



# Sustainability Report

2021



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# Letter from the General Managers of the Coca-Cola System

[102-14]

Dear Sir or Madam,

The year 2021 passed marked by the COVID-19 pandemic, continuing the great uncertainty among citizens and businesses. Despite so many challenges and the need to respond to the changing reality, we can proudly say that we have achieved very good results, which are the consequence of diligently focusing on key priorities and the great commitment of our employees, partners, and customers who choose our products every day. Our appreciation and thanks are directed precisely at you.

The priority of our business strategy was - and continues to be - sustainable development, in terms of which we continued our activities last year. From the European perspective, we have worked primarily on our Net Zero commitment, which we announced last October. In this respect, we have pledged to achieve net-zero emissions throughout the value chain by 2040. We are also really proud of obtaining the internationally renowned Alliance for Water Stewardship (AWS) certificate, which was awarded to all our Polish plants - in Radzymin, Tylicz, and Staniątki, and the plant in Tylicz, as the only one in Poland, was given

the highest, platinum certificate. We have expanded our portfolio with innovations in terms of packaging, which constitutes one of the main pillars of our "World Without Waste" ambition. Paper packaging based on the KeelClip technology stands for a greener and easier-to-recycle alternative to shrink film applied to multi-pack cans.

In the year 2021, a lot also happened in the regulatory environment. We support the government's decision to create a deposit system in Poland. If the system is properly developed, it will allow us to collect 90% or more of the marketed beverage packaging for recycling and reusing the raw material in the production of new packaging. We are currently waiting for further legislative propositions that will have a major impact on implementing our sustainability strategy, especially in the field of packaging waste management. The biggest challenge of the past year, from a business point of view, was facing the new beverage tax (colloquially known as the sugar tax). Coca-Cola is one of the companies most burdened with this tax, and its result was an unprecedented increase in prices of carbon-

ated beverages in early 2021, which negatively surprised consumers. Today, we know that even though the entire category recorded a 16% decrease in sales volume compared to 2020, we have recorded a record high share in sales in this category, which proves that we have prepared well in terms of business for this difficult circumstance.

We have also directed our efforts towards further developing our portfolio, under the adopted 24/7 strategy, thanks to which we can offer consumers beverages for every occasion and time of day. Last year, we introduced a new version of Coca-Cola Zero and continued investing in new categories, such as the COSTA COFFEE Home Edition. In the case of Coca-Cola HBC Poland, we have also developed the premium alcohol segment and acquired the Costa Express business, available in HoReCa channels and offices.

We also remain consistent in our commitment to investing in our people - their potential, as well as personal and professional development through various educational and development programs.

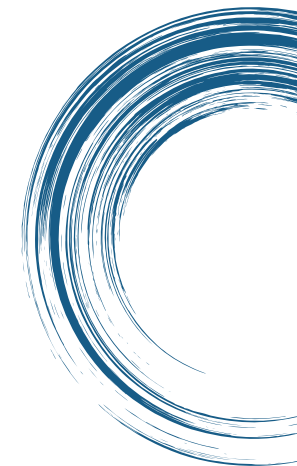
We know that with such employees, partners, and customers we can look into the future with confidence and pride. Together, we want to continue to have a positive impact on our socio-economic environment and continue to reduce our impact on the environment and climate. It was a year full of challenges, but also successes and that is why we are proud to present to you the Sustainability Report for 2021.



**Jaak Mikkel,**  
General Manager,  
Coca-Cola HBC Poland and Baltics



**Natalia Stroe,**  
General Manager,  
Coca-Cola Poland and Baltics



# The Coca-Cola System



# Coca-Cola around the world



The global Coca-Cola System comprises The Coca-Cola Company and about 300 partner companies, including the Coca-Cola HBC AG Group.

The Coca-Cola Company is the largest and most famous company in the beverage industry in the world. The company's products are sold in over 200 countries. The company's headquarters are located in Atlanta, Georgia in the United States.

Coca-Cola Poland Services is a subsidiary of The Coca-Cola Company, an owner of the world's leading soft drink brands.

Coca-Cola HBC Poland is a division of the Coca-Cola Hellenic Bottling Company, the Coca-Cola Company's second-largest beverage bottler in the world, serving more than 700 million consumers.

The Coca-Cola Company produces and sells concentrates, beverage bases and syrups for bottlers, also is the trademark owner and is responsible for marketing consumer brands.

Coca-Cola Hellenic Bottling Company is one of the largest bottling companies of The Coca-Cola Company in terms of sales. The main global headquarters of the Coca-Cola HBC Group are located in Switzerland, and the company itself is listed on the London Stock Exchange, as well as on the stock exchanges in Athens and New York under a secondary listing.

In 2021, S&P Global's *The Sustainability Yearbook 2021* and the Dow Jones Sustainability Index (one of the world's leading rankings of sustainable companies) once again **recognised Coca-Cola HBC as the most sustainable beverage company in Europe.** For the eleventh time in a row, the company has also found itself among the top three beverage producers in the world.

The sustainable development of the entire Coca-Cola System depends on cooperation, as well as sharing the values and experience gained by The Coca-Cola Company and its individual companies, which is why all of them support one another at every stage of doing business.



# Coca-Cola Poland and Baltics

[102-1] [102-2] [102-3] [102-4] [102-5] [102-6]

Coca-Cola is one of the most recognisable global brands with a business footprint in over 200 countries around the world. In each location it operates it has the same structure: the brand owner, i.e. The Coca-Cola Company, and a bottling company. Our business unit, Coca-Cola HBC Poland and Baltics, is responsible for the production, distribution, and sale of beverages in four countries: Estonia, Lithuania, Latvia, and Poland.

We are a strategic partner of The Coca-Cola Company and serve over 30 million customers. We offer beverages for every occasion around the clock. We produce, sell, and distribute sparkling soft drinks of the most famous brands, including Coca-Cola, Coca-Cola Zero, Sprite, and Fanta. Our offer also includes water, juices, iced teas, plant-based drinks, and energy drinks. In 2020, Costa Coffee with its at-home offering was also added to our portfolio, as well as

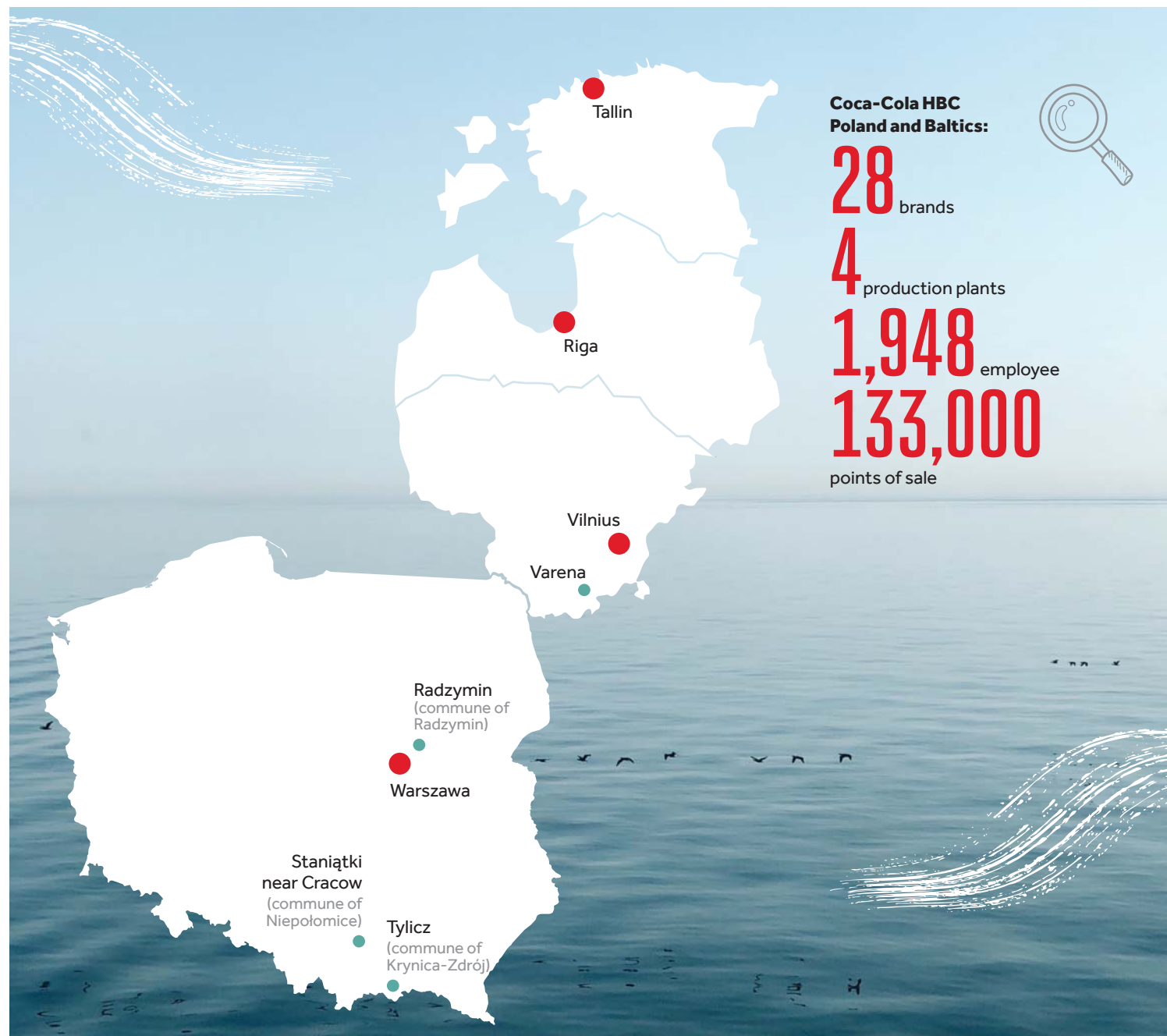
premium spirits from brands such as Brown Forman, Edrington, and Campari, which we distribute. We combine the knowledge, experience and brand recognition of The Coca-Cola Company with our competitive advantage, infrastructure and experience in production and sales, to create value for our customers and business partners.

Coca-Cola HBC Poland and Baltics formally belongs to the Coca-Cola HBC AG Group. The company's headquarters are in Warsaw, and the other regional offices are in Vilnius, Riga, and Tallinn. In four countries we employ 1,948 people in total. The greatest number, over 1,650 people, work in Poland, and our investments in Poland since 2010 have exceeded PLN 1.3bn.

*Take a look at  
our portfolio*



[102-7]



### The financial results

of Coca-Cola HBC Poland are presented collectively in the Integrated Annual Report of the Coca-Cola HBC Group.



# Responsible management

At Coca-Cola HBC Poland and Baltics we strive to respond to the most pressing challenges of the contemporary world by launching and getting involved in important environmental and social initiatives. A sustainable approach to the company's development is an essential aspect of our business strategy and organisational culture.

We included the commitments of Coca-Cola HBC Poland and Baltics in our Mission Sustainability 2025. We created it based on our strategic priorities and values. The mission is aligned to the United Nations Sustainable Development Goals (SDGs) and is based on six pillars.

Moreover, in 2021, the Coca-Cola HBC Group announced a strategy to achieve climate neutrality by 2040 (more on this topic in the Environment chapter of this report).



## PILLARS OF MISSION SUSTAINABILITY 2025

1. Emissions reduction
2. Less water consumption and water stewardship
3. World Without Waste
4. Sourcing
5. Nutrition
6. Our people and communities

### MISSION SUSTAINABILITY 2025 COMMITMENTS

**EMISSIONS REDUCTION**

1. LESS EMISSIONS IN OUR OPERATIONS  
Reduce direct carbon emissions ratio by **30%**
2. LESS EMISSIONS IN CUSTOMER OUTLETS  
**50%** of our refrigerators in customer outlets will be energy efficient
3. MORE RENEWABLES  
**50%** of total energy used in our plants will be from renewable and clean sources
4. 100% RENEWABLE AND CLEAN ELECTRICITY  
**100%** of the total electricity used in our plants in EU and Switzerland will be from renewable and clean sources

**WATER REDUCTION & STEWARDSHIP**

5. LESS WATER CONSUMPTION IN WATER-RISK AREAS  
Reduce water use in plants located in water risk areas by **20%**
6. 100% WATER SECURITY IN WATER-RISK AREAS  
Help secure water availability for all our communities in water risk areas

**WORLD WITHOUT WASTE**

7. 100% RECYCLABLE PACKAGING  
**100%** of our consumer packaging will be recyclable
8. MORE RECYCLED PET  
Source **25%** of the total PET we use from recycled PET and/or PET from renewable material
9. MORE WASTE COLLECTION  
Help collect the equivalent of **75%** of our primary packaging

**SOURCING**

10. SOURCING  
Source **100%** of key agricultural ingredients in line with sustainable agricultural principles

**NUTRITION**

11. LESS CALORIES ACROSS SSD PORTFOLIO  
Reduce by **25%** the calories per 100ml of sparkling soft drinks

**OUR PEOPLE & COMMUNITIES**

12. PROMOTING SAFETY FOR OUR WORKFORCE  
Target zero fatalities and reduce (lost time) accident rate by **50%**
13. FULL GENDER BALANCE  
**50%** of manager positions will be held by women
14. SUPPORTING OUR COMMUNITIES TO LEARN  
**10%** community participants will join first-time managers' development programmes
15. SCALE UP #YE FLAGSHIP PROGRAMME  
#Youth Empowered - train **1 million** young people
16. ZERO WASTE COOPERATION  
Engage in **20** Zero Waste partnerships (city and/or coast)
17. VOLUNTEERING  
**10%** of employees will take part in volunteering initiatives

**Coca-Cola Hellenic Bottling Company**



**Corporate governance**

[102-18]

As a Swiss corporation listed on the London Stock Exchange and the Athens Stock Exchange, Coca-Cola HBC ensures its corporate governance systems comply with the best international practices. The standards and procedures of corporate governance are constantly reviewed and updated to incorporate the changes in regulations in the United Kingdom, Switzerland, and the EU.

Coca-Cola HBC is managed by a Board of Directors appointed by the shareholders. Committees operate within the Board, one of which is the Corporate Social Responsibility Committee. The General Manager (GM) is in charge of the company's operations,

and is appointed by the Board of Directors. The Board reviews the Group's performance in terms of its long-term strategy, oversees the GM's work, is responsible for setting the company's goals and strategy, and supports the implementation of its long-term sustainable vision. Individual business units, such as Coca-Cola HBC Poland and Baltics, are managed by the Management Team with the General Manager as its leader.

The key corporate governance document of Coca-Cola HBC Poland and Baltics is the Code of Conduct. It regulates both ethical issues as well as those related to compliance and safeguarding the organisation's assets.

**Ethics and values**

[102-16]

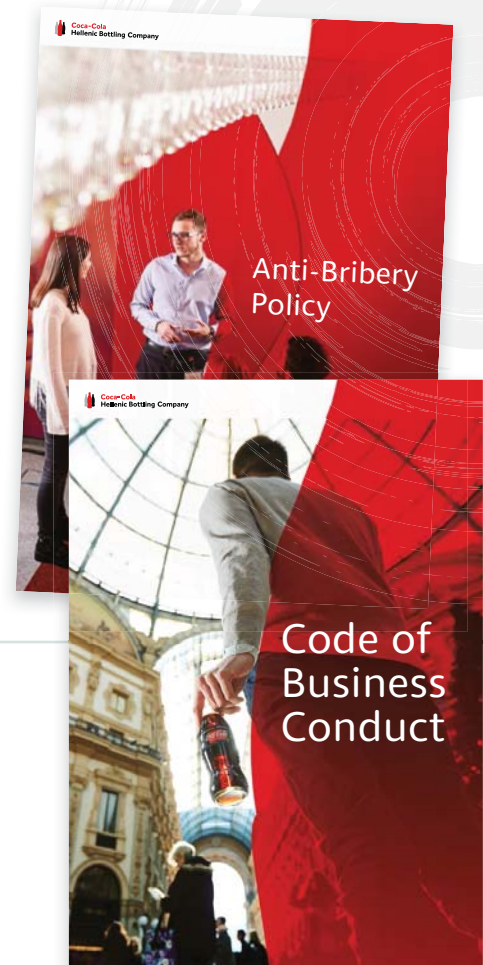
At Coca-Cola HBC Poland and Baltics we foster a corporate culture with clearly defined values. We pass them on to employees during training and we make every effort to ensure that they serve as a guiding light in everyday work for all employees.



**Code of Business Conduct regulations:**

- Protection of non-public information;
- Safeguarding company assets;
- Maintaining accurate records;
- Preventing money laundering;
- Avoiding conflicts of interest;
- Gift policy and transparency of relationships;
- Fair competition;
- Counteracting corruption and bribery;
- Maintaining confidentiality and not trading on inside information;
- Respecting human rights;
- Being responsible for the environment.

The Ethics and Compliance Committee is responsible for enforcing the Code within the organisation on a daily basis. The Committee is composed of members of the company's senior management. Supervision over the Committee is exercised by the Finance Director, the general counsel, and the Audit Committee in the Board of Directors.



