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Coca-Cola

 **Coca-Cola HBC
Poland & Baltics**

Sustainability Report

Table of contents

1 Letter from the General Managers of the Coca-Cola System in Poland	3
-----------------------------------------------------------------------------	---

2 Coca-Cola System	4
Coca-Cola in Poland	5
Coca-Cola in the World	9
Responsibility for the Product	11
Responsible Management	15

3 Impact on the Economy	23
--------------------------------	----

4 Environmental Impact	28
Resources and Emissions	30
Packaging and Waste	37

5 Impact on the Community	43
----------------------------------	----

Employer	44
Community Support	59
Member of Local Communities	63

6 About the Report	65
---------------------------	----



Dear Sir or Madam,

[102-14]

the publication of the “Coca-Cola Sustainability for 2020” report is a great opportunity to express our appreciation for the enormous commitment of both our employees and partners of our companies during a period that has not been spared of its challenges. The coronavirus pandemic unexpectedly changed our reality and significantly impeded our daily functioning.

We are all the more pleased that, despite the challenges, we have managed to achieve our goals together. Our thanks go to each of our employees, each representative of our partners and each of our clients.

Despite the many changes in 2020, sustainable development and responsibility for the environment remained our priorities. We continued our activities under the “World Without Waste” strategy in the field of waste collection and recycling, packaging design and establishing partnerships. We actively participate in the work of the coalition of the Polish Federation of Food Producers and the Employers’ Union of Browary Polskie to introduce a producer deposit and deposit system in our country, thanks to which we will significantly increase the collection and reuse of packaging for our products. We have also undertaken initiatives that will help us prepare for the introduction in Poland of one of the highest drink fees in the world, commonly known as the “sugar tax”.

Importantly, we have not suspended key investments - we launched three new production



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

lines, two in Poland (in Krakow and in Radzymin) and one in Varena, Lithuania. As planned, we also opened a new office in Tallinn, and we have completely renovated our office in Riga.

Despite many challenges, we did not slow down and have achieved our goals. We not only strengthened the product portfolio with new categories, such as COSTA COFFEE, but have also developed the Premium Spirits offer.

In 2020, it was crucial for us to ensure the safety of our employees and their support in adapting to the new reality by ensuring safe and flexible forms of work. We also focused on helping our HoReCa partners, who were particularly affected by the pandemic, which was also appreciated by external experts. We allocated nearly PLN 5 million to the support program for the catering industry. We also supported doctors, medics, and service workers on the front lines of fighting the pandemic, who, with their dedication and professional help, took care of the health of all citizens. The value of our aid amounted to nearly PLN 2.8 million.

We have streamlined many processes, but we are not resting on our laurels. We want to continue to have a positive impact on the socio-economic environment and minimize our impact on the natural environment.

We are proud to present you the sustainable development report for 2020. Thank you for being with us in such a difficult period.



Natalia Stroe
General Manager
of The Coca-Cola Company Poland and Baltics



Coca-Cola System

Coca-Cola in Poland

[102-1][102-2][102-4][102-5][102-6][102-7]

In each of more than 200 countries in which it is present, Coca-Cola operates based on a system of two companies: the brand owner (The Coca-Cola Company) and bottling company responsible for the production, distribution and sale of beverages. It is similar in our market.

