

# SUSTAINABILITY REPORT

GRI Report & Content Index Key Figures

 **Coca-Cola HBC**  
Schweiz • Suisse • Svizzera

2021



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## EDITORIAL

Dear Readers,

2021 was a year that confronted us with challenges in the form of the continued impact of the COVID-19 pandemic. Our employees, their families, our partners and customers were always at the forefront of our minds. Together, we remained in close dialogue, and we provided uncomplicated support and help where needed.

Despite the challenging COVID-19 situation, we continued our fundamental business transformation in Switzerland, developing a clear strategic agenda for the years ahead and the priorities that enable us to further lead in the Swiss market. As part of this change, we have made sustainability one of our core principles that will nurture our journey ahead. As a key milestone, the Coca-Cola Hellenic Group announced its commitment to net zero emissions across our value chain by 2040.

Our path to carbon-neutral value creation in Switzerland is a key denominator for the next years, and our business decisions will be driven by this logic. Guided by science-based targets (SBTs), our teams are constantly implementing further carbon reduction across our operations. In the field of packaging, we do so by increasing our share of recycled PET in our PET bottles: By using roughly 57% recycled PET (rPET) in 2021, we contributed to the circular economy and significantly reduced our carbon footprint. But since 90% of our emissions come from suppliers throughout our value chain, the net zero strategy also requires the support of our partners. This means we can only work together if we share the same vision. Although we do not yet have all the answers, our plan, track record and partnership approach give us confidence that we will deliver.

Sustainability is our critical driver for inclusive growth in Switzerland. Our people remain the catalyst for us, making our company stronger and better every day. We rely on the diverse backgrounds of our talent to set us apart – since real magic happens only when we work together as one inclusive team. Together with our partner The Coca-Cola Company, we are constantly harnessing the collective talent of the Coca-Cola system, and we are confident of achieving the speed and capabilities that will further enable us to lead and win for the long term.

To sum up, let me emphasize part of the Coca-Cola system I believe serves as a role model for adapting sustainability in a world that has become more non-linear and difficult to comprehend: local sourcing and production. In this way we create jobs and make an important contribution to local added value. But this also allows us to reduce dependencies and carbon emissions directly. Whenever a Coca-Cola beverage is sold in Switzerland, not only our approximately 700 employees benefit, but also many local suppliers and partners. 95% of the ingredients used are sourced from Swiss suppliers including, for example, sugar from Swiss farmers.

I would like to express my personal gratitude to all our stakeholders and for our constant and open dialogue.

Thomas Krennbauer  
General Manager, Coca-Cola HBC Switzerland



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## LIST OF ABBREVIATIONS

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

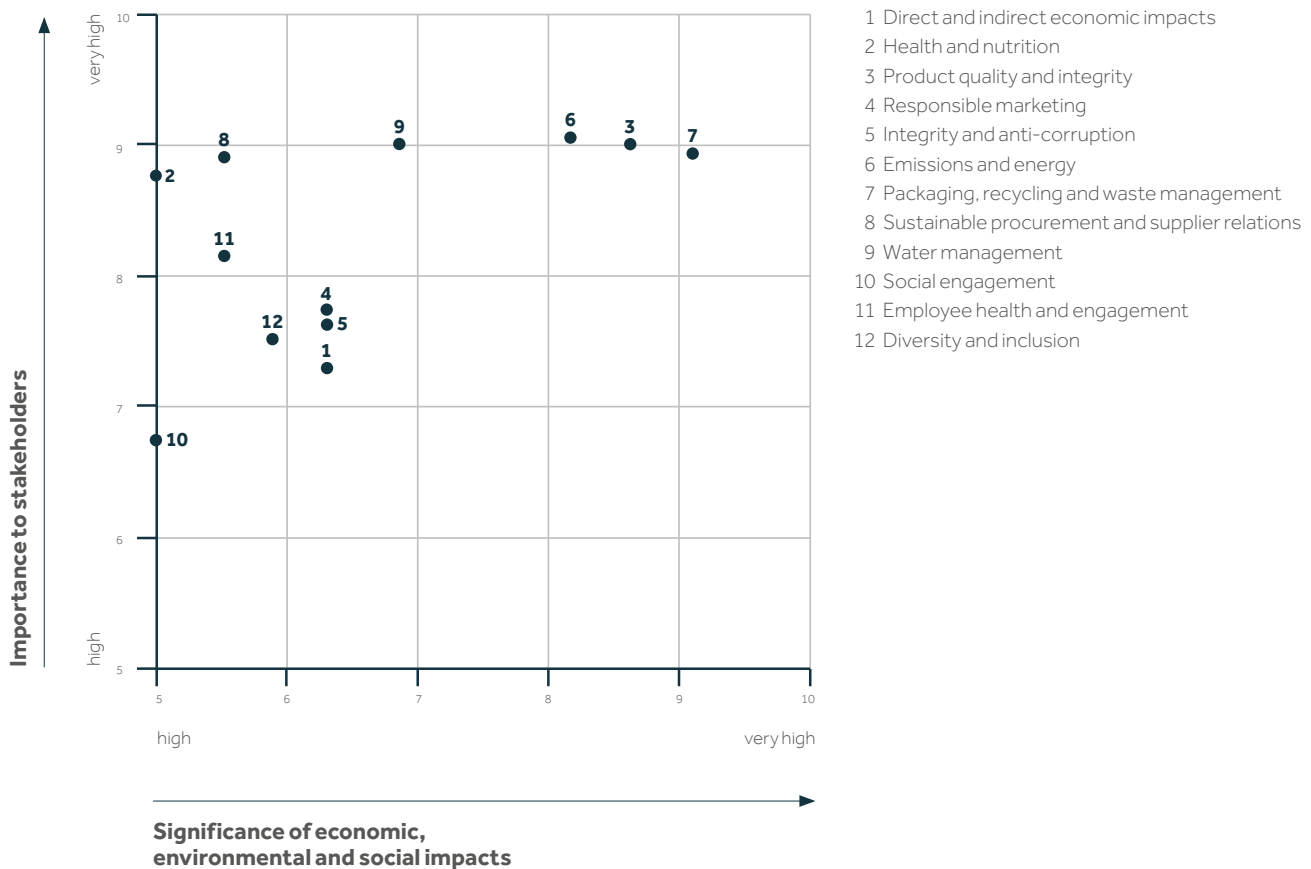
### MATERIALITY MATRIX

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.

The assessment of CCHBC Switzerland Ltd.'s impacts on the economy, environment and society was last revised in 2019 with the support of the Swiss consultancy BHP – Brugger and Partners Ltd. (x-axis). In order to include current views of our stakeholders, we asked external stakeholders in autumn 2021 to rate the importance of each topic in an online survey and updated the importance to stakeholders of our sustainability priorities (y-axis).

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, thereby ensuring full compliance with the GRI Standard's Foundation 2016 (core option). We are closely observing the latest updates of this reporting framework and will apply the revised Universal Standards in the future.

An event to discuss the survey results in more depth could not take place in 2021 due to the pandemic. We are therefore planning to organize a stakeholder dialogue in 2022 to discuss topics that are of particular interest to our stakeholders and us.





## 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	<b>GRI 416</b> Customer Health and Safety <b>GRI 417</b> Marketing and Labeling	3.4 9.4 12.7; 12.8
	Health and nutrition	<b>GRI 416</b> Customer Health and Safety <b>GRI 417</b> Marketing and Labeling	3.4 9.4 12.7; 12.8
	Responsible marketing	<b>GRI 416</b> Customer Health and Safety <b>GRI 417</b> Marketing and Labeling	12.6; 12.8 17.17
	Integrity and anti-corruption	<b>GRI 205</b> Anti-Corruption <b>GRI 206</b> Anti-Competitive Behavior <b>GRI 307</b> Environmental Compliance	12.1 16.5 17.14; 17.17
	Diversity and inclusion	<b>GRI 405</b> Diversity and Equal Opportunity	5.5 8.5; 8.8 10.2; 10.4 16.7
	Employee health and engagement	<b>GRI 401</b> Employment <b>GRI 402</b> Labor/Management Relations <b>GRI 403</b> Occupational Health and Safety <b>GRI 404</b> Training and Education <b>GRI 419</b> Socioeconomic Compliance	3.4; 3.6 5.5 8.5 10.2; 10.4 16.7
	Social engagement	<b>GRI 413</b> Local Communities <b>GRI 419</b> Socioeconomic Compliance	4.3; 4.4 8.6 11.6 17.16; 17.17
	Direct and indirect economic impacts	<b>GRI 203</b> Indirect Economic Impacts <b>GRI 419</b> Socioeconomic Compliance	1.1 8.4; 8.5; 8.6 11.6 12.2; 12.7 17.13
	Water management	<b>GRI 303</b> Water and Effluents <b>GRI 307</b> Environmental Compliance	6.1; 6.4; 6.6 9.4 12.1; 12.2; 12.4 14.1 15.1 17.17
	Emissions and energy	<b>GRI 302</b> Energy <b>GRI 305</b> Emissions <b>GRI 307</b> Environmental Compliance	7.2; 7.3 9.4 13.1 11.6
	Packaging, recycling and waste management	<b>GRI 301</b> Materials <b>GRI 306</b> Waste	8.4 9.4 11.6 12.1; 12.2; 12.5 17.17
	Sustainable procurement and supplier relations	<b>GRI 204</b> Procurement Practices <b>GRI 308</b> Supplier Environmental Assessment <b>GRI 414</b> Supplier Social Assessment	8.3 9.4 13.1 12.1; 12.2; 12.4; 12.6; 12.7

11.6: By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

14.1: By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution



OUR ROUTE TO SUSTAINABILITY

THE UNITED NATIONS  
SUSTAINABLE DEVELOPMENT  
GOALS



SUSTAINABLE DEVELOPMENT **GOALS**

More information: [sdg-tracker.org](https://sdg-tracker.org)





## CERTIFICATION

### SGS CERTIFICATION of the Coca-Cola HBC Switzerland Ltd. 2021 GRI Sustainability Report

#### SCOPE

SGS was commissioned by CCHBC to conduct an independent assurance of the GRI-based disclosure on sustainability in 2021. Our limited assurance scope included the GRI disclosure obligations and figures in accordance with the GRI Index included in the sustainability report. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included all texts and 2021 data in accompanying tables contained in the Sustainability Report 2021 and referenced information in the CCHBC Group Integrated Annual Report 2021 as quoted in the GRI index. The assurance process did not consider any data from previous years.

#### CONTENT

The Senior Leadership Team (Top Management of CCHBC Switzerland AG) and the Management of the organisation are responsible for the details provided in the sustainability report and in the group annual report. SGS was not involved in the preparation of any of the material included in the GRI Index and acted as an independent assessor of the data and text using the Global Reporting Initiative Sustainability Reporting Standards, Version 2016 as a standard. The content of this Assuror's Statement and the opinion(s) it gives is the responsibility of SGS.

#### CERTIFIER INDEPENDENCE AND COMPETENCIES

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

#### METHODOLOGY

The SGS Group has developed a set of protocols for the assurance of Sustainability Reports based on current best practice guidance provided in the Global Reporting Initiative Sustainability Reporting Standards, Version till 2020. SGS has also certified the environmental management systems of Coca-Cola HBC Switzerland Ltd. in accordance with ISO 14001:2015.

The limited assurance comprised the evaluation of external sources, meetings with relevant employees, a verification of the documentation and recordings as well as the validation of these with external institutions and/or beneficiaries, where required. Financial data drawn directly from independently audited financial accounts was not checked back to its source as part of this assurance process.

