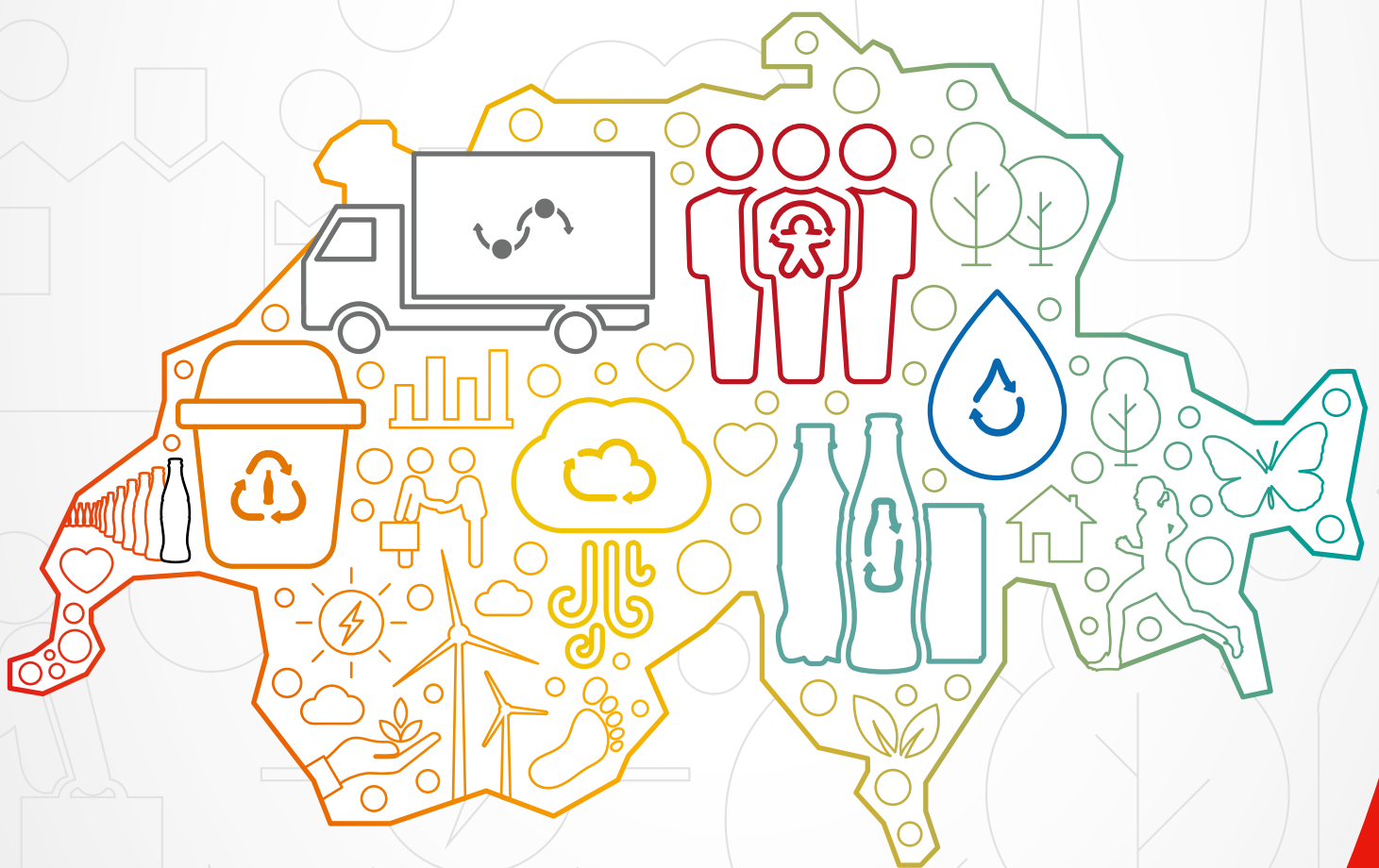


# *Sustainability* **Report 2024**



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



Dear readers,

We are very happy to share with you our Sustainability Report 2024, showcasing the continuous progress our company has made in achieving our sustainability goals in Switzerland, a country in which where we are deeply rooted since 1936.

As a key player in the beverage industry with leading brands in many categories, we take it as our clear responsibility to steadily progress towards very ambitious sustainability goals. Being a member of the Coca-Cola HBC Group, a global industry leader in sustainability and rated as the world's most sustainable beverage company by the Dow Jones Sustainability Indices (DJSI) for the eighth time in 2024, we are also united in understanding sustainability as a true growth driver for our business and inspiring others to follow. Below you find some of our highlights we are particularly happy to share:

- We converted our entire sales fleet to electric vehicles and are very actively sharing our positive experience with other companies and within the wider Coca-Cola HBC Group
- We reduced our transportation emissions by optimizing our supply points and by further increasing rail transportation
- A new air compressor network and the introduction of a new PET bottle blowing technology increased our energy efficiency
- We continue to invest in providing our customers with bottles made from 100% PET from recycled or renewable sources, excluding label and cap, and are reducing PET bottle weight
- We significantly enhanced our sustainability data collection and analysis capabilities, enabling more informed decisions and more targeted sustainability actions
- We took important investment decisions to replace one production line in Dietlikon in 2025 and to build a new modern especially eco-friendly warehouse. Both will be able to deliver significant climate and other environmental benefits
- Again, more than 10% of our employees participated in different volunteering activities, supporting our local communities and those in need
- We continue to create value in Switzerland: around 80% of our beverages are produced locally, in Dietlikon and Vals, and 95% of our ingredients come from Swiss suppliers

We are on a journey, transforming our business and serving our customers in a more and more sustainable way. At Coca-Cola HBC, we drive towards excellence, we are restless, and we value cooperation. We therefore look forward to continuing and deepening our joint efforts with our customers, partners, and stakeholders in shaping a more sustainable future.

Jürg Burkhalter



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# List of Abbreviations

<b>BBS</b>	Behaviour-Based Safety, a system to improve safety behaviour and practices
<b>CCHBC</b>	Coca-Cola Hellenic Bottling Ltd. Switzerland (headquarters in Opfikon)
<b>CEO</b>	Chief Executive Officer
<b>CL</b>	Change Leaders
<b>CPM</b>	Consumer Complaints Per Million containers sold
<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>COBC</b>	Code of Business Conduct
<b>Coca-Cola HBC Group</b>	Coca-Cola Hellenic Bottling Company (headquarters in Zug)
<b>EcoVadis</b>	An independent rating agency for sustainable development
<b>EnAW</b>	Energy Agency of the Swiss Private Sector
<b>ELT</b>	Executive Leadership Team
<b>ENL</b>	Evolved Nutrition Labelling
<b>ESG</b>	Environmental, Social, Governance
<b>FCOS</b>	Federal Coordination Commission for Occupational Safety
<b>FH</b>	Function Head, a senior executive responsible for a functional area
<b>FLL</b>	Front Line Leaders, managers who lead front-line teams
<b>FOEN</b>	Federal Office for the Environment
<b>FOPH</b>	Federal Office of Public Health
<b>FSSC</b>	Food Safety System Certification
<b>FTE</b>	Full Time Equivalent
<b>GAO</b>	Global Audit Organization by TCCC
<b>GDA</b>	Guideline Daily Amount
<b>GHG</b>	Greenhouse Gas
<b>GRI</b>	Global Reporting Initiative
<b>GWP</b>	Global Warming Potential
<b>HSE</b>	Health and Safety Expert
<b>IBC</b>	Intermediate Bulk Container
<b>IGORA</b>	Industry Group for Recycling PET in Switzerland
<b>IGSU</b>	Interest Group for a Clean Environment
<b>IMCR</b>	Incident Management Crisis Resolution
<b>GHGP</b>	Greenhouse Gas Protocol
<b>GICS®</b>	Global Industry Classification Standard
<b>GRI</b>	Global Reporting Initiative
<b>GWP</b>	Global Warming Potential
<b>HFCs</b>	Hydrofluorocarbons
<b>HR</b>	Human Resources
<b>HSE</b>	Health and Safety Expert
<b>IBC</b>	Intermediate Bulk Container
<b>IGORA</b>	Industry Group for Recycling PET in Switzerland
<b>IGSU</b>	Interest Group for a Clean Environment

<b>IMCR</b>	Incident Management Crisis Resolution
<b>IPCC</b>	Intergovernmental Panel on Climate Change
<b>ISO</b>	International Organisation for Standardisation
<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>KPIs</b>	Key Performance Indicators
<b>LIP</b>	Long-term Incentive Plan
<b>lpb</b>	Litre of Produced Beverage
<b>LTA</b>	Lost Time Accident
<b>MIP</b>	Management Incentive Plan
<b>NGOs</b>	Non-governmental Organisations
<b>NOx</b>	Nitrogen Oxides, a group of highly reactive gases that contribute to air pollution
<b>NRGB</b>	Non-Refillable Glass Bottles
<b>PET</b>	Polyethylene Terephthalate
<b>PFCs</b>	Perfluorocarbons
<b>pH</b>	Potential of Hydrogen
<b>PRS</b>	PET-Recycling Switzerland
<b>PSP</b>	Performance Share Plan
<b>QSE</b>	Quality, Safety & Environment
<b>Qwell Express</b>	A subsidiary of Valser Service Ltd. that provided home delivery
<b>R&amp;D</b>	Research and Development
<b>RGB</b>	Refillable Glass Bottles
<b>rPET</b>	PET from recycled/renewable sources
<b>SAR</b>	Sickness Absence Rate, a measure of the percentage of working days lost due to sickness
<b>SDG</b>	UN Sustainable Development Goals
<b>SGP</b>	Supplier Guiding Principles of Coca-Cola HBC Group (accessible on website)
<b>SGS</b>	Société Générale de Surveillance
<b>SKUs</b>	Stock Keeping Units, a term used in inventory management
<b>SLT</b>	Senior Leadership Team (top management)
<b>SMS</b>	Association of Swiss Mineral Springs and Soft Drink Producers
<b>Suva</b>	Swiss National Accident Insurance Fund
<b>SVA</b>	Source Vulnerability Assessment
<b>SWPP</b>	Source Water Protection Programme
<b>TCCC</b>	The Coca-Cola Company (Headquarters in Atlanta, USA)
<b>TCO</b>	Total cost of ownership
<b>UNESDA</b>	Soft Drinks Europe
<b>WASH</b>	Water, sanitation, and hygiene
<b>WWTP</b>	Wastewater Treatment Plants

# Our Company

Coca-Cola HBC Switzerland Ltd. (CCHBC) produces and distributes beverages. Our company is a franchised bottler of The Coca-Cola Company (TCCC) and a wholly owned subsidiary of Coca-Cola HBC Group, one of the largest beverage companies in the world.

## Our Value Proposition

Our beverage portfolio comprises sparkling soft drinks, still drinks, mineral water and coffee that are produced in our production facilities in Dietlikon and Vals. We take pride in our comprehensive value chain that enables us to deliver high-quality beverages to our customers.

We source our raw materials, such as sugar, carbon dioxide and drinking water, as well as packaging material from local and to lesser extent from international suppliers (see Sustainable Sourcing and Supplier Relations), managing our relationships and inventory to ensure that we achieve timely deliveries at our production facilities. Additionally, we import energy drinks, coffee, iced tea and our canned beverages from trusted partners within the Coca-Cola HBC Group.

We distribute our products through various channels, using efficient transportation and low-emission vehicles to reduce our impact on the environment (see Water Management and Emissions and Energy). Our marketing and sales strategies are based on responsible practices that promote a balanced lifestyle and reduce waste (see Nutrition and Packaging, Recycling and Waste Management). In all this, we value our employees and provide a safe and supportive work environment that prioritises

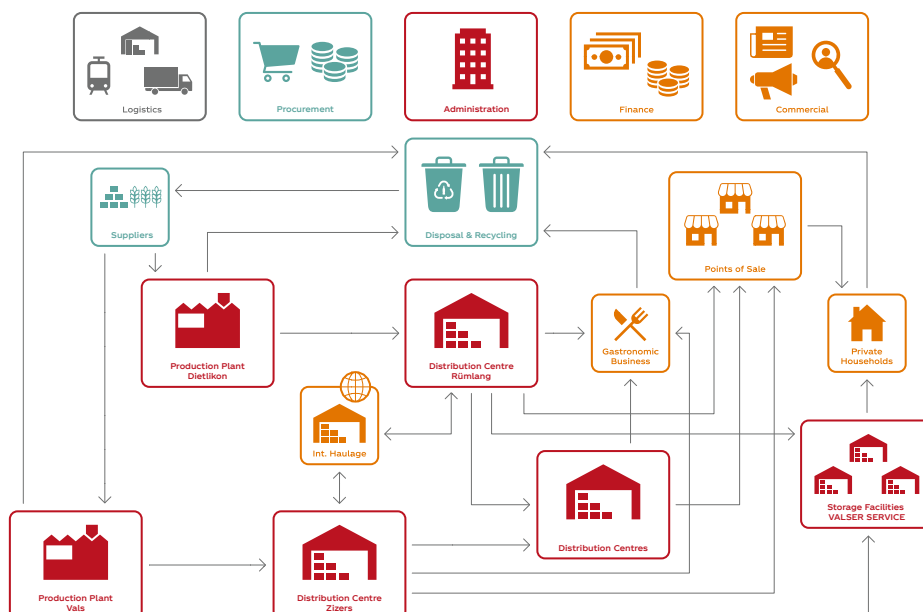
well-being and job satisfaction (see Diversity and Inclusion and Employee Health and Engagement).

Through our business activities, we generate added value in the Swiss economy beyond our organisation and contribute to society as a responsible corporate citizen (see Direct and Indirect Economic Impacts). In all of this, we are committed to environmentally friendly business practices and social responsibility as laid out in this report.

## Governance Structure

The Group structure characterises the way we govern our business. The Senior Leadership Team (SLT) forms the executive function. It combines profound expertise in sales, marketing and commercial excellence, supply chain, finance, people and culture, corporate affairs and sustainability, digital technology, and legal. The Board of Directors is composed of our Country General Manager and the Member of the Operating Committee of the Group.

Major guidelines and strategic directions are specified and determined at the Coca-Cola HBC Group level whose Executive Leadership Team is supervised by the Group's Board of Directors (see Coca-Cola HBC Group's Governance). De facto it therefore forms the highest governance body of CCHBC. The Board delegates specific tasks to its committees (audit and risk, nomination, social responsibility, and remuneration) and makes decisions regarding Our Route to Sustainability, the topics covered in this report, as well as the associated guidelines.



## Our 6 Pillars for Sustainability

Sustainability 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 anchored sustainability across every aspect of our business and further develop this integration through Our Route to Sustainability. In reference to Coca-Cola HBC Group's [Mission Sustainability 2025](#) commitments, we currently group our efforts into 6 pillars with 12 underlying topics (see [Materiality Matrix](#), p. 09).



### 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

## and its Contribution to the SDGs

Each of our 6 pillars is linked to one or more topics of Our Route to Sustainability. In these focus topics we set ourselves targets, take action, and assess our progress. Through our 6 pillars we also contribute

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

Pillars	Topics	Corresponding topic-specific disclosures (GRI)	SDG targets
 <b>Nutrition</b>	Product quality and integrity	<a href="#">GRI 416</a> Customer Health and Safety (2016)	 3.4  12.8
	Health and nutrition	Additional disclosure: Calorie content of portfolio	 3.4  12.8
	Responsible marketing	<a href="#">GRI 417</a> Marketing and Labelling (2016)	 12.6; 12.8
 <b>Our People and Communities</b>	Integrity and anti-corruption	<a href="#">GRI 205</a> Anti-Corruption (2016) <a href="#">GRI 206</a> Anti-Competitive Behaviour (2016)	 16.5  17.14; 17.17
	Diversity and inclusion	<a href="#">GRI 405</a> Diversity and Equal Opportunity	 5.5  8.5  10.2; 10.4  16.7
	Employee health and engagement	<a href="#">GRI 401</a> Employment (2016) <a href="#">GRI 402</a> Labour/Management Relations (2016) <a href="#">GRI 403</a> Occupational Health and Safety (2016) <a href="#">GRI 404</a> Training and Education (2016)	 3.4; 3.6  4.4  8.5; 8.8  10.4
	Social engagement	<a href="#">GRI 413</a> Local Communities (2016)	 11.6  17.16; 17.17
	Direct and indirect economic impacts	<a href="#">GRI 201</a> Direct Economic Impacts (2016) <a href="#">GRI 203</a> Indirect Economic Impacts (2016)	 11.6  12.2; 12.7  17.13
 <b>Water use and Stewardship</b>	Water management	<a href="#">GRI 303</a> Water and Effluents (2018) <a href="#">GRI 304</a> Biodiversity (2016)	 6.1; 6.4; 6.6  14.1  9.4  15.1  12.2  17.17
 <b>Emissions Reduction</b>	Emissions and energy	<a href="#">GRI 302</a> Energy (2016) <a href="#">GRI 305</a> Emissions (2016)	 7.2; 7.3  9.4  11.6  12.2  13.1
 <b>World without Waste</b>	Packaging, recycling and waste management	<a href="#">GRI 301</a> Materials (2016) <a href="#">GRI 306</a> Waste (2020)	 9.4  11.6  12.1; 12.2; 12.5  17.17
 <b>Sourcing</b>	Sustainable procurement and supplier relations	<a href="#">GRI 204</a> Procurement Practices (2016) <a href="#">GRI 308</a> Supplier Environmental Assessment (2016) <a href="#">GRI 414</a> Supplier Social Assessment (2016)	 8.3  9.4  12.2; 12.6; 12.7  13.1

# The United Nations

## *Sustainable Development Goals*



**SUSTAINABLE DEVELOPMENT GOALS**

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



# Materiality Assessment and Stakeholder Engagement

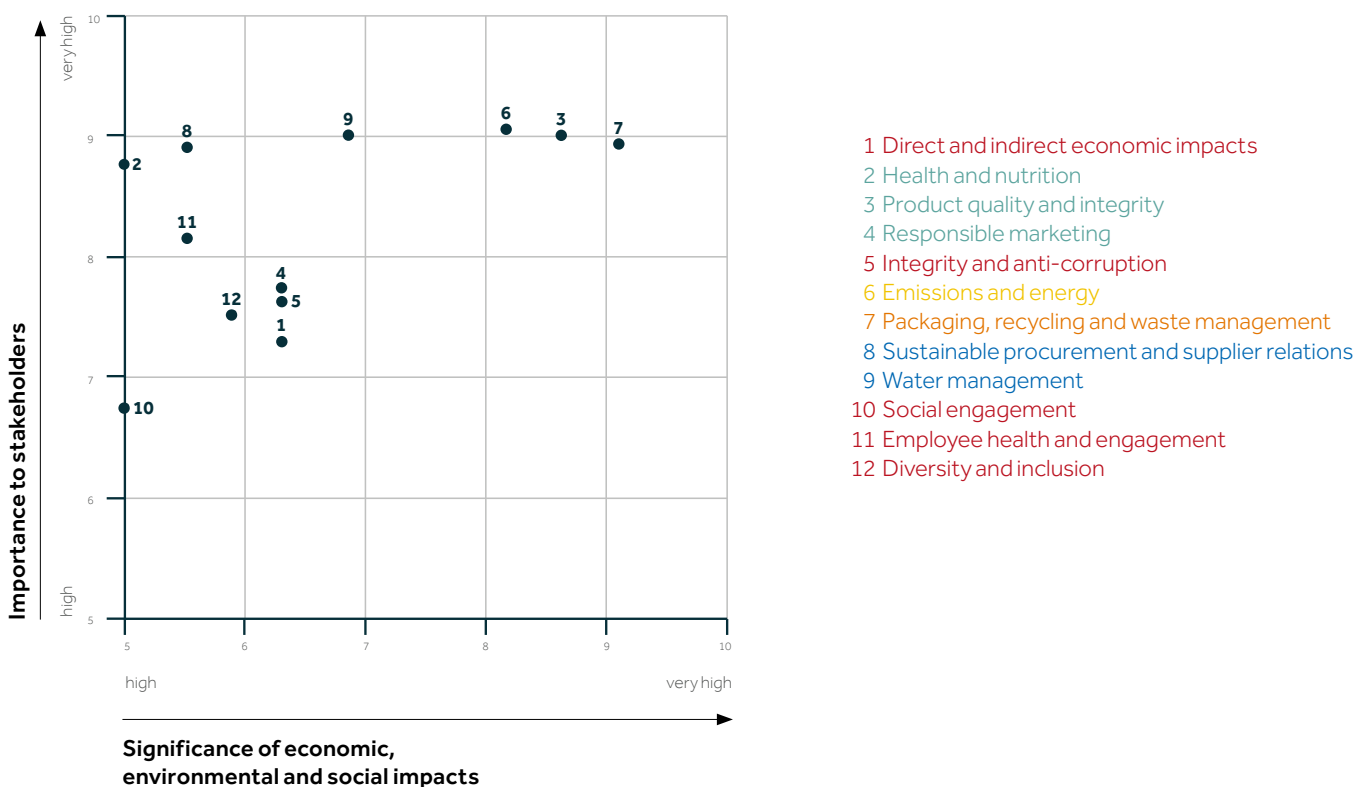
The 12 topics of *Our Route to Sustainability* have been an integral part of our sustainability management for many years. In our view, all environmental, social, and economic aspects are ultimately linked to specific stakeholder groups. Understanding their perspectives and expectations and learning from their expertise is crucial to further develop our sustainability efforts and management. This is why we take the materiality assessment of our topics as an opportunity to engage in an exchange with our stakeholders specifically about sustainability issues.

The formalised process involves stakeholders with whom we work and engage in our daily activities such as customers, employees, industry associations, non-governmental organisations, public authorities, and suppliers. In the latest re-evaluation, we asked around 50 stakeholders to rate the importance of each topic in an online survey. The results are illustrated on the y-axis of the materiality matrix. The survey is a valuable instrument to capture the broad external perspective. To complement this, we organised an event for an in-depth discussion of water management, emissions reduction, and packaging – three highly relevant aspects of our environmental footprint. We presented our activities and exchanged views about the future development of *Our Route to Sustainability* in ideation

workshops. These reflections with stakeholders help us to understand their expectations, provide us with valuable, actionable feedback, and serve as an inspiration to continuously improve our sustainable business conduct.