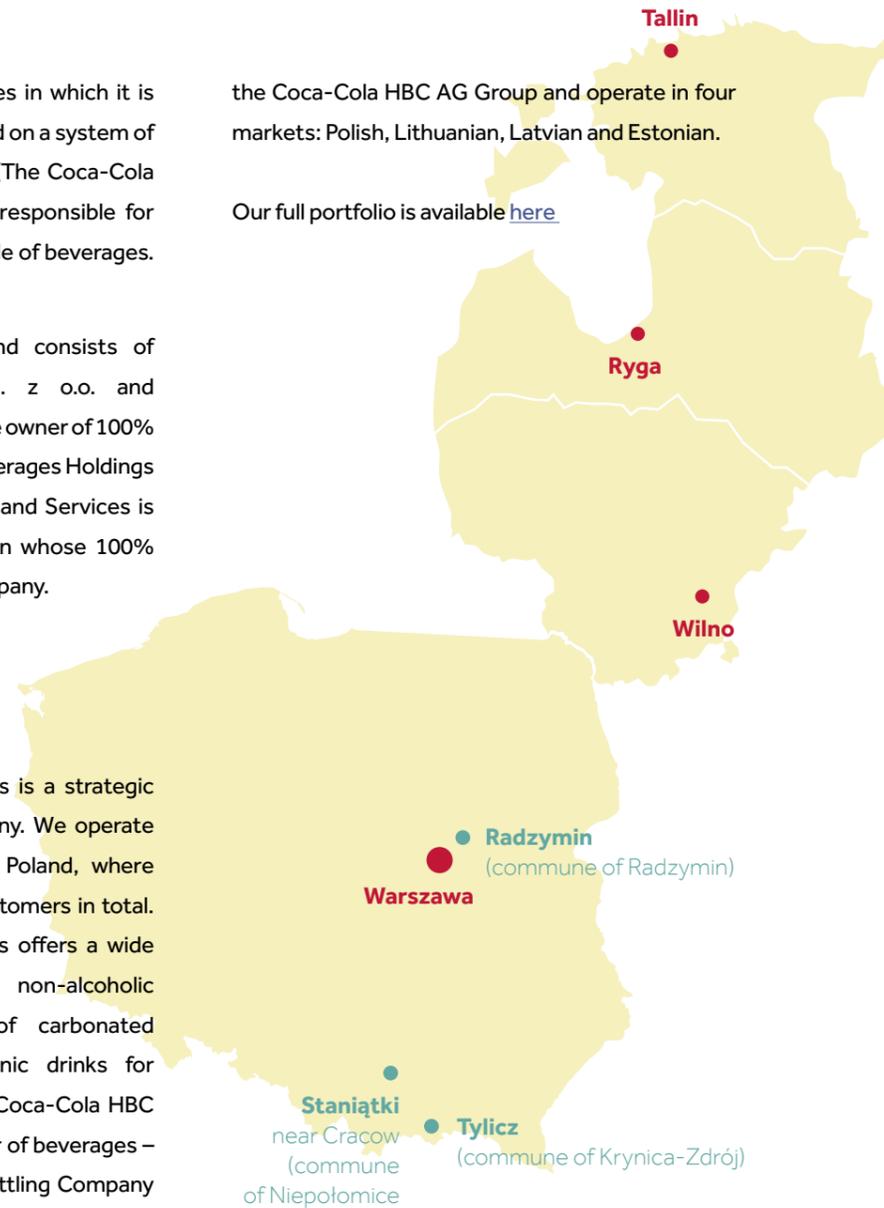
The Coca-Cola System in Poland consists of Coca-Cola Poland Services Sp. z o.o. and Coca-Cola HBC Polska Sp. z o.o. The owner of 100% shares in Coca-Cola HBC is CC Beverages Holdings II B.V. The owner of Coca-Cola Poland Services is The Coca-Cola Export Corporation whose 100% shareholder is The Coca-Cola Company.



Coca-Cola HBC Poland and Baltics is a strategic partner of The Coca-Cola Company. We operate in Estonia, Latvia, Lithuania and Poland, where we serve more than 30 million customers in total. Coca-Cola HBC Poland and Baltics offers a wide range of ready-for-consumption non-alcoholic beverages in the segments of carbonated beverages, juices, waters, isotonic drinks for athletes, energy drinks and teas. Coca-Cola HBC Polska is a producer and distributor of beverages – a branch of Coca-Cola Hellenic Bottling Company and one of the largest bottlers of The Coca-Cola Company beverages in the world. As Coca-Cola HBC Polska, we are part of a joint business unit Coca-Cola HBC Poland and Baltics. We belong to

the Coca-Cola HBC AG Group and operate in four markets: Polish, Lithuanian, Latvian and Estonian.

Our full portfolio is available [here](#)



[102-3]

Our headquarters are located in Warsaw and other local offices in Vilnius, Riga and Tallinn.

