phase that the general Pandemic Response plan does not cover all the real challenges of an event of this size. We immediately initiated our IMCR team and established a COVID-19 core team. The main aim was to assess the general situation in Switzerland and within the Group organisation, to define and implement specific actions

in alignment with the governmental guidelines (Federal Office of Public Health and local regulations) and best practices, and to manage the cases and employees in quarantine. The IMCR team worked in close collaboration with the cantonal authorities and contact tracing teams.

At a very early stage, we took the decision that our employees should work from home whenever possible. Since June 2020, we have also allowed a maximum of 30% of the office population to work in the office, and only if needed. We also introduced an obligation to wear masks prior to the governmental mandate.

In order to keep our employees informed and connected, we introduced a weekly or bi-weekly (depending on the needs) SLT information session (see also [GRI 401](#)). In these events, the SLT informed employees about the current situation, new guidelines and expected next steps and developments.

In August 2020 we initiated a "COVID-19 Officers Team". The representatives from all departments support the Country Task Force and act as first-level contact for our employees.

Since the start of the pandemic, we have had 39 employees with a confirmed positive COVID-19 result. Fortunately, all employees had only more or less mild symptoms and recovered within a few days.

Other actions and achievements:

In the reporting period, we were able to reduce the number of total occupational accidents by two. We were able to confirm the good result of 2019 with only five reported accidents with lost days throughout Switzerland. This confirms the effectiveness of our occupational safety program.

We continuously improved the LTA >1 day/100 FTE and we were able to achieve our goal of 0.7 LTA >1 day/100 FTE. Therefore, we are setting our goal of 0.45 LTA >1 day/100 FTE for 2021.

Our annual Health and Safety Weeks reached all CCHBC employees. Due to the COVID-19 pandemic only one virtual awareness-raising event took place in 2020. Covered topics included safety in our plants, road safety, focus on ergonomic posture in home offices and mental health. Every day a different topic was addressed.



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BBS was introduced at all our plants in 2018 and was rolled out in all other departments such as Commercial, Qwell by Valser, and CDO in 2020.

403-1 a-b: Occupational health and safety management system

An occupational health and safety system is implemented at CCHBC (see description of the management approach for occupational health and safety above). It covers all employees, contractors, and visitors in our facilities.

- As a subsidiary of the CCHBC Group we are required to implement ISO 45001 and to be compliant with TCCC's KORE requirements (see description of the management approach for occupational health and safety above).
- The most important legal requirements in Switzerland are summarised in an index provided by FCOS.
- 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, ISO 45001 and KORE.

403-2 a: Hazard identification and risk assessment

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 Health and Safety Expert (HSE) for 11 years. Audit results and workplace observations are likewise grounds for improvement measures.

Risk assessments are reviewed at least every three 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

Internal Health and Safety Specialists support the 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.

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 notifications by employees, also on 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.

403-2 b: Reporting of work-related hazards

Employees participate in audits and risk assessments relating to health and safety management at CCHBC. 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 misses 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



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gives employees all rights to protect themselves from potential reprisals.

403-2 c: Policies and processes for workers to remove themselves from potentially hazardous situations

Employees are protected by Swiss law, which requires employers to do everything possible to protect their employees (Art. 328 para. 2 of the Code of Obligations and Art. 82 para. 1 and 2 of the Accident Insurance Act). By signing the Suva Charter, CCHBC additionally commits to defining and informing about relevant safety rules within its operations. Employees also receive training on important life-saving rules. CCHBC makes clear that no activity is important enough to risk getting injured, and by signing the Suva Charter, employees have the right to interrupt any activity that endangers health and safety in case of doubt.

403-2 d: Investigation of work-related incidents

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. An accident event can result in a renewed review of the risk assessment and initiation of additional measures if necessary. This further improves safety and prevents similar incidents in future.

403-3 a: Occupational health services

See [GRI 403](#) and [GRI 403-2a-b](#).

403-4 a-b: Worker participation, consultation, and communication on occupational health and safety

Processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system are presented in the description of the management approach for occupational health and safety above and GRI 403-2.

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 (see description of the management approach for occupational health and safety above).

GRI 404: TRAINING AND EDUCATION (2016)

103-1, 103-2, 103-3: Management approach for training and education

See description of the management approach for employment ([GRI 401](#)).

404-1 a: Average hours of training

Average training hours per employee in 2020: 16.21 h

By gender:

Female employees: 15.71 h

Male employees: 16.51 h

By employee category (workforce segments):

Professionals: 18.27 h

Front Line Leader: 14.74 h

Change Leader: 20.95 h

Top300: 15.32 h

Top40: 60 h

In previous years, we reported the numbers on leadership layers. Starting in 2020, we no longer work with leadership layers but use workforce segments to categorise our employees.