The materiality assessment further encompasses an evaluation of our impacts on the economy, society, and the environment for each topic. This evaluation was conducted internally with the support of external sustainability consultants from the Swiss consultancy BHP – Brugger and Partners Ltd. The analysis took account of our role as an employer (partially in remote areas in Switzerland) and as a local leader in the beverages industry. Also, it reflects the responsibility associated with 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. The results are illustrated on the x-axis of the materiality matrix.

Finally, three topics stand out: "Product quality and integrity", "Emissions and energy", and "Packaging, recycling and waste management". This said, all topics were deemed important in the assessment and we continue to develop our efforts across.



## Sustainability *Management*

**We also use many platforms to actively engage with our stakeholders and uphold a continuous dialogue with them by participating in events and engaging in associations or partnerships. As such we have actively contributed to the following events:**

- January 2024: Presentation at the “Lyreco Top Sustainability Event” on the topic of “Circular economy along the entire supply chain”
- February 2024: Meeting of food technologists at the Strickhof in Dietlikon where approximately 75 apprentices and trainers discussed beverage production, quality and sustainability.
- March 2024: Presentation and panel discussion at the “EHL Sustainability Week” on sustainability and the circular economy
- May 2024: Presentation at the SCAI – Swiss Climate Action Initiative meeting on emission reduction and supplier engagement.
- September 2024: Participation in panel discussion at the Swiss Green Economy Symposium with participants from politics, academia and business
- October 2024: Hosting of the annual assembly of the cantonal Association of Fountain Masters Graubünden at our plant in Vals

The Group’s Board of Directors is responsible for setting the company’s purpose, values, and strategy and ensures the alignment with its culture; this includes ensuring that workforce policies and practices are consistent with the company’s values and support its long-term sustainable vision. The Social Responsibility Committee of the Board is mandated to support the Board in safeguarding the Group’s reputation for responsible and sustainable operations.

The committee establishes principles governing social and environmental management and oversees performance management to achieve the defined sustainability goals. It approves our sustainability strategy, commitments, and targets. Each sustainability policy is approved by the Chief Executive Officer (CEO) and the Executive Leadership Team (ELT) and endorsed by the Social Responsibility Committee of the Board of Directors of the Coca-Cola HBC Group. The responsibility for implementing the policies lies at the country level and with the individual business units.

The Group’s CEO and the Executive Leadership Team are ultimately accountable for performance against our sustainability goals. At the local level, such as CCHBC in Switzerland, the General Manager bears frontline responsibility. The General Manager is supported by the Group functions, Regional Directors, and ELT members. Function Heads at both group and country levels integrate the sustainability targets and initiatives into their respective functional objectives and plans.

The definition, prioritisation, and implementation of measures to follow the strategy of the Group, monitor performance, and achieve the set targets at local level are the responsibility of CCHBC’s SLT. Corporate Affairs & Sustainability and Quality, Safety & Environment are the two local functions that are primarily responsible for driving and coordinating sustainability initiatives and partnerships. SLT members receive regular training on sustainability topics such as operational health and safety and the CO<sub>2</sub> footprint, and they attend online courses, e.g. on legal and compliance topics (Code of Conduct training). Finally, all employees are the key enablers for integrating sustainability principles into our business.



## ASSURANCE

### SGS ASSURANCE of the Coca-Cola HBC Switzerland Ltd. GRI Sustainability Report 2024

#### SCOPE

SGS was commissioned by CCHBC to conduct an independent assurance of the GRI-based disclosure on sustainability in 2024. 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 2024 data in accompanying tables contained in the Sustainability Report 2024 and referenced information in the CCHBC Group Integrated Annual Report 2024 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 Report and acted as an independent assessor of the data and text using the Global Reporting Initiative Sustainability Reporting Standards, Version 2021 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 2021 and the guidance on levels of assurance contained within the standard ISAE3000.

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.

#### LIMITATIONS AND MITIGATION

Greenhouse Gas Emission data were not checked as part of this assurance process.

#### ASSURANCE OPINION

The statements in the report refer to the system threshold disclosed (Company based in Switzerland). Based on 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 2021 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 2024. The implementation of the GRI-relevant instructions was carried out at those parties involved, where CCHBC regarded them to be significant or feasible. We believe that the sustainability report in accordance with the GRI Index meets the requirements of the GRI Standard (till 2021).

#### SIGNED FOR AND ON BEHALF OF SGS

Signiert von:

Andreas Stäubli, Lead Auditor

Zurich, 03.06.2025

DocuSigned by:

Jan Meemken, Sub-Regional Manager DACH

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



**We offer consumers a wide selection of sparkling softdrinks & still softdrinks (see Our 24/7 Portfolio).**

*14*

**Product Quality  
and Integrity**

*16*

**Nutrition**

*18*

**Responsible  
Marketing**







## Product Quality and Integrity

**We offer consumers a wide selection of soft and still drinks (see [Our 24/7 Portfolio](#)). As a beverage manufacturer we must ensure that the quality, safety, and functionality of our products are guaranteed throughout the entire value chain right up to the end-consumer.**

Ultimately, failures in product safety – especially relating to the safety of ingredients – may compromise an individual's health. Managing product quality and integrity well is therefore essential in the responsibility we bear towards consumers and society at large.

Product quality and integrity also mean 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. These aspects are fundamental for CCHBC to build consumer trust, maintain market leadership, and generate sales volumes and revenues.

### Policies and Commitments

In our Quality and Food Safety Policy, we commit to using systems, standards, and procedures to ensure quality and food safety. Our food safety and quality principles set forth that CCHBC meet or exceed all statutory and regulatory food quality and safety requirements. We verify and test the effectiveness of our management systems through internal and external audits and certifications, set annual targets, and ensure that suppliers and contractual partners commit to the same food safety and quality standards.

### Management Practices and Measures

Compliance with all relevant legal obligations for food safety is the very basis of our quality and food safety systems. We are certified to ISO 9001 for quality and FSSC 22000 for food safety. Independent auditors regularly check our quality, safety and environmental systems, and compliance with the strict Swiss Foodstuffs Act. SGS Switzerland verifies compliance with the ISO 9001 quality standard and the FSSC 22000 standards during the annual surveillance or recertification audits. Furthermore, we are bound by the Coca-Cola Operating Requirements (KORE). TCCC and cross-border auditors from the Coca-Cola system deploy unannounced audits. In 2024, such audits were conducted on-site. On top of that, there is a CCHBC toolkit in place that ensures the right priorities among all rele-

vant leadership layers. The Critical to Quality Preventive Maintenance Matrix provides clear requirements to eliminate root causes of repeated quality issues within the Coca-Cola HBC Group.

We accompany the further development of the portfolio with the necessary and, if required, adapted quality processes. Accordingly, we take all necessary steps to ensure that our self-control concept is carried out for all the innovations introduced to the market, including Costa coffee machines. In that way, we ensure that 100% of our product categories are assessed for health and safety impacts with the overall result that no safety impacts are associated with our products.

We conduct internal product traceability exercises twice a year. Traceability of product ingredients is key in case of a food safety or quality incident. In order to detect our faults or exclude them, we must know which products were delivered to which customers. At the same time, we continuously work towards enhancing the traceability of ingredients.

In order to be able to react quickly and competently to incidents in product quality or otherwise, we maintain an Incident Management and Crisis Resolution (IMCR) system. The IMCR core team, a group of approximately twelve specially trained managers from all functions,





meets up on a regular basis (monthly and more often if needed) for a situation analysis and a discussion of current issues and concerns by stakeholders, in particular customers and consumers. In case of an incident, the team members can quickly initiate the necessary measures in their business areas. The IMCR core team is audited by the Coca-Cola HBC Group and TCCC through regular testing (at least every two years). In November 2024 such an audit took place, and we received the highest possible rating.

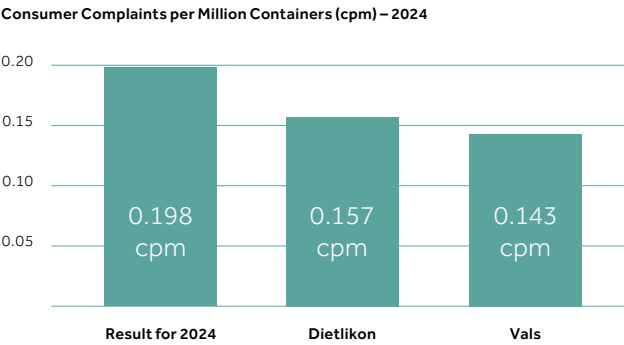
For reviewing the high quality of our products at the point of sale, our sales representatives regularly check the quality of our products using “mystery shoppers” who make anonymous test purchases or visit gastro-nomic establishments. In addition, we receive feedback from customers and consumers via our Customer Care Centre or Infoline and track, for example, the number of complaints per million containers sold (see Key Figures - Nutrition).

In quality management we are continuously focusing on the automatisisation of our quality processes. The data collection and systematic documentation of the level of automatisisation in key functions such as production and delivery are in progress. This review and improvement exercise is driven by the Coca-Cola HBC Group, which allows us to learn from and exchange experiences with subsidiaries in other locations and markets.

**Targets, Achievements, and Evaluation**

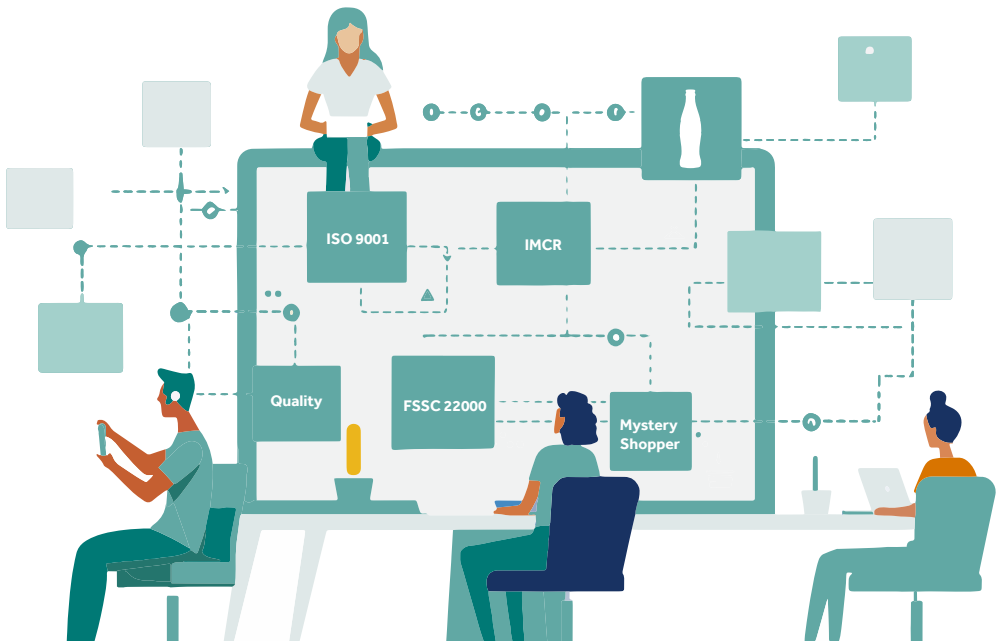
First and foremost, we have zero tolerance for quality and food safety non-compliance. Additionally, we set ourselves the target of 0.20 consumer complaints per million containers sold (cpm) for 2024. This target was achieved in 2024 with a result of 0.198 cpm (see Key

Figures – Nutrition). The cpm for local production was further improved from 0.17 to 0.157 for Dietlikon and 0.143 for Vals. This was achieved by rigorously following up on corrective actions to further improve and secure the highest quality.



Regarding local production, the most common reason for complaints is low carbonisation due to the age of the product. We are facing 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.

We use the certifications, inspections, audits, and feedback processes described above to verify the effectiveness of our management systems, improving and adapting our approaches as we innovate our products, processes, and technologies. Additionally, our results are regularly benchmarked against the results of the other international subsidiaries and plants of the Coca-Cola HBC Group.



## Nutrition

We offer a broad portfolio (see Our 24/7 Portfolio) of soft and still, alcoholic and non-alcoholic beverages with added sugar, low-calorie and sugar-free options, mineral water, energy and sports drinks as well as coffee. Our products influence the balance of consumers' diet, which is an essential factor in their health. The choice and composition of our products therefore impact personal well-being.



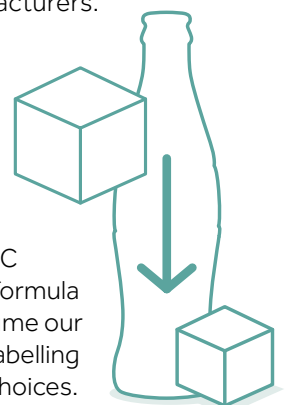
Swiss consumers have been very health-conscious over the past years. Within the Coca-Cola HBC Group, this is also reflected in the relatively high sales volumes of Coke Zero in Switzerland. The outcomes and observations confirm our commitments and approaches towards customer health and safety as we work towards fulfilling consumers' expectations while addressing the nutritional recommendations of health authorities in the further development of our portfolio and business activities.

### Policies and Commitments

Recognising the growing importance of health and well-being as well as the impact our beverages may have, we are constantly working towards reducing the calorie content in our beverage portfolio. The Swiss Federal Food Safety and Veterinary Office recommends limiting total daily calories from added sugar to 10%. That is why the FSVO under the aegis of Federal Councillor Alain

Berset launched the "Milan Declaration" on sugar reduction at the 2015 World Expo in Milan. The declaration was continuously expanded and, as sugar reduction is a high priority within the Coca-Cola system, The Coca-Cola Company signed the Milan Declaration in February 2023, as part of the expansion of the targets to include beverage manufacturers.

The responsibility for Research and Development (R&D) lies with TCCC, which makes efforts to change recipes to reduce added sugar. As a franchised beverage company, CCHBC receives recipes and syrups from the Coca-Cola HBC Group and has limited influence on formula development. All the more, we assume our responsibility in our marketing and labelling practices that influence customer choices.





Mission  
2025  
**25%**  
fewer calories  
in our carbonated  
soft drinks.

**59%**  
of all sold beverages  
are calorie-free or  
reduced-calorie



### Management Practices and Measures

In our approaches to nutrition, we focus on offering a broad and varied selection of drinks, on optimising our formulas for taste and nutritional value, and on ensuring transparent labelling (see Responsible Marketing). As the final choice for a product lies with the consumers, our core responsibility is to make responsible decisions easy and provide clear and complete product information.

In our products, we not only work towards decreasing ingredients that are critical from a nutritional value perspective, such as added sugar, but we are also preparing to enrich our beverages with vitamin supplements. With clear nutrition declarations 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 themselves. 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 colour-coded nutrition information and helps consumers make informed choices.

### Targets, Achievements, and Evaluation

As part of the Coca-Cola HBC Group's "Mission 2025", we have committed to reducing the calories per 100ml of sparkling soft drinks by 25% vs. 2015. In order to achieve this goal, we strive to continually enlarge the selection of beverages for our consumers, reduce the calorie content of our beverage portfolio, and provide appropriate portion sizes to manage calorie intake. In 2024, 59% of our Stock Keeping Units (SKUs) are reduced-calorie or no-calorie, enabling consumers to make responsible choices. By offering reduced-calorie or no-calorie alternatives to many of our products, we empower consumers to make healthy choices at any time of the day. By the end of 2024, we achieved a 18% reduction versus the baseline year.



## Responsible *Marketing*

**The responsibility for our products relates not only to the type and quality of ingredients but also to proper processing (see [Product Quality and Integrity](#)). Equally, the marketing of a product has a decisive influence on customers and consumers.**

In the responsible conduct of our marketing activities, we select the addressees carefully, formulate honest and truthful advertising messages, and label our products according to legal obligations and industry standards. For us, these are important factors in building our brand and protecting our company's reputation.

### Policies and Commitments

In assuming our responsibility in marketing and sales, we apply uniform marketing principles within the Coca-Cola system specifically aimed at protecting children. CCHBC complies with TCCC's [global Responsible Marketing Policy \(RMP\)](#), which includes the commitment that "we will not design our marketing

communications in a way that directly appeals to children under 13". Furthermore, it includes a [Global School Beverage Policy](#). In Switzerland, we have been part of the [Swiss Pledge](#) (website in German and French only) since 2010. Our commitments through this voluntary industry initiative are: 1. Limited product advertising to children under 13 years (formerly 12); only products that meet specific nutritional criteria are advertised. 2. No product-specific communication at primary schools (children under 13 years) unless expressly requested or approved by the school administration for educational purposes.

When it comes to the commercialisation of alcoholic



beverages, we adhere to the Responsible Alcohol Marketing Policy (RAMP), which is also part of the Global Responsible Marketing Policy.

### Management Practices and Measures

We actively and regularly communicate our commitment towards our employees, partners, and customers. All employees in customer-facing positions, as well as employees of marketing and communications agencies, are required to complete an annual training on the Responsible Marketing Policy. They are continuously made aware of the guiding principles across all marketing communications, provided with best practice examples, and encouraged to recognise and adapt potentially non-compliant content and measures.

The Sustainability Reporting System provided by the CCHBC Group allows a quarterly country-specific School Volume Sales reporting. This ensures that sales are made only to qualified schools whose students are older than 13 years of age; the beverages offered (balanced portfolio, including no-calorie and reduced-calorie products, water) and the provided vending machines (no branding) must meet the requirements of the School Beverage Policy.

Beverage wholesalers and distributors are made equally aware of the above provisions of the School Beverage Policy by means of a letter signed by our General Manager and are asked to comply with them. The adherence to the Swiss Pledge is audited by the independent market research company Media Focus.

The external monitoring includes the analysis of television advertising, children's magazines, brand websites, and social media.

We fully comply with label regulations in terms of labelling and product declarations, and we adjust and improve nutritional information based on governmental recommendations and industry agreements. The printed packs and labels of all products sold in 2024 had front-of-pack calorie and sugar information, and back-of-pack GDA information. In addition, we voluntarily add "traffic light" labels on our core sparkling drinks. The traffic light labelling system outlines whether a food has high, medium, or low amounts of fat, saturated fat, sugars, and salt per 100 ml through a colour scheme of red, amber, and green.

### Targets, Achievements, and Evaluation

Monitoring of the relevant legal framework as well as ensuring compliance with the RMP and the RAMP are the responsibility of the local Corporate Affairs and Sustainability Function, with the support of the Legal Team. The yearly evaluation consists of the following actions:

- conduct internal online training on RMP and RAMP with the respective teams
- receive confirmation of compliance, or areas of non-compliance and mitigation action plan from the respective teams (Commercial, Marketing, Premium Spirits)
- send dedicated letters explaining the RMP to customers (wholesalers, distributors)

The completed measures (training, confirmation of compliance, information to customers) are confirmed in a timely manner to the Coca-Cola HBC Group by the General Manager in January of each respective year. In 2024, all requirements were met, and no violations of the RMP, including RAMP and the School Beverage Policy, were recorded.

Compliance with the Swiss Pledge is regularly monitored by the independent market research company Media Focus (see [GRI 417-2](#) and [417-3](#)). External monitoring includes the evaluation and analysis of advertising aimed at children in TV commercials, in children's magazines, on the brand websites of member companies and their social media channels. In 2023, the advertising commitment of the Swiss Pledge companies was once again fulfilled with good results (see information on the Swiss Pledge's website (available in German or French only)).



# Our People and Communities



**Our secret ingredient:  
Our people**

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**Integrity and  
Anti-Corruption**

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**Diversity and  
Inclusion**

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**Employee Health  
and Engagement**

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**Social  
Engagement**

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**Direct and Indirect  
Economic Impacts**







# Integrity and Anti-Corruption

**CCHBC conducts all business activities in line with applicable laws and regulations.**



Being a good Swiss corporate citizen means having a solid 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. 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.

By respecting the dynamics of a free market, we contribute to a healthy competitive environment, which inspires us and our peers to constantly innovate and improve our business models and products. Enhanced competition also leads to better products, services, and price-performance ratios for consumers.

Our high standards regarding anti-bribery, anti-corruption, and conflicts of interest are carried into our relationships with third parties. This means, for example, that CCHBC awards contracts according to fair and objective criteria and does not establish business relationships with sanctioned individuals and organisations. This sends a clear signal to our partners. We believe that these values may have a wider positive impact by

reinforcing ethical behaviour in our society and economic environment. All our policies can be found on our website.

## Policies and Commitments

Policies for responsible business conduct are pre-defined by the Coca-Cola HBC Group. The Code of Business Conduct (COBC) is the essential overarching policy, accompanied by a set of topic-specific policies (published on CCHBC's website). They apply to all employees, managers, members of the Operating Committee, and Directors of CCHBC. Training on the COBC is mandatory and conducted by our employees on a regular basis.

We also have an Anti-Bribery Policy, a Gifts and Entertainment Policy, and a Competition Law Handbook. These policies and guidelines emphasise that compliance and integrity are at the core of the way we do business. On the intranet, these documents are accessible to all employees. Our suppliers, distributors, agents, consultants, and contractors are also subject to many of the principles of our Code through our Supplier Guiding Principles (see [Sustainable Procurement and Supplier Relations](#)).

Our Anti-Bribery Policy, which also covers anti-corruption matters, requires compliance with laws prohibiting bribery of local government officials, foreign public sector officials, and private sector or commercial bribery. Bribery and corruption may result in significant legal and reputational risks for our company and for individuals, potentially leading to substantial fines and even imprisonment. Violations of this Anti-Bribery Policy or failing to disclose policy violations that employees are aware of, or should have been aware of, will result in disciplinary proceedings (including up to termination of employment) and may be reported to law enforcement authorities, who may initiate criminal proceedings against violations.

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.

The Competition Law Handbook is a core instrument of our management process to prevent anti-competitive behaviour. It contains guidelines as well as dos and don'ts relating to competition

law. These principles are also reflected, albeit on a less detailed level, in our COBC.