As of 31 December 2021, the Management Team of Coca-Cola HBC Poland and Baltics consisted of 12 directors:



- **Jaak Mikkel**, General Manager and Chairman of the Board;
- **Konstantinos Vairlis**, Finance Director;
- **Izabela Wanatowska**, Sales Director
- **Michał Proszewski**, Coffee Business Director;
- **Tomasz Prorok**, Premium Spirits Director;
- **Tomasz Krzyżewski**, Legal Director;
- **Nataša Jošić**, Marketing Director;
- **Rafał Palczak**, Commercial Strategies Development Director;
- **Ksenia Todic**, Supply Chain Management Director (since 1 September);
- **Katarzyna Borucka**, Public Affairs and Communication Director;
- **Liza Shybanova**, HR Director;
- **Dimitris Zacharopoulos**, Digital & Technology Platform Director.



**[103-1, 103-2, 103-3 disclosures: Counteracting corruption] [205-3]**

We act ethically. Everyone at Coca-Cola HBC must follow the Code of Business Conduct. Its provisions concern, most importantly of all, product quality, occupational health and safety, data protection and potential conflicts of interest. The Code prohibits corruption and bribery in any form. This issue is also regulated by a separate anti-bribery policy in place at Coca-Cola HBC Poland, which helps employees avoid undesirable behaviour and situations. The anti-bribery policy and the Code of Business Conduct equip our employees with the right knowledge and tools to identify and prevent corruption. Zero cases of corruption were identified in Coca-Cola HBC in Poland and Baltics in 2021.

*The anti-bribery policy*

and the Code of Business Conduct are public documents that are available on corporate websites



**[205-2]**

All members of the Board of Directors are familiar with Coca-Cola HBC's anti-bribery policy and procedures. These are also communicated to all employees – every two years each employed person is required to complete anti-bribery refresher training, which helps prevent any form of corruption. Employees who interact with external partners are also required to complete such training every year. The anti-bribery policy is also presented to all new hires during the onboarding process. As a result, 100% of our employees have up-to-date anti-corruption knowledge.

**[205-1]**

We deal fairly and we expect the same from our business partners. We only work with companies that agreed to comply with the anti-bribery policy and our Code of Business Conduct. Appropriate provisions in this regard are included in the agreements signed by the company with its partners and suppliers.

**In 2021, we screened 63 operations for corruption in Coca-Cola HBC Poland.**

Since 2020, rules have been in place to simplify the procedure for obtaining additional consents. The introduction of the Gifts and Entertainment Directive led directly to a decrease in the number of notifications in the Code of Business Conduct portal.

**GOOD PRACTICE**

[102-17]



We expect our entire organisation to act strictly ethically. We facilitate reporting suspicions or concerns regarding potential violations of our ethical principles in an easy, quick and confidential manner. Submissions are accepted through a special SpeakUp Line, online or by phone. We are also committed to protecting employees from any kind of retaliation after they have made a submission in good faith.

The procedure was simplified in 2020 in terms of the requirement to obtain additional authorisation. The introduction of the Gift and Entertainment Policy reduced the number of submissions registered through the Code of Business Conduct portal.

**Reports concerning ethical and legal issues or organisational integrity submitted through the SpeakUp Line in 2021 at Coca-Cola HBC PL**

Number of issues

	2021	2020	2019
Total number of issues	22	9	11
Reports by category			
Counteracting bribery and corruption	0	0	0
Business and financial documentation	6	2	2
Conflict of interest	1	0	2
Fair treatment of employees	3	2	5
Other	0	5	2
Occupational Health and Safety	1	-	-
Safeguarding company assets	1	-	-
Inquiries – requests for advice	10	10	12
Total number of inquiries – requests for advice	10	10	12
Number of requests concerning compliance or ethics	0	68	241

# Supply chain

**103-1, 103-2, 103-3 disclosures: Procurement practices, environmental and social assessment of suppliers [102-9] [204-1]**

As a manufacturing company, the supply chain plays a key role in our sustainable business.

Our suppliers deliver ingredients, packaging, and equipment and provide services to our factories and offices. In all locations Coca-Cola HBC Poland operates in, we cooperate with around 1,100 companies. They include both small local businesses as well as large multinational corporations. We make most of our purchases (approx. 90%) in Poland. This also includes key raw materials and packaging.

**[308-1] [414-1]**

We want to build a responsible supply chain, which is why we set high standards for all suppliers. We expect companies that want to cooperate with Coca-Cola HBC Poland and Baltics to be certified to the following standards:

- ISO 9001 (quality);
- ISO 14001 (environment);
- OHSAS 18001 (health and safety).

Companies that supply us with ingredients and packaging must also obtain FSSC 22000 for food safety and the Global Food Safety Initiative (GFSI) certificates.



Strategic suppliers are also screened and authorised by The Coca-Cola Company. The process of additional screening ensures the highest standards of sustainability and guarantees the same taste of beverages and consistently high quality parameters of the products.

We also screen our suppliers in terms of their environmental and social activity. We expect them to share the same values when cooperating with Coca-Cola HBC Poland and Baltics. They have been summarised in the Supplier Guiding Principles. In 2021 they were accepted by all key suppliers who are responsible for 90% of the company's purchases.

When it comes to strategic procurement, all suppliers are additionally screened for meeting ESG criteria in environmental, human rights, labour rights, health and safety, working conditions, social and environmental categories. We also rely on expert reviews carried out by EcoVadis, and encourage our suppliers to use the platform to screen their businesses for sustainability.

In 2021, 30% of new suppliers underwent additional screening in terms of environmental and social criteria.

In December 2021, we organised a discussion with our suppliers about the best sustainabil-

ity practices, amongst others reducing emissions, the packaging policy, and responsible waste management. Together we analysed, for example, the ways in which our organisation can support suppliers in implementing ESG-compliant solutions. The panel was attended by 56 participants representing a total of 27 Coca-Cola HBC suppliers.

# Risk management



[102-11]

At Coca-Cola HBC Poland we apply the precautionary principle. The corporate risk management and Incident Management and Crisis Resolution (IMCR) system in place at the company allows for early recognition of threats and the avoidance of dangerous situations, and in the event of a crisis it enables us to quickly take appropriate action.

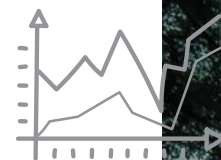
The risk map is updated once a month in a dedicated corporate system, and is discussed monthly by the management board. For each individual risk an action plan is created and a person responsible for executing it is assigned. The risk map and updates on actions are reported to the Coca-Cola HBC Group risk officer twice a year. In the risk management process, we also take into account environmental issues, which we manage to global standards. The ISO 14001 compliant Environmental Management System was implemented in all our production plants many years ago.

Corporate risk in the Coca-Cola HBC Group is managed through the SmartRisk programme. The purpose of the SmartRisk programme is to encourage managers to pro-actively identify and understand threats as soon as possible, and to find ways to turn potential challenges into opportunities or, if this is not possible, to reduce negative impacts. Risk management across all Coca-Cola HBC business units is coordinated by the Chief Risk Officer. Records on risk are presented to the Coca-Cola HBC Business Resilience Team. Twice a year, the Business Resilience Team holds a dedicated Coca-Cola HBC Risk Resilience Meeting where risk owners and risk coordinators are informed about key trends and emerging potential threats within the organisation.

*For more information on corporate risk management*

at Coca-Cola HBC, including a detailed risk map, see the Integrated Annual Report at:





[102-18]

### Climate risk management

Coca-Cola HBC has a holistic and integrated approach to managing key risks – climate-related risks and opportunities are assessed under the Enterprise Risk Management Programme. The impact of climate change and emissions is linked to water management programmes, sustainable sourcing of raw materials, and responsible packaging waste management policy. The management of climate-related risks and opportunities is carefully supervised and is the responsibility of the Social Responsibility Committee (SRC).

At Coca-Cola HBC, climate risks are analysed in different timeframes integrated with business planning processes. Short-term risks (1–2 years) are associated with annual business planning cycles, medium-term risks (3–5 years) with strategic planning, and long-term risks (6–10 years) with the long-term planning process.

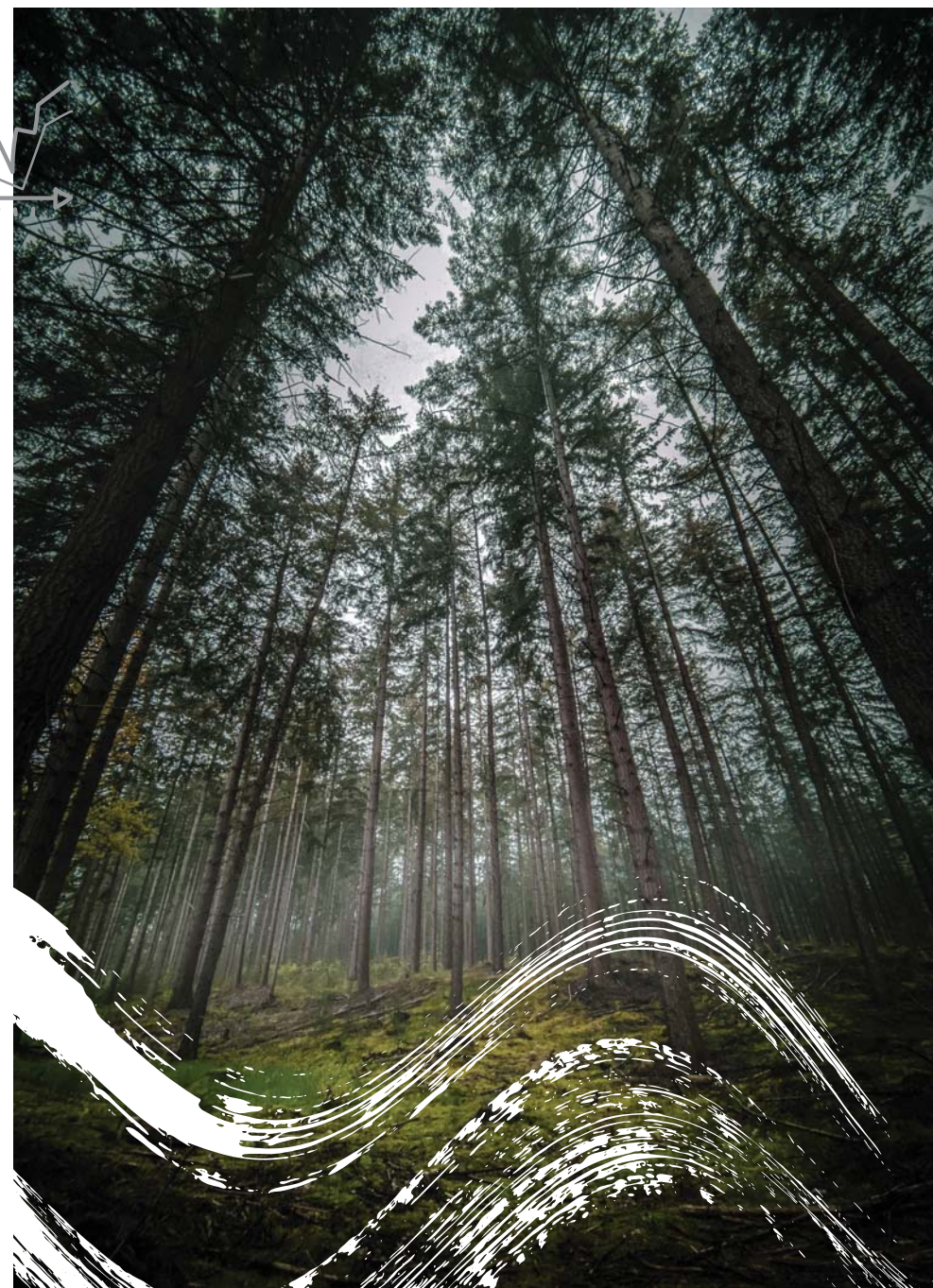
The climate risk management process takes into account the unique character of the individual regions in which Coca-Cola HBC

operates. The company's own data and information provided by reputable third-party centres are analysed. Data and analyses produced on this basis are shared with the individual business units, helping build resilience to climate change across the entire chain of operations.

Information on

*climate-related risk management*

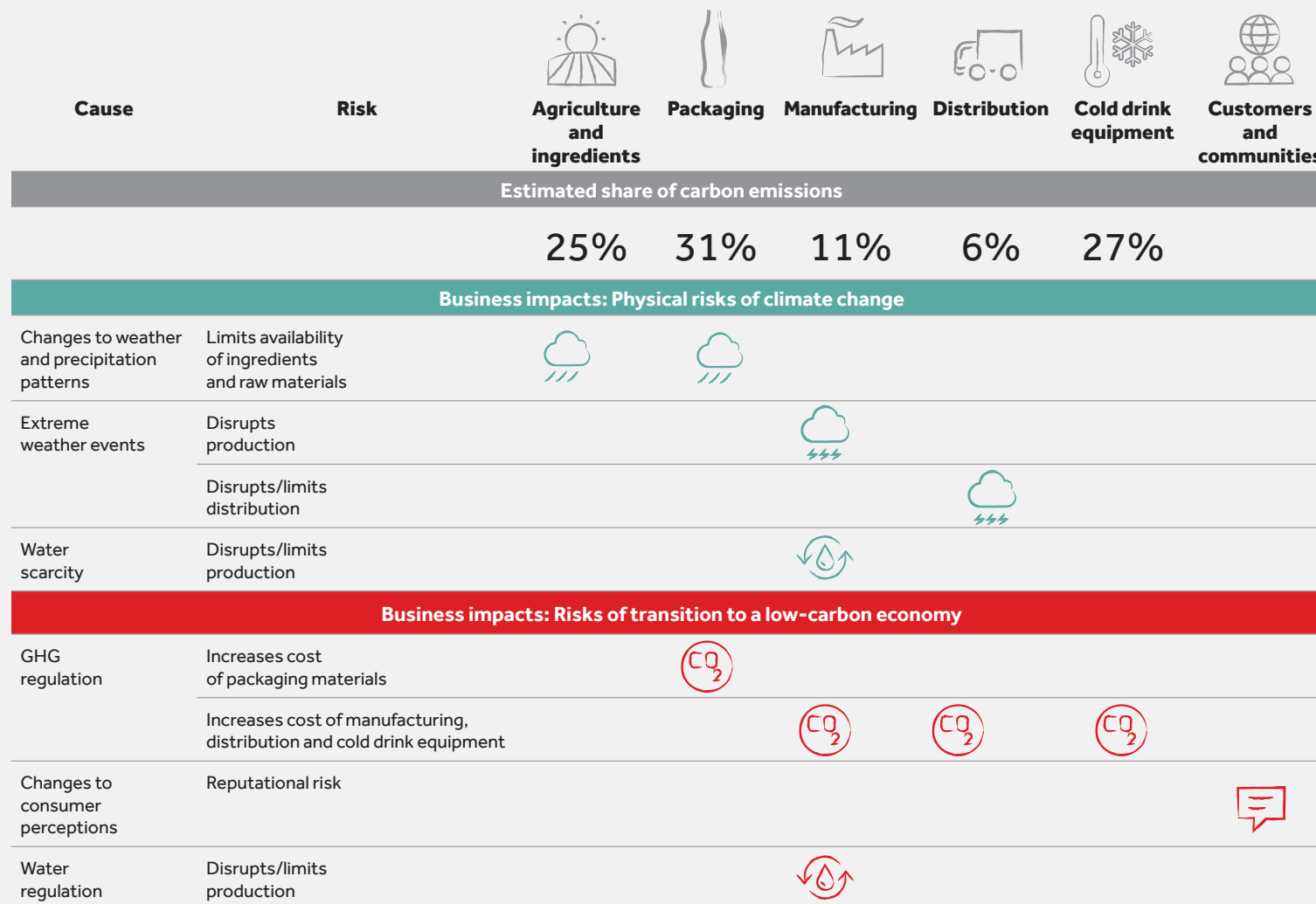
prepared in accordance with the recommendations of the TCFD (Task Force on Climate-related Financial Disclosures) has been published in the Coca-Cola HBC Integrated Annual Report, on page 67



**At Coca-Cola HBC, we identify eight major climate risks:**

- Extreme weather causes disruption to manufacturing;
- Extreme weather causes disruption to distribution;
- Water scarcity causes disruption or inability to produce;
- Impact on cost and availability of ingredients;
- GHG regulation increases costs across our value chain;
- Increase in the cost of packaging materials;
- Water regulation increases costs of and disrupts operations;
- Damage to the reputation of the beverage sector.

These risks have been explained in detail in Coca-Cola HBC's Integrated Annual Report.



# Impact on the Economy





# Market

[103-1] [103-2] [103-3] disclosure: Market presence and indirect economic impacts

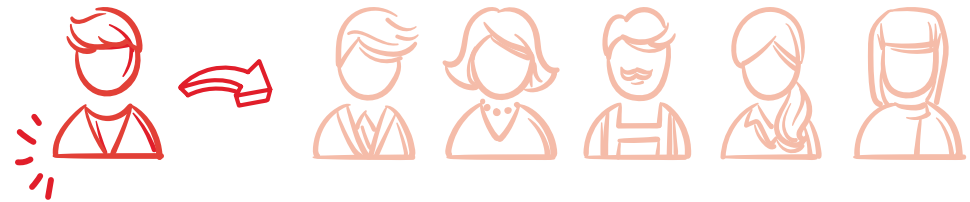
[203-2]

As Coca-Cola system in Poland we have a significant impact on the economy. We employ 1,770 employees, create added value, and pay taxes and fees in Poland. Our business supports the development of infrastructure and public services.