404-2 a-b: Programmes for upgrading employee skills and transition assistance programs

CCHBC's training and assistance programmes to upgrade employee skills encompass the following offerings:

Professional education programmes:

- Management Trainee Programme
- Apprentice Programme

Leadership training: 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 1 (formerly S2O (Self to Others))
- Fast Forward 2 (formerly O2M (Others to Managers))
- Fast Forward 3 (formerly M2F (Managers to Function Head))





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- "Passion to Lead" is a Learning and Capabilities Center of Expertise (L&C CoE) Core Programme Curriculum specific to the Front Line 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 training:

- 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.

Assistance and pre-retirement programmes:

In the case of employment terminations, we collaborate with EAP (formerly 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: Performance and career development reviews

610 employees at CCHBC received a performance and career development review in 2020.

Percentage by employee category:

- Supporters & Troopers and Professionals: 81% (495)
- Front Line Leaders: 12.95% (79)
- Change Leaders: 4.75% (29)
- Top300: 0.98% (6)
- Top40: 0.16% (1)

In previous years, we reported the numbers on leadership layers. Starting in 2020, we no longer work with leadership layers but use workforce segments to categorise our employees.

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)

103-1, 103-2, 103-3: Management approach for diversity and equal opportunity

See description of the management approach for employment ([GRI 401](#)).

405-1 a-b: Diversity of governance bodies and employees

Composition of the SLT (as of 31 December 2020):

By gender:

- Women: 25%
- Men: 75%

By age:

- Under 30 years old: 0%
- 30-50 years old: 100%
- over 50 years old: 0%

Composition of employees by gender (as of 31 December 2020):

By gender:

- Women: 24%
- Men: 76%

By age:

- Under 30 years old: 18%
- 30-50 years old: 55%
- over 50 years old: 27%

405-2 a-b: Ratio of basic salary and remuneration of women to men

See GRI 401 Employment (information on equal pay). CCHBC's significant locations of operation are: Brütisellen, Bussigny, Dietlikon, Kestenholz, Vals, Zizers.



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GRI 413: LOCAL COMMUNITIES (2016)

103-1, 103-2, 103-3: Management approach for local communities

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 more information on stakeholder engagement see GRI [102-40a](#) and [102-42/43/44](#).

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.

Our support to communities is led by our Country Public Affairs & Communications Function (member of the SLT) in close cooperation with the Country Sustainability & QSE Manager. 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 CCHBC Group by 2025.

• Actions

See GRI [413-1a](#).

413-1 a: Information on local community engagement, impact assessment, and development programmes

Switzerland is one of CCHBC Group's established markets (see [CCHBC Group Integrated Annual Report](#)). To assess our impact on local communities, our organisation has implemented and publicly disclosed the following initiatives and procedures:

- Socio-economic impact analysis (see [GRI 203](#) Indirect Economic Impacts)
- Environmental impact assessments, e.g. including specific assessments in the area of water stewardship (see [GRI 301](#) Materials, [GRI 302](#) Energy, [GRI 303](#) Water)
- Local community development programmes: See description below of specific community engagement initiatives that we have chosen to focus on in recent years as well as ad-hoc engagements during the COVID-19 crisis.
- Stakeholder engagement plans based on stakeholder mapping: See [GRI 102-40](#) and [102-42/43/44](#).
- Works councils, occupational health and safety committees and other worker representation bodies to deal with impacts: See [GRI 403](#).
- Formal local community grievance processes: See GRI 405 (SpeakUp! line available to all stakeholders)

Local engagement for youth development:

In 2020, we continued our partnership with Pro Juventute. The Swiss NGO supports and empowers children and young adults through targeted projects. We support a project in the prevention of youth unemployment with a financial contribution: 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 about 983 young people in 2020. Due to the COVID-19 pandemic and the lockdown of schools, the number of participants was lower than in previous years.

Local engagement for 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 were



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the exclusive beverage sponsor of the charity gala "Swiss Red Cross Gala St. Moritz" which took place on 8 February 2020. The SRK raised funds for the cause "clean water for everyone".

- 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 example, we support the local football club in Brüttisellen with financial, in-kind and product contributions. Due to the COVID-19 pandemic, many events and festivities were cancelled in 2020.
- For many years, we have been donating beverages close to the best before date to the charitable organisation "Tischlein deck dich". The organisation distributes these beverages to less privileged people in Switzerland. In 2020, the equivalent value of the beverages amounted to about CHF 18 000.