Scale of the Organization

[102-7]

Operations	2020	2019
Total number of employees	1 771	1 834
Total number of operations	1	1
Number of products or services (brands) offered	26	23

At the end of 2020, Coca-Cola Poland Services Sp. z o.o. employed 122 people.

Financial results of Coca-Cola HBC Polska are presented collectively in the [integrated annual report of the Coca-Cola HBC Group](#).

Coca-Cola HBC Polska has three production plants in Poland – in Radzymin, Staniątki and Tylicz.



Coca-Cola Poland Services is a representative of The Coca-Cola Company. It provides consulting services in market research, marketing strategies and product quality, as well as conducts activities related to mineral water and serves as the Shared Services Center for affiliated companies. It carries out activities related to product marketing, advertising, brand management and consumer promotions.

Coca-Cola in Poland

23 Brands

Nearly 1800 employees

92% Of products sold in Poland are manufactured in our country



Awards and Membership in Organizations

[102-13]

In the Coca-Cola System in Poland, we share our experience and shape the market environment. Our companies are members of important organizations operating in Poland.

Coca-Cola Poland Services:

- [Polish Federation of Food Industry Union of Employers](#)
- [Union of Entrepreneurs and Employers](#)
- [American Chamber of Commerce in Poland](#)
- [Union of Associations Advertising Council](#)
- [Responsible Business Forum](#)

Coca-Cola HBC Polska:

- [Polish Federation of Food Industry Union of Employers](#)
- [EKO-PAK Packaging Industry Union of Employers](#)
- [Rekopol Organizacja Odzysku Opakowań SA](#)
- [Responsible Business Forum](#)
- [Employers of Poland](#)

[102-12]

Voluntarily adopted declarations and codes

Coca-Cola Poland Services:

- [Sustainable Development Goals](#) SDG 5 and SDG 8. As part of the Agenda 2030, we have committed to make 100,000 women professionally active. The number at the end of 2018 was 200 thousand;

- [EU Pledge](#) (responsible marketing)
- [Evolved Nutrition Labelling](#)
- Letter of Intent to optimize the energy value and composition of food products in Poland (through a signatory, i.e. Polska Federacja Producentów Żywności Związek Pracodawców).

Coca-Cola HBC Polska follows sustainable development principles and guidelines based on the following:

- [Sustainable Development Goals](#): SDG 6 and SDG 12. As part of the 2030 Agenda, we have committed to reduce total water consumption in production processes and the use of PET.
- [Greenhouse Gas Protocol](#)
- [Alliance for Water Stewardship \(AWS\)](#)
- [EU Pledge commitments](#), (responsible marketing)
- Letter of Intent to optimize the energy value and composition of food products in Poland (through a signatory, i.e. Polska Federacja Producentów Żywności Związek Pracodawców).



We do not work for prizes and awards, but of course we are very pleased that our work is recognized by independent experts.

Prizes and awards received in 2020 include the following:



- Honorable mention in the Employer Branding Excellence Awards 2020 in the Online Campaign category for this year's Brand Opener competition for students.



- Siła Przyciągania award (the best employer branding campaign) given by Puls Biznesu and PwC.



- Best Quality Employer 2020 title awarded by Centralne Biuro Certyfikacji Krajowej – the title has been awarded as recognition of the effort made to create the company's comprehensive HR policy and a proof of our strong position in the labor market.



- Friendly Workplace 2020 title from the editors of MarkaPracodawcy.pl awarded to companies which take a modern approach to HR policy and employee development.



- Certificate of the Great Place to Work organization – a global workplace culture authority. A hallmark of Great Place to Work certification is a rigorous, quantitative data-driven model for evaluating employee experience at the workplace.

ZŁOTE SPINACZE

- Nomination for the Złote Spinacze public relations award for the REDefine Your Limits project in the Research&Insight category.



- First place in the FMCG industry in the prestigious 2020 Responsible Companies Ranking of Kozminski Business Hub.



- CSR Silver Leaf of the Polityka weekly.