#### OPINION

The statements in the report refer to the system threshold disclosed (Company based in Switzerland). On the basis of the above methodology, we did not detect any instances from which we would have to conclude that the information and data disclosed by Coca-Cola HBC Switzerland Ltd. in accordance with the GRI Index 2016 may be incorrect. The information and data disclosed represent, to our mind, a fair and balanced picture of the sustainability efforts made by Coca-Cola HBC Switzerland Ltd. in 2021. The implementation of the GRI-relevant instructions was carried out at those parties involved, where CCHBC regarded them to be significant or feasible. In an internal report, we made recommendations in regard to the further development of the sustainability report as well as the management system.

We believe that the existing gaps are not significant and the sustainability report in accordance with the GRI Index meets the requirements of the option "comprehensive" of the GRI Standard (till 2020).

#### SIGNED FOR AND ON BEHALF OF SGS

Andreas Stäubli, Lead Auditor

Elvira Bieri, Managing Director

Zurich, 20.06.2022

[www.SGS.COM](http://www.SGS.COM)



## GENERAL DISCLOSURES

### ORGANIZATIONAL PROFILE (2016)

#### 102-1 a: Name of the organization

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 values](#)
- [Production](#)

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

- [Coffee](#)
- [Energy drinks](#)
- [Hard Seltzer](#)
- [Sparkling soft drinks](#)
- [Still drinks](#)
- [Water](#)

#### 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 organization 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 retailers, 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 organization

Indicators reported for the scale of CCHBC for 2021:

- Total number of employees: 652 (headcount end of calendar year incl. long-term absences)
  - Total number of operations: 2
  - Net sales: Only reported at Group level (see [IAR 2021 Report](#))
  - Total capitalization: Only reported at Group level (see [IAR 2021 Report](#))
  - Production volume: 278 million liters
  - Number of total SKUs: 266
- For details and history, see [Key Figures, p. 41](#)

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

Total number of employees by employment contract and gender:

	Permanent contracts	Temporary contracts
Men	488	13
Women	144	7
<b>Total</b>	<b>632</b>	<b>20</b>

Total number of employees by employment type and gender:

	Full-time	Part-time
Men	490	11
Women	121	30
<b>Total</b>	<b>611</b>	<b>41</b>

Additional information:

- All employees of CCHBC work in Switzerland. Figures are therefore not broken down any further by region.
- The number of employees changed during 2021 due to an overall business transformation process. See [Key Figures for employee numbers](#).
- Data has been drawn from our Group-wide reporting system. No assumptions were made.



## GENERAL DISCLOSURES

### 102-9 a: Supply chain

As the franchised bottler of TCCC for Switzerland (see [GRI 102-5 a](#)), we purchase beverage concentrates, ingredients and raw materials, produce beverages and supply Swiss customers through retailers (including discounters), 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), Lurisia, Topo Chico and other beverages in low volumes. Both cans and coffee brands are imported.

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

With the ongoing business transformation started in October 2020 and continued in 2021, we announced a reduction of positions in Sales, Marketing, Cold Drink Operations and Full Service Vending. This restructuring of business led to a total reduction by 79 employees (see also [GRI 401-1](#)).

Our cold drink equipment services have been successfully outsourced and are now managed by Frigoglass Switzerland Ltd.

### 102-11 a: Precautionary Principle

The precautionary approach or principle is addressed by the organization. For more information, see [CCHBC Group Integrated Annual Report 2021, p. 56](#) (Managing Risk and Materiality).

See also [GRI 301](#) to [GRI 303](#) (Materials, Energy, Water) and [GRI 306](#) (Waste) for environmental precaution as well as [GRI 403](#) (Occupational Health and Safety) and [GRI 416](#) (Customer Health and Safety) for social precaution.

In our interactions with our stakeholder groups through personal exchanges 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 both strategic and 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 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.

To further expand our risk analysis and cooperation with our stakeholders, we are in constant dialogue with all of our relevant stakeholders on a very regular basis.

Core topics in this discussion are:

- Packaging
- Net zero
- Health & nutrition
- Water stewardship

### 102-12 a: External initiatives

A complete overview of CCHBC's memberships can be found on our [website](#).

### 102-13 a: Membership of associations

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

## STRATEGY (2016)

### 102-14 a: Statement from senior decision-maker

See [Editorial, p. 02](#)

## ETHICS AND INTEGRITY (2016)

### 102-16 a: Values, principles, standards, and norms of behaviour

We follow the Sustainability 2025 Commitments and the pledge NetZeroBy40 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](#)



## GENERAL DISCLOSURES

### 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 Executive Leadership Team of Coca-Cola HBC. Our management team in Switzerland combines profound expertise in sales, trade marketing, commercial excellence, supply chain, finance, people & culture, corporate affairs & sustainability, legal, as well as quality, safety & environment.

See [CCHBC Group Integrated Annual Report 2021, p. 84 et seq.](#) 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 weekly SLT meetings: opportunities and risks, goals and actions as well as results and the communication thereof.

Our Quality, Safety and Environment (QSE) Manager and Corporate Affairs & Sustainability Director lead the CCHBC's sustainability agenda. They are part of the SLT and regularly report to the management board and the CCHBC Group. In a cross-functional team, the different internal experts develop the sustainability strategies and oversee its implementation.

### 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 parties with whom we collaborate in our daily business or by whom we, or they, are influenced today or in the future. As a company, we can be more successful if we collaborate closely with our key stakeholders along the value chain. Our employees from the various business functions are in close contact with individuals from these groups.

Our stakeholders are:

- CCHBC Group
- Competitors
- Customers and consumers

- Employees
- Industry associations
- Local communities and their populations
- Media
- Non-governmental organizations
- Public authorities and political representatives
- Suppliers
- TCCC

#### 102-41 a: Collective bargaining agreements

There were no collective bargaining agreements in place in the period under review (2021).

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

Exchanges with our key stakeholders on a regular basis are a key part of how we understand our business. We are in constant dialogue with all of them, be it for daily business or for strategic inputs.

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. 06](#)) which have been an integral part of our sustainability management for many years.

In 2019, we asked around 50 external and internal stakeholders. 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 in 2019. The analysis took 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 considered direct and indirect effects alongside positive and negative consequences independent of our sphere of influence.

From this process resulted our updated [Materiality Matrix on p. 06](#). 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](#).



## GENERAL DISCLOSURES

As in previous reviews of our Materiality Matrix, we intended to conduct a stakeholder panel to discuss the results of our 2021 stakeholder survey results and subjects that are of particular interest to our stakeholders and CCHBC. Since it was not possible to organize such an event in 2021, we are planning to hold a stakeholder panel in the first half of 2022.

In addition, we conducted a topic-specific online survey on water issues as required by the Alliance for Water Stewardship (AWS) Standard (see description of management approach in [GRI 303](#)). Water is a core ingredient of our products. Responsible water management therefore remains a key concern of our sustainability strategy. Accordingly, we wanted to receive specific feedback on our water management, mutual challenges and shared objectives. 25 water experts and local stakeholders such as authorities, water suppliers, wastewater treatment facilities, neighbors, and suppliers participated in the survey. We identified the kind of relationship, level of influence, and shared challenges regarding sustainable water balance, water quality, important water-related areas, cost development as well as water, sanitation and hygiene (WASH) topics.

Common challenges and approaches to address them include:

- At both sites:
  - Control of wastewater quality and quantity: close collaboration with the wastewater treatment facilities
  - Protection of the water resources from waste pollution: continuous risk assessment
  - Minimization of water and chemicals use: close collaboration with suppliers
- In Vals:
  - Update of information on protection zones
  - Protection of aquifer's good status (quality and quantity)
  - Flood risk

For all three challenges we collaborate closely with both municipal and cantonal authorities as well as our geologist.

- In Dietlikon:
  - Quality of the potable water (elimination of chlorothalonil and its metabolites)
  - Protection of water resources from waste pollution
  - Water availability in high season

For all three risks we collaborate closely with municipal and cantonal authorities and impacted stakeholders. As a result of the AWS survey, we started a collaboration with stakeholders to identify possibilities to reduce

water-related risks. However, we noticed that a large part of our suppliers already implemented their own risk assessment and mitigation as well as projects to reduce potential pollution and water consumption. In a next phase we will further elaborate the risk assessment of our catchment and assess the expansion of the community of interest.

### 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 2021, p. 146 et seq.](#) 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. 05](#)) and the topic-specific disclosures in this document Materiality Matrix on [p. 06](#).

#### 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.



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## GENERAL DISCLOSURES

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### **102-50 a: Reporting period**

This [GRI Report & Content Index](#) covers the calendar year 2021.

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### **102-51 a: Date of most recent report**

Sustainability Report 2020 of CCHBC published on 16 April 2021.

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### **102-52 a: Reporting cycle**

Annually

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### **102-53 a: Contact point**

Corporate Affairs & Sustainability;  
[csr.ch@cchellenic.com](mailto:csr.ch@cchellenic.com)

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### **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 according to GRI Standard 101 Foundation (2016).

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### **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. The reported information generally refers to the 2016 versions of the GRI Standards with the exception of [GRI 303](#): Water and Effluents (2018) and [GRI 306](#): Waste (2020).

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### **102-56 a-b: External assurance**

This GRI Content Index, alongside the Key Figures tables and underlying data governance, was externally assured by SGS Switzerland as part of an audit in May 2022.

For more information, see the [SGS's Assurance Statement on p. 09](#) of this document.



## 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 suppliers in Switzerland. Our business activities also have indirect effects, for example through product or process innovations, Swiss supplier salaries 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 analyzed all our economic activities related to production, packaging, marketing and distribution. They calculated the direct and indirect private income as well as the state tax revenues generated by the Coca-Cola system. Key findings of the third edition released in 2019 are listed in [GRI 203-2](#).

- **Goals and Targets**

We are committed to renewing the socio-economic study regularly.

#### 203-2 a-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 was 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

CCHBC's sourcing portfolio has a wide range of goods, e.g. raw and packaging materials, to manufacture our products.

We purchase concentrates (from TCCC), beet sugar from Swiss farmers, carbon dioxide and drinking water for our products as well as PET preforms and (reusable) glass bottles, plastic closures, steel crowns or aluminum 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. Furthermore all services and refurbishments of our cold drink equipment (coolers, fountains, vending machines) are operated by Frigoglass Switzerland Ltd.

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 CO<sub>2</sub> demand to the maximum with CO<sub>2</sub> filtered from ambient air using an innovative Direct Air Capture (DAC) technology. This technology was developed by the ETH spin-off company Climeworks and has been a source of CO<sub>2</sub> for CCHBC since the beginning of 2019.

The (spring) water in our products is of Swiss origin as well. Moreover, high-quality sugar is still exclusively sourced from Switzerland, despite significantly lower EU prices abroad. Only the concentrates are imported from abroad. In total, 95% of our beverages' content (by raw material 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.



## ECONOMIC DISCLOSURES

See also:

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

### The management approach and its components:

#### • Policies, Commitments, Responsibilities, and Monitoring

Our suppliers are required to uphold our high standards regarding human rights, labor practices, environmental impacts, health and safety, ethics, and quality. We have guidelines and tools for supplier selection and governance:

- All our suppliers must agree and sign off on our [Supplier Guiding Principles](#) (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 further required to sign a Non-Disclosure Agreement.
- In the tendering process for strategic sourcing, there are additional screenings and audits that cover sustainability aspects such as environment, human and labor rights, health and safety work conditions, quality and sustainable agriculture standards.
- EcoVadis is our preferred partner to assess our supplier's sustainability risk and performance index. We have been using EcoVadis since 2017 at Group and local level to embed sustainability goals into our supplier management. Suppliers with an annual spend of more than EUR 100k are strongly recommended to register with EcoVadis.
- 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, tail spend and self-buy within CCHBC Group we are leveraging the SGPs. For local spend that is categorized as "Country Critical" or "Strategic Buying", EcoVadis is mandatory.
- 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 can offer evidence of accreditations that are considered equivalent; however, we strive to have our supply base under EcoVadis. Exceptions need to be authorized 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).
- Minimizing environmental impacts over the life of the goods and services by choosing products or services that have lower adverse impacts associated with any stage in their production, use or disposal. For example, we lease our IT equipment instead of buying it. Leasing the equipment allows our leasing partner to refurbish computers, monitors, tablets, docking stations, laptops etc. at the end of our leasing period and remarket it to other corporate customers and private users. In this way, the equipment will not be disposed of and gets a second life.
- Fostering innovation in sustainable products and services through the design and implementation of environmentally friendly materials.