Our Whistleblowing Policy (which is based on the COBC) lays down several options for raising issues and concerns in confidence, e.g. via our Ethics and Compliance Officer (i.e., Country Legal Director), General Manager, Function Heads, the Head of Corporate Audit, the Senior Audit Manager COBC & Compliance, the General Counsel, or through the Group-wide confidential Speak Up! 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 and other policies. All our suppliers must agree and sign off our Supplier Guiding Principles (SGP). By accepting our SGP, suppliers confirm understanding of and compliance with the requirements. Specifically, it requires suppliers acting on behalf of CCHBC to comply with all applicable laws when dealing with bribery of government officials.





## Management Practices and Measures

Employees are informed of processes and policies on a regular basis. They receive regular and topical training – specifically those with increased exposure. As a general rule, the following training schedule applies:

- COBC e-learning for all employees: every third year
- Anti-bribery and anti-corruption training for identified risk zone employees: every year
- Anti-bribery and anti-corruption training for selected management population (SLT-1): every year
- E-learning for employees in scope for anti-competitive behaviour: every year
- Ad-hoc discussions and ad-hoc in-class training with specific teams in scope for anti-competitive behaviour on relevant topics and questions: on a need basis
- Onboarding: new employees receive an introduction to the COBC, anti-bribery, and anti-competitive behaviour.

All operations of CCHBC are assessed for risks related to corruption. We regularly train our employees on corruption matters and have not seen any relevant corruption issues in the past years. All members of governance bodies and 100% of our employees have been informed about CCHBC's Anti-Bribery Policy and procedures and accept the policy as part of their employment relationship. Our risk register, which is discussed monthly in SLT meetings, currently does not contain risks related to corruption. Further, there were no confirmed incidents of corruption during the reporting period, nor legal actions pending or completed regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which CCHBC has been identified as a participant. No outcomes of completed legal actions, including any decisions or judgments, were reported, as there were no such cases.

## Targets, Achievements, and Evaluation

We have a zero-tolerance policy on corruption as well as any other major breach of our policies. The processes within the Legal and Compliance function, including implementation and communication of the COBC and other key policies, are subject to regular internal audits. The number of legal proceedings, disagreements with third parties, and reported cases of potential misconduct as well as employees' feedback are valuable indicators and sources to assess the effectiveness of the established management systems.

At the Coca-Cola HBC Group level, the Corporate Audit Department of Coca-Cola HBC Group investigates, as appropriate, all allegations of potential violations of the COBC and the Anti-Bribery Policy in accordance with the Coca-Cola HBC Group's investigation protocols and guidelines. Reports of such allegations and investigations, including the final outcome, are provided



periodically to the senior management of the Coca-Cola HBC Group and to the Audit and Risk Committee of the Board of Directors. Critical concerns are communicated through the Audit and Risk Committee, which reviews the effectiveness of the Coca-Cola HBC Group's systems of internal control and risk management, including oversight of all whistleblowing activities. The Audit and Risk Committee reviews the results of the internal audit reports during each meeting, focusing on the key observations of any reports where processes and controls require improvement. The Committee was also provided with updates on the remediation status of management actions of internal audit findings and on the internal audit quality assurance and improvement programme at each meeting. The Committee assesses the effectiveness of our Speak Up! Line through feedback surveys conducted with the employees as well as regular testing of key controls conducted by the Internal Controls and Compliance Department.

At the local or Coca-Cola HBC Group level, the Ethics & Compliance Committee decides on the measures based on the investigation's results. All cases are collected by the Coca-Cola HBC Group internal audit, anonymised, and made available to all countries for the annual case study training of senior managers.

With our Incident Management and Crisis Resolution (IMCR) programme, we have a defined process for how to deal with an exceptional situation (see [Product Quality and Integrity](#)). This includes a problem analysis and standardised guidelines. The IMCR also stipulates that all stakeholders concerned must be consulted and involved.

# Diversity and Inclusion

We employ a diverse workforce of roughly

**650**  
EMPLOYEES  
ACROSS  
SWITZERLAND.



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. CCHBC wants to set a good example and to expand opportunities for disadvantaged and discriminated persons in the labour market.

Moreover, a diverse and inclusive workplace culture at CCHBC can positively impact the attitudes and behaviour of our employees in their private social environment. This may have an indirect overall effect on inclusivity and equal opportunities in the local society.

## Policies and Commitments

Respect for individuals is at the core of our values, and we foster behaviour that creates an inclusive culture. This behaviour is 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 (see [Integrity and Anti-Corruption](#)).

## Management Practices and Measures

We offer equal opportunities to all employees, regardless of gender and other diversity aspects, and consider diversity and inclusion to be part of our corporate culture. Specifically, CCHBC firmly believes that work of equal value should be remunerated with equal pay. Our wage policy is based on objective criteria, where gender does not play a role. Since 2016, we have consistently self-monitored gender-equal pay among our employees. Our latest analysis, performed in October 2024 with Logib, the Federal Office for Gender Equality's equal pay self-test tool, showed an average deviation of 0.1% between salaries paid to women and men, with women being slightly higher paid than men. We have established a roadmap to increase the percentage of women in management as well as female employees overall. We also engage in relevant initiatives and are a

member of the business association Advance – Gender Equality in Business, a network of companies in Switzerland that are committed to increasing the share of women in management.



## Targets, Achievements, and Evaluation

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



**In 2024, the percentage of women in management roles remained steady at 37%.**



**However, the proportion of women in senior management positions dropped by 6 percentage points to 30%.**

## *Employee Health and Engagement*

**Maintaining a motivating and engaging corporate culture for the well-being of our employees is crucial for the success of CCHBC as we constantly work towards attracting, developing, and retaining the best people. Employee health is a cornerstone in this and a top priority for CCHBC.**

Our employees in production, warehouse, and sales are particularly exposed to health and safety risks at machines and in road traffic. In addition to the individual suffering caused by accidents and illnesses, our company incurs direct costs (insurance premiums and continued salary payments) and indirect costs for CCHBC (time spent, absenteeism, fluctuation-related costs, or reputational risks) as well as for the economy (health costs, pressure on health and social security systems). Moreover, the employability of our employees and thus the independence of their economic security depends on their short- and long-term physical and mental integrity.

We also believe that highly trained and engaged employees are conducive to products of high quality and safety, which is crucial for our success. At the same time, the satisfaction of our employees as well as their labour market capability and, accordingly, their ability to continuously secure their own economic independence improves the on-going development of our employees.

With respect to the local economy, high qualification of the workforce enhances the attractiveness of a specific business location.

### **Policies and Commitments**

Our People Strategy supports our business's long-term success by emphasising workforce engagement and growth behaviour and developing the capabilities, leadership, and talent necessary for the evolution of CCHBC. Our Flexible Working Policy allows our employees (depending on their job profile) to partially work from home. "Be Well" is our well-being framework, which we constantly review and adjust to the needs of the organisation. It combines initiatives and services tailored to the physical, emotional, and social well-being of our employees. CCHBC's occupational health and safety system is enshrined in our [Occupational Health and Safety Policy](#), and we are a signatory of [Suva's Charter: Save Lives – Say Stop](#).





## Management Practices and Measures

### Employee engagement

We know that an enabling and socially supportive work environment fosters sustained engagement amongst employees. We therefore seek to create a culture of well-being that exemplifies our values and enhances productivity and our reputation.

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 the People and Culture team. Our people in middle management are engaged in a change management community (Guiding Coalition).

Our well-being framework “Be Well” includes a recognition platform (which showcases different ways of recognition at the line-manager-to-employee level and peer-to-peer level), personal, financial, and career counselling provided by our external partner Lifeworks, as well as flexible working hours and options to work from home.

We conduct “Pulse Surveys” to measure employee engagement multiple times per year. The existing “My Voice” survey is complemented by additional shorter, topic-specific surveys. Further, a “Collaborating for Impact” survey was launched, where our employees had the opportunity to rate their collaboration with relevant functions. We continued with our reward and recognition platform: Through the “Golden Employee Award”, employees nominate their colleagues who distinguish themselves with positive behaviour throughout the year. Other relevant changes, initiatives and activities in 2024 include:

- Road show platform where the SLT visits all locations and communicates directly with all employees.
- In our offices in Dietlikon, we have upgraded our workspace to enhance employee well-being, creating a more comfortable and welcoming environment for everyone.

Overall, our organisation is continuously adapting to the new business trends and the digitalisation of our markets. In order to meet these new trends, we implemented a new organisational structure as part of a Coca-Cola HBC Group project. Without changing the total size of the workforce, the result is a more lean and efficient structure.

### Training and development

Having the best people in every position today and tomorrow is crucial to our success. With our People Development Programmes, we aim to 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 implementation progress.

In order to offer our employees on-demand qualification and training opportunities, we maintain a comprehensive range of training opportunities for individual employees and teams. According to our 70-20-10 approach, we help employees to develop with 70% of learning on the job, 20% learning from others, and 10% formal learning – classroom, virtual, online, and self-study. We offer targeted learning programmes for each workforce segment. To drive the development of high-potential leaders, we provide experiential learning opportunities through our Fast Forward Programmes. These programmes are updated annually to address evolving needs, enabling participants to acquire and enhance critical leadership skills.

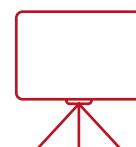
### Our 70-20-10 approach



**70%**  
on the job



**20%**  
from others



**10%**  
classroom

During the past few years, we expanded our online course programme and introduced a personal learning cloud, facilitating easy and targeted access to e-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.

Additional opportunities to learn from others are created with an online coaching pool and mentoring platform. The Group-wide online platform “opportunity marketplace” focuses on learning on the job. Projects and tasks can be uploaded for which employees can apply. Additionally, a tool – based on CCHBC’s six leadership capabilities – provides ideas and advice to increase learning on the job to all employees (sign up for team projects, participate in customer meetings, etc.). In 2024 we also started a new targeted development programme, BD Supercharger, aimed at accelerating development of our field force, and we run several training initiatives with Sales Team Leaders to support their people development capabilities.

To ensure a dialogue and timely feedback on agreed development plans and our leadership standards, we have implemented the Performance for Growth (P4G) framework. It comprises informal monthly check-ins and formalised snapshots between managers and employees to monitor performance, personal development, and demonstrated leadership standards during the timeframe under review. In the other direction, managers with a team of three or more receive standardised feedback from their employees on the leadership standards demonstrated. In 2024 we adjusted the intervals of the snapshots and of the formal feedback loops from quarterly to biannually. This change streamlines and simplifies our performance evaluation process and administrative tasks.

In the case of employment terminations, we collaborate with external employee assistance organisations which provide 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.

### Health and safety

The CCHBC occupational health and safety system is well-established and continuously reviewed and updated. Our modern safety management system is enshrined in our [Occupational Health and Safety Policy](#) and imple-

mented in accordance with the ISO 45001 Standard. The certificate from 2002 was renewed in 2024. We comply with TCCC's KORE Guidelines (Coca-Cola Operating Requirements), which was confirmed on the occasion of the TCCC Global Audit Organization's (GAO) audit of August 2022 in Vals with a score of 90 out of 100. In addition, we are a member of the Beverage Operating Group Solution (BGLG - Betriebsgruppenlösung Getränke) of the Federal Coordination Commission for Occupational Safety (FCOS – EKAS Eidgenössische Koordinationskommission für Arbeitssicherheit), which focuses on the prevention of occupational accidents and diseases.

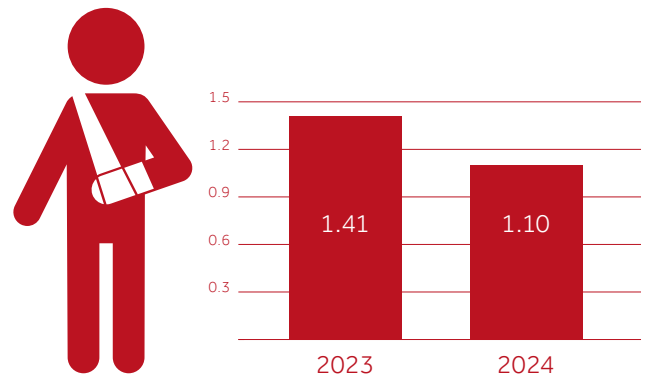
In the daily management of health and safety, we exchange information with the relevant public authorities and regularly consult with the Federal Office of Public Health (FOPH – BAG Bundesamt für Gesundheit) and with our casualty insurance company Swiss National Accident Insurance Fund (Suva – Schweizerische Unfallversicherungsanstalt). Legal requirements set out in national, cantonal, and municipal legislation form the basis of our health and safety systems. Every accident requiring medical treatment is recorded in our statistics, reported to Suva, and investigated by our responsible health and safety managers. An accident can result in a review of the risk assessment and trigger additional measures if necessary. This further improves safety to prevent similar incidents in the future.



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. After completion, these risk assessments form the basis for future reviews. The results of the risk assessments, checklists, and assigned improvement action plans must be kept by the local Health and Safety Experts (HSEs) for 11 years. Results of internal and external audits, recorded in our internal tool, and workplace observations are likewise grounds for improvement measures.

The responsibility for a safe environment 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, much effort is put into identifying and eliminating weaknesses. If an employee has an idea or feedback or has made a relevant observation, they are welcome to provide inputs via mobile phone, which is provided by CCHBC to each employee. Using a digital form, improvement memos can be sent or photos uploaded, which helps to provide a much more active source of information and communication. Employees are also encouraged to report near misses and dangerous situations, so as to inform the continuous improvement and revision of our safety management system. And finally, everyone has the right to say STOP when a life is in danger.

Our safety managers raise awareness for safe behaviour, including handling of tools and machinery, in relation to different fields of business activities through "Toolbox Talks". In production, line managers conduct regular "Walk the Talk" supervision, observing employees' behaviour and giving them direct feedback. Similarly, mutual Behaviour-Based Safety (BBS) observations among colleagues, including contractors, are designed to improve the safety culture and to promote safety-conscious behaviour in the company. Every year, during the Health and Safety week in October, as well as on World Safety Day in April, our employees are made aware of how they can contribute to a culture of health and safety every day. Tips and tricks and images to raise awareness are displayed on the internal screens and on the intranet. All these initiatives help our employees to perform their work safely, professionally, and without improvisation.



### Targets, Achievements, and Evaluation

We regularly set goals and measure our progress using key indicators (see [Key Figures – Our People and Communities](#)) and are committed to make Coca-Cola HBC Switzerland an even better place to work – with the help of the employee's feedback. In our most recent Employee Engagement Survey (October 2024), in which employees can give the company their bold and honest feedback on what it's like working at Coca-Cola HBC, the Engagement Index rose by 4 percentage points to 88%. This positive result was largely driven by strong collaboration and a high willingness among colleagues to support one another. At the same time, the survey also highlighted some areas for improvement, which we are actively addressing together.

In connection with our 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. CCHBC's Lost Time Accident (LTA) rate per 100 FTE was 1.10 in 2024. This compares to an average LTA of 3.20 for bottling companies in Switzerland included in the [Beverage Operating Group Solution by FCOS](#). We did not reach the ambitious Group target of 0.0 LTA per 100 FTE, which remains the same for 2025. Nevertheless, we are happy to report that despite an increase in LTA, the associated absence occasions declined. Moreover, Suva classifies CCHBC in a lower risk category than our peers in our industry.





# Love

## Social Engagement

**Our business success depends on the strength and well-being of the communities in which we operate**

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 (see [Direct and Indirect Economic Impacts](#)). Close and transparent relationships with customers, consumers, employees, neighbours, institutions, business partners, and our stakeholders are essential (see [Materiality Assessment and Stakeholder Engagement](#)). Trust is the foundation which we build through the responsible and sustainable management of our business. We can strengthen stakeholder relations and generate additional social and economic benefits through community projects and initiatives as well as with charities.

### Management Practices and Measures

Social engagement encompasses a broad set of activities and topics (see management practices and measures below). It is manifested in the implementation of

our various commitments related to Our Route to Sustainability. In terms of specific community investments and engagements, we have chosen to focus on the following aspects: diversity and inclusion, community well-being, food waste reduction, and environmental and water stewardship.

### Management Practices and Measures

A key foundation of our social engagement is the management of our relations with local communities. We maintain specific platforms and formats to regularly receive external feedback and inputs (see [Materiality Assessment and Stakeholder Engagement](#)), which help us to develop our role in local communities. In our local engagements for community well-being, we contribute to the following initiatives:

- As part of our partnership with the Swiss Red Cross (SRC), we were the exclusive beverage sponsor of two Swiss Red Cross Gala charity events in 2024 where funds were raised for humanitarian projects



and programmes that support disadvantaged sectors of the world's population. For more information, see Charity Events on SRC's website.

- In January, we supported 2 x Christmas with 27 colleagues. The voluntary initiative by the Swiss Red Cross encourages people to donate gifts, food and other essential items to support individuals and families in need during the holiday season.



- The annual national Clean Up Day has become a tradition for our employees. This year around 40 volunteers from the Coca-Cola System and its partners Interest Group for a Clean Environment (IGSU), Kooky, and Live Nation Entertainment were out in force at Europe's largest hip-hop festival, Openair Frauenfeld, and at the Festival in St. Gallen. In addition, a clean-up day has been conducted in Vals.



- For many years, we have been donating beverages close to the best-before date to the charitable organisation "Tischlein deck dich", which distributes them to those in need across Switzerland.
- With the "Valser Fund", we support local projects in Vals for the protection of the cultural and historical heritage of the Valser region. The management of the Valser Fund started its work in 2012 and consists of a representative of the municipal council of Vals, a representative of Valser, a representative of the business community (tourism sector), and two representatives elected by the municipal assembly. In 2024, the fund

supported 13 local projects to enhance the attractiveness and well-being of the local community in Vals with a total of almost CHF 47,000.



- We supported the celebration "900 years of Dietlikon", a vibrant three-day public festival organised by the municipality.
- In Dietlikon we also financially supported the construction of a pump track.
- We proudly support the local daycare centre in Vals, which is self-financed and committed to providing affordable childcare for the community.
- We supported "Swissloop", where international student teams gather annually in Zurich to showcase their innovative hyperloop prototypes.



### Targets, Achievements, and Evaluation

Every year, we want 10% or more of our employees to participate in our corporate volunteering projects. We were able to reach this goal in 2024 with a share of 15%. All our community engagement activities are tracked and reported in a dedicated monitoring tool.

In case external and internal stakeholders want to raise concerns or report potential cases of misconduct, we maintain a whistleblowing process through our Speak Up! Line (see [Integrity and Anti-Corruption](#)). Moreover, we assess our overall (socio-)economic impact in Switzerland on a regular basis (see Direct and Indirect Economic Impacts).

# Direct and Indirect Economic Impacts

We have been present in Switzerland since 1936. As the market leader in the Swiss beverage industry, our direct and indirect economic impacts are significant.

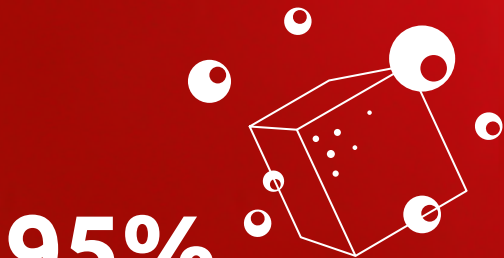
We contribute to creating value and prosperity in local communities by creating jobs, paying taxes, or purchasing products and services from third parties in Switzerland. Our business activities also have indirect effects, for example through product or process innovations or decisions about in- and outsourcing.

## Policies and Commitments

CCHBC is committed to creating value in Switzerland despite the comparatively high costs in the country.



of our beverages are produced locally in Dietlikon and Vals



of the ingredients we use are provided by Swiss suppliers, such as drinking and mineral water, carbon dioxide, and sugar.

## Management Practices and Measures

In Switzerland, our approximately 650 employees bring roughly



of beverages to the market every year to refresh Swiss consumers.

In doing so, we are constantly working towards improving our processes and practices for greater sustainability and positive impacts on our social and natural environment.





## Targets, Achievements, and Evaluation

To better quantify our indirect economic impact, we have repeatedly commissioned the consulting agency Steward Redqueen to conduct a study on the socio-economic effects of the Coca-Cola system in Switzerland, encompassing CCHBC and the Swiss unit of TCCC. The authors analyse all our economic activities related to production, packaging, marketing, and distribution. They calculate the direct and indirect private income as well as the generated tax revenues.

### CCHBC contributes



to local value creation  
in Switzerland.



of our total sales volume was  
produced at our production  
sites in Dietlikon and Vals.

For every Swiss franc spent  
on Coca-Cola beverages,  
**CHF 0.72**  
stay in the country  
in the form of  
taxes, salaries,  
and profits.



Thus supporting  
the creation of  
**7,710** jobs  
across the value  
chain (see our [website](#)  
for additional details).



The socio-economic  
impact analysis concludes  
that the Coca-Cola system's  
total direct and indirect  
contribution equals



The results are not further benchmarked against other findings.

# Emissions reduction



**To protect our climate, we are constantly at work to reduce the environmental impact of our business activities.**

**36**

**Emissions and Energy**







## Emissions and Energy

Through its business activities, CCHBC causes greenhouse gas (GHG) emissions that contribute to global warming and climate change. These developments affect our planet's ecosystems, leading to extreme weather events and environmental hazards which have negative consequences for the livelihoods and health of people and societies. As a company, we also rely on nature's services and the availability of natural resources. Protecting the environment is therefore a key pillar of our long-term success, and we have embedded this belief in our corporate strategy and policy.

Our Scope 1 emissions originate from fossil fuel sources in our plants, remote properties such as headquarters and warehouses, as well as our fleet of delivery, sales, and management vehicles. Scope 2 emissions result from purchased electricity from renewable sources used in these facilities and district heating. Our Scope 3 emissions include procured primary and secondary packaging and the ingredients used in our beverages, owned and rented buildings (remote properties), transport, as well as our drink equipment operations (including coolers, vending machines, fountain equipment and coffee machines) at customer locations.