- 9 new CSR best practices of Coca-Cola HBC were mentioned in the Responsible Business in Poland 2020 Report.

Coca-Cola in the World

The global Coca-Cola System consists of The Coca-Cola Company and approx. 300 partners, including the Coca-Cola HBC AG Group.

The Coca-Cola Company is the largest and best known company in the beverage industry in the world. Its products are available in more than 200 countries. The company is headquartered in Atlanta, Georgia, USA. Coca-Cola Hellenic Bottling Company is one of the largest beverage bottling companies in The Coca-Cola Company in terms of sales. Its products are available to over 590 million consumers. The main headquarter of the Coca-Cola HBC AG Group is located in Switzerland. The company is listed on the London Stock Exchange with a secondary listing on the Athens Stock Exchange and New York Stock Exchange.

Coca-Cola HBC has been named the European industry leader among beverage companies in the 2020 Dow Jones Index. This is the seventh time in eight years that Coca-Cola HBC has been ranked number one in Europe. With its highest score ever, it ranks second globally – the tenth time in a row it has been in the top three companies.

Sustainable development of the Coca-Cola System is based on cooperation, as well as sharing values and experience gained by The Coca-Cola Company and individual entities. This is why all companies support one another at every stage of their business activity.



Responsibility for the Product

Portfolio

Our portfolio is built based on a 24/7 strategy to offer beverages for every occasion and any time of the day. We produce, sell and distribute carbonated beverages of the best known brands such as Coca-Cola, Coca-Cola Zero, Sprite and Fanta. Our offer also includes waters, juices, ice teas, plant-based beverages and energy drinks. We offer a

wide range of sweetened, low-sugar and sugar-free beverages in a variety of packaging options to suit the lifestyles. In 2020, our portfolio was expanded to include COSTA COFFEE Home Edition coffee and premium spirits of brands such as Brown Forman, Edrington and Campari, which we distribute.

 [Here](#) is our full product portfolio



Product Quality

[103-1] aspect: product: Consumer health and safety

Regardless of the brand we produce and its popularity with customers, only the highest quality is acceptable for us. Our beverages meet all legal requirements and exceed them in many areas. We use external certifications and our internal policies. All our products meet high quality and food safety standards. We comply with all applicable external standards and internal policies which include the following:

Food quality and safety policy

Our goal is to provide quality products, packaging and services that meet customer

and consumer expectations as far as high-end brand products are concerned. Above all, our products must be safe.

Supplier Guiding Principles program

The program includes environmental impact. Companies supplying raw materials, packaging and semi-finished products undergo strict selection and are subject to our quality audit.

Standpoint regarding genetically modified organisms

We do not use raw materials that are genetically modified or derived from genetically modified organisms.

 All our company policies are available [here](#)

Our products and plants meet the following standards:

[416-1], [103-2], [103-3] aspect: product: Consumer health and safety

ISO 9001

All our plants are ISO 9001 certified. In addition to production plants, Coca-Cola HBC Polska also included the Technical Department and the Sales Department in the ISO 9001 certification system. This means that external quality standards also apply to the refrigeration equipment and beverage vending machines, as well as all storage, distribution and sales processes for our products. Quality certificates are renewed every 3 years and are audited annually.

ISO 14001

All our production plants have had the ISO 14001 Environmental Management System in place for many years.

AWS

All Coca-Cola HBC Polska production plants have received the Gold Water Management Certificate of the Alliance for Water Stewardship. It confirms the quality of the water management system. Our plants were the first in Poland to receive this certificate.

FSSC 22000:2010

In 2009, we began certification of our production plants in terms of the food safety standard PAS 220:2008. This standard specifies in detail the requirements for good manufacturing and hygiene practices in production processes and the international food supply chain. Plants in Radzymin and Tylicz were certified in 2010 and the plant in Kraków in 2011.

In the following years, all production plants began preparations for certification in terms of the FSSC 22000:2010 standard. This standard includes the requirements of the ISO 22000 standard based on HACCP principles, PAS 220 technical specification and specific additional requirements. The plant in Kraków received the certificate confirming compliance with the FSSC 22000 standard in 2012 and plants in Radzymin and Tylicz in 2013.