## ECONOMIC DISCLOSURES

- Ensuring that fair and ethical sourcing practices are applied and that suppliers are complying 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 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 302](#) for details).

### • Goals and Targets

- To minimize our impact and drive performance, we strive to build long-term partnerships with suppliers. Working collaboratively, we are better able to meet the expectations of customers and consumers, supporting business growth. We see ourselves as the driving force behind increasing the resource efficiency of our goods. That is why we build close (innovative) partnerships with key suppliers.
- In our annual supplier evaluation, the product or service is evaluated by four representatives of CCHBC regarding quality, price, cooperation and environment. The results and possible measures are then discussed with the supplier.

### • Actions and Achievements

- Our cold drink equipment services have been successfully outsourced and are now managed by Frigoglass Switzerland Ltd. (see [GRI 102-10 a](#)).

### Explanations:

- Indirect Procurement: Sourcing of all goods and services for a business to enable it to maintain and develop its operations (e.g. Marketing, Logistics, Professional Services, Maintenance, Repair & Operations, Capital Equipment, Fleet, Facility Management, etc.).
- Direct Procurement: Acquisition of raw materials and goods for production (e.g. sugar, PET, glass, closures, shrink film, etc.).
- International Spend: Total CHF spend done with suppliers based outside of Switzerland.
- National Spend: Total CHF 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 organization. If they deliver from a branch abroad, then it is considered international. There is only one exception for our preform supplier: The pure feedstock material (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 Brüttsellen, Bussigny, Dietlikon, Kestenholz, Vals and Zizers (covering all locations).

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

Details on CCHBC's procurement spend 2021:

Type of Spend in CHF	in %
Indirect Procurement	79%
Direct Procurement	21%
<b>Total</b>	<b>100%</b>
International Spend	15%
National Spend	85%
<b>Total</b>	<b>100%</b>
Addressable Spend	69%
Non-Addressable Spend	31%
<b>Total</b>	<b>100%</b>

### 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.



## ECONOMIC DISCLOSURES

### 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 emphasize 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 third 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 their onboarding process

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, anonymized 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

2021 was again heavily impacted by the COVID-19 pandemic. Nevertheless, e-learning on the COBC and anti-bribery subjects as well as online and in-class trainings on COBC and anti-bribery for the management population and the risk zone employees were completed in January 2021. Additionally, new joiners have been informed about various introductory sessions on our related principles.

#### **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. 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 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) and accept those policies as part of their employment relationship. 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.

New suppliers need to agree to our SDGs, with include the provision that "suppliers 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 (includ-



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ing 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 behavior. 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 trainings 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 behavior.

- **Actions and Achievements**

The employees identified as in scope have completed the competition law e-learning (100% completion rate required and achieved in 2021). 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. They have accepted this policy as part of their employment relationship, 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 behavior 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.





## ENVIRONMENTAL DISCLOSURES

### GRI 301: MATERIALS (2016)

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

##### Explanation of the material topic and its boundary:

We aim to both limit the loss of raw materials and reduce the negative environmental impact of waste related to our products. Packaging plays a central role in our business, ensuring the quality and safety of our products. 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 used for transport. As a producer of beverages, we thus place a significant amount of packaging in the marketplace.

We are working to minimize waste generated along the entire product life cycles and focus on recyclability. In collaboration with our industry peers we address post-consumer waste. To remain at the frontier, we engage with our key suppliers to develop cutting-edge packaging. Innovative lightweight packaging, for example, reduces costs and leaves a smaller environmental footprint. Further, we are increasingly engaging with the concept and principles of circular economy by closing loops wherever possible and by examining new materials, processes and business models. We want to retain the value of our products, particularly by redirecting materials and resources back to our operations with the lowest carbon and resources footprint possible. In this way, fewer raw materials and resources need to be extracted and less waste is generated.

See also [GRI 204](#) (Procurement Practices), [GRI 306](#) (Waste) and [GRI 308](#) (Supplier Environmental Assessment).

##### 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 minimize negative impacts on the environment as we grow our business. Among other things, we engage to improve resource efficiency, prevent pollution, minimize emissions, and recycle waste. The policy also lays out our ambition to play a leading role in our industry in promoting sustainable packaging.

We take a holistic approach to packaging, intended to minimize our impact at every stage of the lifecycle by reducing weight, increasing the use of recyclable materials and the overall recyclability of packaging. Furthermore, we are an active board member of the Swiss PET Recycling Association (PRS) and of the IGORA cooperative (for aluminum) in charge of the collection and disposal systems for PET and aluminum cans in Switzerland.

Environmental management and waste management in particular are the responsibility of the Quality, Safety & Environment Manager (member of the SLT) and the manager's team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 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 specialized employees at the bottling plants

##### • Goals and Targets

We track both material efficiency and waste intensity at our bottling plants in Dietlikon and Vals and set ourselves annual and long-term targets to continuously reduce waste from production.

For 2021 we aimed for a solid waste ratio of 10.86 g/lpb (liter of produced beverage). The 2021 target was adjusted after its publication in the Sustainability Report 2020 because of prolonged COVID-19 measures in restaurants and other catering businesses in Switzerland.

##### • Actions and Achievements

Our efforts to reduce our use of packaging materials and waste continued in 2021. We are committed to increasing our high ratio of rPET in our bottles. In 2021, we had a ratio of 57% PET from recycled/renewable sources and thus again significantly overachieved the CCHBC Group's overall target of 35% for 2025.

In 2021, the following PET optimization projects were implemented:

- In our production site in Vals, the PET bottle weight of 1.5l for carbonized products was reduced from 35.7g to 31.7g (since May 2021). Similarly, the weight of 0.5l PET bottles (carbonized and non-carbonized products) was reduced from 18g to 17g (since September 2021).



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- Toll filler (external provider): 0.5l weight reduction from 24g to 22.7g and increase from 30% rPET to 50% rPET implemented starting in July 2021.

We had a total solid waste ratio in our plants of 9.94 g/lpb in 2021 (plant waste ratio 6.49 g/lpb; write-offs 3.28 g/lpb). This is a slight improvement over our results in 2020.

### 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 at Group level and internally on a monthly, quarterly and yearly basis (e.g. monthly Waste Management – PET Recycling Reports from plants).
- Environmental management system ISO 14001: Our two bottling plants are certified to ISO 14001 (audited by 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.
- Audits: Independent inspectors regularly check our quality, environmental and safety systems. Moreover, we are bound by the KORE Guidelines of TCCC. These guidelines on quality, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits.
- Benchmarking: Our results are regularly benchmarked against the results of the 51 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:

2017: 35.3% recycled

2018: 26.2% recycled (main reason for decrease: returnable glass bottles (RGB) procured for Vals, no data regarding recycling)

2019: 39.4% recycled (main reason for increase: implementation of 100% rPET for Valsler in June 2019)

2020: 45.2% (main reason for increase: full-year impact of implementation of 100% rPET for Valsler;

increase of 5 percentage points rPET in production in Dietlikon)

2021: 63.5% (main reasons for increase: full-year impact of 2020 rPET increase from 50% to 55% rPET for 0.45l, 1.25l and 1.5l bottles filled in our plant in Dietlikon; PET was increased from 0% to 30% for 2.0l bottles. Additionally, we used significantly fewer returnable glass bottles (-42% vs. 2020) and steel crowns (-24% vs. 2020).

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

2021: 681 tons (recovered PET bottles)

2021: Reclaimed vs. sold: (net weight total = beverage plus packaging)

- Can: 0.84%
- Non-Returnable Glass Bottle: 7.53%
- Returnable Glass Bottle: 0.07%
- PET & PET Deposit: 0.127%
- Tank: 0.58%
- Grand Total: 0.225%

COVID-19 caused significant changes in demand and production volumes. This led to variations in reclaimed and sold product material in comparison to previous years.

Data is the sum of empty returned PET bottles and rejects from production/trials. The data for this disclosure has 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 CO<sub>2</sub> emissions are linked to our bottling plants, to remote properties such as the headquarters in Brüttsellen or our warehouses, and to our fleet of delivery, sales, and management cars. Additionally, our indirect energy use and CO<sub>2</sub> 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 CO<sub>2</sub> 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.



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See also:

- [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 minimize negative impacts on the environment as we grow our business. We commit to including environmental strategies and objectives in our business planning process, to identifying material environmental aspects, to setting targets, and to monitoring our performance, as well as to protecting the climate by reducing energy use and coolant emissions from our cooler fleet.

Our focus is on optimizing not only production infrastructure and processes, but also our logistics, commercial, and cold drink equipment fleet. With our logistics partner Camion Transport, we are constantly 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).

For the production of our sparkling mineral water we source CO<sub>2</sub> from innovative, sustainable technologies: CCHBC is the first beverage producer that started buying CO<sub>2</sub> from Climeworks. The Swiss company developed a Direct Air Capture technology to filter CO<sub>2</sub> from the air. In 2021, 14% of CO<sub>2</sub> to gasify Valser spring water came from Climeworks.

At our two bottling plants, our efficiency efforts are supported by a moderator from the Energy Agency of the Swiss Private Sector (EnAW). For both our plants in Dietlikon and Vals we entered into binding target agreements with EnAW and the Swiss Federal Office of Energy. Furthermore, we received the CO<sub>2</sub> Optimised Swiss Climate label for CCHBC for the second consecutive year and the CO<sub>2</sub> Neutral by Swiss Climate label for our Valser mineral springs for the fourth consecutive year.

We ensure our compliance with relevant national, cantonal, and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of all relevant quality, health and safety,

as well as environmental laws and regulations. For that purpose, we use the legal compliance tool "lexonline" of Sanu, a Swiss-based sustainability services provider. In our daily business we consult with the Federal Office for the Environment (FOEN) and cantonal law enforcement entities, among others (see [GRI 307](#) Environmental Compliance).

Environmental management, particularly energy and emissions management, is the responsibility of the Quality, Safety & Environment Manager (member of the SLT) and the manager's team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 14001 for the environment. The systems are maintained and developed nationally and locally by those responsible for QSE and implemented with the help of specialized employees at the bottling plants.

#### • Goals and Targets

We track both energy consumption of and CO<sub>2</sub> emissions from our bottling plants, remote properties, and our cooler and vehicle fleet. Moreover, we set ourselves annual and long-term targets in the reduction of our environmental footprint.

Our energy intensity target for 2021 was 0.226 MJ/lpb. The target was more ambitious than our 2020 or 2019 targets because we accounted for the effects of the COVID-19 pandemic in 2020 and thus expected lower production volumes for glass bottles and barrels in comparison to 2019. We reached our goal and achieved a low energy ratio of 0.213 MJ/lpb (see also Actions and Achievements below). Please also note that our 2021 target was adjusted after its publication in the Sustainability Report 2020 because of prolonged COVID-19 measures in Switzerland (closure of restaurants and other catering businesses).