COVID-19 community support:

- At the beginning of the COVID-19 pandemic, we supported 119 health care and army facilities with over 113 000 beverages and snacks.
- Together with an alliance of various partners in the Swiss food service and hotel industry, we launched the #HELPGASTRO platform. Thanks to this initiative, businesses got immediate financial support and future visits were generated. More than 1 170 outlets joined #HELPGASTRO. Around 3 300 vouchers were sold, generating more than CHF 185 000 for HoReCa (Hotel, Restaurant and Cafés) support.
- The Coca-Cola Foundation (TCCF) supported the SRC with a substantial monetary donation. The SRC helped people in need paying for expenses that have either been incurred as a result of the COVID-19 pandemic or could no longer be paid due to restrictions on daily life. They received quick and uncomplicated financial aid up to CHF 1 000 to pay for medical expenses, food vouchers, and similar expenses.

GRI 414: SUPPLIER SOCIAL ASSESSMENT (2016)

103-1, 103-2, 103-3: Management approach for supplier social assessment

See description of the management approach for procurement practices ([GRI 204](#)).

414-1 a: New suppliers screened using social criteria

100% of new suppliers were screened using environmental criteria. This corresponds to a total of 114 new or re-opened suppliers in 2020. Most of them have small spending (spot buy) and therefore no contract.

All new suppliers are screened with respect to their acceptance of our [SGPs](#) including provisions regarding labour and human rights. 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 SGPs by the supplier.

See [GRI 204](#) Procurement Practices for details.

414-2 a-e: Supplier assessments for social impacts and results

178 suppliers were screened and assessed in total. Of those, 114 were opened or reopened in 2020, and all had to sign the [SGPs](#) including relevant terms for social impacts.

64 suppliers are active in EcoVadis for the Business Unit Switzerland (CCHBC). The average EcoVadis score of these suppliers for Switzerland is 54.8 and thus 11.8 points higher than the EcoVadis benchmark. 73% exceed a score of 45 points.

In total, 17 suppliers were identified with a low score in EcoVadis (below 45 points), mainly due to incompleteness of data submitted to EcoVadis. However, no major negative social impact was identified which would require significant improvements in this area or termination of the relationship. CAPs (to improve EcoVadis scoring) have been kicked off with CCHBC's local buyers, and progress in closing the CAP will be tracked at regular intervals and documented in a progress report to the Country Procurement Manager.



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GRI 416: CUSTOMER HEALTH AND SAFETY (2016)

103-1, 103-2, 103-3: Management approach for customer health and safety

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 – in particular 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 sixth issue of the Nutrition and Exercise Monitor (2020) compiled by the independent research company gfs.bern shows that only 35% 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 final responsibility of our Country Sustainability & 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. In 2020, these audits to verify compliance were conducted virtually. 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 (IMCR). The IMCR core team, a group of approximately twelve specially trained managers from all functions, meets up frequently (bi-monthly) 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 can quickly initiate the necessary measures in their business areas. The IMCR core 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](#)).

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, Evolved Nutrition Labelling (ENL) provides clear and accessible colour-coded nutrition information and helps consumers make informed choices.

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 the CCHBC Group 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



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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 417-3a-b](#)). 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 0.32 consumer complaints per million containers sold in 2021.

• Actions and Achievements

In 2020 we took all necessary steps to ensure that our self-control concept is carried out for all the innovations introduced to the market, including Costa coffee machines.

Our consumer complaints per million containers sold improved to 0.32 in 2020. We continued to improve in comparison to the last years and reached our 2020 target. The absolute number of complaints has decreased steadily over the last years. The most common reason for complaints in 2020 was low carbonisation due to age of product. We generally face 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. Some of our sales markets were significantly impaired by the COVID-19 pandemic and its consequences (e.g. temporary closure of the gastronomy industry). This negatively impacted CCHBC's product turnover and planning accuracy. Some deliveries therefore stayed longer in our warehouses than usual.

416-1 a: Assessment of the health and safety impacts impacts of product and service categories

100% of our product categories are assessed for health and safety impacts. There are no safety impacts associated with our products, and all health impacts are assessed for all products.

416-2 a-b: Incidents of non-compliance concerning the health and safety impacts of products and services

There were no incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products within the reporting period that resulted in a fine, penalty or a warning.

GRI 417: MARKETING AND LABELLING (2016)

103-1, 103-2, 103-3: Management approach for marketing and labelling

See description of the management approach for customer health and safety ([GRI 416](#)).

417-1 a-b: Requirements for product and service information and labelling

The printed packs and labels of all products sold in 2020 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.