### Policies and Commitments

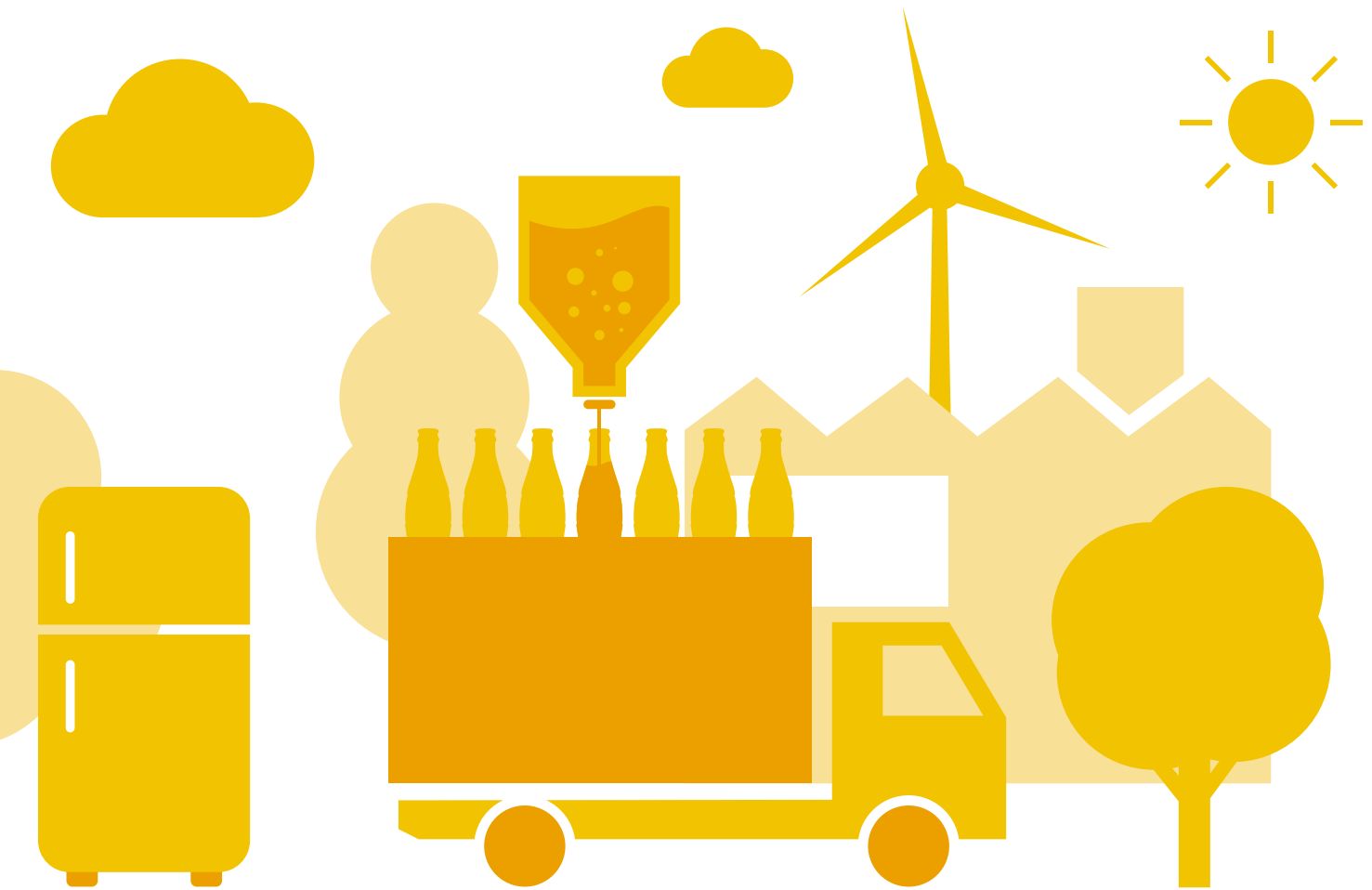
In our [Environmental Policy](#) and [Climate Change Policy](#), we commit to reducing our GHG emissions and energy consumption. We want to achieve steady improvement in meeting our environmental standards while working to minimise negative impacts on the environment across the entire value chain as we grow our business. We steer our impacts through a comprehensive environmental management system which is certified to ISO 14001. The reported Emissions are in line with the system boundaries and Emission Factors defined by the CCHBC Group. The mentioned ISO 14064-1 verification will take place later this year. The system boundaries have been extended, and other emission factors will be applied.

As a fundamental prerequisite, we ensure compliance with all relevant national, cantonal, and municipal legislation through our quality assurance process. Central to this is our regular monitoring of health, safety, and environmental laws and regulations to ensure full adherence. In our daily business, we consult with authorities including the Federal Office for the Environment (FOEN) and cantonal law enforcement entities.



Beyond legal compliance, we include environmental strategies and objectives in our business planning process. We identify material environmental aspects, set targets, monitor our performance, and work with partners to advance environmental stewardship awareness and to mitigate and adapt to climate change.





### Management Practices and Measures

Our focus in the mitigation of climate change impact is on optimising not only production infrastructure and processes, but also our logistics, commercial, and drink equipment operation. 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.



At our two plants, our efforts to improve energy and greenhouse gas efficiency are supported by a consultant 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, which ended in 2024. Together with EnAW we are working on the binding agreements and decarbonisation roadmaps starting in 2025.

We received the CO<sub>2</sub> Optimised Swiss Climate label in 2024 for our plant in Dietlikon for the fifth time and the GOLD Certificate Swiss

Climate label for Valser in Vals for the first time based on their new label guidelines. As part of our climate strategy and the certification process, we contribute to climate protection in the amount of the remaining CO<sub>2</sub> emissions from our plant in Vals through a water and climate protection initiative in Cambodia.



Our efforts to reduce our energy consumption and emissions continued during the reporting year. In our plant in Vals, we replaced our 8-bar low-pressure air compressor network. With the new network, we will improve energy efficiency by approximately 30% (-80 MWh/year). We are also exploring an initiative to eliminate fossil fuels in Vals in collaboration with RWTH Aachen University, which would reduce Scope 1 emissions significantly.



In our plant in Dietlikon we introduced 1.5L PET bottles with ultra vented blower bases in 2024. Ultra vented base technology improves PET bottle blowing by adding extra air escape routes in the mould's base. These extra vents let air escape much faster as the bottle expands from a preform to its final shape. Because the air gets out so quickly, less blowing force is needed. Now implemented for 1.5L bottle blowing moulds, this technology is estimated to



Additionally, we have started preparations to equip our second PET line in Dietlikon with a new, more compact Ergobloc. The Ergobloc combines stretch blow moulding, labelling, filling, and capping functions into a single integrated unit. This new technology eliminates production steps such as water rinsing of the bottle at the filler, uses modern blowing technologies, consumes less energy, and allows PET weight reduction.

With regard to our company fleet, we are constantly increasing the number of low-emission vehicles and optimising our mobility concept. For our light fleet, 28 electric cars were already in use at the beginning of 2024. During the year, we exchanged the company cars of our Sales Team with electric vehicles and introduced two electric vans for Valsér Services. As a result, our fleet included 162 electric vehicles by the end of the year. From this change we expect to save roughly 700 t CO<sub>2</sub> per year in the operation of our fleet.



We have further reduced imports and saved 521 t CO<sub>2</sub> thanks to overall rail transport increase by 1.4%. Specifically, the ratio of imports from Edelstal, the production site in Austria, by rail increased from 95% to 99%. We phased out several supply chain points beyond neighbouring countries such as the UK, Serbia, and Romania.




### Targets, Achievements, and Evaluation

We track both energy consumption of and CO<sub>2</sub> emissions from our plants, remote properties, and our drink equipment operation and vehicle fleet. We set ourselves annual and long-term targets in the reduction of our environmental footprint. For emissions, ambitious CO<sub>2</sub> reduction targets are defined in connection with our certifications by Swiss Climate. And according to the [NetZeroBy40](#) pledge, the entire Coca-Cola HBC Group aims to reach net-zero by 2040. The transition plan includes a SBTi (Science-Based Target Initiative) reduction target of 25% by 2030 versus 2017.

In 2024, our CO<sub>2</sub> emissions from direct and indirect energy use (Scope 1 and 2) increased from 2,880t in





# Net Zero by 2040

2023 to 2,983 t in 2024 (+3.5%). The biggest drivers of the increase were:

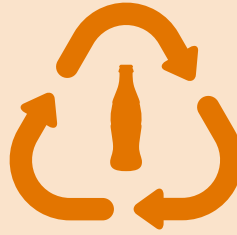
- Fleet increase by 286 t CO<sub>2</sub>: The main contributors were the extension of the system boundary that now includes Valsar Service (light fleet and vans) and the delayed roll-out of e-vehicles.
- Fossil fuel use increase by 35 t CO<sub>2</sub> due to the complex packaging mix and shorter production runs. The CO<sub>2</sub> intensity of our operations (Scopes 1, 2, and 3) increased from a ratio of 99g/lpb in 2023 to 105.6 g/lpb in 2024. This is mainly due to the adjusted system boundaries (including Valsar Services) and new data being included from logistics partners.

In 2024, our energy intensity goal was 0.204 MJ per litre of product (MJ/lpb). While we implemented new energy efficiency projects, our energy ratio increased to 0.215 MJ/lpb. This deviation from our target was primarily attributable to colder weather, a decrease in production volume (-2.87% vs. 2023), and a shift in our product mix, specifically a 1.3% increase in single-serve packaging, which requires higher energy use per litre compared to multi-serve options.

For the overall assessment of our performance and the effectiveness of our management systems, we perform evaluations with various methods and sources. Our results are regularly benchmarked against the results of the other international subsidiaries and plants of the Coca-Cola HBC Group.

- Monitoring: CCHBC measures its energy use and emissions with relevant KPIs. These are reported at the Coca-Cola HBC Group level and internally on a regular basis.
- Environmental management system ISO 14001:2015: Our two plants perform materiality and impact assessments, target setting, and management reviews of the effectiveness of the management system regarding all relevant environmental impacts. In 2024, ISO audits took place in the headquarters in Opfikon and the Valsar Service Organisation.
- 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 of the ISO 22000:2018, ISO 45001:2015, and ISO 14001:2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits or audits announced on short notice. In 2024, no TCCC audits were performed, but a CCHBC cross-border audit was carried out in Dietlikon and internal environmental audits took place in Vals and Dietlikon.
- Swiss Climate has updated their label definition and rules. We have adapted to these new standards and earned the GOLD certification for Valsar. For CCHBC, we used the transitional period to remain at the CO<sub>2</sub> Optimised label for 2024 and plan to earn SILVER in 2025.

# World without waste



**We have set ourselves the goal of collecting and recycling the amount of bottles and cans sold by the company worldwide in the form of waste by 2030.**

**42**

**Packaging, Recycling  
and Waste Management**









## Packaging, Recycling and *Waste Management*

**Packaging plays a central role in our business, ensuring the quality and safety of our products (see Product Quality and Integrity).**

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, shrink and stretch film, which are used to ensure stable transportation. As a producer of beverages, we place a significant amount of packaging in the marketplace. Consequently, packaging, particularly PET, plays a crucial role in our efforts to minimise the environmental impact of materials and waste.

In collaboration with our industry peers, we address post-consumer waste. We engage with our key suppliers to innovate packaging, e.g., to reduce costs and our environmental footprint. We are working to minimise waste generated along the entire product lifecycles. In doing so, we are increasingly engaging with the concept and principles of the circular economy by closing loops wherever possible and examining new materials, processes, and business models. We want to redirect materials and resources back to our operations with the lowest carbon and resources footprint possible. This way, fewer raw materials and resources need to be obtained, and less waste is generated.

The loss of food is another highly relevant aspect related to packaging and waste management. Preventing food loss helps us to preserve water and other natural resources, avoid related carbon emissions, and mitigate the related social and economic effects in agriculture. We distinguish between the terms "food loss" and "food waste" (based on FSSC 22000). Food loss occurs before our beverages reach the consumer due to issues in

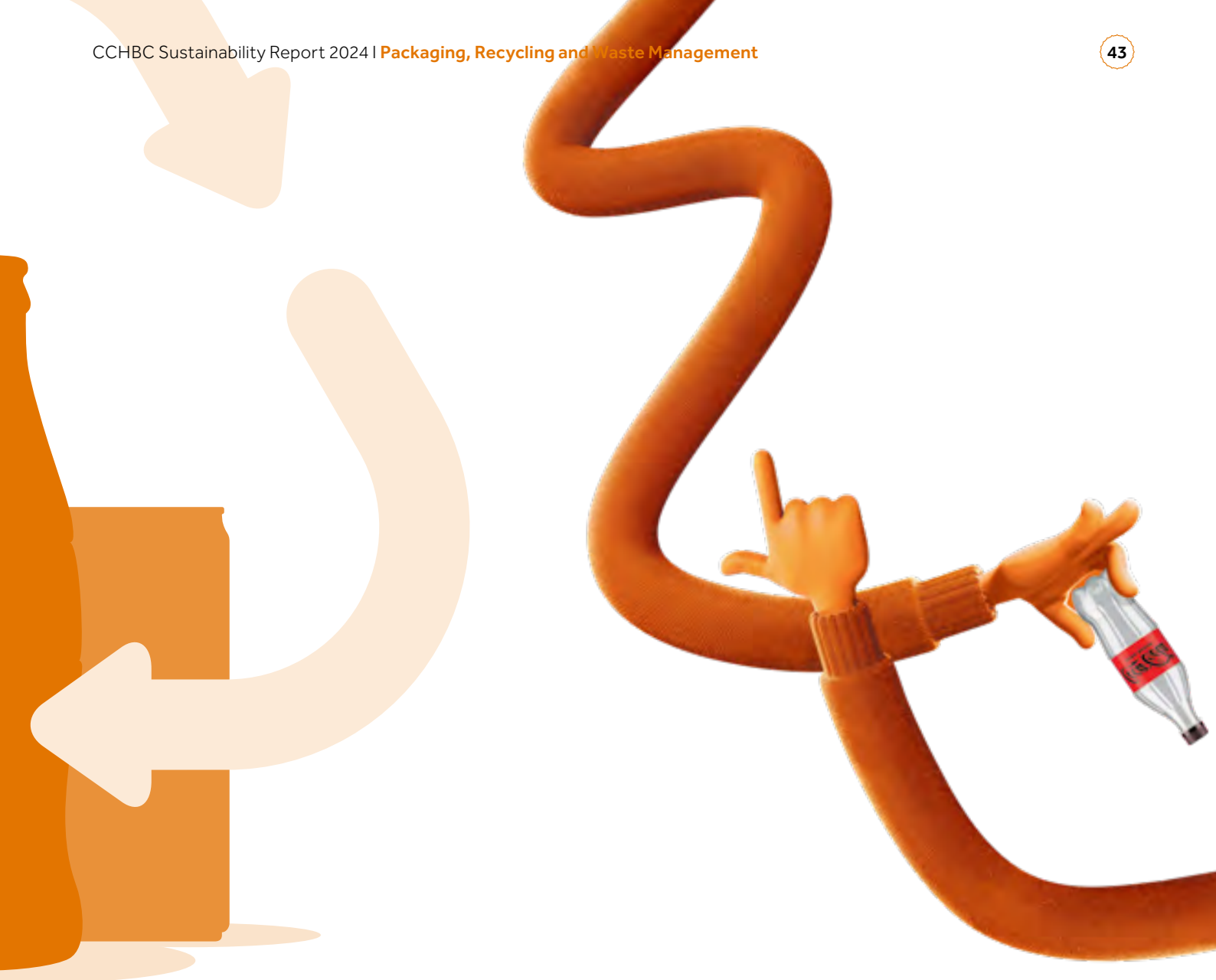
production, processing, storage, or distribution of our products. Food waste refers to discarded beverages in the retail or consumption phase. We have a direct influence on the relevant processes in our operations and constantly work towards minimising and measuring food loss, which is also a cost factor. For food waste, the picture becomes more ambiguous, as we cannot track end consumption. However, where possible we raise opportunities for alternative uses, e.g. through redistribution channels.

### **Policies and Commitments**

In our Environmental Policy, we commit to achieving steady improvement in meeting our environmental standards while working to minimise negative impacts on the environment as we grow our business. Efforts include improving resource efficiency, preventing pollution, minimising emissions, and recycling waste. In our Post-Consumer Packaging Waste Management Policy Statement, we pledge specifically to advance lightweight primary packaging, encourage the use of reusable and more efficient packaging design, support post-consumer packaging schemes, and actively







engage in recovery and packaging organisations within and across our industry. Our policy for tackling food loss at CCHBC sets out three objectives for our local action plan: halving the amount of avoidable food loss in Switzerland by 2030 compared to 2017, defining industry-specific reduction targets together with the industries, and reducing the environmental impact of avoidable food loss as much as possible through the appropriate formulation and prioritisation of measures.

### Management Practices and Measures

We take a holistic approach to packaging and waste management, aimed at minimising our impact at every stage of the lifecycle by reducing weight (e.g. of pre-forms and shrink films), increasing the use of recyclable materials such as rPET, and improving the overall recyclability of packaging, which includes supporting the collection and return of packaging. In waste management, we live by the guiding principle “prevent, reduce, re-use, recover (recycle), and then dispose”. As a basis for our integrated approach, we maintain an environmental management system that is certified to ISO 14001.





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 60,000 collection points for recycling and re-use. However, not all primary material is properly disposed of. Some is littered or incinerated. As a board member of PET Recycling Switzerland and of the Industry Group for Recycling PET in Switzerland (IGORA), we are aiming to improve the collection rate in Switzerland.

As a founding member, CCHBC also contributed to the creation of the RecyPac Association. The association's primary objective is to establish a cohesive and sustainable circular economy system for plastic packaging and beverage cartons across Switzerland.

The Food Loss Policy laid the foundation to perform a gap analysis including historic data, develop a specific action plan, and define a first target for 2024 for food loss in Switzerland.

Relevant data has been compiled in our monthly near-loss and write-off reports since 2014. The data helps us to identify significant material losses and take business decisions to improve our impacts related to food loss. A key enabling factor are our employees. They are trained at least annually on waste identification and

waste segregation, as well as on correct disposal. Spill drills are conducted for chemicals every two years for training purposes. We encourage everyone to share ideas to improve waste treatment and to reduce material consumption.

### Targets, Achievements, and Evaluation

We track both material efficiency and waste intensity at our plants in Dietlikon and Vals. We set ourselves annual and long-term targets to continuously reduce waste from production and enhance the use of recycled materials. Our results are regularly benchmarked against the results of the other international subsidiaries and plants of the Coca-Cola HBC Group.

In 2024, we used again 100% PET from recycled/renewable sources, significantly exceeding the Coca-Cola HBC Group's overall target of 35% for 2025. We also achieved further weight reduction through new pre-forms and a new adapted blowing recipe, allowing savings of approximately 600 t PET material and 348 t CO<sub>2</sub> in 2024. Our target for solid waste ratio (from plants and remote properties) was 9.21 g/lpb for 2024, and we reached 12.37 g/lpb. The main factors contributing to this increase were: the expansion of system boundaries to include waste from drink equipment for the first time, challenges in forecasting, expired products, and quality issues with third-party items.



**PET from  
recycled/  
renewable  
sources**



**New  
preforms and  
a new adapted  
blowing recipe:  
saving.**

**348 t CO<sub>2</sub>**

In 2024, Dietlikon successfully implemented thinner shrink film where possible, reducing thickness by 10 µm. Additionally, the transition to 50 – 100% recycled shrink film for selected SKUs was achieved. In 2025, further testing with recycled shrink film is planned in Vals.

A comprehensive evaluation based on various methods and sources helps us to critically review, learn from, and improve our management systems:

- **Monitoring:** CCHBC measures its use of resources and the various environmental impacts. Relevant KPIs are reported at the Coca-Cola HBC Group level and internally on a monthly and yearly basis (e.g. monthly Waste Management – PET Recycling Reports from plants).
- **Environmental management system ISO 14001:** Our two 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 of the ISO 14001:2015 Standard (Chapter 6.3.1). TCCC and cross-border auditors from the Coca-Cola system verify compliance through unannounced audits or audits announced on short notice. The last CCHBC cross-border audit took place in Dietlikon in October 2024. Additionally, we conduct internal audits locally.
- **Inspections:** Our waste management practices are regularly inspected by the responsible authorities. The latest cantonal agency inspection for water and chemical management as well as waste handling took place in our plant in Dietlikon in 2022.
- **Waste reports:** Starting in 2024, waste reports are done online in smartsheet for each location. The data is directly calculated in line with the National Environmental Report, thus eliminating potential reporting mistakes. The data is visualised in PowerBi, allowing

in-depth analysis. The plant teams used this change to check which wastes, used or unused, can be returned to the supplier.

- **Food loss and food waste:** A deep-dive data analysis was done with the base year 2017. The results and insights were shared with the Supply Chain Leadership Team in June 2024. We continue to work on actions to reduce food loss and food waste.



**Saving of  
600 t  
of PET  
material**

# Water use and Stewardship



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

48

**Water Management**









# Water *Management*

**Water is our primary ingredient and is central to our manufacturing process. Therefore, water stewardship forms a crucial aspect of our responsibility as a beverage manufacturer.**

Our two 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 (WWTPs). Taking a holistic approach to water stewardship, we also consider water impacts beyond our operations and direct use of water. Our operations impact the local ecosystems and biological diversity. Stable and healthy ecosystems are

essential for sustaining the water resources we depend on and ensuring their long-term sustainability. We are committed to balancing our operational needs with environmental stewardship, e.g. by reducing our water consumption and wastewater discharge. In doing so, we aim to preserve and improve the state of the natural environments that are fundamental to our business and the communities we serve.



## Policies and Commitments

In our [Environmental Policy](#), we commit to conserving watersheds by saving water, treating wastewater, and implementing water stewardship standards. Our Water Management Policy integrates several key components, including water efficiency, reduction goals, wastewater management, stakeholder engagement, and community-focused initiatives. These elements collectively guide our efforts to minimise environmental impacts and advance sustainable water use.

We remain committed to complying with national, cantonal, and municipal environmental legislation. This commitment involves regular monitoring of compliance with environmental laws and regulations and consultations with authorities such as the FOEN.

## Management Practices and Measures

We actively engage with relevant stakeholders, including authorities, water suppliers, wastewater treatment facilities, neighbours, and suppliers. These collaborations are vital for developing and implementing effective water protection measures and fostering sustainable water management initiatives. Through community partnerships, non-governmental organisations (NGOs), and government bodies, we strive to raise awareness and promote responsible water use.