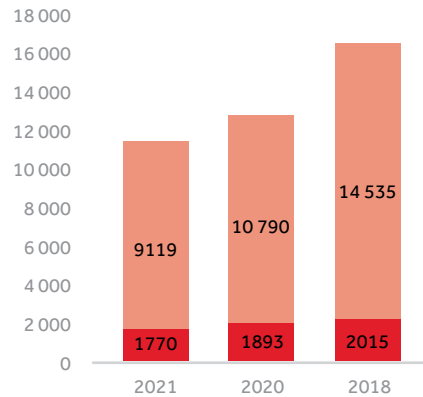
In last decade, our investments in Poland amounted to over PLN 1,3 billion. Our activity also has a positive indirect impact, as we help our partners grow and create jobs in the economy.

In 2021, we employed as the Coca-Cola system, 1,770 people in Poland, but our business means jobs are also created by our suppliers, customers, and other enterprises – in 2021 the total number of jobs was nearly 10 000.

For **1** job at Coca-Cola, **5** slightly over jobs (5.15) are created in the economy.



Number of jobs maintained in the economy thanks to the operations of the Coca-Cola System companies in Poland



- Jobs created in the economy by the Coca-Cola System in Poland
- Number of employees in the Coca-Cola System companies in Poland

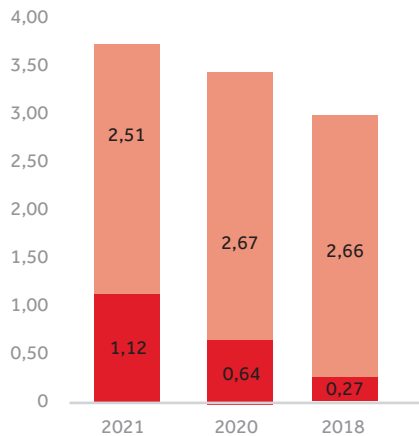
The Coca-Cola System in Poland generated nearly PLN 153 million of income in 2021. Our activity also contributed to generating PLN 609 million of income in the economy.

This means that **1 zloty** of income generated by us supported generate another **3.83 zlotys** of income in the economy.



The Coca-Cola System's activity in Poland generated over PLN 3,63 billion of added value for the economy in 2021, including PLN 1,12 billion directly through the operation of the Coca-Cola System in Poland, and PLN 2,51 billion as an indirect and induced impact resulting therefrom.

Value added generated in the economy by the Coca-Cola system in Poland (billion PLN)



- Added value generated in the economy by the Coca-Cola System companies in Poland
- Added value generated directly by the Coca-Cola System companies in Poland



**1 zloty**  
added value generated by the direct activities of the companies of the Coca-Cola system in Poland is a further **2,25 zlotys** added value generated in the economy.



Revenue generated in the economy thanks to the operation of the Coca-Cola system in Poland in 2021 (PLN thousands)



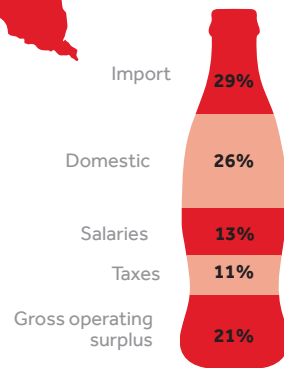
We paid almost  
**PLN 997 million**  
in taxes in 2021. As much as 96% contributed to the central budget, and 4% to the budgets of local governments.  
For **every zloty**  
spent on Coca-Cola beverages in Poland,  
**77 groszys** stays here.



**Contribution to the economy in 2021**

To date, the amount of the sugar tax paid in Poland by Coca-Cola amounts to almost

**PLN 563 million**



The Leontief and Ghosh models were used to calculate the socio-economic impact data.



Our largest production plant is located in Radzymin. The products manufactured there are shipped to various European countries. In addition to beverages, the plant in Radzymin also produces PET bottle preforms, supplied to all our production plants in Poland. Eight production lines operating in Radzymin enable the production of all of our carbonated drinks. Two so-called aseptic lines are used to produce beverages without preservatives: Cappy juices and nectars, and FuzeTea tea drinks.



The factory in Staniątki was launched in June 1993. After modernisation, it occupies over 180,000 sq. m. Six production lines at the plant enable the production of all types of

Coca-Cola HBC Poland carbonated beverages. Staniątki is our second factory (the first one was in Radzymin) with its own sewage treatment plant, which treats 1,600 m<sup>3</sup> of water per day. As in all other production plants we run, advanced procedures and systems have been introduced in Staniątki to increase work efficiency and to minimise the consumption of electricity and water.



The plant in Tylicz was established in 1992 and produces Kropla Beskidu natural mineral water. The water is drawn from several wells which are 137 m deep, located in an area of about 35 sq. km, 8 km around the plant.

In addition to warehouses at the plants, we operate a network of our own or rented distribution centres and so-called pallet hotels located in: Myslowice, Środa Śląska, Warsaw, Poznań, Łódź, Bydgoszcz, Wyszów, Ostrołęce, Gdańsk, Szczecin, Koszalin, Radom, and Targowisko near Kraków.

# Product

Our portfolio is one of the strongest, most diverse and flexible in the beverage industry, offering brands of carbonated beverages, juices, waters, energy, and ready-to-drink teas, coffees, sodas for adults and premium spirits, that enjoy leading popularity among consumers.



Our products cater to a growing diversity of tastes, offering selection of beverages to cater for the needs of consumers throughout the day, and increasing packaging with less impact on the environment.

We have changed the ingredients of many of our beverages, reducing the amount of sugar and calories they contain. To give more choice to consumers, we also offer low and no calorie versions.

We have been seeing a strong increase in the popularity of our low-sugar and sugar-free beverages, which is in line with our sustainability strategy of reducing the amount of calories in our sparkling soft drinks by 25% over 10 years until 2025. We have also

focused more on premiumisation by accelerating the growth of the adult sparkling soft drinks segment, adding high-quality water and juices to our offer.

In 2021, we expanded our offer in the premium spirits segment. Two brands were added to the portfolio, which we distribute: the craft whiskey Glendalough from Ireland and the Canadian Bearface, a novelty on the European whiskey market that has a unique method of production. Glendalough is a distillery that has won numerous awards for its approach to the production of whiskey and gin, which it carries out with the utmost respect for nature. Coca-Cola HBC Poland will offer three types of whiskey: Double Barrel, Pot Still, and Single Cask Burgundy.

More new products will be added soon: Single Cask Calvados, Single Cask Madeira, and Mountain Strength Poitin.

We build our portfolio in line with the 24/7 strategy of offering beverages for every occasion around the clock. We produce, sell, and distribute sparkling soft drinks of the most famous brands such as Coca-Cola, Coca-Cola Zero, Sprite, and Fanta. We are aware that as the lifestyles and habits of consumers evolve, the motivations and events associated with the consumption of beverages also change. We discover potential in segments that are not part of our core portfolio of carbonated beverages, offering a greater selection of beverages to cater for the needs of consumers throughout the day.

Thanks to the cooperation with the Coca-Cola Company and the constantly expanded 24/7 portfolio, we are ready to handle evolving market trends. Thanks to the right brands, packaging and categories, we are well-prepared programme to meet the changing needs of our consumer base.



*Our full product portfolio is available at:*



All our products meet high quality and food safety standards. Only products that not only meet all legal requirements, but also in many areas exceed them, can leave our plants. We rely on external certification as well as our own internal policies. **Our quality and food safety policy** ensures we provide top-quality products, packaging, and services that meet the expectations of clients and consumers, that are associated with high-class brand products. **Standing by our position on genetically modified organisms**, we do not use genetically modified ingredients or ingredients sourced from genetically modified organisms.

**[416-2]**

In 2021, no cases of non-compliance with laws or regulations in terms of the health and safety of products and services were reported at Coca-Cola HBC Poland.



Our products and plants meet the following standards:

• **ISO 9001**

All our plants are ISO 9001 certified. In addition to the production plants, Coca-Cola HBC Poland also certified the Technical Department and the Sales Department to the ISO 9001 standard. This means that external quality standards also apply to refrigeration equipment and vending machines, as well as all processes of storing, distributing and selling our products. Quality certificates are renewed every three years and are audited annually.

• **ISO 14001**

The ISO 14001 compliant Environmental Management System was implemented in all our production plants many years ago.

• **AWS**

In 2021, Coca-Cola HBC Poland production plants in Radzymin and Krakow received a gold water management certificate issued by the Alliance for Water Stewardship, while the production plant in Tylicz received the top platinum certificate. This confirms the quality of our water management systems. Our plants were the first facilities in Poland to receive this certificate.

• **FSSC 22000:2010**

In 2009, we started the PAS 220:2008 food safety standard certification of our production plants. The standard defines in detail the good production practices and hygiene requirements of our production processes and the international food products supply chain. The plants in Radzymin and Tylicz were certified in 2010, and the plants in Kraków in 2011.

In the following years, all production plants started preparing for certification to the FSSC 22000:2010 standard. It includes the requirements of the ISO 22000 standard based on the HACCP principles, the PAS 220 technical specification and individual additional requirements. The plant in Kraków received a certificate confirming compliance with the FSSC 22000 standard

in 2012, and the plants in Radzymin and Tylicz in 2013.

We introduced HACCP in our company many years before it became obligatory under Polish law. The purpose of this system is to eliminate risks to the health of consumers of the given product, and to ensure that all products manufactured by Coca-Cola HBC Poland comply with it. It makes it possible to identify potential threats, determine their impact on consumer health, determine the probability of an undesirable development, and eliminate the risk.

• **ISO 45001**

All three production plants of Coca-Cola HBC Poland have also received the ISO 45001 certificate confirming compliance with the highest standards of work safety in the plants.

*All our corporate policies*  
are available at:



# Consumer



[103-1] [103-2] [103-3] disclosure: Marketing and labelling  
[103-1] [103-2] [103-3] disclosure: Product: consumer health and safety  
[416-1] [417-1] [417-2] [417-3]

Marketing allows us to reach consumers with information about our products, news, and campaigns. We do it responsibly and in accordance with the Responsible Marketing Policy and the Advertising Code of Ethics of which we are a signatory.

In 2021, we did not advertise our products among children under the age of 12, and since 1 January 2022 the limit was raised to 13. We do not sell or promote our brands or products at schools and kindergartens, except for 100% water and juices.

In 2021, not a single case of non-compliance with regulations, voluntary codes, or marketing communication regulations pertaining to labelling and information about products and services was identified. We have also not recorded any cases of non-compliance concerning the health and safety impacts of products and services.

Information about the ingredients and nutritional value can be found on each of our products. Since 2018 we have also been testing additional voluntary colour labelling of nutritional value. The *Traffic Lights Labelling System* on the front of the packaging clearly informs consumers whether the product has a high (red), medium (orange), or low (green) content of sugars, fat, saturated fatty acids, or salt relative to the average recommended intake for adults. The labelling we use has been designed to help consumers make more informed choices about a balanced diet.



**GOOD PRACTICE** 

Since 2019, 160 of our refrigerators have been placed in stores in several dozen Polish cities, dedicated only to sugar-free beverages. Their introduction is a response to the needs of consumers who, in their choices, are primarily guided by the calorific value of what they drink.

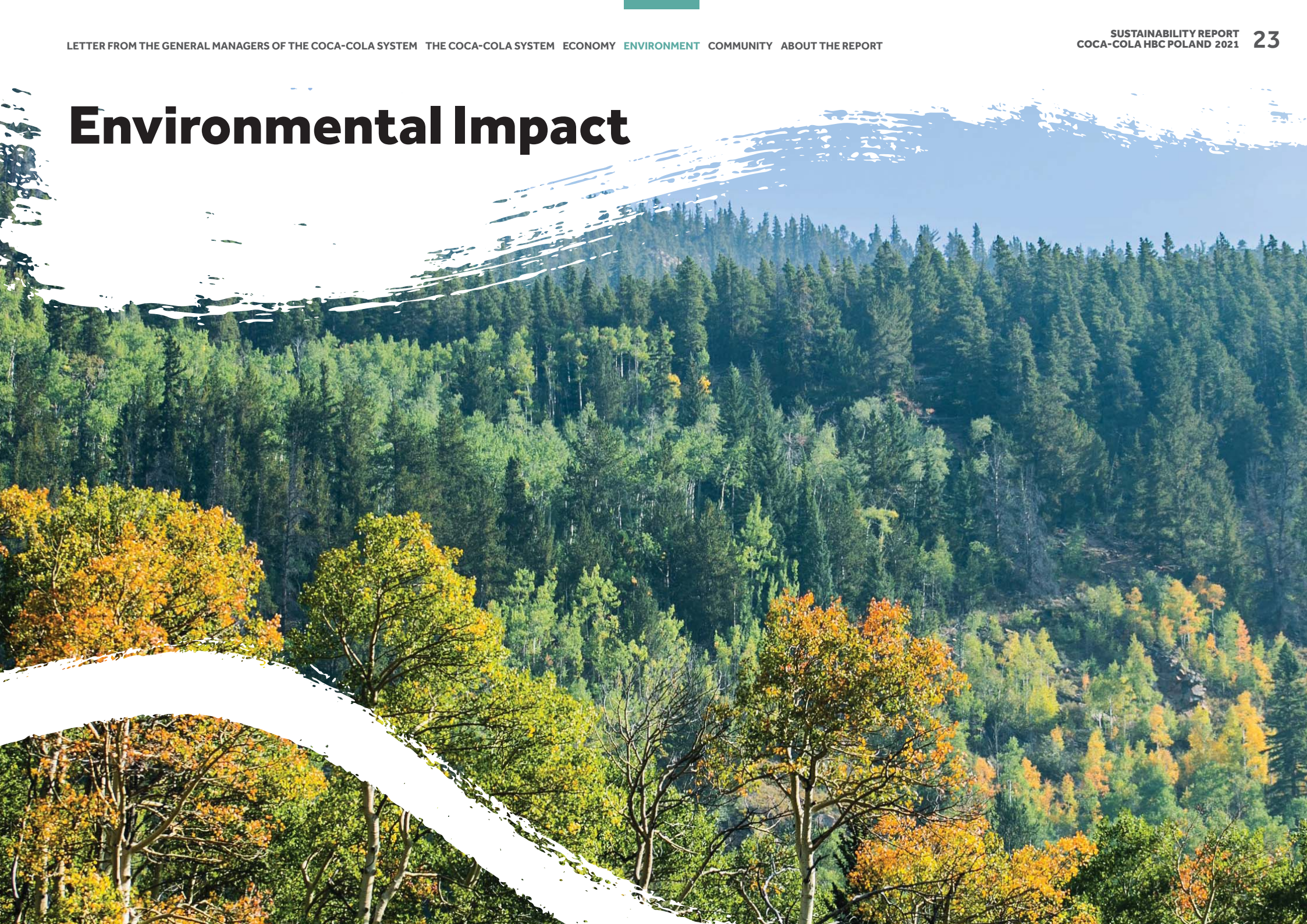
In 2021, beverages with reduced or no sugar content accounted for over

**37%**

of our portfolio – over 12 percentage points more than in 2020.



# Environmental Impact



# Impact on biodiversity

**[103-1] [103-2] [103-3] disclosures: Biodiversity and environmental compliance**

We want to minimise our impact on the environment and climate. At Coca-Cola HBC Poland, we firmly believe that environmental protection is a key pillar of our long-term growth, and that it is rooted in our strategy and corporate policy. We strive to continuously improve our environmental performance to minimise our environmental and climate impact.

Environmental issues in our organisation are regulated by:

- **Sustainable operational development policy**

Our policy, built on three pillars, regulates how we operate in connection with the environment, quality, and occupational health and safety.

- **Environmental policy**

We do business responsibly and with due care, in particular as regards our environmental impact and sustainable development.