In connection with our certified CO<sub>2</sub> neutrality by Swiss Climate, we set ourselves clear and ambitious CO<sub>2</sub> reduction targets: By 2040 we aim to become CO<sub>2</sub> neutral across the entire Group according to the NetZeroBy40 pledge.

In 2020 we extended the system boundaries of the CO<sub>2</sub> footprint for Valser Mineralquellen GmbH from delivery to first supply chain point all the way to the outlet and consumer. With the same set-up we achieved CO<sub>2</sub> footprint optimized certification according to ISO 14064-1 for CCHBC. The calculations of both CO<sub>2</sub> footprints



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include our coolers' emissions since 2020, and we have gained valuable insights over the last two years.

### • Actions and Achievements

Our efforts to reduce our energy consumption and emissions continued in 2021. However, due to the ongoing COVID-19 pandemic, planned projects were stopped or moved to 2022. Due to the cold weather and despite a high level of flexibility in line-capacity planning, our energy ratio slightly increased in 2021 to 0.213 MJ/lpb (in comparison to 0.207 MJ/lpb in 2020 which was, however, 8% lower than in 2019).

In Dietlikon, we continuously improve our facilities to save energy such as cooling, ventilation, room temperature or air pressure leak management, and in 2021 we finalized our roof-renovation project to optimize the insulation system.

In Vals, we continued to replace old lighting with LED lights at our PET line. The compressor air network was optimized to reduce pressure losses and improve energy-efficient use of the compressors.

Working towards reducing emissions in the production of Valser, a pilot project was started in 2018 to test the replacement of traditional trucks with electric trucks for the transportation of Valser spring water from Vals to our warehouse in Zizers. The project is currently still on hold as we are waiting for official authorization.

Our CO<sub>2</sub> emissions from direct and indirect energy use (Scope 1 and 2) also decreased from 2,957 t in 2020 to 2,732 t in 2021 (-7%) (the reported emissions for remote properties in 2020 were adjusted after the publication of the Sustainability Report 2020 based on an internal Group review). At the same time, we were able to further decrease the CO<sub>2</sub> intensity of our operations (Scopes 1, 2, and 3), achieving a ratio of 97.79 g/lpb (in comparison to 123.6 g/lpb in 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 2021, online ISO audits took place due to the restrictions related to COVID-19.

- 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 2021, no such cross-border audits from TCCC took place due to COVID-19.
- Benchmarking: Our results are regularly benchmarked against the results of the 51 plants in the other 27 countries of CCHBC Group.

### 302-1 a-g: Energy consumption within the organization

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 and measurements provided by supplier
- Fuel and CNG used: Fuel cards
- Electric cars: Average consumption/100km provided by manufacturer

Source of the conversion factors used:

- Conversion factors agreed with Group: See [CCHBC Group 2021 GRI Content Index](#).  
Exception: NO<sub>x</sub> and SO<sub>x</sub> calculations based on FOEN guidelines.

Please note:

- For the second time, NO<sub>x</sub> reported for CNG hybrid based on FOEN guidelines.
- In 2021 the fleet reports were improved and tracked monthly and not quarterly as in previous years. The distances driven using CNG or petrol were calculated rather than estimated.

### 302-2 a-c: Energy consumption outside of the organization

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



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

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

Source of the conversion factors used:

- Conversion factors agreed with Group: See [CCHBC Group 2021 GRI Content Index](#). Exception: NO<sub>x</sub> and SO<sub>x</sub> calculations based on FOEN guidelines.

Please note:

- For the second time, NO<sub>x</sub> reported for CNG hybrid based on FOEN guidelines.
- In 2021 the fleet reports were improved and tracked monthly and not quarterly as in previous years. The distances driven using CNG or petrol were calculated rather than estimated.

### 302-3 a-d: Energy intensity

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

- Organization-specific metric (the denominator) chosen to calculate the ratio: liters 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 second time in 2021, our two bottling plants are Gold Standard certified by the Alliance Water Stewardship (AWS). 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. As an implementer of the AWS Standard, CCHBC follows its steps and guidance to achieve good water stewardship practices that improve site water performance and contribute to wider sustainability goals. By including interactions with water-specific stakeholders (such as authorities, water suppliers, wastewater treatment facilities, neighbors and suppliers) we gain a wider perspective beyond technical aspects (see [GRI 102-42/43/44](#)). The label provides proof that we comply with Swiss legislation and the EU Water Framework Directive. 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 an instrument 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 compliance with relevant national, cantonal, and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of compliance with all relevant quality, health and safety, as well as environmental laws and regulations. For that purpose, we use the tool "lexonline" of Sanu, a Swiss-based sustainability services provider. In our daily business we consult with the Federal Office for the Environment (FOEN) and cantonal law enforcement entities, among others (see [GRI 307 Environmental Compliance](#)).

Environmental management and water management are the responsibility of the Quality, Safety & Environment Manager (member of the SLT) and the manager's





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team of specialists. It drives and oversees the quality, safety and environmental (QSE) management of the entire company. We are certified to ISO 14001 for the environment. The systems are maintained and developed nationally and locally by those responsible for QSE and implemented with the help of specialized employees at the bottling plants.

### • Goals and Targets

We track water use and 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 2021 was 1.57 l/lpb (water intensity ratio of plants; see Actions and Achievements for results). Please note that our 2021 target was adjusted after its publication in the Sustainability Report 2020 because of prolonged COVID-19 measures in Switzerland.

### • Actions and Achievements

In 2021, 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 2022.

Projects in production plant in Dietlikon:

- **Water used to cool vacuum pumps:** The flow and temperature parameters achieved for water renewal were optimized. 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 936 m<sup>3</sup> water for RGB and 46 m<sup>3</sup> for KEG. Water from these lines is collected in industrial tanks and recycled. This project was completed in 2021.
  - PET line: As part of an internal project, the temperature threshold for water renewal for bottle bottom cooling after the bottle blowing process was enhanced from 20°C to 22°C. This will reduce water consumption from 432 l/h to 48 l/h and lead to an annual water saving, depending on production hours, of up to 224 m<sup>3</sup>. Unfortunately, the project came to the conclusion that this adjustment cannot be permanently implemented.
  - 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 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 1,117 m<sup>3</sup>. Water from this line is not collected for further use due to space constraints.

- 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.

With the continuation of the COVID-19 pandemic and the government measures, the RGB and KEG lines in Vals and Dietlikon did not run as frequently as in previous years. Thus, the water consumption was much lower than under regular circumstances.

As a consequence, we achieved a low water intensity ratio of 1.55 l/lpb (2020: 1.54 l/lpb) at our two bottling plants, thus meeting our target of 1.57 l/lpb in 2021. Please note that our 2021 target was adjusted after its publication in the Sustainability Report 2020 because of prolonged COVID-19 measures in Switzerland (closure of restaurants and other catering businesses).

### Evaluation of the management approach:

We evaluate our management approach through:

- Environmental management system ISO 14001: Our two bottling plants perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts.
- Internal audits: The reviews conducted by our production plants in Dietlikon and Vals are subject to our internal audit procedures.
- Audits: Independent inspectors regularly check our quality, environmental and safety systems. Moreover, we are bound by the KORE Guidelines of TCCC. These guidelines on quality, environmental and occupational safety go beyond the compliance obligations as stated in the ISO 14001: 2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits.
- Benchmarking: Our results are regularly benchmarked against the results of the 51 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.



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For details regarding water withdrawal, discharge, and consumption, see [303-3 a-d](#) and [303-4 a-e](#).

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

See description of management approach in [GRI 303](#).

Additionally, we conduct various analyses using the Aqueduct Water Risk Atlas to identify water-related impacts as well as High Conservation Value area mapping to assess the quality of the environmental habitat. We also publish an Annual Geology Report for Vals. It is planned to conduct a Source Vulnerability Assessment (SVA) for our Source Water Protection Program (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, as well as 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 AWS 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 or 2021. The next AWS stakeholder dialogue is planned to take place in 2022. However, as part of our AWS membership, a water-specific survey was conducted with relevant stakeholders that included groups from Dietlikon and Vals where our production plants are located.

We conduct water stress audits at our suppliers' locations. In 2021, 35 business partners were audited. The results showed that in locations with higher risks of water stress, products are manufactured that are not water intensive (e.g. packaging material).

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

Switzerland is not considered an area with water stress (according to the Aqueduct Water Risk Atlas). Never-

theless, 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 management approach in [GRI 303](#) and [Key Figures – Water Use and Stewardship](#)).

### 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: 308,015 m<sup>3</sup>; supplied by the municipal water supplier
- Seawater: not applicable
- Produced water: not applicable
- Third-party water: Vals (artesian sources): 37,356 m<sup>3</sup> (plus extracted water: 85,545 m<sup>3</sup>)
- 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 mineralized 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.

### 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: 166,904 m<sup>3</sup>
- 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.



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- 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 management approach in [GRI 302 Energy](#).

#### **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 CO<sub>2</sub>eq factor: CO<sub>2</sub>, HFCs, PFCs.
- For GHG emissions, the Scope 1 emissions of refrigerants from the refrigerant loss (assumed 2%) are included.
- Biogenic CO<sub>2</sub> 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 [Coca-Cola HBC 2021 GRI Content Index](#). Exception: NO<sub>x</sub> and SO<sub>x</sub> calculations based on FOEN guidelines.
- Please note:
  - For the second time, NO<sub>x</sub> reported for CNG hybrid based on FOEN guidelines.
  - In 2021 the fleet reports were improved and tracked monthly and not quarterly as in previous years. The distances driven using CNG or petrol were calculated rather than estimated.

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

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

CO<sub>2</sub>eq factors:

- Emissions from mobile and stationary combustion 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 Environmental 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 CO<sub>2</sub>.

#### **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 CO<sub>2</sub>eq factor: CO<sub>2</sub>.
- Indicators are not reported with reference to a base year.
- Conversion factors agreed with Group. See [Coca-Cola HBC 2021 GRI Content Index](#).



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

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

- 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 2) GHG emissions.

Additional information:

- The following gases are included in our CO<sub>2</sub>eq factor: CO<sub>2</sub>.
- Biogenic CO<sub>2</sub> is not used and reported.
- Indicators are not reported with reference to a base year.
- Conversion factors agreed with Group: See [Coca-Cola HBC 2021 GRI Content Index](#). Exception: NO<sub>x</sub> and SO<sub>x</sub> calculations based on FOEN guidelines.

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

We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.

- CO<sub>2</sub>eq factors: mobile and stationary combustion: IPCC 2006, Guidelines for National Greenhouse Gas Inventories.
- Electricity: Location-based (according to the International Energy Agency's definitions).
- Ingredients/packaging materials: Life Cycle Assessments by TCCC.

### **305-4 a-d: GHG emissions intensity**

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

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

## **GRI 306: WASTE (2020)**

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

See description of management approach in [GRI 301 Materials](#).

### **306-1 a: Waste generation and significant waste-related impacts**

Packaging is the main source of waste in our business model. 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 used in logistics processes. Thus, the greatest waste-related impacts occur downstream our value chain after end-customers' consumption of our beverages and for transport. Our proper activities (production of beverages, including quality assurance and infrastructure maintenance, and supporting business process) generate much less waste.

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

### **306-2 a-c: Management of significant waste-related impacts**

We live by the guiding principle "prevent, reduce, re-use, recover (recycle), and then dispose". We prevent the generation of waste by, for example, reducing the weight of our preforms and shrink films, avoiding spills, and tracking our monthly yield performance. In particular, with the continual increased use of recycled material (such as rPET; see also [GRI 301 Materials](#)), we contribute to reducing environmental impacts.