In 2024 we implemented the Coca-Cola HBC Group Water Stewardship Programme. This programme introduced an internal framework designed to uphold high standards and promote local engagement in our role as Water Stewards within our respective catchment areas. A central component of this programme is the mandatory ISO 46001 certification, which ensures the technical implementation of comprehensive water efficiency programmes and management plans at all our plants. It includes extensive water mapping, monitoring, measures aimed at maintaining a sustainable water balance, and the identification of water reuse opportunities. The certification is scheduled for 2025.

A key element of our water stewardship strategy is the regular implementation of Source Vulnerability Assessments (SVAs) in Dietlikon and Vals. Conducted in collaboration with independent experts, these assessments are crucial for managing source water, ensuring product quality, and safeguarding the sustainability of our water supply. Additionally, we conduct Facility Water Vulnerability Assessments (FAWVA) to gain a deeper understanding of potential risks and vulnerabilities related to our water use, infrastructure, and management practices at the plant level. The assessments include annual water footprint assessments,



water map and water balance reviews, and risk assessments. The findings from the SVAs and FAWVA are incorporated into our Water Management Plans (WMPs), which outline specific actions to address identified risks and improve our water stewardship performance. Also, the hydrological impact from our facility is being reviewed with hydrological studies and complemented with a biodiversity assessment in our facility areas.

Furthermore, we are continuing our Source Water Protection Programme (SWPP), aimed at ensuring the continuity and sustainability of our water supplies. The SWPP involves identifying potential hazards, assessing associated risks, and developing mitigation plans. In alignment with TCCC requirements, the SWPP provides us with a clear understanding of the water availability and quality of our water sources, infrastructure condition, and the policies governing water use.

Based on the insights from these analyses and certification practices, our water stewardship efforts included the following measures in 2024:

- To improve accessibility and clarity, we developed an interactive water reporting system. This platform provides employees with data on water usage, water balances, and performance metrics. The system features intuitive diagrams and trend analyses, enabling teams to identify inefficiencies and track progress toward targets.
- A comprehensive FAWVA was conducted in 2024 to evaluate risks to water sources, infrastructure, and compliance. Key outcomes include prioritised upgrades to aging infrastructure in Dietlikon, drought resilience plans, and integration of findings into the Group-wide Water Risk Register. The assessment also reaffirmed the importance of our SWPP, which ensures continuity and sustainability of water supplies through hazard identification and mitigation.
- As part of the Coca-Cola HBC Group's Water Stewardship Programme, we initiated preparations for ISO 46001 certification. This included conducting a water maturity self-assessment and implementation of the True Cost of Water (TCoW) tool to quantify operational and watershed-related costs, informing investment decisions.
- In a further demonstration of our commitment to collaboration and knowledge sharing, we welcomed the "Brunnenmeister" (water masters) from the canton of Graubünden to our Vals production site in October 2024. This visit, which followed their annual General Assembly, allowed these regional water experts to observe our production processes and the measures we undertake to ensure the quality and sustainability of VALSER mineral water. The exchange of expertise and perspectives with the IG Brunnenmeister Graubünden was highly valued and reinforced our dedication to responsible water management.

Our commitment to sustainable water management extends to our supply chain. We assess the water footprint of our suppliers, focusing on water-sustainable ingredients and promoting landscape solutions in alignment with the TCCC 2030 Water Strategy. We address water issues and biodiversity loss with relevant partners in our value chain. Additionally, we participate in industry-wide initiatives to promote sustainable water management practices and contribute to the ongoing review and development of water standards and policies.

### Targets, Achievements, and Evaluation

We track water use and wastewater volumes at our plants in Dietlikon and Vals and set ourselves annual targets. While specific long-term water use targets are challenging to define due to variable production volumes, we focused on the continuous improvement and technological advancements for better water management. Our strategy emphasises practical, short-term goals and broader, long-term objectives in water stewardship, ensuring agility and responsiveness in our environmental efforts. Our results are regularly benchmarked against the results of the other international subsidiaries and plants of the Coca-Cola HBC Group.

In 2024, we set a target to lower total water consumption per litre of finished product. The target was 1.56 l/lpb. We achieved an efficiency of 1.59 l/lpb, thus missing our target. This was largely due to the full-year impact of the decommissioned recycling water tank in Dietlikon, which had a larger impact than expected. Furthermore,







the implementation of a new water recycling system in Dietlikon has been deferred until Q1 2025, pending the replacement of major equipment on our production line. A comprehensive assessment of the new water recycling amounts available will be conducted following the commissioning of this equipment. Additionally, the water intensity ratio was negatively impacted by the lower production volume and a shift in our product mix, specifically a 1.3% increase in single-serve packaging, which uses more water per litre compared to multi-serve options.

To evaluate our management approaches we use the following programmes:

- Environmental management system ISO 14001:2015: Our two 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 of our water management conducted by our plants in Dietlikon and Vals are subject to our internal audit procedures.
- External 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 or audits announced on short notice. In 2024, no TCCC audits were performed, but a Coca-Cola HBC Group cross-border audit was carried out in Dietlikon and internal environmental audits took place in Vals and Dietlikon.





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

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**Sustainable Procurement  
and Supplier Relations**







# Sustainable Procurement and Supplier Relations

**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 manufacturers, stretch and printed shrink films as well as wooden pallets and cardboards. Primary packaging materials, including glass, closures, and preforms, are purchased centrally by the Coca-Cola HBC 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 our plants in Switzerland. The (spring) water in our products is of Swiss origin as well. Moreover, high-quality sugar is still exclusively sourced from Switzerland, despite lower EU prices abroad. Only the concentrates are imported from abroad (see [Key Figures – Sourcing](#)).

## Policies and Commitments

Our suppliers are required to uphold our high standards regarding human rights, labour practices, environmental impacts, health and safety, ethics, and quality. A key instrument and policy in this context are our [Supplier Guiding Principles \(SGPs\)](#). Additionally, our [Human Rights Policy](#) is aligned with the expectations and commitments of the SGPs. Our [Water Stewardship Policy](#) and [Climate Change Policy](#) describe CCHBC's commitment to work with suppliers to understand the carbon and water footprint of their agricultural ingredients and other raw material, as well as to promote and help them in minimising their climate impacts and in implementing efficient water management solutions (see [Emissions and Energy](#) and [Water Management](#)).

Building long-term partnerships with suppliers to minimise our impact and drive performance is a key principle in our approach to procurement and supply chain management. Working collaboratively, we are better able to meet the expectations of customers and consumers and to support business growth. We see ourselves as the driving force behind increasing the resource efficiency of our goods. That is why we build close and innovative partnerships with key suppliers.

Moreover, local sourcing continues to be a cornerstone of our joint value creation initiative with our suppliers and

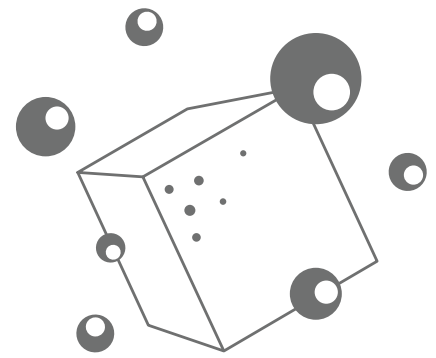
# 95%

**of the ingredients we use are provided by Swiss suppliers, e.g. drinking and mineral water, carbon dioxide and sugar.**

sustainable purchasing approach. In total, 95% of our beverages' content (by raw material weight) is sourced from Swiss suppliers.

## Management Practices and Measures

Supply chain sustainability has been a key focus area for many years for various purchasing categories in Switzerland. 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 our company fleet (see GRI 3-3 for Emissions and Energy). As the first country unit within the Coca-Cola HBC Group, we converted our entire company fleet to electric cars during 2024. This will reduce our CO<sub>2</sub> emissions by approximately 700 tCO<sub>2</sub> and marks an important milestone in our NetZero 2040 agenda. Switching to an all-electric fleet was a complex process.





The project ran for approximately 20 months and went beyond vehicle procurement, as we also developed solutions for charging infrastructure and charging at home. Since our roll-out during Q4, we have offered a full Battery Electric Vehicle solution including a charging and reimbursement concept for employees. Direct involvement of the employees concerned, e.g. testing of various models, from the beginning was a key success factor for this change. Representatives from CCHBC's purchasing department shared their experiences on the electrification of the fleet during the last community call at the Swiss Climate Action Initiative (SCAI), a platform

for companies and organisations in Switzerland that are demonstrably committed to reducing CO<sub>2</sub> emissions on the way to net-zero.

Further, we enhanced our train transport solution which has been established for the route from Edelstal, the production site in Austria, to Switzerland since March 2023. Constant progress has been made and will also continue in the coming years to enlarge the share of rail transport. For Austria, starting with 37% in 2023, the share of rail transport is now at 49%. Further routes are targeted and will be switched accordingly.



In procurement overall, CCHBC follows several principles in the tendering process for strategic sourcing:

- Fostering innovation in sustainable products and services through the design and implementation of environmentally friendly materials.
- Minimising environmental impacts over the life of the goods and services by choosing products or services that have lower adverse impacts associated with any stage in their production, use, or disposal.
- Ensuring that fair and ethical sourcing practices are applied and that suppliers comply with socially responsible practices, including legal obligations to employees.

For supplier selection and governance, CCHBC has comprehensive guidelines and tools in place:

- All our suppliers must agree to and sign off on our SGPs. Written acceptance of the SGPs is a fundamental requirement for any new vendor to be opened as a new supplier in our system. With their acceptance, suppliers confirm their understanding of and compliance with the requirements set in terms of relationships and actions in the marketplace, the workplace, the environment, and the community. Checks are conducted by a neutral party in our Shared Service Centre. Based on the Procurement Policy, suppliers cannot be opened in the system without written acceptance of the SGPs.

- Before we start negotiations, all suppliers are also 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 labour 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 the Coca-Cola HBC Group and local level to embed sustainability goals into our supplier management. Suppliers with an annual spend of more than EUR 100,000 are strongly recommended to register with EcoVadis.
- All potential suppliers are requested to join EcoVadis as a member 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 the Coca-Cola HBC Group, we leverage the SGPs.
- 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 may 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 authorised by the Coca-Cola HBC Group.
- We reserve the right to terminate an agreement with any supplier that cannot demonstrate that they are upholding the requirements of these SGPs.
- ESG criteria weigh 5% to 10% in the overall evaluation. At a minimum, we expect our suppliers to comply with applicable environmental and socioeconomic law as well.
- Furthermore, we apply the Total Cost of Ownership (TCO) approach. Under this approach, we 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.

### Targets, Achievements, and Evaluation

In our annual supplier evaluation, the product or service is evaluated by four representatives of CCHBC in terms of quality, price, cooperation, and environment. The results and possible measures are then discussed with the supplier. Where required or recommended, TCCC checks compliance with the SGPs by means of regular (unannounced) audits.



# About this Report

**The Sustainability Report 2024 is the 14<sup>th</sup> publication of this kind. It continues a tradition of transparency that the Coca-Cola HBC Group upholds for its operations in Switzerland.**

The Sustainability Report is issued annually. This year's update was prepared in accordance with the Global Reporting Initiative (GRI) Standards and published on 03 June 2025. It covers the period from 1 January 2024 through 31 December 2024. The timeframe corresponds to financial reporting. However, financial information is disclosed at the Coca-Cola HBC Group level only. Thus, the information published in this Sustainability Report cannot be directly compared to the disclosed financial statements.

Information and data in this report generally relate to CCHBC, including its wholly owned subsidiary Valser Service Ltd. with its subsidiary Qwell Express by Valser, the sales organisation supplying private households and small businesses. Exceptions are noted.



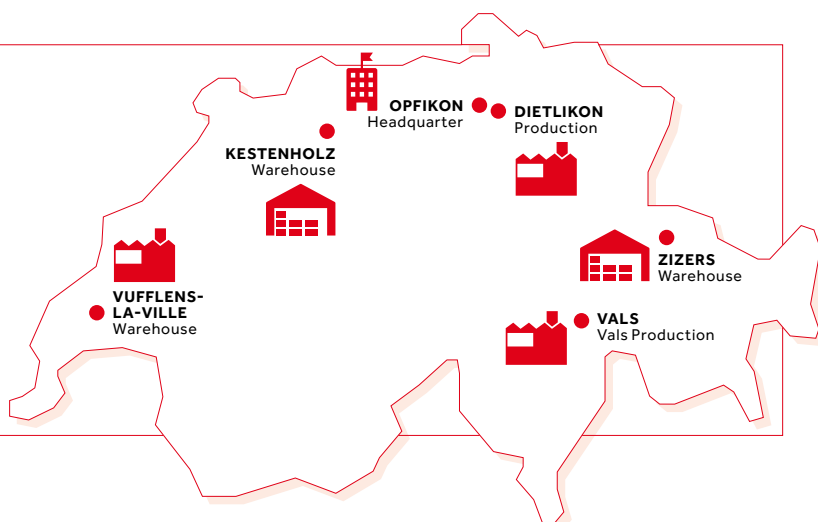
**Coca-Cola HBC**  
Schweiz • Suisse • Svizzera

**VALSER**



The headquarters of CCHBC is located in **the Greater Zurich Area**  
Thurgauerstrasse 134  
8152 Opfikon)

Additionally, there are offices and plants at the following locations as of 31 December 2024:



Dietlikon (plant), Kestenholz, Vals (plant), Vufflens-la-Ville, and Zizers.

The Sustainability Report 2025, including the GRI Content Index and Key Figures tables, and the underlying data governance were externally assured (limited assurance) by an independent auditor of SGS Switzerland in May 2025. For more information, see [the SGS's Assurance Statement on p. 11](#) of this document. SGS is separate from our statutory auditor for our consolidated financial statements.

The SLT in Switzerland bears ultimate responsibility for the report, and it commissions the external audit. Depending on their roles and the topics raised in the audit, members of the SLT may selectively be involved in the audit.

No significant restatements have been made in the Sustainability Report 2024. Possible adjustments of data and information provided in previous reports are made transparent in the relevant passages. For any questions and comments regarding the information provided in this report, please contact Corporate Affairs & Sustainability at [csr.ch@cchellenic.com](mailto:csr.ch@cchellenic.com).



**KEY FIGURES**





## Nutrition

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Production</b>									
Total beverage production	<b>301-1</b>	1000 Litres	291'791 <sup>1</sup>	277'981 <sup>1</sup>	300'732	306'352	297'573	n/a	↗
<b>Product Portfolio and Calories Content</b>									
Total number of SKUs		Number	277	266	305 <sup>2</sup>	296	317	n/a	↗
Number of low-calorie SKUs		Number	159	151	186 <sup>3</sup>	167	186	n/a	↗
Share of low-calorie SKUs		Percent	57%	57%	61%	56%	59%	n/a	↗
Average calorie content – Ratio brands		KJ/100ml	85	86	77	84	80	n/a	↘
Average calorie content – Ratio volumes sold		KJ/100ml	83	81	69.3	82	80	n/a	↘
Rollout of GDA labels	<b>417-1</b>	Percent	100%	100%	100%	100%	100%	n/a	→
<b>Product quality</b>									
Consumer complaints per million containers sold	<b>416</b>	Number	0.32	0.25	0.19	0.21	0.20	n/a	↘
<b>Certifications of the production plants</b>									
Quality (ISO 9001)	<b>416-1</b>	Number	all 2	all 2	all 2	all 2	all 2	all 2	→
Operational Food Safety (ISO 22000 + FSSC 22000 + PAS 220 + HACCP)		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 the introduction of 0.5L and 0.9L bottle sizes for certain products; both SKUs were produced within the same year, leading to an additional count.

<sup>3</sup> See [GRI 3-3](#) for Health and Nutrition in the Sustainability Report 2022 for an explanation of this increase.



## Our People and Communities

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Employee development</b>									
Total workforce (no. of employees)	2-7	Number	757	652	661	658	649	670	↘
Full Time Equivalents (FTEs) average	2-7	Number	712	633	618	639	632	671	↘
Apprentices	404	Number	14	13	13	14	13	15	↘
Nationalities	405-1	Number	27	29	36	33	36	n/a	↗
Employees younger than 30 years old	405-1	Number	16%	15%	17%	19%	19%	n/a	→
Employees between 30 and 50 years old	405-1	Number	58%	58%	58%	59%	61%	n/a	↗
Employees older than 50 years old	405-1	Number	26%	27%	24%	22%	20%	n/a	↘
Employee turnover	401-1	Number	11%	17% <sup>1</sup>	14%	20% <sup>2</sup>	12%	8%	↘
<b>Training and development</b>									
Average training hours per employee	401-1	Number	12 <sup>3</sup>	19	16	28 <sup>4</sup>	22	n/a	↘
<b>Equality and Diversity</b>									
Women in the company	405-1	Percent	24%	23%	23%	24%	24%	30%	→
Women in management <sup>5</sup>	405-1	Percent		29%	35%	37%	37%	42%	→
Women in senior management <sup>6</sup>	405-1	Percent	25%	23%	32%	36%	30%	n/a	↘
Company employees from local community <sup>7</sup>	405-1	Percent	70%	66%	55%	53%	62%	n/a	↗
Managers from local community <sup>7</sup>	405-1	Percent	67%	53%	63%	64%	50%	n/a	↘
Breaches of equality legislation	419-1	Number	None	None	None	None	None	None	→

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

<sup>2</sup> Higher turnover due to closure of Qwell Express.

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

<sup>4</sup> More trainings after COVID-19 years and tracking of training hours has improved.

<sup>5</sup> Definition of management: Leaders with job grade level 10+.

<sup>6</sup> Definition of senior management: Function Head (FH) or Senior Leadership Team (SLT).

<sup>7</sup> Employees and managers with Swiss nationality are defined as "local". Managers include: Front Line Leaders (FLL), Change Leaders (CL), Top 300, Top 40.

<sup>8</sup> e.g. accidents resulting in broken bones, eye or multiple injuries.

<sup>9</sup> Higher LTA number due to 8 incidents with longer absences in the commercial function.

<sup>10</sup> Average FTE used.

<sup>11</sup> Fewer accidents that led to absence days and positive effects of BBS observations.

<sup>12</sup> There were more but less severe incidents than in previous years, which led to shorter absences. Therefore the lost time accident rate decreased in the same period.

<sup>13</sup> One accident resulted in 3 absence days. The other two accounted for the rest.

<sup>14</sup> Decrease mainly because occupational accidents were less severe and the absence rates were lower.

<sup>15</sup> Two accidents led to long absences.

<sup>16</sup> One accident resulted in 3 absence days. The other two accounted for the rest.

<sup>17</sup> Through "Toolbox Talks", safety managers and supervisors raise awareness for safe behaviour and safe handling of tools and machinery. Only Toolbox Talks with at least 5 participants are calculated. The number also fluctuates depending on the extent to which third-party providers work on CCHBC's premises.

<sup>18</sup> Fewer contractors and thus fewer Toolbox Talks during the COVID-19 pandemic. Also, due to internal precautionary measures, fewer physical trainings took place.

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Health and Safety</b>		<b>403</b>							
Fatalities (includes contractors)		Number	0	0	0	0	0	n/a	→
Severe injuries <sup>8</sup>		Number	0	1	0	0	0	n/a	→
Accidents with > 1 day absence		Number	5	5	3	9	8	n/a	↘
Lost time accident rate per 100 FTE <sup>10</sup>		Ratio	0.70 <sup>11</sup>	0.79	0.47	1.41 <sup>12</sup>	1.10	n/a	↘
Total incident rate per 100 FTE <sup>10</sup>		Ratio	1.53 <sup>11</sup>	1.11 <sup>11</sup>	1.46 <sup>13</sup>	1.76	1.25	n/a	↘
Absence due to occupational accidents		Days	85 <sup>14</sup>	270 <sup>15</sup>	225 <sup>16</sup>	155	196	n/a	↗
Toolbox Talks <sup>17</sup>		Number	1,331 <sup>18</sup>	1,152 <sup>18</sup>	738 <sup>19</sup>	1'421	1'228	n/a	↘
Walk the Talk and BBS Observations <sup>20</sup>		Number	1,431 <sup>21</sup>	1'668	1,329 <sup>22</sup>	1'294	1'375	n/a	↗
Near misses		Number	626	550	490	411	271	n/a	↘
Absence due to non-occupational accidents		Days	708	1'010	576	602	855	n/a	↗
Absence due to sickness (accidents & illness)		Days	4'636	4'692	4'476	5,837 <sup>23</sup>	4'682	n/a	↘
Percentage of absence due to illness		Percent	83%	73%	82%	87%	78%	n/a	↘
Sickness absence rate (SAR) <sup>24</sup>		Percent	2.96%	3.37% <sup>25</sup>	3.29%	4.15%	3.35%	n/a	↘
Plants certified for operational health and safety (ISO 45001)		Number	all 2	all 2	all 2	all 2	all 2	all 2	→
<b>Indirect economic impacts<sup>26</sup></b>		<b>203</b>							
Local value creation through CCHBC		Mio CHF	988	988	833	833	833	n/a	→
Jobs safeguarded across value chain		Number	8'600	8'600	8'352	7'710	8'352	n/a	↗
Share of local production of total sales volume		Percent	0.83	0.83	0.78	0.94	n/a	n/a	↗
Income <sup>27</sup> in Switzerland per Swiss franc spent on Coca-Cola beverages		CHF	0.74	0.74	0.72	0.72	0.72	n/a	→
<b>Local communities</b>		<b>413</b>							
Cash and in-kind contributions		CHF	28,000 <sup>28</sup>	210'467	175'167	218'247	296,232	n/a	↗
People reached through visitor centres in Dietlikon and Vals		Number	4,324 <sup>29</sup>	2,498 <sup>29</sup>	3'759	3'790	3'136	n/a	↘
Employees participating in volunteering activities		Number	105	60 <sup>30</sup>	40	78	101	n/a	↗

<sup>19</sup> As of 2022, we only count Toolbox Talks with extended content, which is a reason for the decrease in comparison to previous years.

<sup>20</sup> In "Walk the Talks", our line managers in production supervise and observe their employees' behaviour on a regular basis and give them feedback.

Within the Behaviour Based Safety (BBS) system, colleagues give each other feedback and advice regarding occupational health and safety.

<sup>21</sup> Employees were actively asked to report near misses, and the reporting effort was reduced with an online notification form.