- **Water stewardship policy**

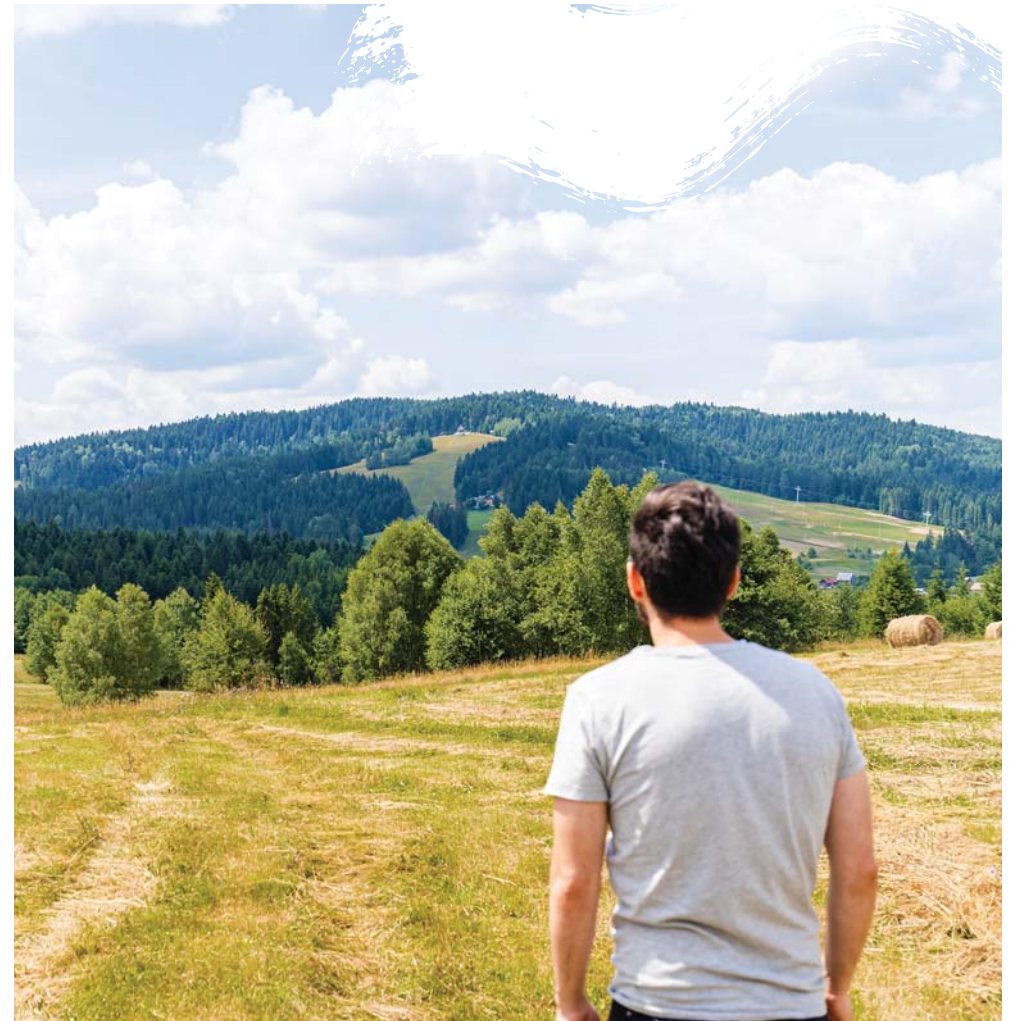
We strive to reduce our impact on water resources, and support initiatives to conserve them within the communities we operate in.

**[304-1] [307-1]**

The plant in Tylicz in Małopolska (an area of 54,561 m<sup>2</sup>) uses groundwater wells. It is located in a Natura 2000 zone, and in the South Małopolska Protected Landscape Area in the vicinity of the Poprad Landscape Park. These are valuable natural areas that we use responsibly – in 2021 no sanctions or fines were imposed on us for improper exploitation of the area or non-compliance with environmental law and regulations.

*All our corporate policies*

are available at:





# Packaging

**Our packaging strategy**  
In accordance with our Mission Sustainability 2025, Coca-Cola HBC strives to ensure:

**100%**

of our consumer packaging is recyclable;



**35%**

of all PET bottles are made of PET from recycled and/or renewable material;

Assistance in collecting the equivalent of

**75%**

of our packaging received by consumers.



**This is our response to the UN's Sustainable Development Goals:**



Coca-Cola launched its global World Without Waste ambition in 2018. The Coca-Cola system committed itself to achieving the following goals by 2030:

More waste collected. Help in collecting and recycling the equivalent of

**100%**

of our packaging which is directly received by consumers;



More recycled PET bottles. As much as

**50%**

of all PET bottles will be made of PET from recycled and/or renewable material;

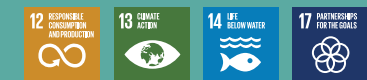
In our ambition we also assume that by 2025 all our packaging will be

**100%**

recyclable.



**This is our response to the UN's Sustainable Development Goals:**



We want a world without waste to become a fact. We know that it is a huge challenge, which is why for several years, together with stakeholders, we have been engaging in numerous initiatives and investing in three key areas: Design, Collection and Partnerships.

**GOOD PRACTICE**



An educational platform created by Coca-Cola HBC Poland has been available since 2019. The [www.swiatbezodpadow.pl](http://www.swiatbezodpadow.pl) website offers information about environmental issues and some inspiration, including infographics containing practical advice on, for example, how to segregate waste.

**100%**

of our packaging is recyclable.



**Design**

We minimise the environmental impact of our packaging, following the “reduce, recover and reuse” principle. For years, we have been using lighter bottles with shorter necks, and new caps. This innovative solution helped us reduce average weight by around 10%.

**Examples of actions reducing the amount of plastic:**

We reduced the amount of pallet wrap by nearly

**40%**

as part of our pilot project in Tyliz;

We use

**16%**

less plastic to produce new Kropla Beskidu water bottles. Importantly, bottles are now also easier to crush;

We have reduced the use of film by over

**20 tons**

by replacing heat-shrinkable film with KeelClip™ packaging.



By “thinning” the labels, we reduced the use of foil in them by

**17%** in 2021.

Since 2001, we have reduced the weight of our plastic packaging by over

**45%**.

At Coca-Cola HBC Poland, we strive to ensure that the packaging is made up of as much recycled material as possible.

Nowadays in Poland it is

**56-60%**

on average in glass and

**50-56%**

in aluminium packaging.

*More* 301-2 tables



**Collection**

In 2021, in Poland, we managed to collect and recycle every second plastic bottle released onto the market.

The collection and recycling rate depends to a great extent on having an effective deposit system for disposable packaging. In Estonia, where such a system has been in use for many years, the collection rate reaches nearly 90%. That is why we have formed a coalition together with other producers that is actively working to also create a well-planned depository system in Poland, and is ready to finance it. We also broadly engage in dialogue with key stakeholders and decision makers. The producers' analyses show that the deposit system is necessary to achieve the assumed collection rate of disposable beverage packaging, and to provide all producers in Poland with the secondary raw material used in the production of beverages in PET bottles since 2025. The system should be producer-oriented, countrywide, obligatory for all producers, universal, and easily accessible for consumers. The establishment of such a system requires the creation of appropriate legislation.

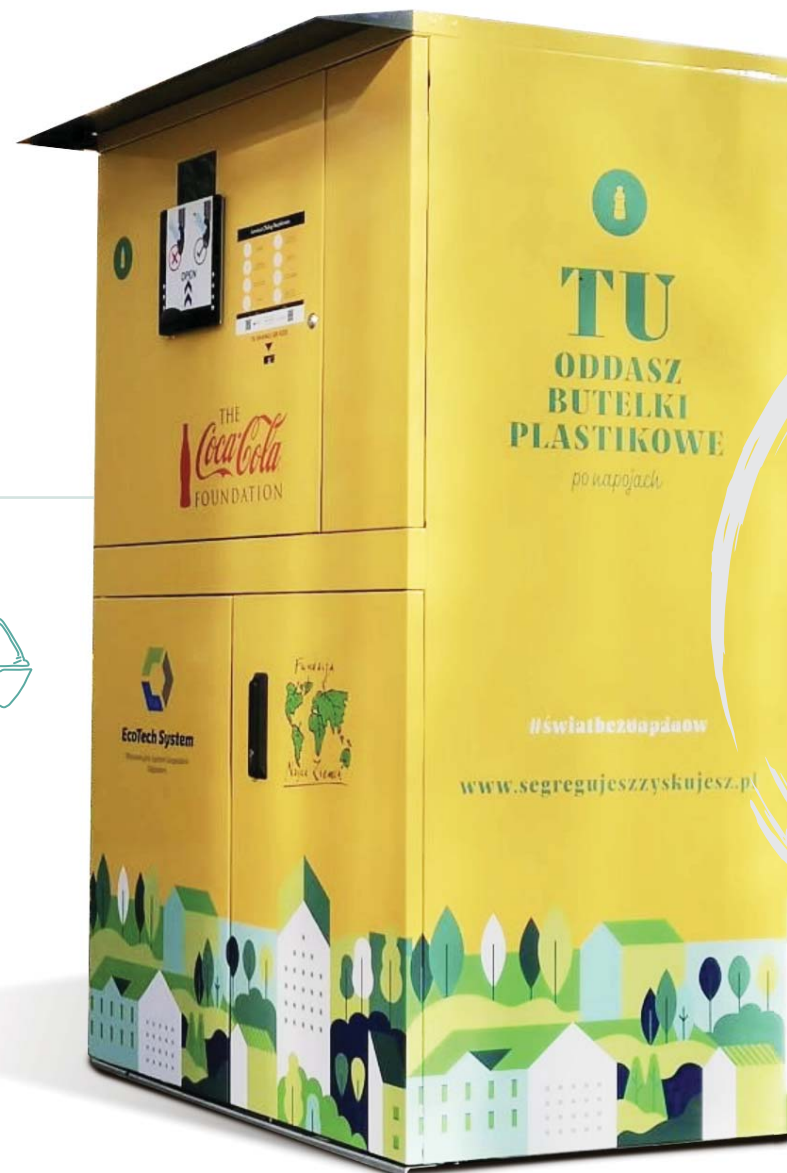
**Partnerships**

We feel responsible for the challenges related to packaging waste, which is why we support countrywide projects that help address them. We are deeply engaged in dialogue on developing a consumer-friendly and effective deposit system in Poland. With such solutions in place, we will be able to recover over 90% of packaging.

**Deposit return machines**

18 reverse vending machines are already operating in Poland thanks to Coca-Cola – 10 are located in Warsaw, and another 8 have been installed in municipalities of under 50,000 residents.

In exchange for the returned bottles, residents receive ECO-points redeemable for benefits at campaign partners. ECO-points are collected by users in the ECO-Wallet mobile application. In return, they receive attractive prizes and discounts from the partners of the campaign.



**[301-1]**

**Total weight or volume of materials that are used to produce and package the organisation's primary products and services during the reporting period, by:**

Non-renewable materials used, including:	2021	2020	2019
Raw materials (concentrates and extracts)	9 821 237	9 493 814	16 049 082
Materials used in the production process to keep equipment operational, i.e. for washing, disinfection, and lubrication, which do not come into contact with the final product	1 156 864	1 053 345.63	1 124 342
Packaging material (PET bottles, glass bottles, plastic caps, steel, aluminium, plastic labels, stretch and shrink film)	44 160 395	51 575 209.96	41 447 878
<b>Renewable materials used, including:</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Raw materials (sugar)	80 406 691	90 138 821	87 786 445
Packaging materials (paper labels, cardboard, wooden pallets)	5 944 120	3 857 690	4 401 277

**[301-2]**

**Percentage of recycled input materials used to manufacture the organisation's primary products and services**

Percentage of recycled input materials used to manufacture the organisation's primary products and services	Aluminium packaging	Glass bottles	PET bottles	Steel
Radzymin	50%	N/A	0%	N/A
Staniątki	56%	56%	0%	34%
Tylicz	N/A	60%	0%	N/A

**[301-3]**

**Percentage of reclaimed products for each product category**

Percentage of reclaimed packaging	2021	2020	2019
PET	52.54	50.31	30.70
Total plastic packaging	33.77	30.62	32.40
Aluminium packaging	51.83	54.50	51.10
Glass packaging	89.33	77.50	75.90

**[306-3]**

**Total weight of hazardous waste and non-hazardous waste by the following recovery operations (in metric tons):**

	2021	2020	2019
Waste generated at plants in tons	8150.53	6513.98	6358.14
Recycled non-hazardous waste	8132.3	6483.23	6324.86
Recycled hazardous waste	14.11	22.14	19.84
Landfilled waste in tons	4.11	8.62	13.44
<b>Recycling</b>	<b>99.95%</b>	<b>99.87%</b>	<b>99.79%</b>

# Water consumption

**103-1, 103-2, 103-3 disclosures: Water and effluents**

**In accordance with our Mission Sustainability 2025, Coca-Cola HBC strives to ensure:**

Reduction of water consumption by

**20%**

in the plants located in areas at risk of water deficit;



Coca-Cola HBC strives to ensure water availability for all local communities in areas at risk of water deficit.

**[303-2]**

Our plants are not located in areas with water stress, but at Coca-Cola HBC Poland we always use water resources responsibly and in the most effective manner. We implement innovations and look for the most effective ways to reduce water consumption in our plants. We also improve the methods of closing the water cycle – we treat wastewater and, where possible, reuse recovered water or discharge purified water back into the natural environment. We reduce water consumption in our production processes and conform to international standards. Our activities are regularly audited externally.

**AWARD**

In 2021, we received the title of "2021 Food Industry Eco-investor" for the "Cold recovery from pre-treated water in Radzymin" project.

The project of cold recovery from pre-treated water was launched in the production plant in Radzymin, and allows energy saving. Heat is generated when PET bottles are blown, which must be dissipated for the process to run properly and to ensure the appropriate quality of the packaging. The cooling medium is "ice" water at approx. 12°C, circulating in an intermediate system. We previously used chillers to maintain the right temperature of "ice" water. Currently, having



expanded the cooling system and introduced a double-plate heat exchanger, we use pretreated water from water wells. In this way, we use the cooling energy of raw water at around 11°C, which brings measurable energy savings. We have also separated the "ice" water system for the bottle blowing machines from other cooling processes, which gives us more control over the functioning of the system and the quality of the cooling water.



In 2020, our plants implemented the international standard for sustainable water resource management, the **Alliance for Water Stewardship (AWS)**. AWS is an extremely valued and respected certificate all over the world, and awarding it confirms meeting the global benchmark of responsible water management. The main goals of AWS are:

- Achieving and maintaining sustainable water consumption;
- Achieving and maintaining good water quality in chemical and biological terms;
- Identifying and protecting areas of particular significance in terms of water access, the environment and culture;
- Having a transparent water resource management system in place;
- Cooperation with stakeholders.

The plants in Radzymin and Kraków obtained the **gold level certificate**, and the plant in Tylicz obtained a **platinum level** the only one in Poland.

**This is our response to the UN's Sustainable Development Goals:**



We use the best technologies to reduce water consumption. Examples include projects at the plants in Kraków and Radzymin. We have an innovative PET bottle rinsing system in Krakow, which allows us to **reduce water consumption by 25,000 m<sup>3</sup> per year**. Thanks to advanced systems of filter clarification, membrane filtration and final treatment in the Radzymin plant, we recover over **87,000 m<sup>3</sup>**

of water annually. Following the modernisation of the water treatment station at the Tyliz plant, water consumption was reduced by **14,000 m<sup>3</sup>** and energy consumption was cut by around 50%. In the three plants, we **reduced water consumption by 126,000 m<sup>3</sup> per year in total**, the equivalent of 49 Olympic swimming pools.

In the three plants, we reduced water consumption by **126,000 m<sup>3</sup>** per year in total, the equivalent of **49** Olympic swimming pools.

**[303-3]**

**Total water withdrawal by the organisation at all locations, by source (in megalitres)**

	2021	2020	2019
Surface waters	0	0	0
Groundwater	1 879.95	1 878.1	1 963 969
Seawater	0	0	0
Produced water (obtained from extraction, processing or use of any other raw material)	0	0	0
Water obtained indirectly (e.g. from the local water supply network)	81.50847	70.661	82 709

**[303-5]**

**Total water consumption (in ML)**

	2021	2020	2019
Total water consumption from all areas	1 961.45	1 948.76	2 046.68
Total water consumption from areas with water stress	0	0	0

	2021	2020	2019
<b>Water consumption per 1 litre of produced beverage (in L)</b>	1.77	1.73	1.78



# Sustainable energy sources

**[103-1][103-2][103-3] disclosure: Energy**

In accordance with our Mission Sustainability 2025, Coca-Cola HBC strives to ensure:

**50%**

of all energy used in our plants comes from clean and renewable sources;



**100%**

of all electricity purchased by plants in the EU comes from renewable and clean sources.



We rely on renewable energy sources and innovative technologies. As much as 100% of the purchased energy in our plants comes from certified renewable sources.

This is our response to the UN's Sustainable Development Goals:



**[302-1]**

Total fuel consumption within the organisation from non-renewable sources, in joules or multiples, and including fuel types used (in MJ)

	2021	2020	2019
Electrical energy	67 236 567	82 386 347	138 713 523
LPG	6 590 150	5 109 530	7 425 950
Natural gas	100 449 086	94 124 408	108 524 611
LFO (Light Fuel Oil)	0	681 876	354 510

Total fuel consumption within the organisation from renewable sources, in joules or multiples, and including fuel types used (in MJ)

	2021	2020	2019
Electrical energy	173 949 685	157 692 780	108 434 989
Steam (CHP)	21 255 840	29 469 240	20 943 360
Hot water (CHP)	4 241 520	5 900 760	4 856 040

Total consumption in joules or kWh

Electrical energy	241 186.25	GJ
Thermal energy	1 178 200	kWh
Cold	1 670 514	kWh
Steam	5 904 400	kWh

Total energy consumption within the organisation in joules or multiples 373 722 847

# Carbon footprint

**[103-1] [103-2] [103-3] disclosure: Emissions**  
**In accordance with our Mission Sustainability 2025, Coca-Cola HBC strives to ensure:**

Reduce direct carbon dioxide emissions by

**30%**

vs. 2017.