We introduced HACCP in our company many years before it was required by the Polish law. It is a system whose goal is to eliminate hazards to health of the consumer of a given product and ensure compliance with relevant standards in all products manufactured by Coca-Cola HBC Polska. It makes it possible to identify possible hazards, determine their impact on consumer health and determine the degree of likelihood of an undesirable condition and to eliminate the hazard.

ISO 45001

All three Coca-Cola HBC Polska production plants have also received the ISO 45001 certificate allowing to ensure the highest standards of work safety in the plants.

[416-2]

High food quality and safety standards, as well as compliance with internal policies and regulations, bring the expected results. In 2020, no cases of non-compliance with the law and regulations regarding the impact of products and services on health and safety were reported in the Polish companies of the Coca-Cola System.

Product Composition and Labeling

[103-1] [103-2] [103-3] aspect: marketing and labeling
[416-1] [417-1] [417-2] [417-3]

Marketing is an important part of our operations – it helps us reach our consumers with information on our products, novelties and campaigns. We make every effort to ensure that all our marketing activities are conducted responsibly, in compliance with our Responsible Marketing Policy and the Code of Ethics in Advertising to which we are a signatory. We do not advertise our products to children under the age of 12. In 2020, no cases of non-compliance with regulations, voluntary codes of conduct or marketing communication rules regarding labeling and information on products and services were reported in our companies. Also, no incidents of

non-compliance concerning the health and safety impacts of products and services were reported.

On our every product, customers may find information on ingredients and nutrition values. Moreover, since 2018, we have been testing voluntary, additional, color-coded food nutrition labels. A system of labels modeled on the colors of traffic lights (Traffic Lights Labeling System) placed on the front of the packaging informs in a simple way if the product has a high (red), medium (orange) or low (green) content of sugars, fat, saturated fatty acids and salts in relation to the average adult demand for these ingredients. The markings we use are intended to help consumers make more informed choices for a balanced diet.

Good practices!

We are members of Rada Reklamy which formulates the Code of Ethics in Advertising. In 2020, at a time when people were using media more often than usually, Rada Reklamy conducted the *'Don't Wait! React!'* You have an impact on advertising' campaign. The campaign was to make it easier for consumers to react to those advertising messages that in their opinion are against ethical standards and to increase the awareness of the importance of fair and ethical advertising. Rada Reklamy has not received any complaint about the advertising of our beverages



In 2020 low-sugar and zero-sugar beverages constituted

25%
of our portfolio.

Good practices!

Reduced caloric content

For years, European producers of non-alcoholic beverages have been acting towards providing products with reduced calorific values. The recent data show that in 2015–2019 in Europe, the amount of sugars added to non-alcoholic beverages was reduced by 14.6%. These measures are the industry's response to the European Commission's call to reduce sugar added to non-alcoholic beverages by 10% by 2020. Independent analysts from GlobalData confirm that the target was achieved and even exceeded.

The 15% reduction of sugar added to non-alcoholic drinks was achieved owing to:

- the change of formulas, assuming the reduction of sugar while preserving the original taste of the beverages;
- introducing new products with various sweetness levels;
- increased availability of products in small packaging which support the control of consumption and the portion size;
- promoting zero-sugar/zero-calorie as well as low-sugar product versions.

Good practices!

Refrigerators dedicated to zero-sugar beverages

In 2019, refrigerators dedicated only to zero-calorie beverages were placed in stores in dozens of Polish cities. They were introduced to meet the needs of consumers who, in their choices, are primarily guided by the calorie content of the beverage.

Good practices!

Responsible sales

In schools and kindergartens, we do not sell or promote our brands or products except for water, 100% juices and AdeZ brand products (plant-based beverages with fruit juices).

Responsible Management

Sustainability Mission 2025

We are the company with corporate social responsibility. We engage in environmental and social initiatives to address the challenges of today's world in the best possible way. Sustainable development is an inherent element of the business culture of Coca-Cola HBC Poland and Baltics and it is fundamental for our business strategy. Our goal is to create value and share it with all our stakeholders. This approach defines the way we operate and affect our environment.