100% of CCHBC's product categories are covered by and assessed for compliance with such procedures.

417-2 a-b: Incidents of non-compliance concerning product and service information and labelling

During the reporting period, one incident of non-compliance with regulations resulting in a warning was registered. It concerned our drink Monster Espresso Vanilla with a non-compliant level of propylene glycol. Authorities requested withdrawal of the products concerned from one customer (only customer with relevant deliveries).

No incidents of non-compliance with regulations resulting in a fine or penalty or of non-compliance with voluntary codes were registered.



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417-3 a-b: Incidents of non-compliance concerning marketing communications

During the reporting period, no incidents of non-compliance with regulations resulting in a fine, penalty or a warning were registered. CCHBC is fully compliant with the industry's voluntary Swiss Pledge commitment.

GRI 419: SOCIOECONOMIC COMPLIANCE (2016)

103-1, 103-2, 103-3: Management approach for socioeconomic compliance

See GRI 102-11a and descriptions of the management approaches for anti-corruption (GRI 205), anti-competitive behaviour (CRI 206), energy (GRI 302), employment (GRI 401), local communities (GRI 413) and customer health and safety (GRI 416).

419-1 a-c: Non-compliance with laws and regulations in the social and economic area

During the reporting year, there were no significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area.





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NUTRITION

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Production									
Total beverage production	301-1	1000 Litres	333,079	331,969	327,645	307,767	291,791 ¹		↓
Product Portfolio and Calories Content									
Total number of SKUs ¹		Number	264	269	343 ²	317	277		↓
Number of low-calorie SKUs ¹		Number	140	158	210	189	159		↓
Share of low-calorie SKUs ¹		Percent	53 %	59 %	61 %	60 %	57 %		↓
Average calorie content – Ratio Brands		KJ/100ml	86	83	78	80	85		↓
Average calorie content – Ratio volumes sold		KJ/100ml	87	83	83	82	83		↑
Rollout of GDA ³ labels	417-1	Percent	100 %	100 %	100 %	100 %	100 %		→
Product quality									
Consumer complaints per million containers sold		Number	0.31	0.41 ³	0.36	0.36	0.32	0.32	↓
Certifications of the production plants									
Quality (ISO 9001)	416-1	Number	all 2	all 2	all 2	all 2	all 2	all 2	→
Environment (ISO 14001)	102-11	Number	all 2	all 2	all 2	all 2	all 2	all 2	→
Food safety (ISO 22000 + FSSC 22000 + PAS 220 + HACCP)	416-1	Number	all 2	all 2	all 2	all 2	all 2	all 2	→
Operational health and safety (OHSAS18001)	403	Number	all 2	all 2	all 2	all 2	all 2	all 2	→

¹ Overall reduction in production due to COVID-19.

² Increase due to an expansion of our product portfolio.

³ Increase due to slightly lower sales volumes and eight additional complaints.



OUR PEOPLE AND COMMUNITIES

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Employee development									
Total workforce (no. of employees)	102-7	Number	866	790	816	794	757		↓
Full Time Equivalents (FTEs) average	102-7	Number	840	752	763	768	712		↓
Apprentices	102-8	Number	17	14	14	12	14		↑
Nationalities	405-1	Number	32	31	35	27	27		→
Employees younger than 30 years old	405-1	Percent	16%	16%	17%	16%	16%		→
Employees between 30 and 50 years old	405-1	Percent	61%	59%	57%	56%	58%		↑
Employees older than 50 years old	405-1	Percent	23%	25%	26%	28%	26%		↓
Employee turnover	401-1	Percent	14%	15%	12%	16% ¹	11%		↓
Training and development									
Average training hours per employee	404-1	Number	36	34	14 ²	17	17		↓
Equality and Diversity									
Women in the company	405-1	Percent	24%	24%	25%	24%	24%		→
Women in senior management ³	405-1	Percent	25%	30%	27%	33%	33%		↓
Company employees from local community ⁴	405-1	Percent	71%	72%	70%	71%	71%		↓
Managers from local community ⁴	202-2	Percent	71%	68%	66%	67%	67%		→
Breaches of equality legislation	419-1	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 training hours which are reported to the CCHBC Group are included in this figure.

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

⁴ Employees and managers with Swiss nationality are defined as "local". Managers include: Front Line Leaders (FLL), Change Leaders (CL), Top 300, Top 40.