Recyclable packaging such as glass bottles and drums are returned to the plants, checked, cleaned, and refilled. Post-consumer waste of our PET bottles is managed through the businesses-led and voluntary Swiss recycling system. PET bottles with their labels and closures can be returned for free to more than 50,000 collection points for recycling and re-use. However, not all primary material is properly disposed. Some is littered or incinerated. As a board member of PET Recycling Switzerland and of IGORA, we are aiming to improve the collection rate in Switzerland.

Our monthly near-loss and write-off reports help us identify significant material losses and take business decisions to improve our impacts. Our employees are trained at least annually about waste identification and



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spill drills, waste segregation and correct disposal. They are further encouraged to share ideas to improve waste management.

As our waste is managed by third parties (offsite) we choose our waste vendors according to proximity, legal compliance, and willingness to sign our supplier agreement and to closely collaborate to improve our waste management. We aim to use as few waste vendors as possible.

Waste is collected by the waste vendor and reported monthly by waste type. Hazardous waste is documented by the hazardous waste certificate. The data is internally reported by each location.

### **306-3: Waste generated**

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

### **306-4: Waste diverted from disposal**

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

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. For waste directed to disposal, we work with authorized waste contractors in Switzerland (see [GRI 306-2 a-c](#)). We have no landfilled waste as it is forbidden by law in Switzerland.

Additional information per waste type:

- Sludge: Our sludge is dried, analyzed, and, depending on the result, incinerated, or sent to a federally controlled disposal site. As a result of the upgrade of the wastewater collection in our plant in Dietlikon in 2018, we dispose much less sludge. We had no sludge disposal in Dietlikon in 2021.
- Recycling/reuse: Waste is segregated according to the waste plan, i.e. PET is pressed into bales, and waste for incineration is collected in containers. Packaging material is handed over to the waste vendor who collects and makes sure that the material is properly recycled and re-enters the cycle and is used again.
- Compost: Green waste is composted.
- Other recovery operations: Material that cannot be recycled is incinerated with energy recovery technology.

### **306-5 Waste directed to disposal**

See [GRI 306-4](#).

## **GRI 307: ENVIRONMENTAL COMPLIANCE**

### **1103-1, 103-2, 103-3: Management approach for environmental compliance**

See description of management approach in [GRI 302 Energy](#).

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

There were no 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 management approach in [GRI 204 Procurement Practice](#).

### **308-1 a: New suppliers that were screened using environmental criteria**

100% of new suppliers were screened using environmental criteria. This corresponds to a total of 101 new or re-opened suppliers in 2021. 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.



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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 652 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](#) Labor/Management Relations
- [GRI 403](#) Occupational Health and Safety
- [GRI 404](#) Training and Education
- [GRI 405](#) Diversity and Equal Opportunity

##### The management approach and its components:

#### • Policies, Commitments, Responsibilities, and Monitoring

Our People Strategy supports the long-term success of our business by emphasizing workforce engagement and growth behaviors, and by developing the capabilities, leadership and talent that are necessary for the evolution of CCHBC.

Our People & Culture Director (member of the SLT) and the director's team of People & Culture 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 the safety and health of our employees, 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 People & Culture. Moreover, our people in middle management are engaged in a dialogue community (Guiding Coalition) and provide feedback to the SLT.

Following the introduction of continuous employee dialogue, we started conducting "Pulse Surveys" to measure employee engagement multiple times per year. The existing "My Voice" survey is complemented by 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. To enhance mutual understanding and ensure a continuous and transparent dialogue between employees and the SLT, we have introduced the "SLT Dialogue". The SLT Dialogue is a monthly virtual live update call of the SLT for all employees, including Q&A sessions.

#### • 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 programs for each workforce segment. To accelerate the development of our people with leadership potential, we offer experiential learning to build new skills through our Fast Forward Programs (see [GRI 404-2 a-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 program 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 2021, People & Culture together with team leaders continued to promote e-learning and our virtual course program. The COVID-19 pandemic certainly gave these developments a boost. However, the primary idea is to provide access to flexible trainings and to establish a learning culture in which employees themselves take respon-



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sibility to steer their career and professional development. CCHBC supports them on this journey.

Additional opportunities to learn from others are created with an online coaching pool and an internal mentoring platform. 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 formalized quarterly snapshots between managers and employees to monitor performance, personal development, and demonstrated leadership standards in the quarter under review. In the other direction, managers with a team of three or more receive standardized 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 organization (since January 2021 performed by Lifeworks), which provides job placement services on a case-by-case basis. We also offer internal pre-retirement training performed through the pension fund and our external pension fund administrator.

### • Organizational Transformation

Our organization is adapting to the development of our markets. To meet these new strategies, we have been undergoing a transformation since October 2020. We have defined our key strategic priorities as well as the key enablers. Furthermore, we have specified our new ways of working to meet the new market-oriented requirements (see also [GRI 102-10a](#))

### • Well-being

We know that an enabling and socially supportive work environment fosters sustained engagement. We there-

fore 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 organization. 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 our external partner Lifeworks as well as flexible working hours and home office options. For the latter, there is a company-wide policy.

During the COVID-19 pandemic we were able to rely on a 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 centers were closed during the period of high infection rates in 2021. 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. In 2021 we launched a Mental Health Week, a dedicated session of trainings, workshops and best practice sharing to support our employees in managing the increased level of stress during the pandemic.

### • 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 behaviors that create an inclusive culture. These behaviors 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 2022) based on the equal pay self-test tool "Logib" from the Federal Office for



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Gender Equality showed an average deviation of 1.1% between salaries paid to women and men, with women being slightly higher paid than men. 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. In terms of gender equality, not only equal pay is important to us. The overall HBC goal is to have 50% of women in senior management positions by 2025. Therefore, we offer equal opportunities to all employees, regardless of gender and other diversity aspects, and we 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 2021 was again 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 following additional activities were initiated during the exceptional situation:

- Monthly virtual live update calls of the SLT for all employees, including Q&A sessions. These also enhanced mutual understanding and ensured a continuous and transparent dialogue between employees and the SLT.
- Mental health week focusing on mental well-being.
- A online program named "Swissisus" aimed at sharing best practices, business knowledge and improving career opportunities to our employees.
- After the loosening of COVID-19 pandemic restrictions we held a Summer BBQ for all employees to foster team bonding.

In our most recent Employee Engagement Survey (October 2021) our Employee Engagement Index increased from 74% in 2020 to 82%, mainly driven by circumstances linked to safety at work and support given by line managers. We also identified key pain points in the area of customer centricity, "outside-in" approach (i.e. focus on the creation of customer value) and career opportunities. We continue to jointly work on the identified pain points.

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

Total number and rate of new employee hires:

	Female		Male	
	Count	Rate	Count	Rate
Under 30:	12	1.8%	25	3.8%
Between 30-50:	21	3.2%	50	7.7%
Above 50:	1	0.2%	6	0.9%

Total number and rate of employee turnover:

	Female		Male	
	Count	Rate	Count	Rate
Under 30:	12	31.6%	12	19.7%
Between 30-50:	25	27.5%	48	16.7%
Above 50:	8	36.4%	9	5.9%

Note: Departures due to restructuring (79) are not included in turnover. See also [GRI 102-7](#) and [Key Figures – People and Communities: Employee Development](#).

### GRI 402: LABOR/MANAGEMENT RELATIONS (2016)

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

See description of management approach in [GRI 401 Employment](#).

#### 103-1 a-b: Minimum 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





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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 provisions of the Swiss authorities and implemented more far-reaching measures to protect and support its employees during these difficult times and manage the unprecedented health crisis. In doing so, 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 (renewal every three years) and anchored in our Occupational Health and Safety Policy. We comply with TCCC's KORE Guidelines, as was confirmed on the occasion of the TCCC Global Audit Organization's audit of December 2021 with a score of 95 out of 100. In addition, we are a member of the Beverages Company Group Solution (EKAS-Betriebsgruppenlösung Getränke).

Our occupational health and safety program is the responsibility of the Quality, Safety and Environment Manager (member of the SLT). The program is maintained and developed nationally and locally by those responsible for QSE (Quality, Safety, Environment) and implemented with the help of trained employees at the bottling plants and representatives in Commercial 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 organization bears primary responsibility for the successful implementation of the program.

Every accident requiring medical treatment is reported to our insurer, the Swiss National Accident Insurance Fund (Suva), so that medical expenses are paid, recorded in our statistics, and analyzed by supervisors and the

responsible health and safety managers. Where possible and necessary, they take measures for improvement and prevention, focusing on situations with enhanced risk exposure.

To further promote awareness of the topic, we regularly organize Health and Safety Weeks for all employees. Our safety managers also raise awareness for safe behavior and handling of tools and machinery through "Toolbox Talks". In production, line managers conduct regular "Walk the Talk" supervisions, observing employees' behavior and giving them direct feedback. Similarly, mutual Behavior-Based Safety (BBS) observations among colleagues are intended to improve the safety culture and to promote safety-conscious behavior in the company. As with other initiatives, BBS is about ensuring that all employees perform their work safely, professionally and without improvisation.

We ensure compliance with relevant national, cantonal and municipal legislation through our quality assurance process, the mainstay of which is our regular monitoring of all relevant quality, health and safety, as well as environmental laws and regulations. In our daily business we consult with the Federal Office of Public Health (FOPH) and 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 2021 was 0.79 LTA >1 day/100 FTE (with an average of 633 FTE over the year).

- **Actions and Achievements**

COVID-19 response:

The start of the COVID-19 pandemic in spring 2020 forced us to take various preventive measures to protect our employees and their families. The IMCR team was activated and a COVID-19 core team established to initialize and continuously adapt to changing requirements. The primary goal was to protect the health and safety of our employees, their families, our partners and customers. Furthermore, we continuously assessed the general situation in Switzerland and within the Group



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organization, to define and implement specific actions in alignment with governmental guidelines (Federal Office of Public Health and other authorities) and best practices, and to manage the cases and employees in quarantine. The IMCR team was furthermore in close collaboration with the cantonal authorities and contact tracing teams.

The main measures were the obligation to work from home, the wearing of masks, maintaining distance and other hygiene measures.

In order to keep our employees informed and connected, we introduced frequent information flow from the SLT to the whole Swiss organization through our SLT Dialogue (see also GRI 401). During these live and online events, the SLT informed employees about the current situation, new guidelines, and expected next steps and developments, and it answered questions directly.

From the start of the pandemic through February 2022, we had 190 employees with a confirmed positive COVID-19 infection. There were 40 cases in 2020, 46 cases in 2021, and 104 cases in 2022.

During this period, 428 instructions were issued and 3,412 e-mails were processed with specific explanations, guidance, and supporting individual instructions.

Other actions and achievements:

In the reporting period, we were able to reduce the number of medical treatment cases (MTC) from 11 in 2020 to 7 in 2021. We confirmed the good result of 2020 with only five reported accidents with lost days throughout Switzerland. This confirms the effectiveness of our occupational safety program.

With a total of 5 LTAs in 2021, the set target of 3 LTAs (0.45 LTA/100 FTE) was unfortunately not achieved. Therefore, we are setting our goal again of 0.45 LTA >1 day/100 FTE for 2022 (from 5 to 3 LTA).

Our annual Health and Safety Weeks reached all CCHBC employees. Apart from a few local events, most awareness events took place virtually. Under the title "Safety is no accident", three personal testimonials from employees were presented. They covered the topics of road safety, an accident on black ice and one with broken glass. All these experiences were placed in the context of our life-saving rules.

### 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 Guidelines (see description of the management approach for occupational health and safety above).
- The most important legal requirements in Switzerland are summarized 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 Guidelines.

### 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 production lines
- Incidents indicating insufficient hazard identification or risk prevention
- Input from the CCHBC Group or CCHCC Call for Action due to an accident in a similar setting

Internal Health and Safety Specialists support the implementation and constantly review the health and safety processes. Their role includes:



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- 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 via a dedicated process. 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. Everyone has the right to say STOP when a life is in danger. Furthermore, BBS promotes personal responsibility and care.