Reduce emissions in our customers' stores –

**50%**

of our point-of-sale refrigerators will be energy-efficient.



**This is our response to the UN's Sustainable Development Goals:**



In October 2021, Coca-Cola HBC announced the Net Zero Pledge, a commitment to achieve net zero emissions across the entire value chain by 2040. The current target will prompt the reduction of emissions across the entire value chain.

In line with this science-based target, by 2030 Coca-Cola HBC will reduce emissions in the value chain (split into scopes 1, 2 and 3) by 25%, and a further reduction by 50% in the next decade is emphasised.

Reducing emissions by 90% in Scope 3 of the value chain will require close cooperation with third parties, therefore Coca-Cola HBC will focus on fostering partner relations with its suppliers. Where emissions prove impossible to eliminate entirely, Coca-Cola HBC will mitigate the negative effects on the climate by investing in other eco-friendly solutions.

## GOOD PRACTICE



**For many years we have been replacing those refrigerators used by our customers whose life cycle is ending with energy-efficient models.**



**Coca-Cola HBC is committed to achieving net zero emissions across our entire value chain by 2040.**

**In the last decade, Coca-Cola HBC Poland reduced CO<sub>2</sub> emissions by**

**44%**



### Key reduction areas:

1. Including a CO<sub>2</sub> reduction target among our goals
2. Increased energy efficiency, switching to 100% renewable electricity
3. Increasing the share of packaging with lower CO<sub>2</sub> emissions  
 Designs reducing the weight of packaging, reducing plastic from secondary packaging (e.g. KeelClip)
4. Providing customers with energy-saving and ecological refrigerators
5. Switching to a low-carbon fleet

	2021	2020	2019
<b>Low emissions coolers</b>			
Total number of refrigerators replaced	5996	5593	6587
Reducing emissions in the value chain	11.67 tCO <sub>2</sub>	20.00 tCO <sub>2</sub>	9.92 tCO <sub>2</sub>





**GOOD PRACTICE**



At Coca-Cola HBC Poland we no longer buy cars with petrol or diesel engines, and by 2025 we want to replace all our company cars with eco-friendly electric or hybrid models.

**GOOD PRACTICE**



**100%** of the purchased electricity used in our production plants comes from renewable energy sources.



**[305-1]**  
**Direct (Scope 1) GHG emissions\***

	2021	2020	2019
Gross GHG emissions in tCO <sub>2</sub>	22 096	22 497	17 819

**Base year: 2017**

Base year Scope 1 emissions (in tCO <sub>2</sub> )	15 510
--	--------

The increase in the reported Scope 1 emissions compared to the base year is a result of transferring, in 2020, to this scope the emissions from fuels used for cogeneration (simultaneous generation of electricity and usable heat). These emissions were previously reported in Scope 2.

**[305-2]**  
**Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO<sub>2</sub> equivalent or corresponding unit\***

	2021	2020	2019
Gross location-based energy indirect (Scope 2) GHG emissions in tCO <sub>2</sub>	49	26	25 265

**Countries**

Poland (in tCO <sub>2</sub> )	49
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**Base year: 2017**

Base year Scope 2 emissions (in tCO <sub>2</sub> )	29 858
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**[305-3]**  
**Other indirect (Scope 3) GHG emissions\***

	2021	2020	2019
Other gross location-based energy indirect (Scope 3) GHG emissions in metric tons of CO <sub>2</sub> equivalent or corresponding unit*	307 874	336 634	371 940

**Base year: 2017**

Base year Scope 3 emissions (in tCO <sub>2</sub> )	444 583
--	---------

\* The emission factors that we use to calculate emissions are revised annually. Their sources are: Institute for Energy and Environmental Research (IFEU) and IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories

**[305-4]**  
**GHG emissions intensity**

GHG emissions intensity ratio for the organisation

GHG emissions intensity ratio in CO <sub>2</sub> g/l (litre of produced beverage) for Scope 1 & 2	20.00
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GHG emissions intensity ratio in CO<sub>2</sub> g/l  
(litre of produced beverage)

	2021	2020	2019
Scope 1	19.96	19.99	15.49
Scope 2	0.04	0.01	21.96
Scope 3	278.09	299.14	322.31
Scope 1+2+3	298.09	319.14	359.76

**[305-5]**  
**Reduction of GHG emissions**

GHG emissions reduced as a direct result of reduction initiatives (tCO <sub>2</sub> )	2021	Base year 2017	Change (t)	Change (%)
Scope 1	22 096	15 510	6 586	42.46%
Scope 2	49	29 858	-29 809	-99.84%
Scope 3	307 874	444 583	-159 932	-30.75%

The increase in the reported Scope 1 emissions compared to the base year is a result of transferring in 2020 to this scope the emissions from fuels used for cogeneration (simultaneous generation of electricity and usable heat). These emissions were previously reported in Scope 2.

Base year: 2017

Base year Scope 1+2 emissions	45 368
Scope 1	15 510
Scope 2	29 858
Scope 3	444 583

Scopes in which reductions took place	2021
Scope 1 – reduction vs. 2017	6 586
Scope 2 – reduction vs. 2017	-29 809
Scope 3 – reduction vs. 2017	-159 932



# Impact on the Community



# Employees

In accordance with our Mission Sustainability 2025, Coca-Cola HBC strives to ensure:



Support the development of

**1 million**

young people entering the labour market in 28 countries with its #YouthEmpowered programme;

Create diverse teams to ensure that

**50%**

of managerial positions are occupied by women;

Target: **zero**

fatalities and reduce (lost time) accident rate by

**50%**

This is our response to the UN's Sustainable Development Goals:



**[103-1] [103-2] [103-3] disclosure: Employment**

Coca-Cola HBC Poland is an attractive, modern, and comfortable place to work. Every employee can count on engaging tasks, a safe work environment and benefits, and salary always paid on time. We are a big company – we employ nearly 1700 people, the vast majority of whom have full-time and permanent positions.

**GOOD PRACTICE**



To make it as easy as possible for employees to reconcile different life roles, we offered even more flexible work arrangements in 2021, including the possibility of working from home for up to 10 days a month, work from different locations, or hybrid work – part of the day from home, part from the office, and with the option to finish work early on Fridays. During the pandemic, we have also made it possible to work from abroad for up to 92 days in a calendar year.

**[404-3]**

All our employees receive regular performance and career development reviews.

**[401-2]**

In addition to an attractive salary, Coca-Cola HBC PL full-time employees receive numerous benefits, including:

- life and health insurance;
- access to private healthcare;
- numerous initiatives improving the well-being and engagement of employees (including vitamin packages for employees under quarantine/in isolation, holiday gifts, birthday gifts, fruit available in the office);
- sports cards or cafeteria vouchers;
- an additional three days off to be used for voluntary work as part of professional volunteering during working hours;
- 1 day off as part of participation in the blood donation campaign;
- three additional days off for using up holiday leave in the given year;
- option to take parental leave;
- additional annual leave for people with a certified disability;
- co-financing education;
- co-financing the purchase of glasses;
- quarterly benefit in the form of the company's products (allowance);
- company car for private purposes (according to internal company policy);
- a mobile phone (in line with the company's internal policy).

We do not run special pension programs.



**GOOD PRACTICE**



To thank our employees for their loyalty to the company and the Coca-Cola brand, we celebrate work anniversaries together every five years, and reward employees with gifts and additional days off. The number of additional days off increases by one for each five-year period worked at our company.

**[102-8]****Total number of employees by employment contract**

	2021	2020	2019
<b>Full-time contract</b>			
Women	503	505	540
Men	1153	1253	1284
<b>Total</b>	<b>1656</b>	<b>1758</b>	<b>1824</b>
<b>Part-time (1/2 FTE)</b>			
Women	4	4	4
Men	0	0	0
<b>Total</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Different FTE proportion</b>			
Women	3	9	6
Men	0	0	6
<b>Total</b>	<b>3</b>	<b>9</b>	<b>0</b>

**Number of employees by employment type**

	2021	2020	2019
<b>Fixed-term employment contract</b>			
Women	48	45	103
Men	55	122	188
<b>Total</b>	<b>103</b>	<b>167</b>	<b>291</b>
<b>Permanent contract</b>			
Women	462	425	447
Men	1098	1179	1093
<b>Total</b>	<b>1560</b>	<b>1604</b>	<b>1540</b>

**[401-1]****Total number of new employees by:**

	2021	2020	2019
<b>Gender</b>			
Women	103	49	182
Men	118	73	330
<b>Age</b>			
Under 30	134	61	262
30–50 years old	86	58	243
50 and above	1	3	7

**Rate of new hires in the organisation in the reporting period, by:**

	2021	2020	2019
<b>Gender</b>			
Women	0.063	0.030	0.100
Men	0.070	0.040	0.180
<b>Age</b>			
Under 30	0.082	0.040	0.140
30–50 years old	0.048	0.030	0.130
50 and above	0.002	0.002	0.010



**Total number of employees who left the organisation in the reporting period, by:**

Gender	2021	2020	2019
Women	118	83	117
Men	191	155	195
<b>Age</b>			
Under 30	102	57	178
30–50 years old	170	132	131
50 and above	37	8	4

**Employee turnover in the reporting period, by:**

Gender	2021	2020	2019
Women	0.071	0.047	0.060
Men	0.115	0.088	0.110
<b>Age</b>			
Under 30	0.062	0.032	0.100
30–50 years old	0.102	0.075	0.070
50 and above	0.020	0.005	0.002

**[102-41]**

There are no collective bargaining agreements at Coca-Cola HBC Poland. In 2021, we reduced employment in our organisation, completing the process of downsizing commenced in 2020 driven by the need to simplify our structure and boost organisational effec-

tiveness. The Coca-Cola HBC Poland employee council and two trade unions were involved in the redundancy process. All the dismissed employees were offered support in looking for a new job.

# Diversity and Inclusion

**[103-1] [103-2] [103-3] disclosure: Diversity, equal opportunity and non-discrimination**

At Coca-Cola HBC Poland we treat people with dignity and respect. We consider respect for human rights to be the cornerstone of sustainable development for our organisation.

The company has implemented the Human Rights Policy, which is based on the 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.

Selected aspects regulated by the Human Rights Policy at Coca-Cola HBC Poland:

- Respect for human rights;
- Stakeholder engagement;
- Valuing diversity;
- Freedom of association;
- Safe and healthy workplace;
- Zero tolerance of slavery, forced labour and human trafficking;
- Work hours, wages and benefits;
- Reporting and investigating irregularities.

**[202-2]**

Many of our top managers come from outside Poland, and 42% from Poland. We value the diversity of our people and the contributions they make to the organisation. For many years, we have been committed to creating the right conditions for all our employees to reach their full potential, without discrimination or harassment. We are dedicated to maintaining workplaces that are free from discrimination or harassment on the basis of race, sex, skin colour, national or social origin, religion, age, disability, sexual orientation, political opinion, or any other status protected by applicable law.



In all aspects of recruitment, employment, compensation and benefits, training, advancement and placement, we rely on qualifications, skills, experience, meeting the requirements and standards of the given position, as well as performance. Regardless of personal characteristics or status, the company does not tolerate disrespectful or

inappropriate behaviour, unfair treatment, or any form of retaliation. Harassment is unacceptable in the workplace and in any work-related circumstances, both in and outside the workplace. These principles apply not only to company employees but also to the business partners with whom we work.

*All Coca-Cola HBC policies,*

including the Human Rights Policy, can be found at





**[406-1]**  
With diversity, we can achieve more. Coca-Cola HBC Poland is a signatory of the Diversity Charter coordinated in Poland by the Responsible Business Forum. Through the Charter, we declare that our workplace is free from discrimination and we underline our readiness to engage all employees and business partners in promoting the equal opportunity policy and diversity management in the workplace. In 2021, we did not record a single case of discrimination.

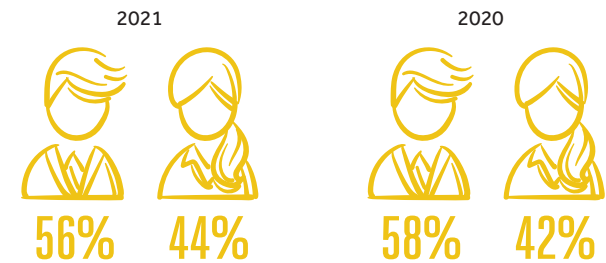
We know that diverse teams are more effective, and that leadership and making the right decisions are skills that both women and men have. That is why our organisation has pledged to reach an equal proportion of genders in managerial positions by 2025. At Coca-Cola HBC Poland we support gender diversity and equality. We practise equal

and competence-based hiring (especially in the case of managerial positions), we award bonuses to and promote women and men on par, and organise training on diversity and inclusion.

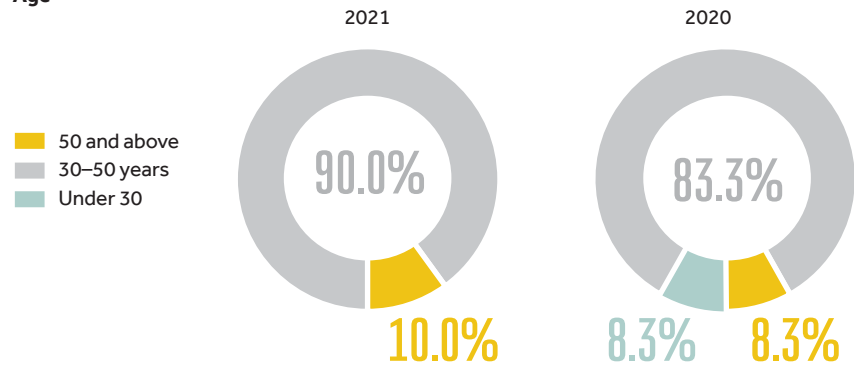
We discussed diversity in 2021 with our employees at special educational sessions. We organised, among others, the "Appreciating & Understanding our Diverse North" webinar, which was attended by over a dozen employees, and a webinar for women on self-esteem and pursuing ambitions. A survey organised among employees on diversity and inclusion in the workplace was another opportunity to reflect on these issues.

**[405-1]**  
Percentage of individuals within the organisation's governance bodies in each of the following diversity categories:

**Gender**



**Age**



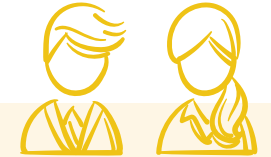


# Training and development

**[103-1] [103-2] [103-3] disclosure: Training and education**

We focus on employee development within the organisation and offer training adjusted to our current and future business needs.

At Coca-Cola HBC Poland, we have launched professional development programmes for all positions within our organisation: production plant staff, managers and the sales force. We also provide support in learning English, courses in law, training in negotiation, and digital skills. Coca-Cola HBC Poland employees also have access to the Helo e-learning platform, where almost 2,500 training resources are available in 22 languages.



We run numerous development and knowledge-sharing initiatives:

- Coke Day – session for new HQ employees;
- IDP information sessions;
- P4G educational sessions;
- Educational sessions about engagement;
- E2E BSO educational sessions;
- Power Hour (for managers);
- Polish Deal tax reform – educational sessions;
- Training on diversity and building an inclusive organisational culture.



**[404-1]**

**Average hours of training in the reporting period, by:**

Gender	2021	2020
Women	15.13	22.43
Men	15.57	17.08

**Employment category**

	2021	2020
Change leaders	15.05	29.31
Frontline leaders	19.13	20.16
Future leaders	69.25	2.23
Specialists and experts	14.78	19.81
Support staff	19.53	1.18
TOP 300	18.55	46.51
TOP 40	1.00	0.42
Production staff	18.33	0.68



We build strong team competence to execute our strategy. We observe our line, mid- and senior-level managers and help them quickly build the competences they need to manage their areas.

**Fast Forward** is a 12-month development programme for employees with the highest potential. Training is organised on three levels: from specialists to managers, from managers to senior managers, and from senior managers to board members. 26 employees participated in the programme in 2021. The goal of the Fast Forward programme is to effectively prepare employees with high potential for promotion, and shorten the time needed to achieve the expected results after the transition. This is accomplished, among others, through:

- Providing clearly defined opportunities for development within the company;
- Career path planning;
- Building engagement;
- Forming a group of successors for the key managerial positions within the organisation;
- Developing independence and networking.

At Coca-Cola HBC Poland we support sharing knowledge between our employees. We have introduced, among other initiatives, a mentoring system based on mutual learning where the mentor and the mentee help each other in their personal and professional development by sharing knowledge and experience. Their relationship is based on mutual trust and respect. The goal is, above all, to support the onboarding of new hires, support managers in developing leadership competences,

and support talents in the change process. In 2021, we used a user-friendly dedicated platform to connect mentees and mentors in the most seamless way possible. Mentor profiles are presented on the platform along with their availability, which makes it easy to arrange meetings. It also offers the opportunity to apply for the position of a mentor. The programme covers all of the group's markets, which means a mentor from any country can be selected.