OUR PEOPLE AND COMMUNITIES

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Health and Safety									
Fatalities (includes contractors)	403	Number	0	0	0	0	0		→
Severe injuries ⁵		Number	0	0	0	1 ⁶	0		↓
Accidents with > 1 day absence		Number	12	7	7	7	5	3	↓
Lost time accident rate per 100 FTE ⁶		Ratio	1.43	0.93	0.92	0.91	0.7 ⁷	0.45	↓
Total incident rate per 100 FTE ⁶		Ratio	4.64	2.79	2.62	2.20	1.53 ⁷	1.30	↓
Absence due to occupational accidents		Days	319	156	117	299 ⁸	85 ⁹		↓
Toolbox Talks ¹⁰		Number	1,614	2,091	2,321	1,677	1,331 ¹¹		↓
Walk the Talk and BBS Observations ¹²		Number	431	388	274 ¹³	1,025	1,431 ¹⁴		↑
Near misses		Number	491	503	572	509	626 ¹⁵		↑
Absence due to non-occupational accidents		Days	1,027	722	649	848	708		↓
Absence due to sickness (accidents & illness)		Days	5,694	3,937	4,386	4,806 ¹⁶	4,636		↓
Percentage of absence due to illness		Percent	76%	78%	83%	76%	83%		↑
Sickness absence rate (SAR) ¹⁷		Percent	3.58%	2.70%	2.79%	2.84%	2.96%		↑
Indirect economic impacts ¹⁸									
Local value creation through Coca-Cola		Mio CHF	n/a	n/a	988	988	988		→
Jobs safeguarded across value chain		Number	n/a	n/a	8,600	8,600	8,600		→
Share of local production of total sales volume		Percent	n/a	n/a	83%	83%	0.83		→
Income ¹⁹ in Switzerland per Swiss Franc spent on Coca-Cola beverages		CHF	n/a	n/a	0.74	0.74	0.74		→
Local communities									
Cash and in-kind contributions		CHF	n/a	450,000	175,000 ²⁰	390,000	28,000 ²¹		↓
People reached through visitor centers in Dietlikon and Vals		Number	n/a	9,794	9,302	9,633	4,324 ²²		↓
Employees participating in volunteering activities		Number	n/a	155	204	152	105		↓

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

⁶ Average FTE used.

⁷ Fewer accidents that led to absence days and positive effects of BBS Observations.

⁸ The absence days due to occupational accidents have increased significantly from 2018 due to two accidents involving commercial employees.

⁹ Decrease mainly because occupational accidents were less severe and the absence rates were lower.

¹⁰ With "Toolbox Talks", safety managers and supervisors raise awareness for safe behaviour and safe handling of tools and machinery.

¹¹ Fewer contractors and thus fewer Toolbox Talks during the COVID-19 pandemic. Additionally, only Toolbox Talks with at least 5 participants are calculated.

¹² In "Walk the Talks", our line managers in production supervise and observe their employees' behaviour on a regular basis and give them feedback. Within the Behaviour-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.

¹³ Number of Walk the Talks fell in 2018 because of the new BBS System (Behaviour-Based Safety System) which has been introduced gradually since 2018.

¹⁴ Process simplification after introduction of online forms.

Calculation SAR	Working days 2019	FTE Average	Total working days	SAR
2019	220	768	168960	2.84%
2020	220	712	156640	2.96%

¹⁵ Employees were actively asked to report near misses, and the reporting effort was reduced with an online notification form.

¹⁶ The absence days due to illness were at the same level as in 2017, whereas absence due to accidents increased: non-occupational +200 days, occupational +180 days (see also footnote 9).

¹⁷ Calculation SAR = Sickness absence days / Total working days.

¹⁸ Based on socio-economic impact study performed by US-Dutch consulting firm Steward Redqueen.

¹⁹ i.e. taxes, salaries, and profits.

²⁰ System change: In comparison with 2017, we did not include a calculated value for our volunteering activities.

²¹ Fewer donations in 2020 because many events and festivities were cancelled due to COVID-19.

²² Fewer visits because the Visitor Center in Vals was partially closed and the one in Dietlikon was closed as of February 2020 due to COVID-19.