<sup>22</sup> Fewer BBS due to COVID-19 and internal reorganisation.

<sup>23</sup> The increase was driven by cases of illness.

<sup>24</sup> Calculation SAR = Sickness absence days / total working days (without weekends).

<sup>25</sup> Sickness absence days remained at a similar level as in 2020; however, total working days were significantly lower in 2021.

<sup>26</sup> Based on socio-economic impact study performed by US-Dutch consulting firm Steward Redqueen. See Chapter on [Direct and Indirect Economic Impacts](#).

<sup>27</sup> i.e. taxes, salaries, and profits.

<sup>28</sup> Fewer donations in 2020 because many events and festivities were cancelled due to COVID-19.

<sup>29</sup> Fewer visits because the Visitor Centre 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>30</sup> Due to COVID-19 only one volunteering event took place.





## Water use and Stewardship

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Water</b>									
<b>Total water received</b>		<b>1000 litres</b>	899'272	432'466	438'076	483'912	474'209	n/a	↘
Total water received, bottling plants <sup>1</sup>	<b>303-3</b>	1000 litres	448'861	430'916	436'526	482'755	474'209	n/a	↘
Total water received, remote properties	<b>303-3</b>	1000 litres	1'550	1'550	1'550	1'157	940 <sup>2</sup>	n/a	↘
Total recycling and reuse of water, bottling plants	<b>303-4</b>	m <sup>3</sup>	30'104	28'821	34'999	34'179	25,370 <sup>3</sup>	n/a	↘
Percentage of reused water in plants	<b>303-4</b>	Percent	7%	7%	8%	7%	5%	n/a	↘
<b>Water ratio plants</b>	<b>303-1</b>		1.54	1.55	1.54	1.58	1.59	1.57	↗
<b>Effluents</b>									
<b>Discharges to water<sup>1</sup></b>									
Quantity of waste water discharged to municipality-owned wastewater treatment plant	<b>303-4</b>		166'039	166'904	177'054	193'804	196'929	n/a	↗
Sanitary wastewater plants	<b>303-4</b>		7'532	6'962	7'668	8'222	8'297	n/a	↗
Water habitats affected by water discharges	<b>303-1</b>		None	None	None	None	None	None	→
<b>Spills of chemicals, oils, fuels</b>	<b>306-2</b>		None	None	None	None	None	None	→

<sup>1</sup> Fluctuations in the volumes of water received in our bottling plants and discharges are strongly linked with the production volumes (see Key Figures - Nutrition: Production)

<sup>2</sup> Water consumption in remote properties has decreased since relocating to the new headquarters (smaller office building, newer sanitary systems, and increased remote work enabled by flexible working arrangements).

<sup>3</sup> In September 2023, the recycling tank in the Dietlikon production facility was dismantled. This resulted in a loss of water recycling capacity, which is why either no increase or a significant reduction in the Total Recycling and Reuse of Water Bottling Plants can be observed this year.



## Emissions Reduction

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Energy</b>									
<b>Energy consumption within the organisation (bottling plants, remote properties and own fleet) <sup>1</sup></b>	<b>302-1</b>	<b>Gigajoules</b>	<b>79,094 <sup>2</sup></b>	<b>67,878 <sup>2</sup></b>	<b>77,421 <sup>3</sup></b>	<b>65'543</b>	<b>65'914</b>	n/a	↗
Electricity, plants		Gigajoules	38'641	37'001	39'767	40,625 <sup>4</sup>	40'919	n/a	↗
Electricity, remote properties (Zizers, Dietlikon, Opfikon/Brüttisellen)		Gigajoules	1'337	1,803 <sup>5</sup>	1'670	1,319 <sup>6</sup>	1'223	n/a	↘
Light heating oil, plants		Gigajoules	7'257	7'814	7'377	7'673	7'934	n/a	↗
Light heating oil, remote properties (Zizers)		Gigajoules	544	734	763	503	432	n/a	↘
Natural gas, plants		Gigajoules	14'181	14'359	14'935	15'010	15'330	n/a	↗
Natural gas, remote properties <sup>7</sup>		Gigajoules	1'239	1'239	850	76 6	0 6	n/a	↘
District heating, remote properties (Opfikon)		Gigajoules	0	0	0	0	76 <sup>8</sup>	n/a	new
Share of renewable energy used in plants		Percent	64%	62%	64%	64%	64%	n/a	→
Diesel, own fleet		Gigajoules	7'143	4,492 <sup>9</sup>	4'163	4'107	8,429 <sup>10</sup>	n/a	↗
Petrol, own fleet		Gigajoules	445	436	515	1'089	955 <sup>11</sup>	n/a	↘
CNG, own fleet		Gigajoules	8,239 <sup>12</sup>	7'739	7'283	8'403	8,039 <sup>10</sup>	n/a	↘
Electric, own fleet		Gigajoules	68	110	97	67	413 <sup>11</sup>	n/a	↗
<b>Energy consumption outside the organisation</b>									
	<b>302-2</b>								
Estimated diesel in 3 <sup>rd</sup> -party fleet		Gigajoules	25'386	25'306	28,627 <sup>3</sup>	33'995	47,873 <sup>13</sup>	n/a	↗
<b>Energy ratio plants</b>									
	<b>302-3</b>	<b>MJ/lpb</b>	<b>0.207</b>	<b>0.213</b>	<b>0.207</b>	<b>0.207</b>	<b>0.215</b>	<b>0.211</b>	↗

<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 (2 cars), sugar unloading in Dietlikon.

<sup>2</sup> Our overall energy consumption within the organisation decreased mainly due to reduced business activities in 2020 and 2021 as a consequence of COVID-19.

<sup>3</sup> Production volumes - particularly of SKUs with multiple-use packaging - increased, which required more energy and led to more transports.

<sup>4</sup> Increase is driven by higher production volumes.

<sup>5</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>6</sup> Reduction mainly linked to the move of our headquarters from Brüttisellen to Opfikon (new property).

<sup>7</sup> Per-diem accounting.

<sup>8</sup> The HQ in Opfikon uses district heating. Please note that this is an estimate as no data is received.

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

<sup>10</sup> Extended system boundaries to Valser Service in alignment with CCHBC Group. Without DEO as this department is in scope 3.

<sup>11</sup> Extended system boundaries to Valser Service in alignment with CCHBC Group. In addition, transition towards electric cars and including hybrid vehicles. Without DEO as this department is in scope 3.

<sup>12</sup> Continuous rollout of CNG hybrid cars since August 2019. Rollout was completed by first quarter 2020.

<sup>13</sup> Improved data quality due to a new logistics tool, new logistic partners and expanded system boundaries, now including data on the last mile for combined road and rail deliveries.

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Emissions*</b>									
<b>Direct greenhouse gas emissions from operations (Scope 1)</b>	<b>305-1</b>	<b>Tons CO<sub>2</sub>eq</b>	<b>2,947<sup>14</sup></b>	<b>2,732<sup>14</sup></b>	<b>2'576</b>	<b>2'800</b>	<b>2'984</b>	<b>2'534</b>	↗
Thermal energy, plants		Tons CO <sub>2</sub> eq	1'220	1'278	1'276	1'300	1'335	1'347	↗
Thermal energy, remote properties (Zizers)		Tons CO <sub>2</sub> eq	54	60	59	27	17	n/a	
Fuels used in company vehicles		Tons CO <sub>2</sub> eq	980	768	725	818	1,106 <sup>15</sup>	628	↘
CO <sub>2</sub> in products (losses)		Tons CO <sub>2</sub> eq	600	550	516	610	491 <sup>16</sup>	509	↗
Cold drink equipment coolants (losses)		Tons CO <sub>2</sub> eq	93	77	56 <sup>17</sup>	44	35	40	↘
<b>Energy, indirect greenhouse gas emissions (scope 2; market-based)<sup>18</sup></b>	<b>305-2</b>	<b>Tons CO<sub>2</sub>eq</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	→
Electricity, plants		Tons CO <sub>2</sub> eq	0	0	0	0	0	0	→
Electricity, remote properties (Zizers, Dietlikon, Opfikon/Brüttisellen)		Tons CO <sub>2</sub> eq	1	0	0	0	0	0	→
<b>Total emissions (scope 1 and 2 (market-based))</b>		<b>Tons CO<sub>2</sub>eq</b>	<b>2'948</b>	<b>2'732</b>	<b>2'576</b>	<b>2'800</b>	<b>2'984</b>	<b>2'534</b>	↗
<b>Energy, indirect greenhouse gas emissions (scope 2; location-based)</b>	<b>305-2</b>	<b>Tons CO<sub>2</sub>eq</b>	<b>289</b>	<b>255</b>	<b>273</b>	<b>300</b>	<b>297</b>	<b>n/a</b>	↘
Electricity, plants <sup>19</sup>		Tons CO <sub>2</sub> eq	283	250	269	295	293	n/a	↘
Electricity, remote properties (Zizers, Dietlikon, Opfikon/Brüttisellen)		Tons CO <sub>2</sub> eq	6	5	4	5	4	n/a	↘
<b>Total emissions (scope 1 and 2 (location-based))</b>		<b>Tons CO<sub>2</sub>eq</b>	<b>3'236</b>	<b>2'987</b>	<b>2'849</b>	<b>3'100</b>	<b>3'281</b>	<b>n/a</b>	↗
<b>Other relevant greenhouse gas emissions</b>	<b>305-3</b>	<b>Tons CO<sub>2</sub>eq</b>	<b>33'098</b>	<b>29'659</b>	<b>29'108</b>	<b>27'626</b>	<b>28'350</b>	<b>27'822</b>	↗
3 <sup>rd</sup> -party transports (scope 3) <sup>20</sup>		Tons CO <sub>2</sub> eq	1,836 <sup>21</sup>	1,827 <sup>21</sup>	2,051 <sup>3</sup>	2'453	3,596 <sup>13</sup>	3'750	↗
Sugar beets		Tons CO <sub>2</sub> eq	11'232	10'886	10'705	11'480	10'651	10'885	↘
Other sweeteners - HFSS liquid		Tons CO <sub>2</sub> eq					4	n/a	new
Orange juice extracts and concentrates		Tons CO <sub>2</sub> eq					751	n/a	new
<b>Apple concentrate =&gt; should be other juice extracts and concentrates</b>		Tons CO <sub>2</sub> eq				119	21	n/a	↘
CO <sub>2</sub> in products		Tons CO <sub>2</sub> eq	2'263	2'172	2'330	2'370	2'234	n/a	↘
Packaging materials		Tons CO <sub>2</sub> eq	16,037 <sup>22</sup>	13,412 <sup>22</sup>	12,881 <sup>23</sup>	10'154	10'146	n/a	↘
Coolers (electricity)		Tons CO <sub>2</sub> eq	1'693	1,322 <sup>24</sup>	1'102	1'032	930 <sup>24</sup>	n/a	↘
Fuel consumption in rented and outsourced properties		Tons CO <sub>2</sub> eq	36	40	39	18	17	n/a	↘
Electricity consumption in rented and outsourced properties		Tons CO <sub>2</sub> eq	1	0	0	0	0	0	→
<b>CO<sub>2</sub> intensity, scope 1 &amp; 2 (market-based)</b>	<b>305-4</b>	<b>g/lpb</b>	<b>10.1</b>	<b>9.8</b>	<b>8.8</b>	<b>9.4</b>	<b>10.3<sup>25</sup></b>	<b>8.3</b>	↗
<b>CO<sub>2</sub> intensity, scope 1, 2 (market-based) &amp; 3</b>	<b>305-4</b>	<b>g/lpb</b>	<b>123.6</b>	<b>116.6</b>	<b>105.6</b>	<b>99.6</b>	<b>105.6</b>	<b>99.95</b>	↗

\* The reported Emissions are in line with the system boundaries and Emission Factors defined by the CCHBC Group. The mentioned ISO 14064-1 verification will take place later this year. The system boundaries have been extended, and other emission factors will be applied.

<sup>14</sup> Emissions in 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>15</sup> Extended system boundaries to Valser Service in alignment with CCHBC Group.

<sup>16</sup> Less production volume in Dietlikon.

<sup>17</sup> Less cold drink equipment in the market as in 2021.



	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Other significant air emissions</b>			<b>305-7</b>						
NOx		kg	12'419	10,317 <sup>26</sup>	9,487 <sup>27</sup>	7,295 <sup>27</sup>	8,516 <sup>28</sup>	n/a	↗
SO <sub>2</sub>		kg SO <sub>2</sub>	74	72	71	95	5 <sup>29</sup>	n/a	↘
<b>Compliance</b>									
Incidents and fines			None	None	None	None	None	None	→
Near losses <sup>30</sup>			949 <sup>31</sup>	989	966	994	750 <sup>32</sup>	discontinued	↘
<b>Transport</b>									
			<b>305-1</b>						
Number of delivery/hauling vehicles		Number	7	8	8	8	8	n/a	→
Number of sales and others vehicles		Number	241	234 <sup>33</sup>	229	239	299 <sup>34</sup>	n/a	↗
Fuel consumption (diesel and petrol)		1000 litres	193	121 <sup>35</sup>	128	142	255 <sup>34</sup>	n/a	↗
CNG own fleet <sup>12</sup>		kg	163'057	144'924	136'379	157'356	150'483	n/a	↘
Electric own fleet		kWh	18'774	30'547	26'892	18'591	114,773 <sup>36</sup>	n/a	↗
<b>Expenditures</b>									
Total environmental expenditures <sup>37</sup>		Percentage of revenues	0.60%	0.53%	0.44%	0.37%	0.05% <sup>38</sup>	n/a	↘
<b>Certifications of the production plants</b>									
CO <sub>2</sub> footprint verification (ISO 14064-1) <sup>39</sup>	<b>305</b>	Number	0	0	0	0	0	all 2	→

<sup>18</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 recognised. Dietlikon has increased its share of renewable electricity since 2016 up to 100% since 2020.

<sup>19</sup> Own production of solar energy in Vals not included.

<sup>20</sup> Includes only 3<sup>rd</sup>-party transport by truck and no rail transport. Data from import transports included as of 2023.

<sup>21</sup> Lower production volumes reduced transportation. Additionally, the scope of the calculation was diminished in 2020.

<sup>22</sup> Reduction due to lower production during COVID-19 and effects of various initiatives to reduce packaging materials (see also [GRI 301](#)).

<sup>23</sup> Reduction is related to the introduction of 100% rPET in Dietlikon in April 2022.

<sup>24</sup> Reduction thanks to new cold drink equipment with more efficient cooling systems that reduce consumption.

<sup>25</sup> Increase due to less production volume and more t CO<sub>2</sub> emissions (fleet, Vals Service, fuel).

<sup>26</sup> Decrease due to reduced 3<sup>rd</sup>-party transport.

<sup>27</sup> The emission factors for Nox were adjusted as of 2022 and again for 2023. The presented figures for 2022 and 2023 are therefore not comparable to previous years.

<sup>28</sup> Covers fleet, heating oil and natural gas. In addition, the fleet has new boundaries as it now includes Vals Service and DEO vehicles.

<sup>29</sup> Utilities have a new factsheet replacing the 2023 version. SO<sub>2</sub> for fleet is now 0.

<sup>30</sup> Identification of potential or actual losses of resources or potential environmental pollution.

<sup>31</sup> Successful establishment of a culture to report near losses and inclusion of Dietlikon in reporting processes.

<sup>32</sup> The near loss programme is discontinued as of 2025. Focus is now on near-loss quality and completion levels, rather than on quantity.

<sup>33</sup> 32 vehicles were outsourced as of 1 March 2021. These vehicles are included in the reported number of vehicles.

<sup>34</sup> System boundaries extended to Vals Service and DEO vehicles.

<sup>35</sup> Outsourced activities included until February 2021 when the outsourcing was completed.

<sup>36</sup> Extended system boundaries to Vals Service (deliver with E- Van) in alignment with CCHBC Group. In addition, transition towards electric cars and including hybrid vehicles. Please note that local data is used as we have the full calendar year.

<sup>37</sup> Calculation Total Environmental Expenditure = CAPEX Accounting for Sustainability / Total Net Sales Revenues

<sup>38</sup> Environmental expenditures were lower in 2024 due to major equipment investments made in previous years. Several large delayed projects will be implemented in early 2025.

<sup>39</sup> The mentioned ISO 14064-1 Verification will take place later this year. The system boundaries have been extended, and other emission factors will be applied.



## World without Waste

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
Materials									
Materials used	301-1								
Sugar from beets	Tons	13,698	13,276	13'054	14'000	12'989	n/a	⬇	
Other sweeteners - HFSS liquid	Tons	0	0	0	0	3	n/a	new	
Concentrate other than juice	Tons					817	n/a	new	
Orange juice extracts and concentrates	Tons					198	n/a	new	
Other juice flavours, extracts and concentrates	Tons					5	n/a	new	
PET (preforms)	Tons	8,199 <sup>1</sup>	7,612 <sup>1</sup>	8'420	7,947 <sup>2</sup>	7'781	n/a	⬇	
Plastic (closures)	Tons	660	638	683	686	719	n/a	⬆	
PE (labels and stretch/shrink film)	Tons	866 <sup>3</sup>	844	849	742	802	n/a	⬆	
Glass (bottles) <sup>4</sup>	Tons	1,421	824	1,608	326	1,536 <sup>5</sup>	n/a	⬆	
Aluminium (caps)	Tons	30	31	35	37	32	n/a	⬇	
Steel (crowns)	Tons	87	67	105 <sup>6</sup>	135 <sup>6</sup>	116	n/a	⬇	
Paper (labels)	Tons	46	24	40 <sup>6</sup>	50	46	n/a	⬇	
Cardboard	Tons	687	664	600	605	682	n/a	⬆	
Wood (pallets)	Tons	1,770 <sup>7</sup>	1,713 <sup>7</sup>	2,230	1,714	0 <sup>8</sup>	n/a	⬇	
Primary packaging from recycled sources 301-2									
PET (preforms)	Percent	58%	55%	94%	100%	100%	n/a	➡	
Glass (bottles)	Percent	0%	0%	50%	62%	52%	n/a	⬇	
Aluminium (caps)	Percent	0%	0%	0%	0%	29% <sup>9</sup>	n/a	⬆	
Steel crowns	Percent				81%	16% <sup>9</sup>	n/a	⬇	
PE stretch and shrink film	Percent					0.08%	n/a	new	
Cardboard	Percent				95%	74%	n/a	⬇	
Total of primary packaging from recycled sources	Percent	45%	57%	81%	86%	83%	n/a	⬇	

<sup>1</sup> Due to COVID-19, production volumes decreased in 2020 and 2021. In 2020 fewer PET bottles were used in comparison to 2019 in our plant in Vals. Additionally, in 2020 we felt the full effect of the harmonisation of PET bottle sizes (smaller bottles) in Dietlikon.

<sup>2</sup> Successful lightweighting projects reduced the amount of PET used for preforms.

<sup>3</sup> PE used was reduced in Dietlikon because thinner shrink film has been used since June 2020. In Vals, the production was stopped during several weeks as a consequence of COVID-19.

<sup>4</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>5</sup> Long-term planned procurement does not directly align with production volume, as amounts may vary due to supplier agreements. Smaller SKUs may require two years' supply.

<sup>6</sup> Increase due to higher production volumes. In 2023, more steel crowns were used due to contingency deliveries to the business unit in Austria.

<sup>7</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>8</sup> The difference between imported and exported pallets is no longer tracked, as they have already been paid for. Additionally, in 2024, no wooden pallets were procured.

<sup>9</sup> The recycled material per packaging type is collected by CCHBC Group procurement and broken down per plant, this amount representing Switzerland.

<sup>10</sup> Does not include remote properties.

<sup>11</sup> As the warehouse where the crates are stored reached full capacity, a large recycling operation was carried out.

<sup>12</sup> While Dietlikon had stable metal recycling amounts, Vals experienced a significant drop as there were no significant projects/clean-outs happening in 2024.

<sup>13</sup> The main reasons for the increase were damage in a warehouse, quality issues and errors in predicting the shelf life of products.

<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.

	GRI Indicator	UNIT	2020	2021	2022	2023	2024	Target 2025	Change to previous year
<b>Waste / Plants</b>									
<b>Non-hazardous recycled waste<sup>10</sup></b>	<b>306-3</b>	Tons	1'867	1'646	1'628	1'660	1'259	n/a	↘
Paper/cardboard		Tons	78	78	83	73	93	n/a	↗
Glass		Tons	869	664	703	633	560	n/a	↘
PET (bottles, preform)		Tons	659	681	606	553	510	n/a	↘
PE (foil, IBC, drums)		Tons	47	37	51	48	40	n/a	↘
Crates		Tons	123	98	94	226 <sup>11</sup>	44	n/a	↘
Metals		Tons	64	43	46	48	27 <sup>12</sup>	n/a	↘
Wood		Tons	11	10	11	12	11	n/a	↘
Other waste		Tons	15	0	4	0	—	n/a	
Packaging from write-offs		Tons	n/a	34	29	67	140 <sup>13</sup>	n/a	↗
Green waste (composted)		Tons	n/a	1	0.5	1	1	n/a	→
<b>Non-hazardous solid waste directed to disposal<sup>14</sup></b>	<b>306-5</b>	Tons	179	276	218	181	188	n/a	↗
<b>Hazardous waste generated (plants)<sup>15</sup></b>	<b>306-3</b>	Tons	14	9	2	3	2	n/a	↘
<b>Total waste from plants (incl. write offs)</b>		Tons	3,046 <sup>16</sup>	2'765	2'340	2'315	1,826 <sup>17</sup>	n/a	↗
<b>Solid waste ratio, plants</b>	<b>306-3</b>	g/lpb	10.44	9.94 <sup>18</sup>	7.79	7.56	6.14	6.49	↘
<b>Other waste</b>									
<b>Remote properties (incl. drink equipment waste)</b>	<b>306-3</b>	Tons	30	34	46	39	1,572 <sup>19</sup>	n/a	↗
<b>Drink equipment waste<sup>20</sup></b>	<b>306-3</b>	Tons	235	318	294	217	284	n/a	↗
<b>Solid waste ratio, plants, remote properties and drink equipment waste</b>						8.39	12.37	n/a	
<b>Products and services</b>									
<b>Rate of packaging recycling (CH)<sup>21</sup></b>	<b>306-4</b>								
PET		Percent	> 82%	> 82%	> 83%	84%	n/a	n/a	
Glass		Percent	94%	95%	97%	100%	n/a	n/a	
Aluminium		Percent	99%	91%	91%	91%	n/a	n/a	
<b>Certifications of the production plants</b>									
Environment (ISO 14001)	<b>306</b>	Number	all 2	all 2	all 2	all 2	all 2	all 2	→

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

<sup>17</sup> In alignment with CCHBC Group, write-offs from imports were moved to remote properties. This does not include newly added waste coming from DEO.