Any observations, concerns or incidents may be reported (anonymously) via the SpeakUp! line and within the pre-defined whistleblowing process (see [GRI 205](#) Anti-Corruption). The internal Whistleblowing Policy gives employees all rights to protect themselves from potential reprisals.

### 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 (OR) and Art. 82 para. 1 and 2 of the Accident Insurance Act (UVG).

By signing the [Suva Charter](#), CCHBC additionally commits to defining and informing about relevant safety rules within its operations. Employees receive training on important life-saving rules. CCHBC also makes clear that no activity is important enough to risk getting injured, and by signing the Suva Charter, CCHBC guarantees that 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 insurer, the Swiss National Accident Insurance Fund (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 the future

### 403-3 a: Occupational health services

See description of the management approach for occupational health and safety above and [GRI 403-2 a](#) and [403-4 a-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 \(a-d\)](#).

There is a cross-functional and company-wide Safety Committee and a plant-level Behavior-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



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behavior 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 management approach in [GRI 401](#) Employment.

#### 404-1 a: Average hours of training

Average training hours per employee in 2021: 11.36 h

By gender:

Female employees: 10.36 h

Male employees: 11.84 h

By employee category (workforce segments):

Supporters & Troopers and Professionals: 9.2 h

Front Line Leaders: 13.43 h

Change Leaders: 29.16 h

Top300: 30.33 h

Top40: 17.34 h

The above-mentioned categories are related to the level in the organizational chart. Top300 stands for our SLT and Top40 for general or group level managers.

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

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

Professional education programs:

- Management Trainee Program
- Apprentice Program

Leadership trainings:

Fast Forward programs for various leadership segments to train leadership skills and various curricula to prepare for or support adaptation to new leadership roles:

- Fast Forward 1, Fast Forward 2 and Fast Forward 3 (depending on hierarchy level)
- "Passion to Lead" is a Learning and Capabilities Center of Expertise (L&C CoE) Core program 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 program 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.

Skills trainings:

- L&C CoE Core program 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 programs:

In the case of employment terminations, we collaborate with EAP, 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

596 employees at CCHBC received a performance and career development review in 2021.

Percentage by employee category:

- Supporters & Troopers and Professionals: 80.3% (479)
- Front Line Leaders: 11.2% (67)
- Change Leaders: 6.6% (39)
- Top300: 1.7% (10)
- Top40: 0.2% (1)

The above-mentioned categories are related to the level in the organizational chart. Top300 stands for our SLT and Top40 for general or group level managers.

The total number of employees is higher since reviews are done for the full year 2021 and not just on the reported headcount as of 31 December 2021, which is the key date for other indicators reported in the [Key Figures – Our People and Development](#).

### GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)

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

See description of management approach in [GRI 401](#) Employment.



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

See GRI [Key Figures – People & Communities](#).

Composition of the SLT (as of 31 December 2021):

By age:

- Under 30 years old: 0%
- 30–50 years old: 85%
- over 50 years old: 15%

### 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:

Brüttsellen, Bussigny, Dietlikon, Kestenholz, Vals, Zizers.

## 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 Swiss society and the Swiss economy as a whole. Close and transparent relationships with all our stakeholders are essential. Trust is the foundation of our relations with customers, consumers, employees, neighbors, institutions and business partners. We build trust through the responsible and sustainable management of our business.

For more information on stakeholder engagement, see [GRI 102-40 a](#) and [GRI 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: diversity & inclusion, community well-being, and environmental and water stewardship.

Our support to communities is led by our Corporate Affairs & Sustainability function (member of the SLT). 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.

##### • Actions

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

### 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 organization 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 and Effluents)
- Local community development programs: See description below of specific community engagement initiatives that we have chosen to focus on in recent years.
- Stakeholder engagement plans based on stakeholder mapping: See [GRI 102-40](#) and [GRI 102-42/43/44](#).
- An occupational health and safety committee that meets weekly to deal with impacts: See [GRI 403](#).
- Formal local community grievance processes: See [GRI 405](#) (SpeakUp! line available to all stakeholders)

Local engagement for community well-being:

- To stand up for diversity and inclusion, we supported the Swiss Diversity Award 2021 with financial and product contributions.
- As part of our partnership with the Swiss Red Cross (SRC), we were the exclusive beverage sponsor of the Swiss Red Cross Gala charity events, which took place in Zurich on 4 September 2021 and Geneva on 2 October 2021. The SRC raised funds for the causes "Together Alleviate Loneliness" (Zurich) and "Mother and Child Health" (Geneva).
- We sponsored several local events and festivities in the fields of sports, education and culture (e.g. football tournaments and village fairs). In 2021, for example, we supported the local football club in Brüttsellen with financial, in-kind and product contributions. Moreover, we donated beverages to the local music festival "Piazza Dietlikon".



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- For many years, we have been donating beverages close to the best before date to the charitable organization "Tischlein deck dich". The organization distributes them to less privileged people in Switzerland.
- With the "Valser Fund", we support local projects in Vals for the protection of the cultural and historical heritage of the Vals region. The management of the Valsler Fund started its work on 1 January 2012 and consists of a representative of the municipal council of Vals, a representative of Valsler Mineralquellen GmbH, a representative of the business community (tourism sector) and two persons elected by the municipal assembly. In 2021, various local projects were supported with a total amount of about 80,000 Swiss Francs.

### GRI 414: SUPPLIER SOCIAL ASSESSMENT (2021)

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

See description of management approach in [GRI 204 Procurement Practices](#).

#### 414-1 a: New suppliers screened using social criteria

100% of new suppliers were screened using social criteria. This corresponds to a total of 101 new or re-opened suppliers in 2021. 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 labor 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

166 suppliers were screened and assessed in total. Of those, 101 were opened or reopened in 2021, and all had to sign the SGPs including relevant terms for social impacts.

65 suppliers are registered in EcoVadis for the Business Unit Switzerland (CCHBC) (54 rated and 11 under prog-

ress of re-evaluation). The average EcoVadis score of these suppliers for Switzerland is 56.9 and thus 13 points higher than the EcoVadis benchmark. 80% exceed a score of 45 points.

In total, 8 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.

### GRI 416: CUSTOMER HEALTH AND SAFETY (2016)

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

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. Product quality, safety – in particular safe ingredients – and integrity are necessary for CCHBC 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 are very health-conscious. The Nutrition and Exercise Monitor (2021) compiled by the independent research company gfs.bern shows that 94% of those surveyed (n = 1,000) thought that a balanced diet was rather important or very important. The number of people evaluating the importance of a balanced diet as very important has increased from 35% in 2020 to 45%. This increase could be connected to the pandemic situation and home office guidelines. The results confirm our 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.

57% 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.



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### 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 Quality, Safety and Environment Team.

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. TCCC and cross-border auditors from the Coca-Cola system use unannounced audits. In 2021, these audits to verify compliance were conducted virtually and on-site. In addition, we conduct internal product traceability exercises twice a year.

In order to be able to react quickly and professionally to incidents in product quality, we use the incident and crisis management system (IMCR). The IMCR core team, a group of approximately twelve specially trained managers from all functions, meets on a regular basis (bi-monthly and more often for COVID-19 alignments) 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 respective 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 one day 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 restaurants and other catering businesses. 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. Evolved Nutrition Labelling (ENL) provides clear and accessible color-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. The policy applies to all media (including television, digital media, social media, and influencers), packaging, retail, and points of sale. In addition, TCCC does not use celebrities or influencers who primarily appeal to children, regardless of which product it is, because the basic principle of our responsible marketing policy is not to commercialize children. In Switzerland, TCCC has been part of the Swiss Pledge since 2010, an initiative of leading Swiss food and beverage manufacturers to introduce and monitor responsible advertising practices. The content of the voluntary commitment is based on comparable programs in the EU and was further tightened this year; marketing to under 12-year-olds is prohibited.

On an annual basis, the independent market research company Media Focus checks compliance with our Swiss Pledge commitments (see [GRI 417-3 a-b](#)). In addition, we track our school sales and check compliance with our commitment to not sell soft 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 significantly decreased our consumer complaints in 2021 and set ourselves the target of 0.25 consumer complaints per million containers sold for 2022.

- **Actions and Achievements**

In 2021 we took all necessary steps to ensure that our self-control concept is carried out for all the innova-



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tions introduced to the market, including Costa coffee machines.

Our CPM (consumer complaints per million containers sold) improved to 0.25 in 2021. We reached our 2021 target of 0.32. This was achieved by consistently following up on corrective actions (e.g. communication of CCZ PET threat deformation in Dietlikon, foreign body reductions in Vals, etc.). The absolute number of complaints has decreased steadily over the last years. The most common reason for complaints in 2021 was low carbonization due to the age of the product. We face two major challenges here: First, as we strive to reduce plastic usage, our PET bottles become thinner, enabling CO<sub>2</sub> 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 locally produced products within the reporting period that resulted in a fine, penalty or a warning.

At the beginning of 2021, we were informed that the propylene glycol level in Monster Vanilla Espresso (produced in the Netherlands) exceeds the EU limit of 1,000 mg/l. The actual amount is within other regulations' limits (US and Canada), and an independent report showed that this will not lead to relevant food safety deviations. However, in cooperation with the Swiss authorities, CCHBC Switzerland decided to voluntarily withdraw the product from the Swiss market. The affected product deliveries and quantities were limited.

## **GRI 417: MARKETING AND LABELING (2016)**

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

See description of management approach in [GRI 416](#) Customer Health and Safety.

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

The printed packs and labels of all products sold in 2021 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**

There were no non-compliances with regulations identified during the reporting period.

### **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 in [GRI 205](#) Anti-Corruption, [GRI 206](#) Anti-Competitive Behavior, [GRI 302](#) Energy, [GRI 401](#) Employment, [GRI 413](#) Local Communities and [GRI 416](#) Customer Health and Safety.

### **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 or 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	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Production</b>									
Total beverage production	301-1	1000 Litres	331'969	327'645	307'767	291'791 <sup>1</sup>	277'981 <sup>1</sup>		↘
<b>Product Portfolio and Calories Content</b>									
Total number of SKUs		Number	269	343 <sup>2</sup>	317	277	266		↘
Number of low-calorie SKUs		Number	158	210	189	159	151		↘
Share of low-calorie SKUs		Percent	59%	61%	60%	57%	57%		→
Average calorie content – Ratio brands		KJ/100ml	83	78	80	85	86		↗
Average calorie content – Ratio volumes sold		KJ/100ml	83	83	82	83	81		↘
Rollout of GDA labels	417-1	Percent	100%	100%	100%	100%	100%		→
<b>Product quality</b>									
Consumer complaints per million containers sold	416	Number	0.41 <sup>3</sup>	0.36	0.36	0.32	0.25	0.25	↘
<b>Certifications of the production plants</b>									
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 (ISO 45001)	403	Number	all 2	all 2	all 2	all 2	all 2	all 2	→

<sup>1</sup> Overall reduction in production due to COVID-19.

<sup>2</sup> Increase due to an expansion of our product portfolio.

<sup>3</sup> Increase due to slightly lower sales volumes and eight additional complaints.