#### Opportunity Marketplace

In 2021, we continued our work on our Opportunity Marketplace platform, which we launched in 2020. The platform is used to connect employees with projects. Project managers post announcements about the sort of support they need and its extent, and employees looking for new development opportunities, who want to experience something new, can apply. Importantly, they can apply to join projects from various departments, and even different Coca-Cola HBC Group countries. This approach enables employees to truly learn, acquire completely new competences, and get to know other departments within the company in practice. Any employee can apply to take part in any of the announced projects, as long as they meet the basic criteria identified by the project manager.

#### GOOD PRACTICE



We have been developing the **Smarp** platform since 2020, which employees use to create content and share it on social media. **Smarp** ensures not only greater reach for corporate communication, but also helps promote the private accomplishments of employees who want to be active, build their image, share knowledge, and spread our values. The platform provides inspiration for creating posts, allows accurately tracking of statistical data, and introduces a competition component. By being active on the platform, employees earn points that can be exchanged for attractive prizes.

#### Say Thank You campaign

In 2021 we conducted an employee appreciation campaign in the Supply Chain department. Everyone could nominate employees in three categories:

- Superhero of the Year
- Exceptional Achiever
- Best Co-worker

Laureates (over 100 people) received prepaid cards and were commended during department meetings. The campaign will be continued also in 2022.

### Brand Opener

Another edition of the Brand Opener competition was held in 2021, to continue building our image as an employer among young people. The fifth edition of the programme, similarly to the previous ones, was aimed at raising awareness among students of what Coca-Cola HBC offers to young and ambitious people who are starting their journey on the labour market. For the second time, we addressed the competition not only to Polish citizens, but also to Lithuanians, Latvians, and Estonians.

In 2021, we also decided to slightly expand the scope of the competition. Participants had the opportunity to demonstrate their knowledge and creativity in one of four areas: sales, sustainable development, production, and marketing. Once again we focused on raising awareness, sharing knowledge and building engagement, rather than fulfilling recruitment goals.

Due to the pandemic, the Brand Opener campaign was organised entirely online. To reach recipients, gain a foothold in their awareness and encourage them to take part in the competition, we have carried out an extensive online image-building campaign, using various communication channels, including Facebook, YouTube, Instagram, and Messenger. The slogan of the 2021 campaign

was "Unbottle your potential". We conducted the main competition, organised seven "mini-challenges" and live events, also with the members of our board.

Our goal was not only to promote the competition and the online events, but above all to build awareness and our image as an employer of choice among young people. Brand Opener 2021 enabled us to introduce students to working in the FMCG industry, provided them with useful practical knowledge, and inspired them to make bold personal and professional decisions.

### GOOD PRACTICE



**For many years, in cooperation with the best universities in Poland, we have been inviting university students in their final years to get to know our plants through the Summer Academy of Skills. We offer classes and workshops that allow theoretical knowledge to be put into practice, meet experts, and learn about the most cutting-edge production systems in the industry.**

### Brand Opener results:

Reach on Facebook:

**2,637,481**

people;

Over

**1.9 million**

views of our ads;

**86,716**

clicks on links to the campaign's website;

**8,505**

interactions.



# Health and safety

**[103-1] [103-2] [103-3] disclosure: Health and safety**  
Our goal: reduce the rate of accidents at work by 50% and no fatal accidents  
**[403-6]**

We want work in the Coca-Cola System in Poland to be safe.

We are committed to building an occupational health and safety culture, and introduce effective health and safety standards that are appropriate to the risks involved in our business.

We ensure a healthy and safe work environment by eliminating hazards, reducing health and safety risks, and raising awareness among employees and subcontractors. We comply with all legal requirements and health and safety standards, and our internal regulations in many areas extend beyond what is mandatory.

Safety issues at Coca-Cola HBC Poland are regulated by the Occupational Health & Safety Policy, the Fleet Safety Policy and ISO 45001 standard compliant system procedures. The ISO 45001 standard has been in place at the company since 2020, and has

been implemented at the plants in Radzymin, Staniątki, and Tylicz, based on the OHSAS 18001 system. This standard is not required by Polish legislation. We decided to implement it to ensure the highest safety standards it introduces.

**[403-3]**

The Board is responsible for managing work safety in the Coca-Cola HBC System in Poland. There is also the Health and Safety Manager in the company, who is responsible for Poland and the Baltics, and who oversees safety issues and develops the health and safety management system.

**[403-2]**

We assess occupational risks in all positions at least once a year. The results are discussed during the review of the occupational health and safety management systems in each production plant, based on the ISO 45001 requirements. In the case of functions that do not have a management system in place, the occupational risk assessment results are analysed on an ongoing basis during monthly meetings devoted to occupational safety. Twice a year, the management board of Coca-Cola HBC Poland is informed about the groups of actions taken, which result, among other things, from the occupational risk assessment.

## Identification of hazards

We have implemented the **Near Miss** workplace hazard identification programme within our organisation. Every employee can report a hazard via the electronic database, which prompts the assigning of an action plan to every incident. 1,848 hazards were reported in Poland in 2021.

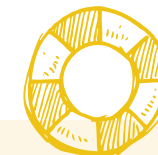


## Reporting and analysis of the causes

Every employee is obliged to report accidents and near misses. The accident team determines the causes of a given incident. The remaining units are informed both about the incident and its causes. In the next step, preventive actions are taken to eliminate the risk of a similar incident occurring in other departments.

If the work poses a direct threat to the health or life of an employee, the employee is obliged to cease performing it. All employees are informed about this obligation.

It is also possible to report potentially dangerous incidents anonymously via the SpeakUp Line tool.



**[403-7] [403-6]**

## Preventive measures

We take preventive measures in addition to strictly following occupational safety rules. Here are some of them:

- Behavioural Based Safety (BBS) – we have 388 trained reviewers across the entire BU, who performed a total of 2638 reviews;
- The Toolbox Talks programme's encouraging talks about safety, and Walk The Talk inspections of workstations conducted by management;
- A series of articles on security in the Sparkling News corporate newsletter;
- A dedicated page on the corporate intranet devoted to work safety, presenting not only good practices, but also making training materials available;
- A driving style monitoring system, and starting work on an incentive scheme for sales representatives to improve road safety and reduce on-road emissions.

## GOOD PRACTICE



The global The Coca-Cola Company Life Saving Rules programme was launched in 2021.



## Life Saving Rules

Zero is possible

Its goal is to build a safety culture where reaching zero accidents is possible. A global and unified approach to threats and prevention has been introduced as part of the programme. It includes 14 rules that address different risk groups:

1. Behavioural, such as the ability to react to threats in the surroundings, the reactions themselves, and the necessary knowledge and skills;
2. Associated with the organisation of work in the context of contractors and work permits;
3. Related to particularly dangerous work;
4. Associated with broadly defined mobility.

The system for implementing and monitoring corporate requirements and communication in the area of work safety has been built around these 14 rules.



Every year, we organise the Safety Week, during which employees can learn more about Occupational Health & Safety (OHS), and update their knowledge. We organise, among other things, basic tests, dietary consultations, and meetings with safety experts. Given the number of accidents and greater business activity, Safety Weeks have been organised twice a year since 2021. The spring edition is held just before the commercial season in the summer, and the autumn edition, during which winter season hazards are focused on, is organised just before the Christmas sales peak.

The spring edition of the Safety Week (31 May 31 to 4 June) in 2021 was directly addressed to the field sales force and production plant staff. Heads of the individual functions were involved in the promotion of the event. We launched a long-term risk assessment campaign just before completing the Take 5 seconds to think before you start task, which continues into 2022. This Safety Week is also focused on promoting Life Saving Rules, a global programme launched by The Coca-Cola Company. Our employees have had the opportunity to take part in webinars on threat response, and learn how to walk and drive a car safely.

The autumn edition (15–19 November) was attended by 1,330 employees from the entire BU, and involved 58 activities (training, webinars). We have delivered over 91 hours of training, including 11 online activities. We are proud that despite the pandemic, we managed to organise activities in 6 locations, making sure safety rules were followed. A total of 21 people were involved in preparing the event, including local leaders such as OHS experts from production plants. Various topics were raised depending on the audience:

1. First aid
2. Road safety
3. Forklift Olympics in the warehouses
4. Healthy spine
5. Production safety – personal protective equipment and the Lock Out Tag Out (LOTO) system

**Number of days without an accident at work in Coca-Cola Hellenic Poland plants\***

	2021	2020
Staniątki	72	50
Tylicz	989	624
Radzymin	164	472

\* As at 31 December

**[403-10]** In 2021, we did not record any cases of occupational diseases or fatal accidents at

Coca-Cola HBC Poland. There were six work accidents resulting in lost work time.

**Self-reporting of work-related injuries\***

	2021	2020
Fatal work injuries	0	0
Fatal work injury rate	0	0
Serious work injuries (excluding fatalities)	0	0
Serious work injury rate (excluding fatalities)	0	0
Work injuries	6	5
Work injury rate	0,36	1,74
Main types of work injuries	Tripping/ slipping/ falling	Falling/tripping

\* Number of work-related medical interventions in the reference period x 100 / average value per reference period

**Staff who are not employees but whose work and/or workplace are controlled by the organisation**

	2021	2020
Fatal work injuries	0	0
Fatal work injury rate	0	0
Serious work injuries (excluding fatalities)	0	0
Serious work injury rate (excluding fatalities)	0	0
Work injuries	4	0
Work injury rate	n/a	n/a
Main types of work injuries	forklift- related injuries – foot injuries	finger injuries
Number of hours worked	n/a	n/a



	2004	2014	2017	2018	2019	2020	2021
Number of accidents at work per 100 employees	2,38	0,76	0,43	0,44	0,33	0,24	0,36

**Safety during the pandemic**

During the pandemic, and also in 2021, Coca-Cola HBC Poland closely followed legal guidance and complied with internal best practices for counteracting coronavirus infections. We have ensured safe working conditions for office staff as well as people working in the beverage production plants and distribution centres. Thanks to our actions, we managed to avoid stopping production, while maintaining the necessary health precautions.

Overall, during the pandemic we introduced several hundred safety measures across our plants and company headquarters. A dozen or so COVID-19 prevention audits were carried out to monitor their effectiveness and compliance with the imposed restrictions. An important aspect of counteracting the pandemic was responding to emerging threats swiftly in an informed manner. Here are a few examples:

- Creating a voluntary testing system that ensured access to health facilities for employees at risk of infection;
- Discounts on tests at commercial testing points, e.g. before travelling, for employees, their families and relatives;
- Access to antigen self-tests (available in the second half of the year).

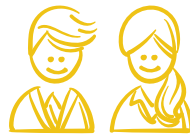
A clear pro-vaccine declaration and communication were key aspects of the prevention strategy. On 28 April 2021, the World Day for Safety and Health at Work, we engaged in an in-depth discussion with external experts on the benefits of vaccination against COVID-19.

**Activities related to the COVID-19 pandemic:**

- Remote work wherever possible, depending on the nature of duties;
- Limited local and cross-border business trips;
- Postponed visits of guests to Coca-Cola HBC PL plants;
- Strictest hygiene standards in production plants (additional disinfection procedures, personal hygiene products, checking temperature with infrared thermometers at entrances).

In the Annual Engagement Survey,

**94%** of employees said their workplace is safe.



**GOOD PRACTICE** 

The Smart Glasses technology has also been retained in our plants after the pandemic, which has changed the way production line equipment is maintained and repaired. Thanks to the Smart Glasses technology, after wearing special glasses employees of the Lithuanian plant stream what they see to technical consultants all over the world. Experts “looking through their eyes” can give directions about what to do and how to do it in the most effective way. Thanks to Smart Glasses, we have reduced the number of face-to-face meetings, while at the same time cutting CO2 emissions by limiting travelling. Smart Glasses are also used by staff who prepare orders for shipping to customers. Orders are no longer printed on paper, but displayed in the system through Smart Glasses.

**GOOD PRACTICE** 

We decided to keep some of the solutions introduced during the pandemic. The Employee Assistance Programme, a private support service launched in 2020, is one such example. It is intended to provide free psychological help to employees and their families, and address the problems and challenges of everyday life. The EAP programme offers personalised and professional support, as well as assistance in managing life's difficulties. The EAP Helpdesk operates 24/7, and offers support whenever needed.

# Relationships with stakeholders



[102-42] [102-43]

We consider dialogue with our stakeholders to be an opportunity to explore new and improved solutions. How often we interact depends on the specific nature of the given group of stakeholders, the degree of impact, and the amount of interest. We organise face-to-face meetings and do market research. We are also members of industry organisations, and we cooperate with many NGOs on socially significant programmes.

#### We engage in dialogue with external stakeholders through:

- Events organised by our companies;
- Meetings of industry organisations;
- Business meetings with customers and suppliers;
- Dialogue panels to the AA1000 SES standard;
- Active participation in public consultations associated with changes to the waste management system in Poland.

#### GOOD PRACTICE



We have been organising discussion panels with our key stakeholders for several years. We organise meetings in Warsaw for stakeholders with whom we work throughout the country, and in our plants, where we meet with local stakeholders. The meetings are organised in accordance with the AA1000 SES standard. Our process of preparing and conducting meetings is based on the standard's three main principles:

- **MATERIALITY** – engaging stakeholders in issues and activities that are relevant.
- **INCLUSIVITY** – engaging key stakeholders in developing and achieving strategic responses to sustainability challenges.
- **RESPONSIVENESS** – an organisation's response to stakeholder issues that affect its sustainability performance.

In 2021, we organised three panels at all our plants in Poland. Due to the COVID-19 pandemic, the events were held online.

*For more information*

see the Coca-Cola HBC Sustainability Report 2020, page 66:



In autumn of 2021 we organised a dialogue panel with our suppliers. Due to the pandemic-related restrictions, the panel was also held online. It was attended by 56 participants representing a total of 27 stakeholders – Coca-Cola HBC suppliers.

In the first part of the meeting, suppliers shared their own experiences and good practices in sustainability, including:

- Alternative energy sources and reduction of emissions;
- Packaging;
- Waste management.

Suppliers also presented initiatives for the climate and environment which are already being executed together with Coca-Cola HBC Poland, including educational programmes for employees, teenagers, and children as well as innovative solutions increasing the energy efficiency of lighting. The panel participants also discussed the possible broadening of cooperation with Coca-Cola HBC Poland, and suggested actions for our organisation to make it even more sustainable.

In the first half of 2022, we organised three discussion panels at our plants in Radzymin, Staniątki and Tyliz.

The panels were organised at the plants to learn the opinions, needs, and expectations of key stakeholders regarding the management of water resources, in line with the requirements of the Alliance for Water Stewardship (AWS) Standard. The meeting in Staniątki was attended by 14 people representing 11 Coca-Cola HBC Poland stakeholders. Some of the participants were present on the site, while others joined online. In Radzymin, we met in person with 9 people representing 9 stakeholders. The meeting in Tyliz was attended by 8 people - 7 in person and one online. Representatives of local organisations, the local government, suppliers, and countrywide institutions were present.

[102-44]

During all meetings, stakeholders also identified sustainability issues they consider relevant, which should be included in the Coca-Cola HBC report. Most of them concerned the environment, including management of energy consumption, emissions, and carbon footprint, as well as packaging policy and recycling. Participants also pointed to issues of health and safety, and employment.





[102-40] [102-43]

**Coca-Cola HBC Poland stakeholders:**

- Employees – critical (full-time employees, trade unions); important (prospective employees, student associations, recruitment companies, companies hiring for Coca-Cola (outsourcing), contract workers, former employees, local employment agencies);  
**Frequency of engagement: daily**
- Public administration, regulators and industry organisations – critical (State Sanitary Inspection, National Labour Inspectorate); significant (Ministry of Health, Ministry of Climate and Environment, Ministry of Culture, National Heritage and Sport, Ministry of Education and Science, National Institute of Public Health – National Institute of Hygiene, Provincial Inspectorate of Trade Inspection, Institute of Food and Nutrition, Advertising Ethics Council, Polish Federation of Food Producers Union of Employers, Union of Employers of the Republic of Poland, Union of Entrepreneurs and Employers, Office of Competition and Consumer Protection, consumer ombudsmen, so-called influencers, MPs, parliamentary committees, European Commission, Prime Minister's office, healthcare professionals, Union of European Soft Drinks Associations, ISA);  
**Frequency of engagement: once a month on average**



- Society and local communities – critical (media, Success Written in Lipstick Foundation); significant (local government administration, local residents, secondary and higher schools, other non-governmental organisations, e.g. charities);  
**Frequency of engagement: once a week on average**
- Clients and the market – critical (consumers, clients: retail chains, key suppliers of raw materials (e.g. sugar factories), suppliers of packaging); significant (clients:

local stores, clients: hotels, restaurants and cafes (catering channel), consulting companies, other suppliers, organisations promoting healthy eating);  
**Frequency of engagement: daily**

- Capital market – critical (strategic shareholders);  
**Frequency of engagement: on average once a quarter**

- Natural environment – critical (Provincial Inspector for Environmental Protection,

Rekopol Recovery Organization, The Union of Packaging Industry and Packed Products Employers EKO-PAK, Greenpeace Poland); significant (recyclers, the UNEP/GRID-Warsaw Centre implementing the United Nations Environmental Programme (UNEP), non-governmental organisations dealing with environment and climate).  
**Frequency of engagement: once a month on average**

**[102-12]**

Coca-Cola HBC Poland follows the principles and guidelines of sustainable development based on:

- **Sustainable Development Goals:** Goal 6 and Goal 12. As part of the 2030 Agenda, we have committed ourselves to reducing the total water consumption in production processes and the consumption of PET raw material, <https://www.un.org.pl/#>;
- **Greenhouse Gas Protocol (GHG Protocol),** <https://ghgprotocol.org/>;
- **Alliance for Water Stewardship (AWS),** <https://a4ws.org/>, more about the standard on p. 29;
- **EU Pledge commitments** (responsible marketing), <https://eu-pledge.eu/>, more about the commitment on page 22;
- Letter of intent to **optimise the caloric value and ingredients of food products** in Poland (through the signatory, i.e. the Polish Federation of Food Industry Union of Employers);
- **Our own Net Zero 2040** commitment to achieve carbon neutrality across the entire value chain by 2040.