EMISSIONS REDUCTION

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Energy									
Energy consumption within the organisation (bottling plants, remote properties and own fleet)	302-1	Gigajoules	118,244	102,063	99,296 ¹	91,907	79,094 ²		↓
Electricity bottling plants		Gigajoules	50,077	48,020	47,867	44,180	38,641		↓
Electricity remote properties		Gigajoules	1,855	1,751	1,680	2,120 ³	1,337		↓
Light heating oil bottling plants		Gigajoules	9,482	8,839	9,274 ⁴	8,765	7,257		↓
Light heating oil remote properties		Gigajoules	712	673	868 ⁵	645	544		↓
Natural gas bottling plants		Gigajoules	19,035	19,332	18,057	17,674	14,181		↓
Natural gas remote properties ⁶		Gigajoules	1,239	1,239	1,239	1,239	1,239		→
Share of renewable energy used in plants ⁷		Percent	35%	44%	53%	56%	64%		↑
Diesel own fleet ⁸		Gigajoules	35,844	22,210	20,311	17,271	7,143		↓
Petrol own fleet		Gigajoules	0	0	0	0	445		New
CNG own fleet		Gigajoules	0	0	0	1,464	8,239 ⁹		↑
Electro own fleet		Gigajoules	0	0	0	46	68		↑
Energy consumption outside the organisation	302-2								
Estimated diesel in 3 rd -party fleet		Gigajoules	45,288	54,718	52,667	55,334	25,386		↑
Energy ratio plants	302-3	MJ/lpb	0.24	0.23	0.230	0.229	0.207	0.241	↓

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 Our overall energy consumption within the organisation decreased mainly due to reduced business activities in 2020 as a consequence of COVID-19.

³ The use of electricity went up at our warehouse in Zizers in 2019. Due to the relatively low significance of this development in comparison with our overall electricity consumption, there was no further investigation of the underlying reasons.

⁴ Vals: Glass line experienced increased microbiological load. This led to an intensification of cleaning activities (daily Cleaning in Place).

⁵ Zizers: Peak consumption in Q1 2018 due to coldest February in 30 years.

⁶ Per diem accounting.

⁷ Electricity from renewable sources used in our plants.

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

⁹ Continuous rollout of CNG hybrid cars since August 2019. Rollout was completed by first quarter 2020.





EMISSIONS REDUCTION

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Emissions									
Direct greenhouse gas emissions from operations (Scope 1) ¹⁰	305-1	Tons CO ₂ Emission	5,145	4,280	4,114	3,766	2,947 ¹¹		↓
CO ₂ Emission from thermal energy bottling plants		Tons CO ₂ Emission	1,632	1,601	1,568	1,554	1,220		↓
CO ₂ Emission from thermal energy remote properties (Zizers)		Tons CO ₂ Emission	99	110	106	54	54		→
CO ₂ Emission from fuels used in company vehicles		Tons CO ₂ Emission	2,609	1,604	1,432	1,245 ¹²	980		↓
CO ₂ Emission from CO ₂ in products (losses)		Tons CO ₂ Emission	805	843	907	793	600		↓
CO ₂ Emission from Cold Drink Equipment coolants (losses)		Tons CO ₂ eq ¹³	0.0004	122	101	118	93		↓
Energy indirect greenhouse gas emissions (Scope 2) ¹⁴	305-2	Tons CO ₂ Emission	573	444	256	132	1		↓
CO ₂ Emission from electricity bottling plants ¹⁵		Tons CO ₂ Emission	564	380	210	124	0		↓
CO ₂ Emission from electricity remote properties (Zizers)		Tons CO ₂ Emission	9	64	46	8	1		↓
Total emissions (scope 1 and 2)		Tons CO ₂ Emission	5,718	4,724	4,370	3,898	2,948		↓
Other relevant greenhouse gas emissions ¹²	305-3	Tons CO ₂ Emission	39,614	55,368	44,697	37,664	33,098		↓
CO ₂ Emission from 3-rd party transports (scope 3) ¹⁶		Tons CO ₂ Emission	3,296	3,982	4,377	3,992	1,836 ¹⁷		↓
CO ₂ Emission from sugar beets		Tons CO ₂ Emission	8,082	12,483 ¹⁸	12,566	11,676	11,232		↓
CO ₂ Emission from CO ₂ in products		Tons CO ₂ Emission	2,606	2,533	2,523	2,363	2,263		↓
CO ₂ Emission from packaging materials		Tons CO ₂ Emission	22,535	22,016	23,133	17,823 ¹⁹	16,037 ²⁰		↓
CO ₂ Emission from coolers (electricity)		Tons CO ₂ Emission	3,095	1,871	2,098	1,745	1,693		↓
CO ₂ from fuel consumption in rented and outsourced (HQ)		Tons CO ₂ Emission	0	0	0	54	36		↓
CO ₂ from electricity consumption in rented and outsourced (HQ)		Tons CO ₂ Emission	0	0	0	11	1		↓
CO ₂ intensity Scope 1 & 2		g/lpb	17.2	14.2	13.3	12.6	10.1	12.8	↓
CO ₂ intensity Scope 1, 2 & 3		g/lpb	147.1	139.3	149.8	135.0	123.6		↓

¹⁰ Conversion factors aligned with CCHBC Group.