<sup>18</sup> The figure was adjusted from 9.93 (as published in the Sustainability Report 2021) to 9.74 g/lpb.

<sup>19</sup> Now also includes write-offs from imports and has additionally increased due to waste from 2023 products with quality issues and the expiration of unsold products.

<sup>20</sup> Information about the discarded quantities of drink equipment (coolers, vending machines, dispensing systems). Data covers local disposal in Switzerland.

<sup>21</sup> Recycling rates in Switzerland from PET-Recycling Switzerland, IGORA and VetroSwiss. Figures not available before June, therefore no indicators for the reporting year can be included in this report.



## Sourcing

	GRI Indicator	UNIT	2019	2020	2021	2022	2023	2024	Change to previous year
<b>Procurement Practices</b>									
Total Spend	<b>204-1</b>	Mio. CHF	178	146	136	178	201	239	↗
National Spend	<b>204-1</b>	Mio. CHF	131	122	116	149	170	206	↗
<b>Supplier assessment (social &amp; environmental)</b>									
New suppliers screened using environmental and social criteria	<b>308-1 414-1</b>	Number	110	114	101	117	119	109	↘
Suppliers assessed for environmental and social impacts	<b>308-2 414-2</b>	Number	46	64	65	77	99	100	↗





**GRI**

CCHBC has compiled its report in accordance with the GRI Standards. The GRI Content Index, based on a materiality assessment and matrix (see p. 09), is presented in the following. The Sustainability Report

2024, including the key figures and this index, have been externally audited by SGS (see [Audit Statement on p. 11](#)).

GRI Standard	Disclosure	Reference, (additional) comments and information																							
GRI 1	Foundation 2021	CCHBC Switzerland has reported in accordance with the GRI Standards for the period of 1 January 2024 to 31 December 2024.																							
The organisation and its reporting practices (2021)																									
GRI 2: General Disclosures	2-1: Organisational details	<a href="#">Sustainability Report 2024, p. 57</a>																							
	2-2: Entities included in the organisation's sustainability reporting	<a href="#">Sustainability Report 2024, p. 57</a>																							
	2-3: Reporting period, frequency and contact point	<a href="#">Sustainability Report 2024, p. 57</a>																							
	2-4: Restatements of information	<a href="#">Sustainability Report 2024, p. 57</a>																							
	2-5: External assurance	<a href="#">Sustainability Report 2024, p. 57</a> and <a href="#">p. 11</a> (Audit Statement)																							
Activities and workers (2021)																									
GRI 2: General Disclosures	2-6: Activities, value chain and other business relationships	<a href="#">Sustainability Report 2024, p. 05</a>																							
	2-7: Employees	<div>Total number of employees by employment contract and gender:</div> <table><thead><tr><th></th><th>Permanent contracts</th><th>Temporary contracts</th></tr></thead><tbody><tr><td>Men</td><td>481</td><td>11</td></tr><tr><td>Women</td><td>149</td><td>8</td></tr><tr><td><b>Total</b></td><td><b>630</b></td><td><b>19</b></td></tr></tbody></table> <table><thead><tr><th></th><th>Full-time</th><th>Part-time</th></tr></thead><tbody><tr><td>Men</td><td>473</td><td>19</td></tr><tr><td>Women</td><td>124</td><td>33</td></tr><tr><td><b>Total</b></td><td><b>597</b></td><td><b>52</b></td></tr></tbody></table> <div>Additional information:<ul style="list-style-type: none"><li>• All employees of CCHBC work in Switzerland. Figures are therefore not broken down by region.</li><li>• The number of employees remains approximately the same compared to 2023.</li><li>• Data has been drawn from our Group-wide reporting system. No assumptions were made.</li></ul></div>		Permanent contracts	Temporary contracts	Men	481	11	Women	149	8	<b>Total</b>	<b>630</b>	<b>19</b>		Full-time	Part-time	Men	473	19	Women	124	33	<b>Total</b>	<b>597</b>
	Permanent contracts	Temporary contracts																							
Men	481	11																							
Women	149	8																							
<b>Total</b>	<b>630</b>	<b>19</b>																							
	Full-time	Part-time																							
Men	473	19																							
Women	124	33																							
<b>Total</b>	<b>597</b>	<b>52</b>																							
2-8: Workers who are not employees	CCHBC had an average of 9.3 FTE non-employee workers in 2024, primarily in logistics, warehousing, and transportation roles with temporary contracts. We used the Full-Time Equivalent (FTE) methodology and calculated the average hours worked based on tracking files delivered to HR Business Partner. No significant fluctuations occurred in the number of non-employee workers during or between reporting periods.																								
Governance (2021)																									
GRI 2: General Disclosures	2-9: Governance structure and composition	<a href="#">Sustainability Report 2024, p. 05</a>																							
	2-10: Nomination and selection of the highest governance body	<div>The Nomination Committee of Coca-Cola HBC Group is mandated to establish and maintain a process for appointing new Board members, including the identification and nomination of possible new members.</div> <div>The nomination and selection of Board members is guided by the Board Nomination Policy. It requires that each Director is recognised as a person of the highest integrity and standing, both personally and professionally. Each Director should have demonstrable experience, skills and knowledge that enhance Board effectiveness and will complement those of the other members of the Board to ensure an overall balance of experience, skills, and knowledge on the Board. In addition, each Director must demonstrate familiarity with and respect for good corporate governance practices, sustainability, and responsible approaches to social issues.</div> <div>See <a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 211-214</a> for more information.</div>																							
	2-11: Chair of the highest governance body	<a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 205-206, 215-216.</a>																							

GRI Standard	Disclosure	Reference, (additional) comments and information
	2-12: Role of the highest governance body in overseeing the management of impacts	<p><a href="#">Sustainability Report 2024, p. 10</a></p> <p>Stakeholder engagement: The Coca-Cola HBC Group's Board of Directors recognises the value of maintaining close relationships with stakeholders, understanding their views and the importance of these relationships in delivering our strategy (see <a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 201</a>). Close interactions with stakeholders are maintained through various channels such as the Annual Stakeholder Forum, Annual General Meetings, investor relations events, memberships in associations, employee pulse surveys, customer feedback mechanisms, and community partnerships.</p>
	2-13: Delegation of responsibility for managing impacts	<p><a href="#">Sustainability Report 2024, p. 10</a></p> <p><a href="#">Website of Coca-Cola HBC Group</a></p>
	2-14: Role of the highest governance body in sustainability reporting	<p>Reports and disclosures for Coca-Cola HBC Group: <a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 37-40, 178-189, 215-221</a>.</p> <p>Sustainability Report for CCHBC: The responsibility of the report lies with the CA&amp;S Director and the Operational Sustainability &amp; Quality, Safety &amp; Environment (QSE) Manager. The SLT approves the publication.</p>
	2-15: Conflicts of interest	<p><a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 194-221</a>.</p> <p>The Coca-Cola HBC Group is subject to the UK Corporate Governance Code 2018. It sets out the principles of good practice in relation to: Board leadership and company purpose; division of responsibilities; composition, success and evaluation; audit, risk and internal controls; and remuneration.</p> <p>In addition, the correct handling of potential conflicts of interest is regulated for all employees, including the Board, in our Group-wide Code of Conduct.</p>
	2-16: Communication of critical concerns	<p><a href="#">Sustainability Report, p. 22</a></p> <p><a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 192, 217-221, 178-189, 221</a>.</p> <p>In 2024, the Coca-Cola HBC Group processed 828 reports and inquiries, of which 588 were received through the Speak Up! Line. Notably, 12 of the reports and inquiries concerned CCHBC Switzerland, and 8 were received via the Speak Up! Line. Among the 828 reports, 600 were allegations involving potential Code of Business Conduct violations, 8 concerning CCHBC Switzerland, which were investigated in accordance with the Group Code of Business Conduct Handling Guidelines. Of the remaining 228, 4 reports regarding Company policies and procedures concerned CCHBC.</p> <p>The Board of the Coca-Cola HBC Group maintains a process for communicating critical concerns through the Audit and Risk Committee, which reviews the effectiveness of our systems of internal control and risk management, including oversight of all whistleblowing activities. The Audit and Risk Committee works closely with the internal audit and finance teams in overseeing the implementation of the Group's internal control framework. Besides, through the workforce engagement mechanism of the designated non-Executive Director for workforce engagement, the concerns raised by employees are reported to the Board.</p>
	2-17: Collective knowledge of the highest governance body	<p>In order to fulfil their responsibilities, the members of the Coca-Cola HBC Group's Board must be familiar with relevant sustainability issues. Detailed information regarding the skills and experience of the Board members is published in the <a href="#">Coca-Cola HBC Group Integrated Annual Report 2024 p. 191, 211, 213-214</a>.</p>
	2-18: Evaluation of the performance of the highest governance body	<p><a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 214-216</a>.</p>
	2-19: Remuneration policies	<p><a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 226, 229-232, 240-241, 242-243</a>.</p> <p>The reduction in greenhouse gas emissions metric was selected to directly align with and incentivise delivery of the Group's ESG objectives, particularly our ambitious goal to achieve net zero emissions across our entire value chain by 2040. The CO<sub>2</sub> emissions target in the Performance Share Plan (PSP) implicitly captures a reduction in plastics, which was a key driver of its selection as a metric (15% weighting).</p>
	2-20: Process to determine remuneration	<p><a href="#">Coca-Cola HBC Group Integrated Annual Report 2024, p. 222-247</a>.</p> <p>The Remuneration Committee of the Coca-Cola HBC Group's Board of Directors is responsible for establishing the remuneration strategy and approving or making recommendations to the Board regarding remuneration matters to be approved at the Annual General Meeting.</p> <p>As a Swiss-incorporated company, the Coca-Cola HBC Group is not required to put its remuneration policy to a shareholder vote, but the Coca-Cola HBC Group intends to do so voluntarily at least every three years (or in case there are changes).</p>
	2-21: Annual total compensation ratio	<p><a href="#">Coca-Cola HBC Group 2024 GRI Content Index, p.10</a></p>

GRI Standard	Disclosure	Reference, (additional) comments and information
<b>Strategy, policies and practices (2021)</b>		
GRI 2: General Disclosures	2-22: Statement on sustainable development strategy	<a href="#">Sustainability Report, p. 02</a>
	2-23: Policy commitments	<p>The topic-specific policy commitments are mentioned in the management approaches of each material topic.</p> <p>The Coca-Cola HBC Group's human rights policy in particular is guided by international human rights principles encompassed in the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact, and the United Nations Guiding Principles on Business and Human Rights. The policy applies to the Coca-Cola HBC Group, the entities that it owns, the entities in which it holds a majority interest, and the facilities that it manages.</p>
	2-24: Embedding policy commitments	<a href="#">Sustainability Report 2024, p. 10 and 05</a> <a href="#">Sustainability Report 2024, p. 22</a> <a href="#">Sustainability Report 2024, p. 14</a>
	2-25: Processes to remediate negative impacts	<a href="#">Sustainability Report 2024, p. 22</a>
	2-26: Mechanisms for seeking advice and raising concerns	<a href="#">Sustainability Report 2024, p. 22</a>
	2-27: Compliance with laws and regulations	At CCHBC, there were no instances of non-compliance with laws and regulations during the reporting period for the year 2024, and no fines were incurred as a result.
	2-28: Membership associations	<p>CCHBC is involved in various organisations (see <a href="#">website</a> for a complete list of all our memberships). We play an active role in the following organisations:</p> <ul style="list-style-type: none"> <li>• Association of Swiss Mineral Springs and Soft Drink Producers (SMS): The SMS Association represents the interests of beverage and mineral water producers and their services to the public. CCHBC is a member of the communication committee and a delegate at SVUG</li> <li>• Beverages site group solution of FCOS: Presidium</li> <li>• FIAL (Federation of the Swiss Food Industries): CCHBC is a member of the sustainability committee.</li> <li>• IGORA, Aluminium Recycling: The IGORA cooperative is responsible for a well-thought-out private collection and recycling concept in Switzerland. CCHBC is a founding and board member of IGORA.</li> <li>• PET Recycling Switzerland (PRS): The PRS association is responsible for the nationwide separate collection of PET non-returnable beverage bottles. CCHBC is a founding and board member of PRS.</li> <li>• Promarca: Promarca represents the interests of 100 brand companies in the consumer goods sector in Switzerland and maintains relationships with all relevant stakeholders. CCHBC is a board member and member of the sustainability committee.</li> <li>• RecyPac Association: CCHBC is a founding member of the new industry organisation that aims to establish a harmonised and sustainable circular economy system for plastic packaging and beverage cartons in Switzerland.</li> <li>• Swiss Climate Action Initiative: CCHBC actively contributes to the supplier involvement workstream.</li> <li>• SVUG – Swiss Association for Environmentally Friendly Beverage Packaging: Producers, importers, retailers and recycling organisations are members and thus jointly enable the objectives of the Swiss Federal Ordinance on Beverage Packaging (VGV) to be met independently and in the public interest. CCHBC provides a delegate.</li> </ul>
<b>Stakeholder engagement (2021)</b>		
GRI 2: General Disclosures	2-29: Approach to stakeholder engagement	<a href="#">Sustainability Report 2024, p. 09</a>
	2-30: Collective bargaining agreements	There were no collective bargaining agreements in place during the reporting period (2024).
<b>Materiality assessment and list of material topics</b>		
GRI 3: Material Topics 2021	3-1: Process to determine material topics	<a href="#">Sustainability Report 2024, p. 09</a>
	3-2: List of material topics	<a href="#">Sustainability Report 2024, p. 09</a>



GRI Standard	Disclosure	Reference, (additional) comments and information
<b>Product Quality and Integrity</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 14</a>
GRI 416: Customer Health and Safety (2016)	416-1: Assessment of the health and safety impacts of product and service categories	<a href="#">Sustainability Report 2024, p. 14</a>
	416-2: 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 warning.
<b>Health and Nutrition</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 16</a>
Additional disclosure	Calorie content of portfolio	<a href="#">Key Figures – Nutrition</a>
<b>Responsible Marketing</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 18</a>
GRI 417: Marketing and Labelling (2016)	417-1: Requirements for product and service information and labelling	<a href="#">Sustainability Report 2024, p. 18</a>
	417-2: Incidents of non-compliance concerning product and service information and labelling	There were no major non-compliances with regulations identified during the reporting period.
	417-3: Incidents of non-compliance concerning marketing communications	During the reporting period, no incidents of non-compliance with regulations resulting in a fine, penalty, or warning were registered. CCHBC is fully compliant with the industry's voluntary Swiss Pledge commitment.
<b>Integrity and Anti-Corruption</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 22</a>
GRI 205: Anti-Corruption (2016)	205-1: Operations assessed for risks related to corruption	<a href="#">Sustainability Report 2024, p. 22</a>
	205-2 a-d: Communication and training about anti-corruption policies and procedures	<a href="#">Sustainability Report 2024, p. 22</a>
	205-3: Confirmed incidents of corruption and actions taken	<a href="#">Sustainability Report 2024, p. 22</a>
GRI 206: Anti-Competitive Behaviour (2016)	206-1: Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<a href="#">Sustainability Report 2024, p. 22</a>
<b>Diversity and Inclusion</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 25</a>
GRI 405: Diversity and Equal Opportunity (2016)	405-1: Diversity of governance bodies and employees	<a href="#">Key Figures – People &amp; Communities</a> Composition of the SLT (as of 31 December 2024) by age: <ul style="list-style-type: none"> <li>• Under 30 years old: 0%</li> <li>• 30–50 years old: 90%</li> <li>• over 50 years old: 10%</li> </ul>
	405-2: Ratio of basic salary and remuneration of women to men	<a href="#">Sustainability Report 2024, p. 25</a> CCHBC's significant locations of operation are: Opfikon, Vufflens-la-Ville, Dietlikon, Kestenholz, Vals, Zizers.

GRI Standard	Disclosure	Reference, (additional) comments and information																				
Employee Health and Engagement																						
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 26</a>																				
GRI 401: Employment (2016)	401-1: New employee hires and employee turnover	Number and rate of new employee hires																				
		<table><tr><td></td><td colspan="2">Women</td><td colspan="2">Men</td></tr><tr><td>Under 30</td><td>18</td><td>14,29%</td><td>31</td><td>24,6%</td></tr><tr><td>Between 30–50</td><td>21</td><td>16,67%</td><td>52</td><td>41,27%</td></tr><tr><td>Above 50</td><td>1</td><td>0,79%</td><td>3</td><td>2,38%</td></tr></table>		Women		Men		Under 30	18	14,29%	31	24,6%	Between 30–50	21	16,67%	52	41,27%	Above 50	1	0,79%	3	2,38%
			Women		Men																	
		Under 30	18	14,29%	31	24,6%																
	Between 30–50	21	16,67%	52	41,27%																	
	Above 50	1	0,79%	3	2,38%																	
	Total number and rate of employee turnover:																					
	<table><tr><td></td><td colspan="2">Women</td><td colspan="2">Men</td></tr><tr><td>Under 30</td><td>4</td><td>0,62%</td><td>12</td><td>1,85%</td></tr><tr><td>Between 30–50</td><td>16</td><td>2,74%</td><td>35</td><td>5,39%</td></tr><tr><td>Above 50</td><td>0</td><td>0,0%</td><td>9</td><td>1,39%</td></tr></table>		Women		Men		Under 30	4	0,62%	12	1,85%	Between 30–50	16	2,74%	35	5,39%	Above 50	0	0,0%	9	1,39%	
		Women		Men																		
	Under 30	4	0,62%	12	1,85%																	
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Above 50	0	0,0%	9	1,39%																		
Note: Turnover is defined as leavers who were on permanent contract and left (no restructuring this year). <a href="#">Key Figures – Our People and Communities: People Development</a>																						
401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	In terms of benefits, CCHBC does not distinguish between permanent full-time and part-time employees. For temporary employees, the same provisions apply for social and accident insurances (including health and pension plans) as for permanent employees. Some benefits are not provided or under different preconditions, e.g. for other benefits, such as parental leave or the purchasing of shares of the Coca-Cola HBC Group.																					
GRI 402: Labour/ Management Relations (2016)	402-1: 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 12 weeks.  There are no collective bargaining agreements in place.																				
GRI 403: Occupational Health and Safety (2018)	403-1: Occupational health and safety management system	<a href="#">Sustainability Report 2024, p. 26</a>																				
	403-2: Hazard identification, risk assessment, and incident investigation	<a href="#">Sustainability Report 2024, p. 26</a> <a href="#">Sustainability Report 2024, p. 22</a>																				
	403-3: Occupational health services	<a href="#">Sustainability Report 2024, p. 26</a> <a href="#">GRI 403-2 a</a>																				
	403-4: Worker participation, consultation, and communication on occupational health and safety	<a href="#">Sustainability Report 2024, p. 26</a>																				

GRI Standard	Disclosure	Reference, (additional) comments and information
GRI 404: Training and Education (2016)	404-1: Average hours of training per year per employee	<p>Average training hours per employee in 2024: 22 h</p> <p>Employees by gender:</p> <ul style="list-style-type: none"> <li>• Women: 25 h</li> <li>• Men: 21 h</li> </ul> <p>By employee category (workforce segments):</p> <ul style="list-style-type: none"> <li>• Other (Professionals, Supporters and Troopers): 19.09 h</li> <li>• Front Line Leader: 33.81h</li> <li>• Change Leader: 38.94h</li> <li>• Top300: 33.17 h</li> <li>• Top40: 1.5 h</li> </ul>
	404-2: Programmes for upgrading employee skills and transition assistance programmes	<p>CCHBC's training and assistance programmes to upgrade employee skills encompass the following offerings:</p> <p>Professional education programmes: Local Graduate Trainee Programme, Leadership Trainee Programme and Apprentice Programme</p> <p>Leadership training:</p> <ul style="list-style-type: none"> <li>• Fast Forward Programmes for various leadership segments to train leadership skills and various curricula to prepare for or support adaptation to new leadership roles.</li> <li>• "Passion to Lead" is a Leadership, Culture &amp; Inclusion Centre of Expertise (L,C&amp;I CoE) Core Programme Curriculum specific to the Front-Line Leader workforce segment focused on adapting to the new role after promotion in the initial 3 to 18 months in the role.</li> <li>• "LEAP" is a L,C&amp;I CoE Core Programme Curriculum specific to the Change Leader workforce segment focused on adapting to the new role after promotion in the initial 3 to 18 months in the role.</li> <li>• "EXCEL" is a LC&amp;I CoE Core Programme Curriculum specific to the Function Head workforce segment focused on balancing cross-functional business education modules as well as Coca-Cola Hellenic specific knowledge. The women-only LC&amp;I CoE programmes "Women in Leadership 1" and "Women in Leadership 2" address the leadership issues and career blockers that affect women executives, empowering them to drive their careers, unlock their potential and give them the tools to tackle self-limiting beliefs and build strategic perspective.</li> </ul> <p>Skill trainings:</p> <ul style="list-style-type: none"> <li>• L,C&amp;I CoE Core Programme Curriculum specific to each workforce segment focused on adapting after promotion a) in the initial 3 to 6 months and b) 6 to 18 months in the role.</li> <li>• BD Supercharger programme aimed at increasing skills of our Business Developers population.</li> </ul> <p>Assistance and pre-retirement programmes:</p> <ul style="list-style-type: none"> <li>• In the case of employment terminations, we collaborate with EAP, which provides career counselling and job placement services on a case-by-case basis.</li> <li>• We also offer internal pre-retirement training performed by the pension fund and our external pension fund administrator.</li> </ul>
	404-3: Percentage of employees receiving regular performance and career development reviews	<p>616 employees at CCHBC received a performance and career development review for the 2024 Annual Review cycle.</p> <p>Percentage by employee category:</p> <ul style="list-style-type: none"> <li>• Supporters, Troopers &amp; Professionals: 82.47%(508)</li> <li>• Front Line Leaders: 8.12% (50)</li> <li>• Future Drivers: 0.81% (5)</li> <li>• Change Leaders: 6.98% (43)</li> <li>• Top300: 1.46% (9)</li> <li>• Top40: 0.16% (1)</li> </ul> <p>The total number of employees differs, since reviews are done over the full year 2024 and not just on the reported headcount as of 31 December 2024, which is the key date for other indicators reported in the <a href="#">Key Figures – Our People and Development</a>.</p>

GRI Standard	Disclosure	Reference, (additional) comments and information
<b>Social Engagement</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 30</a>
GRI 413: Local Communities (2016)	413-2: Operations with local community engagement, impact assessments, and development programmes	<a href="#">Sustainability Report 2024, p. 30</a>
<b>Direct and Indirect Economic Impacts</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 32</a>
GRI 201: Direct Economic Impacts (2016)	201-1: Direct economic value generated and distributed	Consolidated financial information is disclosed at the Coca-Cola HBC Group level only (see <a href="#">GRI 2-3</a> ).  Some information on our value generation can be derived from disclosed KPIs – such as number of employees or production volumes – in the <a href="#">Key Figures</a> .
GRI 203: Indirect Economic Impacts (2016)	203-2: Significant indirect economic impacts	<a href="#">Sustainability Report 2024, p. 32</a>
<b>Water Management</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 48</a>
GRI 303: Water and Effluents (2018)	303-1 a: Interactions with water	In our business model, water is a crucial resource for CCHBC. Besides processing water in our products, we mainly use water in our rinsing and cleaning processes.  Details regarding water withdrawal, discharge, and consumption: <a href="#">GRI 303-2</a> , <a href="#">303-3</a> and <a href="#">303-4</a>
	303-1 b: Approach to identify water-related impacts	<a href="#">Sustainability Report 2024, p. 48</a>  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 conduct an Annual Geology Report for Vals and Dietlikon. Through the SVA and SWPP, we gain additional insights on our actual and potential water impacts.
	303-1 c: Approach to address water-related impacts	<a href="#">Sustainability Report 2024, p. 48</a>  Our water usage affects local communities. We maintain close contact with relevant authorities regarding our consumption and permits, and proactively manage water-related risks. We have transitioned from external certifications like AWS to the comprehensive Coca-Cola HBC Group Water Stewardship Programme. These assessments, along with our ongoing stakeholder engagement process, ensure we understand and responsibly manage our interactions with water as a shared resource within our catchment areas.
	303-1 d: Process for setting water-related goals in each area with water stress	Switzerland is not considered an area with water stress.  Nevertheless, we define specific water-related targets for CCHBC based on forecasted production volumes as well as planned projects and business changes, and we track our water consumption (see <a href="#">Sustainability Report 2024, p. 48</a> and <a href="#">Key Figures - Water Use and Stewardship</a> ).
	303-2: Management of water discharge-related impacts	Wastewater treatment is strictly regulated in Switzerland, and 100% of our wastewater is treated in municipally owned wastewater treatment plants.