**[102-13]**

At Coca-Cola HBC Poland, we share our experience and contribute to the market environment through membership in important organisations on the Polish market:

- Polish Federation of Food Industry Producers Union of Employers, <https://www.pfpz.pl/index/>;
- The Union of Packaging Industry and Packed Products Employers EKO-PAK, <http://eko-pak.biz/>;
- Rekopol Recovery Organization, <https://www.rekopol.pl/>;
- Responsible Business Forum, <https://odpowiedzialnybiznes.pl/>;
- Employers of the Republic of Poland, <https://pracodawcyrp.pl/>.

We also support organisations and associations whose activity is consistent with our values. These are:

- Polish Red Cross, <https://pck.pl/>;
- Federation of Polish Food Banks, <https://bankizywnosci.pl/>;
- Employee Volunteering Institute Foundation, <https://wolontariatpracowniczy.pl/>.

We do not work for awards, but we are obviously very pleased when independent experts recognise us for our efforts. In 2021 we had the pleasure to receive, among others :



- **Tytuł Best Quality Employer 2021** title awarded by the Central National Certification Bureau. The title recognises us for the effort put into building a comprehensive HR policy, and proves our strong position on the labour market.



- **Honourable Mention at the Employer Branding Excellence Awards 2021** for the SoMe Ninja EA project.



- **Certificate of the Great Place to Work**, organisation, a global authority in workplace culture. Great Place to Work certification relies on a strict model based on quantitative data to evaluate employee experience in the workplace.



- **The Reliable Employer title** awarded by Kowalski Pro-Media, the publisher of promotional inserts for popular newspapers in Poland.

ZŁOTE SPINACZE

- **Nomination** in the Research & Insight category **at the Złote Spinacze competition** – Złote Spinacze is the oldest PR competition in Poland.



- **Employer Branding Star 2021 title** awarded by the Employer Branding Institute & EBnavi.

Coca-Cola HBC has also earned top scores in prestigious sustainability rankings:



Europe's No. 1 Beverage Company in the **Dow Jones Sustainability Index**.



**ESG Prime** status in the ISS rating.



Highest score among beverage companies in the **MSCI ESG Rating**.



Inclusion in the **Ethibel EXCELLENCE** Socially Responsible Investments Register.



"A" rating for climate and water in the **CDP A list 2020**.



No. 1 in the FMCG industry in the **Responsible Companies Ranking**.



Alliance for Water Stewardship Standard certification at **gold** and **platinum** levels.



**CSR Silver Leaf** title of the Polityka Weekly and Deloitte.



Inclusion in the **FTSE4GOOD** index since its creation in 2000.



No. 1 beverage company in the **ESG VIGEO** index by Moody's agency.

For more information about the ESG rankings and Coca-Cola HBC

please visit:



# Social engagement

We support community programmes and get involved in initiatives where our competence, knowledge and experience can be the most valuable.

#### In our actions we focus on:

- Creating a positive impact on society and the economy;
- Improving the quality of life of the community;
- Supporting youth in development;
- Launching environmental projects.

To increase our impact, we partner with non-governmental and industry organisations. We get involved in both national and regional initiatives in the areas where our plants are located.

#### The Coca-Cola Foundations initiatives

The Coca-Cola Foundation is our company's primary international philanthropic arm. It fulfils the commitment of The Coca-Cola Company to donate 1% of the company's prior year operating income to charity. Since its inception in 1984, the Foundation has awarded more than \$1 billion in grants to support sustainable community initiatives around the world. In 2021 alone, it was over 2% of The Coca-Cola Company and The Coca-Cola Foundation's operating income, well above our annual goal of 1%.

Grants are awarded throughout the year based on our priorities, tax requirements, and legal compliance, and are subject to the Foundation Board's acceptance.

The Coca-Cola Foundation also provides additional funding and subsidies to communities and organisations in response to major crises, including the coronavirus pandemic, and helps refugees from Ukraine. To date, more than \$56 million has been donated to support the fight against the coronavirus and, together with The Coca-Cola Company as well as European and global partners, nearly \$5 million to aid connected with the crisis in Ukraine.



#### Youth Empowered Program

This programme supports professional inclusion of young people by offering tools that build their potential and creates opportunities on the labour market. We have been running the Youth Empowered programme since 2017, an educational initiative for young people who are unemployed, outside the education system, and do not receive training.

Youth Empowered includes Yep.academy, an online platform offering, among other things, competency and ability tests as well as online training to help young people develop the skills

needed in the labour market. It also includes a wage calculator to help determine the minimum salary.

In 2021, the tools were used by over

**25,000**

people, and a total of

**120,000**

in four years.





For young people who would like to see what doing a specific job is like, we have launched the YEP mentoring programme, which enables them to take advantage of the knowledge of Coca-Cola HBC PL employees, learn about building a professional career in the individual areas, and receive advice from experienced professionals about the choice of an educational or professional path. Job shadowing organised in our company is an opportunity for young people to assist Coca-Cola Hellenic Poland employees in their everyday tasks, letting interns see what working in a given position is like.

In the countries where Coca-Cola HBC Poland and Baltics operates, we organise the annual Youth Empowered Event, which was attended by over 1,500 students in 2021. The event was opened by Jaak Mikkel, General Manager of Coca-Cola HBC Poland and Baltics. It featured dozens of inspiring lectures by young and popular YouTubers, experienced entrepreneurs, influencers and environmental educators, delivered locally in Poland, Latvia, Lithuania, and Estonia. "Mission Sustainability" was the slogan of the Youth Empowered Event in 2021, and most sessions were devoted to the role of sustainable development in the contemporary world.

**We want to become a good neighbour**

At Coca-Cola HBC Poland, we want to earn the reputation of a "good neighbour" and work closely with communities in the locations we operate in. We know that we are a major employer in the regions, and many small local businesses rely on cooperation with us to be successful. According to 2021 data, the Coca-Cola System in Poland indirectly contributed to creating nearly 10 000 jobs throughout in Poland.

On top of our positive economic impact, we are a part of the everyday life of local communities, supporting various initiatives and suggesting our own projects. Every year, environmental projects are an important part of our local activities. In 2021 we organised the unique Earth Week campaign together with Planet Heroes and the UNEP/GRID-Warsaw Centre. We encouraged everyone to clean the neighbourhood together, and Coca-Cola HBC Poland also provided financial support to environmental foundations.





Planet Heroes is the first eco-crowdfunding platform that facilitates grassroots initiatives of cleaning up green areas, and supports cleaners. Planet Heroes' mission to encourage people to clean the earth is in line with Coca-Cola's "World without waste" programme, so we decided to join our efforts and launch an environmental campaign together.

The International Earth Day on 22 April was an opportunity for us to launch a two-week initiative for a World Without Waste. To take part, you simply registered on the [planetheroes.pl](https://planetheroes.pl) platform, cleaned an area of your choice in your neighbourhood (like a park, forest, river bank), took before and

after photos documenting cleaning and the gathered rubbish, and then published them on the platform. For each bag of rubbish, Coca-Cola HBC Poland would donate PLN 10 to one of the three foundations selected by cleaners:

- Mare Foundation, which protects the Baltic Sea ecosystem;
- For Biebrza Foundation, which protects the Biebrza area and its surroundings;
- Clean River Operation, which focuses on cleaning Polish rivers and their surroundings.

During the campaign, we cleaned, among others, the area of the Vistula, Głogów Małopolski, the Niepołomice Forest, and the area of St. Anne's Mountain. Thanks to the initiative and the support of consumers, company employees, and action partners, nearly 41 new eco-projects have been registered on the Planet Heroes Platform. As much as 80,820 litres of rubbish was collected. The total number of bags was 1,347!

#### Employee volunteering

We want our employees to be a community and create added value for the environment. We support action, project, and competence volunteering among employees (e.g. the Youth Empowered Programme).

Each employee can suggest solutions in the competition for volunteering grants, which are evaluated by a special committee composed of employees and independent external experts. Employees can involve their own families, friends, and representatives of local communities, and do projects together that are important for the community, also during their working hours. In 2021, we financed 22 projects which benefited 736 people indirectly and 12,000 directly.

# 10%

of our employees get involved locally in employee volunteering during their working hours, bringing good to those who need it the most.



# About the report



**[102-45] [102-50] [102-51] [102-54]**

This sustainability report follows the GRI Standards in the Core option. It covers the activity of Coca-Cola HBC in Poland from 1 January 2021 until 31 December 2021, and is a continuation of the previous report published in 2021 which contains data for 2020. The report covers the activity of Coca-Cola HBC Polska Sp. z o.o. and presents selected data and information about the activity of Coca-Cola Poland Services Sp. z o.o.

**[102-10] [102-52]**

There were no significant changes in the size, structure, ownership or value chain in the reporting period. This is the 16th edition of the sustainability report published by Coca-Cola HBC. Reports are published annually.

**[102-48] [102-49]**

This report restates some of the information provided in 2020. The following indicators have been restated:

- **[102-8]** – the number of employees in 2020 has been added, broken down by gender and age group;
- **[404-1]** – the number of employees who left the organisation has been added along with the 2020 employee turnover rate.

The introduced changes do not materially impact the content or interpretation of the report.

**[102-56]**

For the first time, the report was verified externally by an independent audit company Biuro Veritas Polska Sp. z o.o. The auditor's opinion is presented on page 64 of the report. Some of the presented data are part of the regional and global system of reporting the social and environmental outcomes of the Coca-Cola system companies' activity, whose accuracy is subject to review. The vast majority of the results presented in the report are externally audited on a regular basis (e.g. to the following standards: ISO 9001, ISO 14001, ISO 45001, AWS, and FFSC 22000). Core business areas are audited internally and externally at regular intervals.

**Stakeholder engagement**

**[102-46]**

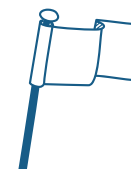
When creating this report, we asked our stakeholders to identify issues that are relevant to Coca-Cola HBC in the area of sustainable development. We organised three discussions panels: one remote, and two live events at our plants. We also conducted an online survey among stakeholders. Detailed information on this can be found on page 48.

**[102-43] [102-44] [102-46]**

We also asked our internal stakeholders and management as well as external stakeholders to complete an online survey on the importance of sustainability for Coca-Cola HBC Poland. The survey was completed by 22 stakeholders: our suppliers, customers, and non-governmental organisations. We asked all of them to evaluate each issue against two criteria: impact and importance.

For the team preparing this report, we created and organised a workshop during which we discussed the matrix of our impact on the environment, and the impact of the environment on our business.

The top 10 issues are presented in the table below.



**Issues:**

Use of plastics
Use of raw materials for the production of packaging
Waste management
Counteracting discrimination
Employee rights
Packaging as an element of the circular economy
Carbon footprint
Product ingredients
Diversity and equal treatment
Use of natural resources – water

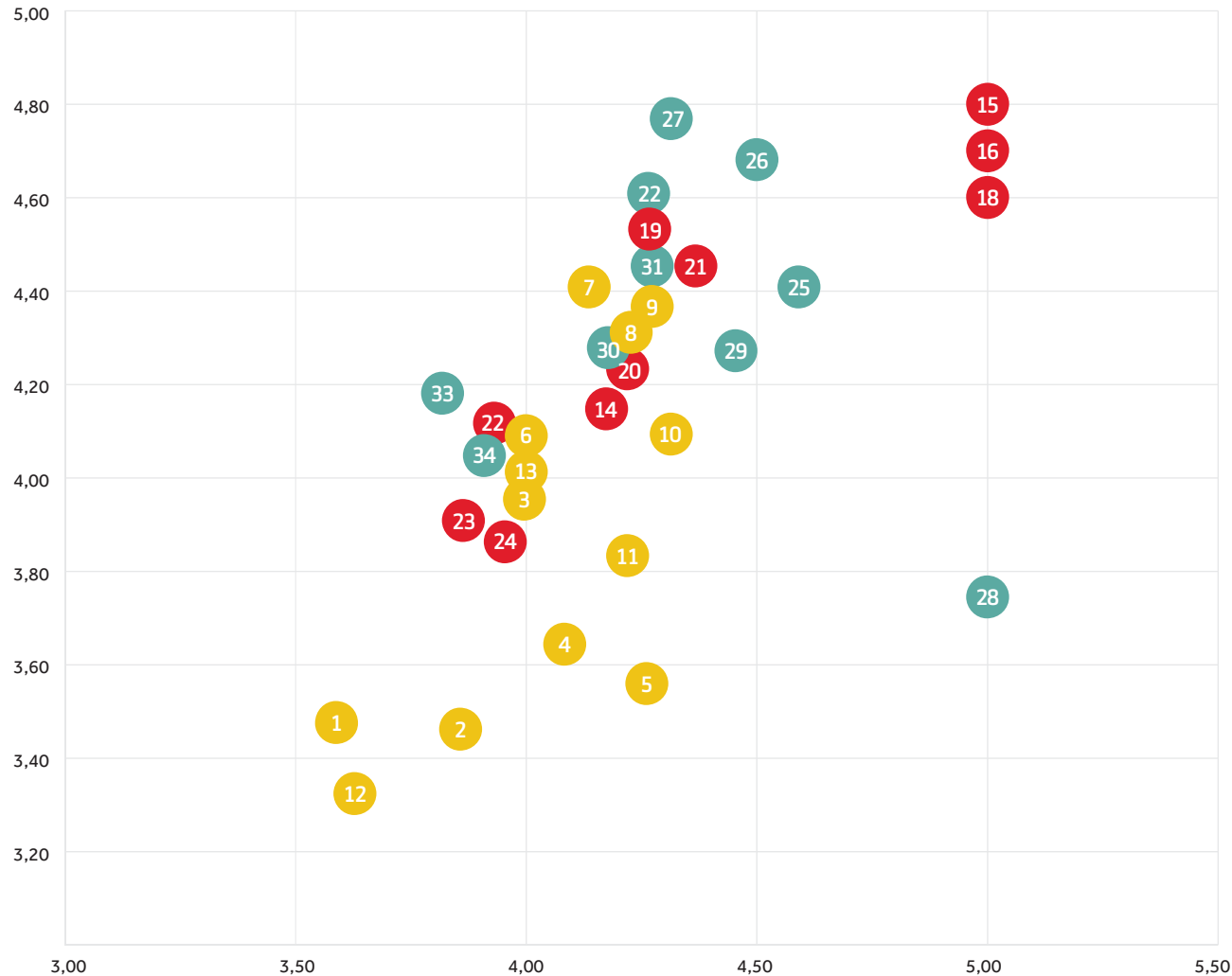
- environmental issues
- social issues
- economic issues







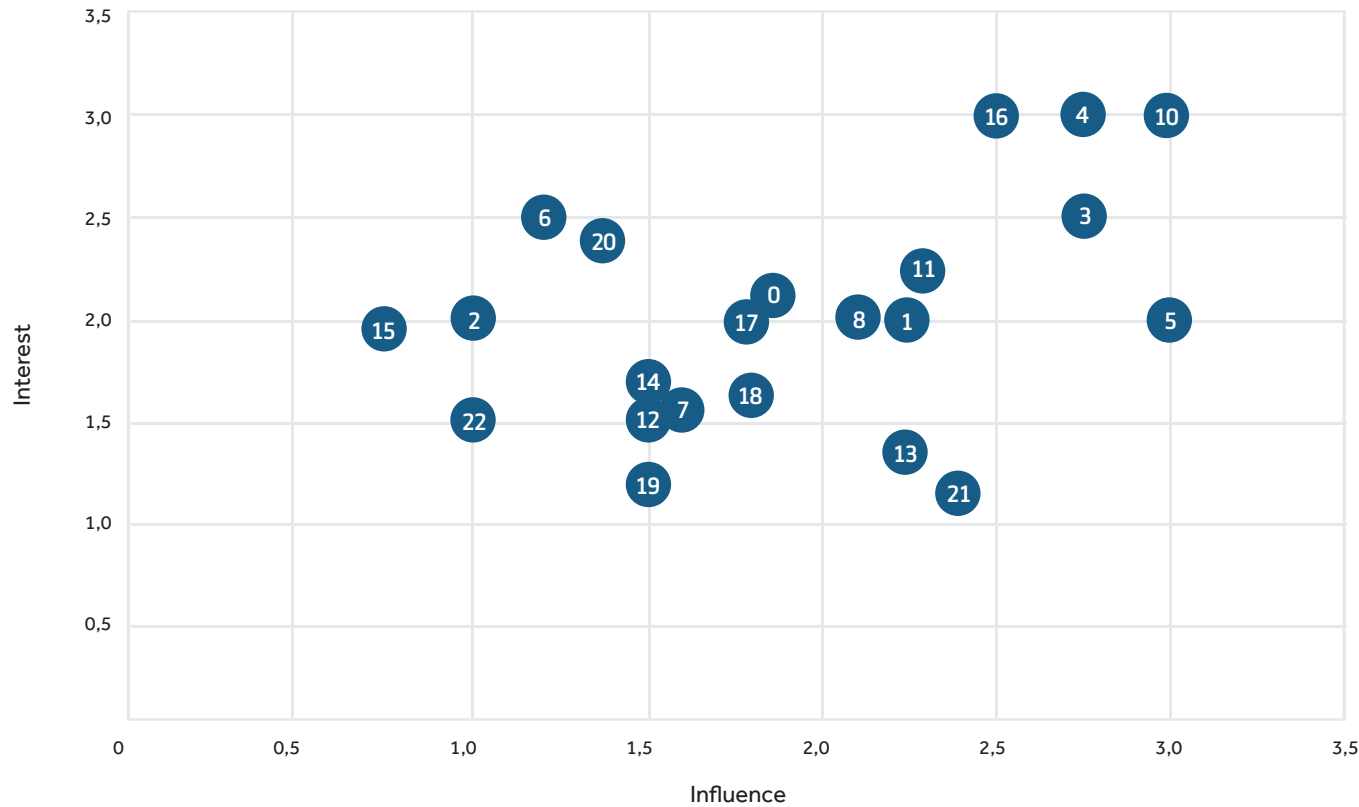
Issue importance matrix based on the results of stakeholder surveys.