We announced our first sustainable development commitments in 2006. Since then, we have constantly monitored and published our progress in meeting them. In 2018, we declared in public

Corporate Governance

[102-18]

Coca-Cola HBC is managed in accordance with the American and British corporate governance models. It is headed by the Board of Directors elected by shareholders, within which there are Committees, including the Corporate Social Responsibility Committee. The current management over the corporation is provided by a General Manager

our sustainability commitments included in the Sustainable Development Mission 2025 based on six pillars. We built that mission on the basis of our strategic priorities and values. It is compliant with the UN Sustainable Development Goals (SDGs):

- **Reducing Emissions;**
- **Water Use Reduction and Stewardship;**
- **World Without Waste;**
- **Sourcing;**
- **Nutrition;**
- **Our People and Communities.**

The Sustainability Mission 2025 is supplemented by pledges and codes voluntarily adopted by the Coca-Cola System companies in Poland.

elected by the Board of Directors. The Board reviews the results of the Group compared to its long-term strategy and oversees the work of the General Manager, 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 headed by the CEO.

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 **35%** 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 is regulated by the Code of Conduct of Coca-Cola HBC Poland and Baltics. The document describes in detail many issues crucial for the company, including the following:

- protection of classified information;
- protection of company resources;
- accuracy of kept documentation;
- counteracting money laundering;
- avoiding conflicts of interest;
- gift policy and transparency of relations;
- fair competition;
- counteracting corruption and bribery;
- respecting confidentiality and not using inside information;
- respecting human rights;
- responsibility for the surroundings.

The Code of Conduct is managed in an independent, objective and consistent manner. The Ethics and Compliance Committee consisting of senior managers is responsible for this. The Commission is supervised by the Finance Director, legal advisor and Audit Commission in the Management Board.

Risk Management

[102-11]

Our organization applies the precautionary principle. The company's corporate risk and crisis management system (Incident Management and Crisis Resolution, IMCR) allows to recognize threats early and avoid dangerous situations, and in the event of a crisis – quickly take appropriate action. In the dedicated corporate system, the risk map is updated once a month and discussed monthly at the Board level. For each risk, an action

As of 31 December 2020, the Management Team of Coca-Cola HBC Poland and Baltics included 10 directors:

- **Jaak Mikkel**
General Manager
- **Kostantinos Vairlis**
Finance Director
- **Izabela Wanatowska**
Sales Country Manager in Poland
- **Darko Saravanja**
Baltics Sales Country Manager
- **Tomasz Krzyżewski**
BU Legal Manager
- **Natasa Josic**
BU Marketing Manager
- **Rafał Palczak**
BU Commercial Excellence Manager
- **Dorota Peter**
BU Supply Chain Manager
- **Katarzyna Borucka**
BU Public Affairs and Communication Manager
- **Liza Shybanowa**
BU HR Manager

plan is prepared and a person responsible for implementing the plan is assigned. Twice a year, the risk map and associated activity statuses are reported to the Risk Officer at the Coca-Cola HBC Group level. In the risk management process, we also take into account the environmental issues that we manage in accordance with international standards. All our production plants have had the ISO 14001 Environmental Management System in place for many years.

Ethics and Values

[102-16]

We act in line with values that are fundamental to our everyday work – values which distinguish, motivate, inspire and energize us.

Our Values

Winning Customers: We are a sales company whose goal is to deliver innovative solutions to create shared value.

Nurturing our People: Our passion is to provide the best possible working conditions and the development of our team.

Excellence: We strive to achieve the best results, surprising our customers with passion and pace of action.

Integrity: We always do what is right, not just what is easy, we take responsibility for our performance.

Learning: We listen, we have inborn curiosity about learning and we take risk wisely.

Performing as One: We collaborate flexibly to draw strength from the diversity of our teams.