¹¹ Emissions in bottling plants decreased with reduced production activities during the COVID-19 pandemic. New Cool Drink Equipment with more environmentally friendly cooling agents that reduce losses.

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

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

¹⁴ Basis: Market-based.

¹⁵ Significant reduction over the years achieved in part through certificates for renewable electricity. Vals has always been 100% renewable electricity but

it was not officially recognised. Dietlikon has increased its share of renewable electricity since 2016: 77% in 2018, 85% in 2019, and 100% since 2020.

¹⁶ Includes only third-party transport by truck and no rail transport.

¹⁷ Lower production volumes reduced transport. Additionally, the scope of the calculation was diminished in 2020.

¹⁸ Conversion factor changed from 0.76 in 2016 to 0.82 starting in 2017.

¹⁹ Significant decrease due to implementation of 100% rPET in Vals as of June 2019.

²⁰ Reduction due to lower production during COVID-19 and effects of various initiatives to reduce packaging materials (see footnote 19 and GRI 301).



EMISSIONS REDUCTION

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Other significant air emissions									
NOx (Kg NOx)		Kilogram	28,863	22,333	23,569	24,080 ²¹	12,419		↓
SO2 (Kg NOx)		Kilogram	99	99	95	90	74		↓
Compliance									
Incidents and fines	307-1		None	None	None	None	None		→
Near Losses ²²			680	756	912	826	949 ²³	733	↑
Transport									
Number of delivery/haulage vehicles		Number	30	7	7	7	7		→
Number of sales and others vehicles		Number	355	320	264	263	241		↓
Fuel consumption (diesel and petrol)		1000 Litres	966	599	547	466	193		↓
CNG own fleet ²⁴		kg	0	0	0	28,000	163,057		↑
Electro own fleet		kW	0	0	0	12,738	18,774		↑
Expenditures									
Total environmental expenditures ²⁵		% of revenues	0.14%	0.56%	0.36%	0.67%	0.60%		↓

²¹ Increase in third-party Haulage & Distribution.

²² Identification of potential or actual losses of resources or potential environmental pollution.

²³ Successful establishment of a culture to report near losses and inclusion of Dietlikon in reporting processes.

²⁴ Continuous rollout of CNG hybrid cars since August 2019. Rollout was completed by first quarter 2020.

²⁵ Calculation Total Environmental Expenditure = CAPEX Accounting for Sustainability / Total Net Sales Revenues



WATER USE AND STEWARDSHIP

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Water									
Total water received		1000 Litres	569,055	543,295	540,763	486,974	1,550		↓
Total water received bottling plants	303-3	1000 Litres	567,129	541,369	538,837	485,424 ¹	448,861 ²		↓
Total water received remote properties	303-3	1000 Litres	1,926	1,926	1,926	1,550 ³	1,550		→
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	34,661	31,788	35,538	40,605 ⁴	30,104 ²		↓
Percentage recycled / reused in total water bottling plants	303-4	Percent	6%	6%	7%	8%	7%		↓
Water ratio plants	303-1	l/lpb	1.70	1.63	1.64	1.58	1.54	1.65	↓
Effluents									
Discharges to water									
Quantity of waste water discharged to municipality owned wastewater treatment plant	303-4	1000 Litres	213,293	187,582	201,334 ⁵	177,935	166,039		↓
Sanitary waste water plants ⁶		1000 Litres	11,232	10,507	8,844	8,535	7,532		↓
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 volumes of water received in bottling plants as well as recycled and reused water decreased due to lower production volumes as a consequence of the COVID-19 pandemic. The percentage of recycled and reused water remained stable.

³ The water received in our properties in Brüttisellen decreased during the reporting year. Due to the relatively low significance of this development in comparison with our overall water consumption, there was no further investigation of the underlying reasons.

⁴ 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.

⁵ Dietlikon: Since April 2018, data on waste water has been 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.

⁶ As of 2016 without our plant in Bolligen, which was closed end of 2015.