- 1. Contribution to the development of the economy
- 2. Impact on the labor market
- 3. Industry cooperation for sustainable development
- 4. Business development
- 5. Industry related taxation (excise tax, sugar tax, etc.)
- 6. The impact of products on the health and safety of consumers
- 7. Product ingredients
- 8. Product labeling
- 9. Responsible marketing communication
- 10. Consumer data security
- 11. Ethics and anti-corruption
- 12. Digital transformation
- 13. Integrating environmental and social issues into Supplier requirements
- 14. Employee education and development
- 15. Employee health and safety
- 16. Employee well-being
- 17. New forms of work (remote working, etc.)
- 18. Diversity and equal treatment
- 19. Counteracting discrimination
- 20. Human rights
- 21. Employee rights
- 22. Social involvement / relations with local communities
- 23. Social investment
- 24. Health and healthy lifestyle
- 25. Use of natural resources - water
- 26. The use of raw materials for the production of packaging
- 27. The use of plastics
- 28. Packaging as an element of the circular economy
- 29. Energy consumption
- 30. Greenhouse gas emissions
- 31. Carbon footprint
- 32. Waste management
- 33. Impact on biodiversity
- 34. Education of the society in environmental issues



**Stakeholder matrix**



1. public administration, packaging suppliers
2. research agencies
3. creative agencies
4. marketing agencies
5. PR agencies
6. auditors
7. tax advisers
8. chemical reagent suppliers, technical gas suppliers, packaging suppliers, raw material suppliers, zwaste management, commercial service providers,
9. suppliers
10. logistics service providers
11. public institutions
12. local tax institutions
13. media
14. NGO
15. industry organizations
16. alcohol producers
17. local society
18. universities and research centers
19. financial services
20. legal services
21. local government

**[102-47]**

Based on the process that was conducted, and the importance matrix that resulted from it, the following key issues were identified, and are discussed in the report:

We also regularly report on sustainable development indicators, because we want to be transparent towards all our stakeholders and update them on the progress in pursuing these goals. To do this, we publish the Sustainability Report every year. This is how we show the impact of our activities on the environment, and the creation of value in the short, medium, and long term.

<b>Issue</b>	<b>Part of the report</b>
Ingredients and labelling of products	Impact on society/responsibility for the product
Responsible marketing communication	Impact on society/responsibility for the product
Health and safety of employees	Impact on society/employer
Use of plastics	Environmental impact/packaging and waste
Diversity and equal treatment, anti-discrimination	Impact on society/employer
Use of raw materials for the production of packaging	Environmental impact/packaging and waste
Packaging as an element of the circular economy	Environmental impact/packaging and waste
Use of natural resources – water	Environmental impact/resources and emissions

**[102-53]**

**Contact person**

Should you have any questions, doubts or suggestions related to the report or feedback on social responsibility issues in general, you can send them to:

**Krzysztofa Belz**

Customers and Community Partnerships Manager  
Coca-Cola HBC Poland and Baltics  
ul. Żwirki i Wigury 16, 02-092 Warsaw  
email: krzysztofa.belz@cchellenic.com

Our contact person handles all social, environmental, and management issues, unless different instructions have been issued for specific cases.



**[102-55]**

Disclosure number	Disclosure title	GRI Standard	Page in the report
102-1	Name of the organization	2016	6
102-2	Description of the organization's activities, primary brands, products, and services	2016	6
102-3	Location of the organization's headquarters	2016	6
102-4	Location of operations	2016	6
102-5	Nature of ownership and legal form of the organisation	2016	6
102-6	Markets served	2016	6
102-7	Scale of the organization	2016	7
102-8	Information on employees and other workers	2016	37
102-9	Description of the organization's supply chain	2016	12
102-10	Significant changes to the organization's size, structure, ownership, or value chain	2016	No changes
102-11	Whether and how the organization applies the Precautionary Principle or approach	2016	13
102-12	Externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses	2016	50
102-13	Membership in associations and organisations	2016	50
<b>Strategy</b>			
102-14	Statement from senior management	2016	3
<b>Ethics and integrity</b>			
102-16	Organization's values, principles, standards, and norms of behaviour	2016	9
102-17	Mechanisms for seeking advice about ethical and lawful behaviour, and organizational integrity	2016	11

**Corporate governance**

102-18	Governance structure of the organisation, including committees of the highest governance body	2016	9, 14
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**Stakeholder engagement**

102-40	List of stakeholder groups engaged by the reporting organisation	2016	49
102-41	Employees covered by collective bargaining agreements	2016	38
102-42	Basis for identifying and selecting stakeholders with whom to engage	2016	48
102-43	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	2016	48, 49
102-44	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded, including through its reporting	2016	48

**Reporting practice**

102-45	Listing all entities included in the organization's consolidated financial statements	2016	56
102-46	Process for defining the report content	2016	56
102-47	Material topics identified	2016	59
102-48	Effect of any restatements of information given in previous reports, the reasons for such restatements and their impact (e.g. mergers or acquisitions, change of base years or periods, nature of business, measurement methods)	2016	56
102-49	Significant changes from previous reporting periods in the list of topics, topic boundaries and measurement methods used in the report	2016	56
102-50	Reporting period	2016	56

102-51	Date of most recent report	2016	56
102-52	Reporting cycle	2016	56
102-53	Contact point	2016	59
102-54	Claim whether the report has been prepared in accordance with the GRI Standards: Core or Comprehensive option	2016	56
102-55	GRI content index	2016	60
102-56	Organization's policy and current practice with regard to seeking external assurance for the report	2016	64

#### Market presence and indirect economic impacts

103-1	Explanation of the material topic and its boundary	2016	17
103-2	The management approach and its components	2016	17
103-3	Evaluation of the management approach	2016	17
202-2	Proportion of senior management hired from the local community	2016	39
203-2	Significant indirect economic impacts	2016	17

#### Procurement practices, environmental and social assessment of suppliers

103-1	Explanation of the material topic and its boundary	2016	12
103-2	The management approach and its components	2016	12
103-3	Evaluation of the management approach	2016	12
204-1	Proportion of spending on suppliers in Poland	2016	12
308-1	New suppliers that were screened using environmental criteria	2016	12
414-1	New suppliers that were screened using social criteria	2016	12

#### Counteracting corruption and anti-competitive behaviour

103-1	Explanation of the material topic and its boundary	2016	11
103-2	The management approach and its components	2016	11
103-3	Evaluation of the management approach	2016	11
205-1	Operations assessed for risks related to corruption	2016	11
205-2	Training about anti-corruption policies and procedures for employees and managers	2016	11
205-3	Confirmed incidents of corruption and actions taken	2016	11

#### Materials

103-1	Explanation of the material topic and its boundary	2016	25
103-2	The management approach and its components	2016	25
103-3	Evaluation of the management approach	2016	25
301-1	Materials used by weight or volume	2016	28
301-2	Recycled input materials used	2016	28
301-3	Reclaimed products and their packaging materials	2016	28

#### Energy

103-1	Explanation of the material topic and its boundary	2016	31
103-2	The management approach and its components	2016	31
103-3	Evaluation of the management approach	2016	31
302-1	Energy consumption within the organisation	2016	31

#### Water and effluents

103-1	Explanation of the material topic and its boundary	2016	29
103-2	The management approach and its components	2016	29
103-3	Evaluation of the management approach	2016	29
303-2	Management of water discharge-related impacts	2018	29
303-3	Water withdrawal	2018	30
303-5	Water consumption	2018	30

#### Emissions

103-1	Explanation of the material topic and its boundary	2016	32
103-2	The management approach and its components	2016	32
103-3	Evaluation of the management approach	2016	32
305-1	Direct (Scope 1) GHG emissions	2016	33
305-2	Indirect (Scope 2) GHG emissions	2016	33
305-3	Other indirect (Scope 3) GHG emissions	2016	33
305-4	GHG emissions intensity	2016	34
305-5	Reduction of GHG emissions	2016	34

**Waste**

103-1	Explanation of the material topic and its boundary	2016	25
103-2	The management approach and its components	2016	25
103-3	Evaluation of the management approach	2016	25
306-3	Waste generated	2020	28

**Biodiversity and environmental compliance**

103-1	Explanation of the material topic and its boundary	2016	24
103-2	The management approach and its components	2016	24
103-3	Evaluation of the management approach	2016	24
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	2016	24
307-1	Non-compliance with environmental laws and regulations	2016	24

**Employment**

103-1	Explanation of the material topic and its boundary	2016	36
103-2	The management approach and its components	2016	36
103-3	Evaluation of the management approach	2016	36
401-1	Total number and rate of new employee hires and total number of employee turnover during the reporting period	2016	37, 38
401-2	Benefits provided to full-time employees	2016	36

**Health and safety**

103-1	Explanation of the material topic and its boundary	2016	44
103-2	The management approach and its components	2016	44
103-3	Evaluation of the management approach	2016	44
403-2	Hazard identification, risk assessment, and incident investigation processes	2018	44
403-3	Occupational health services	2018	44
403-6	Promotion of worker health	2018	44
403-7	Prevention and mitigation of occupational health and safety impacts	2018	44

	Self-indicator related to injuries at work		46
403-10	Rate of work-related ill health	2018	46

**Training and education**

103-1	Explanation of the material topic and its boundary	2016	41
103-2	The management approach and its components	2016	41
103-3	Evaluation of the management approach	2016	41
404-1	Hours of training per year per employee by employment structure	2016	41
404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	2016	36

**Diversity, equal opportunity and non-discrimination**

103-1	Explanation of the material topic and its boundary	2016	39
103-2	The management approach and its components	2016	39
103-3	Evaluation of the management approach	2016	39
405-1	Composition of governance bodies and employees by gender, age group, minority or other indicators of diversity	2016	40
406-1	Total number of incidents of discrimination	2016	40

**Product: consumer health and safety**

103-1	Explanation of the material topic and its boundary	2016	22
103-2	The management approach and its components	2016	22
103-3	Evaluation of the management approach	2016	22
416-1	Assessment of the health and safety impacts of product and service categories	2016	22
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	2016	21

**Marketing and labelling**

103-1	Explanation of the material topic and its boundary	2016	22
103-2	The management approach and its components	2016	22
103-3	Evaluation of the management approach	2016	22

417-1	Requirements for product and service information and labelling	2016	22
417-2	Total number of incidents of non-compliance with regulations and/ or voluntary codes concerning product and service information and labelling	2016	22
417-3	Total number of incidents of non-compliance with regulations and/ or voluntary codes concerning marketing communications	2016	22



Phot: Niketh Vellanki (p. 6), Maxim Hopman (p. 14),  
Stephanie Cantu (p. 23), Nahil Naseer (p. 25),  
Dimitry Anikin (p. 31), Julian Gentilezza (p. 39),  
Mitchell Trotter (p. 50)

# External verification

[102-56]



## INDEPENDENT LIMITED ASSURANCE STATEMENT

To: The Stakeholders of Coca-Cola HBC Poland

### Introduction and objectives of work

BUREAU VERITAS Polska Sp. z o.o. (Bureau Veritas) has been engaged by Coca-Cola HBC Poland to provide limited assurance of Selected information included in its "Coca-Cola HBC Poland Sustainability Report for 2021" (the Report). This Assurance Statement applies to the related information included within the scope of work described below.

### Selected information

The scope of our work was limited to assurance over GRI Standards Disclosures (Consolidated set of GRI Sustainability Reporting Standards), Core option included in the Report for the period 1 January 2021 to 31 December 2021: GRI Standards 2016: 102-1-14, 16, 17, 18, 102-40-56, 103-1, 2, 3, 202-2, 203-2, 204-1, 205-1, 2, 3, 301-1, 2, 3, 302-1; 303-2, 3, 5, 304-1, 305-1, 2, 3, 4, 5, 306-2, 307-1, 308-1, 401-1, 2, 404-1, 3, 405-1, 406-1, 414-1, 416-1, 2, 417-1, 2, 3 and GRI Standards 2018: 403-2, 3, 6, 5, 7, 10.

Excluded from the scope of our work is any assurance of other information included in the Report.

### Reporting Criteria

The Selected Information needs to be read and understood together with the standards for sustainability reporting The GRI Standards 2016 and 2018 as set out at <https://www.globalreporting.org>.

### Limitations and Exclusions

Excluded from the scope of our work is any verification of information relating to:

- Activities outside the defined verification period;
- Positional statements (expressions of opinion, belief, aim or future intention by Coca-Cola HBC Poland, and statements of future commitment).

This limited assurance engagement relies on a risk based selected sample of sustainability data and the associated limitations that this entails. The reliability of the reported data is dependent on the accuracy of metering and other production measurement arrangements employed at site level, not addressed as part of this assurance. This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.

### Responsibilities

This preparation and presentation of the Selected Information in the Report are the sole responsibility of the management of Coca-Cola HBC Poland.

Bureau Veritas was not involved in the drafting of the Report or the Reporting Criteria. Our responsibilities were to:

- obtain limited assurance about whether the Selected Information has been prepared in accordance with the Reporting Criteria;
- form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- report our conclusions to the Directors of Coca-Cola HBC Poland.

### Assessment Standard

We performed our work in accordance with International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (effective for assurance reports dated on or after December 15, 2015), issued by the International Auditing and Assurance Standards Board.

### Summary of work performed

As part of our independent verification, our work included:

1. Assessing the appropriateness of the Reporting Criteria for the Selected Information;
2. Conducting interviews with relevant personnel of Coca-Cola HBC Poland;



3. Reviewing the data collection and consolidation processes used to compile Selected Information, including assessing assumptions made, and the data scope and reporting boundaries;
4. Reviewing documentary evidence provided by Coca-Cola HBC Poland;
5. Agreeing a selection of the Selected Information to the corresponding source documentation;
6. Reviewing Coca-Cola HBC Poland's systems for quantitative data aggregation and analysis;
7. Assessing the disclosure and presentation of the Selected Information to ensure consistency with assured information.

### Conclusion

On the basis of our methodology and the activities described above:

- Nothing has come to our attention to indicate that the Selected Information is not fairly stated in all material respects.

### Evaluation against GRI Standards

Bureau Veritas Polska Sp. z o.o. undertook an evaluation of The Report against the GRI Standards. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI application level.

Based on our work, it is our opinion that report "Coca-Cola HBC Poland Sustainability Report for 2021" has been prepared in accordance with standards for sustainability reporting The GRI Standards, Core option.

### Statement of Independence, Integrity and Competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety and social accountability with over 190 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified<sup>1</sup> Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the TIC Council<sup>2</sup>, cross the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour and high ethical standards in their day-to-day business activities.

BUREAU VERITAS POLSKA Sp. z o.o.

Warsaw, June 2022

Witold Dżugan  
Member of the Board

Tomasz Smogowicz  
Lead Assuror

<sup>1</sup> Certificate of Registration No. 44 100 160145 issued by TÜV NORD CERT GmbH

<sup>2</sup> TIC Council Compliance Code EDITION 1 December 2018



*Coca-Cola*

 **Coca-Cola HBC  
Poland**