## OUR PEOPLE AND COMMUNITIES

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Employee development</b>									
Total workforce (no. of employees)	102-7	Number	790	816	794	757	652		↘
Full Time Equivalents (FTEs) average	102-7	Number	752	763	768	712	633		↘
Apprentices	102-8	Number	14	14	12	14	13		↘
Nationalities	405-1	Number	31	35	27	27	29		↗
Employees younger than 30 years old	405-1	Percent	16%	17%	16%	16%	15%		↘
Employees between 30 and 50 years old	405-1	Percent	59%	57%	56%	58%	58%		→
Employees older than 50 years old	405-1	Percent	25%	26%	28%	26%	27%		↗
Employee turnover	401-1	Percent	15%	12%	16% <sup>1</sup>	11%	17% <sup>1</sup>		↗
<b>Training and development</b>									
Average training hours per employee	404-1	Number	34	14 <sup>2</sup>	17	12 <sup>3</sup>	19		↗
<b>Equality and Diversity</b>									
Women in the company	405-1	Percent	24%	25%	24%	24%	23%		↘
Women in senior management <sup>4</sup>	405-1	Percent	30%	27%	33%	25%	23%		↘
Company employees from local community <sup>5</sup>	405-1	Percent	72%	70%	71%	70%	66%		↘
Managers from local community <sup>5</sup>	405-1	Percent	68%	66%	67%	67%	53%		↘
Breaches of equality legislation	419-1	Number	None	None	None	None	None		→
<b>Labour rights</b>									
Employees covered by collective bargaining	402-1	Number	None	None	None	None	None		→
Employees belonging to independent trade unions		Number	None	None	None	None	None		→

<sup>1</sup> Higher turnover mainly driven by re-organisations.

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

<sup>3</sup> Fewer trainings due to COVID-19.

<sup>4</sup> Definition senior management: Function Head (FH) or Senior Leadership Team (SLT).

<sup>5</sup> Employees and managers with a 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	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Health and Safety</b>			<b>403</b>						
Fatalities (includes contractors)		Number	0	0	0	0	0		=
Severe injuries <sup>6</sup>		Number	0	0	1	0	1		↗
Accidents with > 1 day absence		Number	7	7	7	5	5	3	=
Lost time accident rate per 100 FTE <sup>7</sup>		Ratio	0.93	0.92	0.91	0.7 <sup>8</sup>	0.79	0.47	↗
Total incident rate per 100 FTE <sup>7</sup>		Ratio	2.79	2.62	2.20	1.53 <sup>8</sup>	1.11 <sup>8</sup>	0.79	↘
Absence due to occupational accidents		Days	156	117	299 <sup>9</sup>	85 <sup>10</sup>	270 <sup>11</sup>		↗
Toolbox Talks <sup>12</sup>		Number	2'091	2'321	1'677	1'331 <sup>13</sup>	1152 <sup>13</sup>		↘
Walk the Talk and BBS Observations <sup>14</sup>		Number	388	274 <sup>15</sup>	1'025	1'431 <sup>16</sup>	1'668		↗
Near misses		Number	503	572	509	626 <sup>17</sup>	550		↘
Absence due to non-occupational accidents		Days	722	649	848	708	1'010		↗
Absence due to sickness (accidents & illness)		Days	3'937	4'386	4'806 <sup>18</sup>	4'636	4'692		↗
Percentage of absence due to illness		Percent	78%	83%	76%	83%	73%		↘
Sickness absence rate (SAR) <sup>19</sup>		Percent	2.70%	2.79%	2.84%	2.96%	3.37% <sup>20</sup>		↗
<b>Indirect Economic Impacts<sup>21</sup></b>			<b>203</b>						
Local value creation through CCHBC		Mio CHF	n/a	988	988	988	988		=
Jobs safeguarded across value chain		Number	n/a	8'600	8'600	8'600	8'600		=
Share of local production of total sales volume		Percent	n/a	0.83	0.83	0.83	0.83		=
Income <sup>22</sup> in Switzerland per Swiss Franc spent on Coca-Cola beverages		CHF	n/a	0.74	0.74	0.74	0.74		=
<b>Local communities</b>			<b>413</b>						
Cash and in-kind contributions		CHF	450'000	175'000 <sup>23</sup>	390'000	28'000 <sup>24</sup>	210'467		↗
People reached through visitor centers in Dietlikon and Vals		Number	9'794	9'302	5'527	4'324 <sup>25</sup>	2498 <sup>25</sup>		↘
Employees participating in volunteering activities		Number	155	204	152	105	60 <sup>26</sup>		↘

<sup>6</sup> e.g. accidents resulting in broken bones, eye or multiple injuries.

<sup>7</sup> Averaged FTE used.

<sup>8</sup> Fewer accidents that led to absence days and positive effects of BBS Observations.

<sup>9</sup> The absence days due to occupational accidents have increased significantly in 2019 due to two accidents from commercial employees.

<sup>10</sup> Decrease mainly because occupational accidents were less severe and their absence rates were lower.

<sup>11</sup> Two accidents led to long absences.

<sup>12</sup> With so-called "Toolbox Talks" safety managers and supervisors raise awareness for safe behavior and safe handling of tools and machinery. Only Toolbox Talks with at least 5 participants are calculated.

<sup>13</sup> Fewer contractors and thus fewer Toolbox Talks during the COVID-19 pandemic. Also, due to internal precautionary measures, fewer physical trainings took place.

<sup>14</sup> In so-called "Walk the Talks" our line managers in production supervise and observe their employees' behaviour on a regular basis and give them feedback. Within the Behavior Based Safety (BBS) system, colleagues give each other feedback and advice regarding occupational health and safety. According to Wide Book Definition, Walk the Talk and BBS observations will be consolidated in our reports from 2019 onwards. This is the reason why the number increased significantly vs. 2018.

<sup>15</sup> Walk the Talk Number has been reduced in 2018 because of the new BBS System (Behaviour Based Safety System) which is being gradually introduced since 2018.

<sup>16</sup> Process simplification after introduction of online forms.

<sup>17</sup> Employees were actively asked to report near misses and the reporting effort was reduced with an online notification form.

<sup>18</sup> 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).

<sup>19</sup> Calculation SAR = Sickness Absence days / Total working days.

<sup>20</sup> Sickness absence days remained at a similar level as in 2020, however, total working days were significantly lower.

<sup>21</sup> Based on socio-economic impact study performed by US-Dutch consulting firm Steward Redqueen.

<sup>22</sup> i.e. taxes, salaries, and profits.

<sup>23</sup> System change: In comparison to 2017 we did not include a calculated value for our volunteering activities.

<sup>24</sup> Fewer donations in 2020 because many events and festivities were cancelled due COVID-19.

<sup>25</sup> Fewer visits because the Visitor Center in Vals was partially closed in 2020 and 2021. The one in Dietlikon was closed as of February 2020 throughout 2021 due to COVID-19.

<sup>26</sup> Due to COVID-19 only one volunteering event took place.



## EMISSIONS REDUCTION

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Energy</b>									
<b>Energy consumption within the organisation (bottling plants, remote properties and own fleet)</b>	302-1	Gigajoules	102'063	99'296 <sup>1</sup>	91'907	79'094 <sup>2</sup>	67'878 <sup>2</sup>		↘
Electricity bottling plants		Gigajoules	48'020	47'867	44'180	38'641	37'001		↘
Electricity remote properties		Gigajoules	1'751	1'680	2'120 <sup>3</sup>	1'337	1803 <sup>4</sup>		↗
Light heating oil bottling plants		Gigajoules	8'839	9'274 <sup>4</sup>	8'765	7'257	7'814		↗
Light heating oil remote properties		Gigajoules	673	868 <sup>5</sup>	645	544	734		↗
Natural gas bottling plants		Gigajoules	19'332	18'057	17'674	14'181	14'359		↗
Natural gas remote properties <sup>6</sup>		Gigajoules	1'239	1'239	1'239	1'239	1'239		=
Share of renewable energy used in plants <sup>7</sup>		Percent	44%	53%	56%	64%	62%		↘
Diesel own fleet <sup>8</sup>		Gigajoules	22'210	20'311	17'271	7'143	4492 <sup>9</sup>		↘
Petrol own fleet		Gigajoules				445	436		↘
CNG own fleet		Gigajoules	0	0	1'464	8'239 <sup>23</sup>	7'739		↘
Electric own fleet		Gigajoules	0	0	46	68	110		↗
<b>Energy consumption outside the organisation</b>	302-2								
Estimated diesel in 3 <sup>rd</sup> -party fleet		Gigajoules	54'718	52'667	55'334	25'386	25'306		↘
<b>Energy ratio plants</b>	302-3	MJ/lpb	0.230	0.230	0.229	0.207	0.213	0.228	↗

<sup>1</sup> 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 (<sup>2</sup> cars), sugar unloading in Dietlikon.

<sup>2</sup> Our overall energy consumption within the organization decreased mainly due to reduced business activities in 2020 as a consequence of COVID-19.

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

<sup>4</sup> Due to damaged water pipes the main floor of our headquarters was flooded and had to be dried using portable driers over several weeks which consumed a lot of energy.

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

<sup>5</sup> Zizers: Peak consumption in Q1 2018 due to coldest February in 30 years.

<sup>6</sup> Per-diem accounting.

<sup>7</sup> Electricity from renewable sources used in our plants.

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

<sup>9</sup> Reduction due to continuous replacement of diesel fleet and because of fewer physical customer visits during COVID-19.

<sup>23</sup> Identification of potential or actual losses of resources or potential environmental pollution.



## EMISSIONS REDUCTION

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Emissions</b>									
<b>Direct greenhouse gas emissions from operations (Scope 1)<sup>10</sup></b>	305-1	Tons CO <sub>2</sub> Emission	4'280	4'114	3'766	2'947 <sup>11</sup>	2'732 <sup>11</sup>		↘
CO <sub>2</sub> Emission from thermal energy bottling plants		Tons CO <sub>2</sub> Emission	1'601	1'568	1'554	1'220	1'278		↘
CO <sub>2</sub> Emission from thermal energy remote properties (Zizers)		Tons CO <sub>2</sub> Emission	110	106	54	54	60		↘
CO <sub>2</sub> Emission from fuels used in company vehicles		Tons CO <sub>2</sub> Emission	1'604	1'432	1'245 <sup>12</sup>	980	768		↘
CO <sub>2</sub> Emission from CO <sub>2</sub> in products (losses)		Tons CO <sub>2</sub> Emission	843	907	793	600	550		↘
CO <sub>2</sub> Emission from Cold Drink Equipment coolants (losses)		Tons CO <sub>2</sub> eq	122	101	118	93	77		↘
<b>Energy indirect greenhouse gas emissions (Scope 2)<sup>13</sup></b>	305-2	Tons CO <sub>2</sub> Emission	444	256	132	1	0		↘
CO <sub>2</sub> Emission from electricity bottling plants <sup>14</sup>		Tons CO <sub>2</sub> Emission	380	210	124	0	0		=
CO <sub>2</sub> Emission from electricity remote properties (Zizers)		Tons CO <sub>2</sub> Emission	64	46	8	1	0		↘
<b>Total emissions (scope 1 and 2)</b>		Tons CO <sub>2</sub> Emission	4'724	4'370	3'898	2'948	2'732		↘
<b>Other relevant greenhouse gas emissions</b>									
<b>Other relevant greenhouse gas emissions</b>	305-3	Tons CO <sub>2</sub> Emission	55'368	44'697	37'664	33'098	29'659		↘
CO <sub>2</sub> Emission from 3rd party transports (scope 3) <sup>15</sup>		Tons CO <sub>2</sub> Emission	3'982	4'377	3'992	1836 <sup>16</sup>	1827 <sup>16</sup>		↘
CO <sub>2</sub> Emission from sugar beets		Tons CO <sub>2</sub> Emission	12'483 <sup>17</sup>	12'566	11'676	11'232	10'886		↘
CO <sub>2</sub> Emission from CO <sub>2</sub> in products		Tons CO <sub>2</sub> Emission	2'533	2'523	2'363	2'263	2'172		↘
CO <sub>2</sub> Emission from packaging materials		Tons CO <sub>2</sub> Emission	22'016	23'133	17'823 <sup>18</sup>	16'037 <sup>19</sup>	13'412 <sup>19</sup>		↘
CO <sub>2</sub> Emission from coolers (electricity)		Tons CO <sub>2</sub> Emission	1'871	2'098	1'745	1'693	1'322 <sup>20</sup>		↘
CO <sub>2</sub> from fuel consumption in rented and outsourced (HQ)		Tons CO <sub>2</sub> Emission	0	0	54	36	40		↘
CO <sub>2</sub> from electricity consumption in rented and outsourced (HQ)		Tons CO <sub>2</sub> Emission	0	0	11	1	0		↘
CO <sub>2</sub> intensity Scope 1 & 2		g/lpb	14.2	13.3	12.6	10.1	9.8	12.8	↘
CO <sub>2</sub> intensity Scope 1, 2 & 3		g/lpb	139.3	149.8	135.0	123.6	116.6		↘

<sup>10</sup> Conversion factors aligned with CCHBC Group.