GRI Standard	Disclosure	Reference, (additional) comments and information
	303-3: Water withdrawal	<p>Information on water withdrawal from all areas:  <a href="#">Key Figures – Water Use and Stewardship: Water</a></p> <p>Water withdrawal by sources in 2024:</p> <ul style="list-style-type: none"> <li>• Surface water: not applicable.</li> <li>• Groundwater: Dietlikon: 334,568 m<sup>3</sup>; supplied by the municipal water supplier</li> <li>• Seawater: not applicable.</li> <li>• Produced water: not applicable.</li> <li>• Third-party water: Vals (artesian sources): 42,074 m<sup>3</sup> (plus extracted water: 97,568 m<sup>3</sup>)</li> </ul> <p>Thereof:</p> <ul style="list-style-type: none"> <li>• In Dietlikon: only freshwater</li> <li>• In Vals: mainly water other than freshwater due to production of highly mineralised natural mineral water</li> </ul> <p>Information on data collection and methodologies:</p> <ul style="list-style-type: none"> <li>• Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.</li> </ul> <p>Please note: Switzerland is not considered an area with water stress. Therefore, no water is withdrawn from areas with water stress.</p>
	303-4: Water discharge	<p>Information on water discharge from all areas:  <a href="#">Key Figures - Water Use and Stewardship: Effluents</a></p> <p>Water discharge by types of destination in 2024</p> <ul style="list-style-type: none"> <li>• Surface water: 0</li> <li>• Groundwater: 0</li> <li>• Seawater: not applicable</li> <li>• Third-party water: 196,929 m<sup>3</sup></li> <li>• Thereof, no water is discharged to freshwater areas (i.e., 100% other water discharge).</li> </ul> <p>Substances of concern for which discharges are treated:</p> <ul style="list-style-type: none"> <li>• The ISO 14001 and internal audits confirm that no substances of concern are discharged from our plants.</li> <li>• Detailed analyses of chemicals used and risk assessments are available. We also constantly exchange information with our suppliers and make sure that safety data sheets are up to date.</li> </ul> <p>Information on data collection and methodologies:</p> <ul style="list-style-type: none"> <li>• Data from municipal wastewater treatment plants, annual wastewater analysis, online monitoring of pH value and temperature.</li> </ul> <p>Please note: Switzerland is not considered an area with water stress. Therefore, no water is discharged to areas with water stress.</p>
	303-5: Water consumption	<p>Information on water consumption for all areas:  <a href="#">Key Figures - Water Use and Stewardship: Water</a></p> <p>Additional information:</p> <ul style="list-style-type: none"> <li>• Water stress: Switzerland is not considered an area with water stress. Therefore, no water is consumed from areas with water stress.</li> <li>• Water storage: We have water tanks in our production plants in Vals. The industrial water tank in Dietlikon was taken offline in 2024. Otherwise, there were no significant changes during the reporting year.</li> </ul> <p>Information on data collection and methodologies:</p> <ul style="list-style-type: none"> <li>• Our many data sources include online measurements, water meters, and invoices. Moreover, we compile monthly water balance sheets and investigate significant deviations.</li> </ul>

GRI Standard	Disclosure	Reference, (additional) comments and information
GRI 304: Biodiversity (2016)	304-1: Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<p>In our operations, the two plants have the highest impact on their natural surroundings. Both are located in areas of ecological importance but not in or next to protected areas.</p> <p>Our site in Dietlikon:</p> <p>The site is situated in the Mittelland region of Switzerland and predominantly used for industrial purposes. It covers a total area of approximately 34,200 m<sup>2</sup>, including commercial buildings and sealed areas for storage and traffic. A key natural feature is the Altbach stream, a linear watercourse that flows through the premises. The stream is not only a habitat for local fauna, including diverse bird species and a beaver, but also supports a variety of native vegetation and aquatic plants. While the Altbach stream and its surrounding areas do not have a specific protected status under conventions like the IUCN or Ramsar, they are governed by local water protection regulations, emphasising their ecological importance.</p> <p>Our site in Vals:</p> <p>Our plant in Vals is located in the Valser Valley in the eastern Central Alps at an average elevation of around 1,245 metres above sea level. It primarily serves industrial and operational purposes, encompassing production and warehouse buildings, along with adjacent green and recreational spaces. The total area of our owned land measures approximately 26,850 m<sup>2</sup>, with around 16,800 m<sup>2</sup> dedicated to operational use and about 10,000 m<sup>2</sup> comprising surrounding green and leisure areas.</p> <p>The geological features of our site are diverse with a mix of subpeninnic crystalline rocks and sedimentary layers. The presence of Adula nappe crystalline rocks, Bündner schists, and marble in the region reflects the area's rich geological history. Our facility is situated in a region that is close to various protected areas, including the Swiss National Park and regional nature parks. The biodiversity value of the location is significant, given its placement within the Alpine ecosystem, which hosts a variety of habitats and species.</p>
	304-2: Significant impacts of activities, products and services on biodiversity	<p>At both sites, the initial construction of our production plants led to a reduction in available habitat space. Given the permanent nature of our site's structures, the impacts on local biodiversity are long-term. Some of the impacts may be irreversible.</p> <p>Additionally, there is a risk of introduction of invasive species, pests and pathogens in the movement of goods. At both sites, however, no specific instances of invasive species have been identified, and no such risk is inherent or heightened in our business activities. Overall, our hydrological studies indicate potential changes in the water balance due to climate change, which could indirectly affect ecological processes such as salinity and groundwater levels.</p> <p>Specific impacts in Dietlikon:</p> <ul style="list-style-type: none"> <li>• Pollution: As with any industrial facility, there is a risk of pollution, which could affect local biodiversity. This risk is particularly relevant to the Altbach stream due to its proximity to our premises.</li> <li>• Local species: Our presence impacts various species, including beavers, birds, and aquatic life, due to the diverse trees and shrubs along the Altbach stream. The presence of beavers, a key species for wetland ecosystems, underlines the importance of maintaining this habitat.</li> </ul> <p>Specific impacts in Vals:</p> <ul style="list-style-type: none"> <li>• Backwashing: We regularly backwash sand filters and discharge backwash water into the Bodabach, which may impact the species and aquatic life in the stream. We closely examine the impact of our operations to mitigate any adverse effects.</li> <li>• Positive developments have been observed at the St. Paulsquelle spring, another critical area within our scope. Our assessment in 2023 has shown an increase in species diversity compared to a 2011 baseline, indicating a healthy and thriving ecosystem.</li> </ul>

GRI Standard	Disclosure	Reference, (additional) comments and information
<b>Emissions and Energy</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 36</a>
GRI 302: Energy (2016)	302-1: Energy consumption within the organisation	<p><a href="#">Key Figures – Emissions Reduction: Energy</a></p> <p>Please note that CCHBC does not sell any heating, steaming, or cooling energy to third parties.</p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• Electricity/gas/heating oil meter readings: Measurements</li> <li>• Electricity/gas used: Invoices and measurements provided by supplier</li> <li>• Fuel and CNG used: Fuel cards</li> <li>• Electric cars: Average consumption/100 km provided by manufacturer; electricity used for charging where possible</li> <li>• The fleet reports were tracked monthly. The distances driven using CNG or petrol were calculated and estimated. For electric cars, the actual kWh charged were used for distance calculation where possible. Mileage and average consumption/100km were also used to calculate km driven.</li> <li>• Conversion factors agreed with Group: See <a href="#">Coca-Cola HBC Group 2024 GRI Content Index, p. 36</a></li> </ul>
	302-2: Energy consumption outside of the organisation	<p><a href="#">Key Figures – Emissions Reduction: Energy</a></p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• Fuel used and kilometres driven by 3<sup>rd</sup> party logistics provider.</li> <li>• Conversion factors agreed with Group. See <a href="#">Coca-Cola HBC Group 2024 GRI Content Index, p. 36</a></li> </ul>
	302-3: Energy intensity	<a href="#">GRI 302-1</a>
	305-1: Direct (Scope 1) GHG emissions	<p><a href="#">Key Figures – Emissions Reduction: Emissions</a></p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.</li> <li>• Scope 1 includes the activities under our operational control.</li> <li>• The following gases are included in our CO<sub>2</sub> eq factor: CO<sub>2</sub>, HFCs, PFCs.</li> <li>• Biogenic CO<sub>2</sub> is not used and reported.</li> <li>• Indicators are not reported with reference to a base year.</li> <li>• Emissions related to thermal energy at our plants and remote properties are calculated based on the actual use of thermal energy, except for the new head-quarters in Opfikon.</li> <li>• For the quantification of the emissions from company cars, fleet reports are tracked monthly. The distances driven using CNG or petrol were calculated and estimated. The data analysis was moved to a web-based tool in 2023 that allowed improved data validation.</li> <li>• For GHG emissions, the Scope 1 emissions of refrigerants from the refrigerant loss (assumed 2%) are included.</li> </ul> <p>Sources of the emissions factors and global warming potential:</p> <ul style="list-style-type: none"> <li>• Conversion factors agreed with Group: See <a href="#">Coca-Cola HBC 2024 GRI Content Index, p. 27-29</a>.</li> <li>• Emissions from mobile and stationary combustion: IPCC 2006, IPCC 2013 Guidelines for National Greenhouse Gas Inventories.</li> <li>• Emission factors for own and leased fleet emissions factors: Group-internal GHG tool from TCCC.</li> <li>• Emissions from fuels used in production: TCCC tool developed with the Institute for Energy and Environmental Research (ifeu, Heidelberg, Germany) based on IPCC 2006, Guidelines for National Greenhouse Gas Inventories.</li> <li>• Emissions from refrigerants: TCCC tool developed with the Institute for Energy and Environmental Research (ifeu, Heidelberg, Germany): Global warming potential of refrigerant (100 years) / GHG Protocol – Global warming potential (GWP) values relative to CO<sub>2</sub>.</li> </ul>
	305-2: Energy indirect (Scope 2) GHG emissions	<p><a href="#">Key Figures – Emissions Reduction: Emissions</a></p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.</li> <li>• Scope 2 includes the activities under our operational control.</li> <li>• The following gases are included in our CO<sub>2</sub> eq factor: CO<sub>2</sub>.</li> <li>• Indicators are not reported with reference to a base year.</li> <li>• Conversion factors agreed with Group. See <a href="#">Coca-Cola HBC 2024 GRI Content Index, p. 27-29</a>.</li> </ul>

GRI Standard	Disclosure	Reference, (additional) comments and information
	305-3: Other indirect (Scope 3) GHG emissions	<p><a href="#">Key Figures – Emissions Reduction: Emissions</a></p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• We use the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.</li> <li>• The following gases are included in our CO<sub>2</sub> eq factor: CO<sub>2</sub>.</li> <li>• Biogenic CO<sub>2</sub> is not used and reported.</li> <li>• Indicators are not reported with reference to a base year.</li> <li>• Conversion factors agreed with Group.</li> </ul> <p>See <a href="#">Coca-Cola HBC 2024 GRI Content Index, p. 27-29</a>.</p> <ul style="list-style-type: none"> <li>• Emissions from mobile and stationary combustion: IPCC 2006, IPCC 2013 Guidelines for National Greenhouse Gas Inventories.</li> <li>• Emissions from ingredients/packaging materials: Life Cycle Assessments by TCCC.</li> <li>• Coca-Cola HBC assesses and discloses the financial implications of climate change, including quantified risks and opportunities related to emissions. For details on how we manage climate risks and opportunities follow the link: <a href="#">Read more about how we manage climate change risks and opportunities here</a>.</li> </ul>
	305-4: GHG emissions intensity	<p><a href="#">Key Figures – Emissions Reduction: Emissions</a></p> <p>Information on gases included in the calculation: <a href="#">GRI 305-1</a>, <a href="#">GRI 305-2</a> and <a href="#">GRI 305-3</a></p>
	305-7: Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	<p><a href="#">Key Figures – Emissions Reduction: Emissions</a></p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <ul style="list-style-type: none"> <li>• Fuel and CNG used: Fuel cards</li> <li>• Fuel used by 3<sup>rd</sup> party logistics provider = estimates</li> <li>• NOx and SOx calculations based on FOEN guidelines</li> <li>• The fleet reports were tracked monthly. The distances driven using CNG petrol and petrol electricity were calculated and estimated.</li> </ul>
<b>Packaging, Recycling and Waste Management</b>		
GRI 3: Material Topics 2021	3-3: Management of material topics	<a href="#">Sustainability Report 2024, p. 42</a>
GRI 301: Materials (2016)	301-1: Materials used by weight or volume	<a href="#">Key Figures – World Without Waste: Materials used</a>
	301-2: Recycled input materials used	<a href="#">Key Figures – World Without Waste: Primary packaging from recycled sources</a>
	301-3: Reclaimed products and their packaging materials	<p>2024: 1165 metric tons (reclaimed PET) and 31.172 t tanks (to be reused)</p> <p>2024: Reclaimed vs. sold</p> <ul style="list-style-type: none"> <li>• Can: 0.00%</li> <li>• Non-Returnable Glass Bottle: 0.00%</li> <li>• Returnable Glass Bottle: 0.00%</li> <li>• PET &amp; PET Deposit: 0.00042%</li> <li>• Tank: 0.258%</li> <li>• Grand Total: 0.007%</li> </ul> <p>In 2024 the PET reclaim rate was 0.00042% and remained close to stable. The reclaimed PET concerned Valser products where sales were 7.7% higher in 2024 vs. 2023. Tanks reclaimed were reported based on the newly developed Food Loss Report. As the tank sales volume has been in decline for years, we expect an increase of reclaims in the future.</p> <p>Data is the sum of empty returned PET bottles and tanks. The data for this disclosure has been collected in our Monthly <a href="#">Waste Management – PET Recycling Report from plants</a>.</p>
GRI 306: Waste (2020)	306-1: Waste generation and significant waste-related impacts	<a href="#">Sustainability Report 2024, p. 42</a>
	306-2: Management of significant waste related impacts	<a href="#">Sustainability Report 2024, p. 42</a>
	306-3: Waste generated	<a href="#">Key Figures – World without waste: Waste</a>



GRI Standard	Disclosure	Reference, (additional) comments and information																														
	306-4: Waste diverted from disposal	<p><u>Key Figures – World without waste: Waste</u></p> <p>Most of our waste is reused or recycled. For waste directed to disposal, we work with authorised waste contractors in Switzerland (see <a href="#">Sustainability Report 2024, p. 42</a>) and have no landfilled waste as it is forbidden by law in Switzerland.</p> <p>Additional information per waste type:</p> <ul style="list-style-type: none"> <li>• Sludge: Our sludge is dried, analysed, and – depending on the result – incinerated or sent to a federally controlled disposal site. In Dietlikon, we have had no sludge disposal since 2019.</li> <li>• 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.</li> <li>• Compost: Green waste is composted.</li> <li>• Other recovery operations: Material that cannot be recycled is incinerated with energy recovery technology.</li> </ul>																														
	306-5: Waste directed to disposal	<u>GRI 306-4</u>																														
<b>Sustainable Procurement and Supplier Relations</b>																																
GRI 3: Material Topics 2021	3-3: Management of material topics	<p><a href="#">Sustainability Report 2024, p. 54</a>  <a href="#">Sustainability Report 2024, p. 32</a></p>																														
GRI 204: Procurement Practices (2016)	204-1: Proportion of spending on local suppliers	<p>Details on CCHBC's procurement spend 2024:</p> <table> <tr> <th>Type of spend in CHF</th><th>CHF</th><th>in %</th></tr> <tr> <td>Indirect procurement</td><td>164</td><td>77</td></tr> <tr> <td>Direct procurement</td><td>48</td><td>23</td></tr> <tr> <td><b>Total</b></td><td><b>212</b></td><td><b>100</b></td></tr> <tr> <td>International spend</td><td>33</td><td>13</td></tr> <tr> <td>National spend</td><td>206</td><td>87</td></tr> <tr> <td><b>Total</b></td><td><b>239</b></td><td><b>100</b></td></tr> <tr> <td>Addressable spend</td><td>146</td><td>61</td></tr> <tr> <td>Non-addressable spend</td><td>93</td><td>39</td></tr> <tr> <td><b>Total</b></td><td><b>239</b></td><td><b>100</b></td></tr> </table> <p>Explanations:</p> <ul style="list-style-type: none"> <li>• 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 &amp; Operations, Capital Equipment, Fleet, Facility Management, etc.).</li> <li>• Direct procurement: Acquisition of raw materials and goods for production (e.g., sugar, PET, glass, closures, shrink film, etc.).</li> <li>• International spend: Total CHF spend with suppliers based outside of Switzerland.</li> <li>• National spend: Total CHF spend with suppliers based in Switzerland.</li> <li>• Addressable spend: Total spend that can be influenced by Procurement.</li> <li>• Non-addressable spend: Spend that cannot be influenced by Procurement (e.g., taxes, some type of fees, etc.).</li> <li>• Definition of "local": Switzerland is defined as local, i.e., local suppliers are defined as having an office based in Switzerland to deliver goods or services to our local organisation. If they deliver from a branch abroad, then it is considered international. There is only one exception for our 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.</li> <li>• Definition of "significant locations of operation": CCHBC's headquarters and branches in Switzerland are defined as significant locations of operation. This includes our offices and production sites in Brüttisellen, Dietlikon, Kestenholz, Vufflens-la-Ville, Vals, and Zizers (covering all locations).</li> </ul>	Type of spend in CHF	CHF	in %	Indirect procurement	164	77	Direct procurement	48	23	<b>Total</b>	<b>212</b>	<b>100</b>	International spend	33	13	National spend	206	87	<b>Total</b>	<b>239</b>	<b>100</b>	Addressable spend	146	61	Non-addressable spend	93	39	<b>Total</b>	<b>239</b>	<b>100</b>
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GRI 308: Supplier Environmental Assessment (2016)	308-1: New suppliers screened using environmental criteria	<p>100% of new suppliers were screened using environmental and social criteria. This corresponds to a total of 109 new or reopened suppliers in 2024.</p>																														

GRI Standard	Disclosure	Reference, (additional) comments and information
	308-2: Supplier assessments for environmental impacts and results	<p>99 suppliers are registered in EcoVadis for the Business Unit Switzerland (CCHBC). The average EcoVadis score of these suppliers for Switzerland is 64.9 and thus 17.2 points higher than the EcoVadis benchmark. 91% achieve a score of <math>\geq 45</math> points.</p> <p>In total, 9 suppliers were identified with a low score in EcoVadis (<math>&lt; 45</math> points), mainly due to incompleteness of data submitted to EcoVadis. However, no major negative environmental or social impact was identified which would require significant improvements in this area or termination of the relationship. Corrective action plans are automatically created in the EcoVadis tool and the supplier is informed accordingly. Local buyers can trace and ensure that action plans are closed in the expected timeframe.</p>
GRI 414: Supplier Social Assessment (2016)	414-1: New suppliers that were screened using social criteria	<a href="#">GRI 308-1</a>
	414-2: Negative social impacts in the supply chain and actions taken	<a href="#">GRI 308-2</a>