WORLD WITHOUT WASTE

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Materials¹									
Materials used	301-1								
Sugar from beets		Tons	16,165	15,224	15,324	14,239	13,698		↓
PET (preforms)		Tons	9,418	9,675	9,320	8,740 ¹	8,199 ²		↓
Plastic (closures)		Tons	731	758	717	660	660		→
PE (Labels and stretch/shrink film)		Tons	864	938	823	945 ³	866 ⁴		↓
Glass (bottles)		Tons	1,306	498	4,250 ⁵	893	1,421 ⁶		↑
Aluminium (caps)		Tons	27	31	30	30	30		→
Steel (crowns)		Tons	129	118	128	98 ⁷	87		↓
Paper (labels)		Tons	49	73	49	50	46		↓
Cardboard		Tons	753	1,171 ⁸	772	682	687		↑
Wood (pallets)		Tons	1,223 ⁷	2,338 ⁹	2,468	736 ¹⁰	1,770 ¹¹		↑
Percentage of material from recycled sources									
			301-2						
PET (preforms)		Percent	40%	41%	42%	47%	58% ¹²		↑
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 Due to COVID-19, production volumes decreased and fewer PET bottles were used in comparison with 2019 in our plant in Vals. Additionally, in 2020 we felt the full effect of the harmonisation of PET bottle sizes (smaller bottles) in Dietlikon.

³ 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.

⁴ PE used was reduced in Dietlikon because thinner shrink film has been used since June 2020. In Vals, production was stopped for several weeks as a consequence of COVID-19.

⁵ Vals: The main reason for the increase was the exchange of our 1 l reusable glass bottle (RGB) park. A smaller effect was due to the breakage of glass bottles that were stored outside during the winter 2018.

⁶ We purchase RGB glass irregularly based on CAPEX. Therefore these amounts fluctuate a lot. Whenever glass breakages increase new material is purchased. Since the lead time is rather long, orders are placed well in advance.

⁷ Crowns inventory decreased again in 2019 after it went up due to a price increase of RGB in 2018.

⁸ Significant increase in 2017 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. Also, warehouses were fully stocked with packaging material for a promotion that was postponed to 2018.

⁹ 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.

¹⁰ In the past, only imported pallets were considered (in 2019 1,952,294 kg); the pallets that are re-exported (roundtrips PAL) have been deductible 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 all came from supply points where we only purchase pallets.

¹¹ For the calculation of this indicator, CCHBC has offset exported from imported pallets since 2019. As we exported fewer beverages in 2020 because of lower demand, the number increased. The pool of pallets within Switzerland – i.e. also being repaired – remained stable.

¹² Significant increase due to implementation of 100% rPET in Vals as of June 2019 (full-year effect in 2020). The percentage of rPET used in Dietlikon increased by 5% in 2020. Also, the weight of 450ml bottles was reduced by 3.2g.



WORLD WITHOUT WASTE

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Waste									
Amount of solid waste									
	306-2								
Total Amount plants		Tons	3,607	2,952	2,879	2,699	2,318		↑
Incineration plants		Tons	706	857	486	183 ¹³	728 ¹⁴		↑
- Remote properties		Tons	42	41	73	76	30		↓
Recycling plants		Tons	2,887	2,083	2,369	2,515	2,304		↓
Cold Drink Equipment Waste									
Disposal of coolers ¹⁵		Tons	476	508	344	299	235	230	↓
Hazardous waste									
Hazardous waste generated plants		Tons	13.61	12.52	23.82	1.77	13.86		↑
Solid waste ratio plants ¹⁶		g/lpb	8.71	8.89	8.79	8.77	10.44	10.54	↑
Products and Services									
Rate of packaging recycling (CH) ¹⁷									
PET		Percent	82%	83%	82%	> 81%	n/a		
Glass		Percent	96%	94%	94%	94%	n/a		
Aluminium		Percent	90%	92%	94%	94%	n/a		

¹³ No quality issues that required destruction in 2019 (as compared to 2018).

¹⁴ Produced beverages had to be destroyed because demand dropped significantly due to COVID-19 and related measures.

¹⁵ Information about the discarded quantities of cold drink equipment (coolers, vending machines, dispensing systems). Data covers local disposal in Switzerland.

¹⁶ 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 (9.4 tonnes). Waste in 2019 includes oil residues, anti-freezer and mercury-containing lamps.

¹⁷ Recycling rates in Switzerland from PET-Recycling Switzerland, IGORA and VetroSwiss. Figures not available before June 2021, therefore no indicators for 2020 can be included in this report.





SOURCING

	GRI Indicator	UNIT	2016	2017	2018	2019	2020	Target 2021	Change to 2019
Procurement practices									
Total spend	204-1	Mio. CHF	n/a	189.5	189.5	178.3	145.5		↓
National spend		Mio. CHF	n/a	147.0	147.0	131.0	121.8		↓
Supplier assessment (social and environmental)									
New suppliers screened using environmental criteria	308-1	Number	199	200	200	110	114		↑
Suppliers assessed for environmental impacts	308-2	Number	47	37	37	46	64		↑
New suppliers screened using social criteria	414-1	Number	199	200	200	100	114		↑
Suppliers assessed for social impacts	414-2	Number	47	37	37	46	64		↑





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



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