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

<sup>12</sup> Green Fleet: The exchange of company cars with combustion engines with electric and CNG vehicles started in Q2 2019. The new fleet reduces the emissions from our own fleet.

<sup>13</sup> Basis: Market-based.

<sup>14</sup> Significant reduction throughout the years partially achieved through certificates for renewable electricity. Vals has always been 100% renewable electricity but it was not officially recognized. Dietlikon has increased its share of renewable electricity since 2016. It was 77% in 2018, 85% in 2019, and 100% since 2020.

<sup>15</sup> Includes only 3rd party transport by truck and no rail transport.

<sup>16</sup> Lower production volumes reduced transportation. Additionally, the scope of the calculation was diminished in 2020.

<sup>17</sup> Conversion factor changed from 0.76 in 2016 to 0.82 starting in 2017.

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

<sup>19</sup> Reduction due to lower production during COVID-19 and effects of various initiatives to reduce packaging materials (see also GRI 301).

<sup>20</sup> Reduction thanks to new Cold Drink Equipment with more efficient cooling systems that reduce consumption.



## EMISSIONS REDUCTION

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Other significant air emissions</b>									
NOx (Kg NOx)	305-7	Kilogram	22'333	23'569	24'080 <sup>21</sup>	12'419	10'317 <sup>22</sup>		↘
SO2 (Kg NOx)	305-7	Kilogram	99	95	90	74	72		↘
<b>Compliance</b>									
Incidents and fines	307-1		None	None	None	None	None		→
Near Losses <sup>23</sup>			756	912	826	949 <sup>24</sup>	989	733	↗
<b>Transport</b>									
Number of delivery/haulage vehicles		Number	7	7	7	7	8		→
Number of sales and others vehicles		Number	320	264 <sup>25</sup>	263	241	234 <sup>26</sup>		↓
Fuel consumption (diesel and petrol)		1000 Litres	599	547	466	193	121 <sup>27</sup>		↓
CNG own fleet <sup>28</sup>		kg	0	0	28'000	163'057	144'924		↑
Electric own fleet		kW	0	0	12'738	18'774	30'547		↑
<b>Expenditures</b>									
Total environmental expenditures <sup>29</sup>		Percentage of revenues	0.56%	0.36%	0.67%	0.60%	0.53%		↘

<sup>21</sup> Increase in 3<sup>rd</sup> Party Haulage & Distribution.

<sup>22</sup> Decrease due to reduced 3rd party transport.

<sup>23</sup> Identification of potential or actual losses of resources or potential environmental pollution.

<sup>24</sup> Successful establishment of a culture to report near losses and inclusion of Dietlikon in reporting processes.

<sup>25</sup> The reported number has been adjusted.

<sup>26</sup> 32 vehicles were outsourced as of March 1st 2021. These vehicles are included in the reported number of vehicles.

<sup>27</sup> Outsourced activities included until February 2021 when the outsourcing was completed.

<sup>28</sup> Continuous rollout of CNG Hybrid cars since August 2019. Rollout was completed by the first quarter 2020.

<sup>29</sup> Calculation Total Environmental Expenditure = CAPEX Accounting for Sustainability / Total Net Sales Revenues



## WATER USE AND STEWARDSHIP

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Water</b>									
<b>Total water received</b>									
		1000 Litres	543'295	540'763	486'974	450'411	432'466		↘
Total water received bottling plants	303-3	1000 Litres	541'369	538'837	485'424 <sup>1</sup>	448'861 <sup>2</sup>	430'916 <sup>2</sup>		↘
Total water received remote properties	303-3	1000 Litres	1'926	1'926	1'550 <sup>3</sup>	1'550	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 <sup>3</sup>	31'788	35'538	40'605 <sup>4</sup>	30'104 <sup>2</sup>	28'821 <sup>2</sup>		↘
Percentage recycled / reused in total water bottling plants	303-4	Percent	6%	7%	8%	7%	7%		→
<b>Water ratio plants</b>									
	303-1	l/lpb	1.63	1.64	1.58	1.54	1.55	1.58	↗
<b>Effluents</b>									
<b>Discharges to water</b>									
Quantity of waste water discharged to municipality owned wastewater treatment plant	303-4	1000 litres	187'582	201'334 <sup>5</sup>	177'935	166'039	166'904		↗
Sanitary waste water plants		1000 litres	10'507	8'844	8'535	7'532	6'962		↘
Water habitats affected by water discharges	303-1		None	None	None	None	None		→
<b>Spills of chemicals, oils, fuels</b>									
	306-2		None	None	None	None	None		→

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

<sup>2</sup> 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.

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

<sup>4</sup> 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.

<sup>5</sup> Dietlikon: Since April 2018 data on waste water is more precise due to online measurement of Neutra. Vals: Waste water increased despite a reduction in production volume (by -8%) due to quality issues on RGB line, causing an increase of cleaning frequency.





## WORLD WITHOUT WASTE

	GRI Indicator	UNIT	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Materials</b>									
<b>Materials used</b>									
	301-1								
Sugar from beets		Tons	15'224	15'324	14'239	13'698	13'276		↘
PET (preforms)		Tons	9'675	9'320	8'740 <sup>1</sup>	8'199 <sup>2</sup>	7'612		↘
Plastic (closures)		Tons	758	717	660	660	638		↘
PE (Labels and stretch/shrink film)		Tons	938	823	945 <sup>3</sup>	866 <sup>4</sup>	844		↘
Glass (bottles) <sup>5</sup>		Tons	498	4'250 <sup>6</sup>	893	1'421	824		↘
Aluminium (caps)		Tons	31	30	30	30	31		→
Steel (crowns)		Tons	118	128	98 <sup>7</sup>	87	67		↘
Paper (labels)		Tons	73	49	50	46	24		↘
Cardboard		Tons	1'171 <sup>8</sup>	772	682	687	664		→
Wood (pallets)		Tons	2'338 <sup>9</sup>	2'468	736 <sup>10</sup>	1'770 <sup>11</sup>	1'713 <sup>11</sup>		↘
<b>Percentage of material from recycled sources</b>									
	301-2								
PET (preforms)		Percent	41%	42%	47%	58% <sup>12</sup>	55%		↘
Glass (bottles)		Percent	0%	0%	0%	0%	0%		→
Aluminium (caps)		Percent	0%	0%	0%	0%	0%		→

<sup>1</sup> Reduction in 2019 due to a decrease in production volume.

<sup>2</sup> Due to COVID-19 production volumes decreased and fewer PET bottles were used in comparison to 2019 in our plant in Vals. Additionally, in 2020 we felt the full effect of the harmonization of PET bottle sizes (smaller bottles) in Dietlikon.

<sup>3</sup> 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.

<sup>4</sup> PE used was reduced in Dietlikon because thinner shrink film is used since June 2020. In Vals, the production was stopped during several weeks as a consequence of COVID-19.

<sup>5</sup> 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.

<sup>6</sup> Vals: The main reason of the increase was the exchange of our 1 l reusable glass bottle (RGB) park. A smaller effect had the breakage of glass bottles that were stored outside during the winter 2018.

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

<sup>8</sup> 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. And warehouses were fully stocked with packaging material for a promotion that was postponed to 2018.

<sup>9</sup> 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.

<sup>10</sup> In the past only the imported pallets were considered (in 2019 1'952'294 kg); the pallets that are exported again (roundtrips PAL) can be deducted since 2019.

The numbers for 2017 and 2018 were also higher because many more innovations were imported (including several can innovations and one-off productions e.g. for full sleeve glass). These were all coming from supply points where we only purchase pallets.

<sup>11</sup> For the calculation of this indicator, CCHBC offsets 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 - that is also being repaired - remained stable.

<sup>12</sup> 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	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Waste</b>									
<b>Non-hazardous recycled waste<sup>13</sup></b>	306-3	Tons	1'956	2'176	1'814	1'867	1'646		↘
Paper / Cardboard		Tons	108	129	93	78	78		→
Glass		Tons	649	885	559	869	664		↘
PET (Bottles, Preform)		Tons	1'039	960	887	659	681		↘
PE (Folie, IBC, Drums)		Tons	50	83	71	47	37		↘
Crates		Tons	52	39	110	123	98		↘
Metals		Tons	39	42	54	64	43		↘
Wood		Tons	18	36	19	11	10		↘
Other waste		Tons	1	1	22	15	0		↘
Packaging from Write Offs		Tons	n/a	n/a	n/a	n/a	34		
Green waste (composted)		Tons	n/a	n/a	n/a	n/a	1		
<b>Non-hazardous solid waste directed to disposal<sup>14</sup></b>	306-5	Tons	145	191	210	179	276		↘
<b>Hazardous waste generated (plants)<sup>15</sup></b>	306-3	Tons	13	24	2	14	9		↘
<b>Total waste from plants (incl. write offs)</b>		Tons	2952	2879	2699	3046 <sup>16</sup>	2765		↘
<b>Solid waste ratio plants</b>	306-3	g/lpb	8.89	8.79	8.77	10.44	9.73		↘
<b>Other waste</b>									
	306-3								
Cold Drink Equipment Waste <sup>17</sup>		Tons	508	344	299	235	318		↘
Remote properties		Tons	41	73	76	30	34		↘
<b>Products and services</b>									
Rate of packaging recycling (CH) <sup>18</sup>									
PET		Percent	83%	82%	> 81%	> 82%	n/a		
Glass		Percent	94%	94%	94%	94%	n/a		
Aluminium		Percent	92%	94%	94%	99%	n/a		

<sup>13</sup> Without remote properties

<sup>14</sup> Without remote properties; Effluents from write-offs (market returns) not included

<sup>15</sup> 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 tons). Waste in 2019 includes oil residues, anti-freezer and mercury-containing lamps.

<sup>16</sup> The amount reported for 2020 was corrected after the publication of the Sustainability Report 2020.

<sup>17</sup> Information about the discarded quantities of cold drink equipment (coolers, vending machines, dispensing systems). Data covers local disposal in Switzerland.

<sup>18</sup> 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	2017	2018	2019	2020	2021	Target 2022	Change to previous year
<b>Procurement Practices</b>									
204-1									
Total Spend		Mio. CHF	n/a	190	178	146	136		↘
National Spend		Mio. CHF	n/a	147	131	122	116		↘
<b>Supplier assessment (social &amp; environmental)</b>									
New suppliers screened using environmental criteria	308-1	Number	199	200	110	114	101		↘
Suppliers assessed for environmental impacts	308-1	Number	47	37	46	64	65		↗
New suppliers screened using social criteria	414-1	Number	199	200	110	114	101		↘
Suppliers assessed for social impacts	414-2	Number	47	37	46	64	65		↗



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