[103-1], [103-2], [103-3] aspect: Counteracting corruption and anti-competitive behavior [205-3]

We are an ethical company. All employees of Coca-Cola HBC Poland and Baltics are bound by the Code of Business Ethics. Its provisions apply, inter alia, to the quality of products, health and safety at work, information protection and potential conflicts of interest. The Code also explicitly prohibits any forms of corruption and bribery. This issue is also regulated by a separate Anti-Corruption Code of Coca-Cola HBC Poland and Baltics, which helps employees to avoid undesirable behaviors and situations. In 2020, there were no cases of corruption in the Coca-Cola System in Poland.

Our anti-corruption policy and Code of Business Ethics provides our employees with the necessary knowledge and tools to detect and prevent bribery and corruption. It also shows them where they can find more information.

Members of the governing body

The company's anti-corruption policies and procedures were communicated to all Coca-Cola HBC Management Board members who have received training in this regard.

New employees

Coca-Cola HBC anti-corruption policy and procedures are communicated to all new employees during the onboarding process.

Employees

Anti-corruption policies and procedures were communicated to all our employees. Every two years, every employee has to receive online training

on these policies. We believe that training also plays a preventive role in preventing any corrupt practices.

Business partners

Coca-Cola HBC only cooperates with suppliers and partners who have accepted and committed to adhere to the company's anti-corruption policy and Code of Business Ethics. A relevant section is also included in the legal agreements with the company's partners and suppliers.

Coca-Cola HBC's anti-bribery policy and compliance manual are public documents and can be downloaded from the Coca-Cola HBC homepage.

205-2 Communication and training about anti-corruption policies and procedures

Anti-corruption training

Every two years, every employee of Coca-Cola HBC Polska and every new employee at the beginning of their employment undergoes training on the Code

of Business Conduct and Anti-corruption Policy. Employees of Coca-Cola Poland Services undergo refresher training focused on the selected aspect of ethics once a year. As a result, all our staff have up-to-date training. Managerial staff also undergo this training.

Communication of the organization's anti-corruption policies and procedures

Percentage of members of the governing body to whom the organization's anti-corruption policies and procedures have been communicated	100%
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated	100%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated	100%

206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

Number of legal proceedings

Number of legal proceedings pending in the reporting period concerning anti-competitive behavior to which the organization was a party	0
Number of legal proceedings ended in the reporting period concerning anti-competitive behavior to which the organization was a party	0
Number of legal proceedings pending in the reporting period concerning violations of antitrust regulations to which the organization was a party	0
Number of legal proceedings ended in the reporting period concerning violations of antitrust regulations to which the organization was a party	0

[102-17]

Whoever has any suspicions or doubts related with violation of our ethical principles, may report them in a confidential manner via a dedicated Speak Up Line.

Violations can be reported online or by phone. Consultations on ethical issues are also provided during face-to-face meetings. Coca-Cola companies have undertaken to protect employees against any repression that may result from reporting objections.

In 2020, 10 people asked for advice on ethical issues via the Speak Up Line.

At Coca-Cola Poland Services, employees may report violations of adopted policies to their superiors, ethics specialists, employees of the Ethics and Compliance Office or via the EthicsLine website.

The reporting person is guaranteed anonymity and protected against potential retaliation.

Reports on ethical and legal issues and matters related to the integrity of the organization made via the Speak Up Line

	2020	2019
Total number of submissions	9	11
Submissions broken down into categories		
Fighting bribery and corruption	0	0
Business and financial documentation	2	2
Conflict of Interest	0	2
Fair treatment of employees	2	5
Other	5	2
Total number of inquiries - requests for advice	1	1
Grand total	10	12

Number of compliance and ethical requests

Number of requests submitted	2020	2019
Poland	68	241

In 2020, we introduced new rules to simplify the process for requiring additional approvals. The introduction of the Gifts and Entertainment Policy has directly translated into a decrease in submissions recorded on the Code of Business Conduct Portal.

Stakeholder Relationship Management

[102-42] [102-43]

We treat a dialogue with our stakeholders as an opportunity to seek new and better solutions. The frequency of the dialogue depends on the specifics of a given group, the impact and degree of interest. We hold face-to-face meetings and conduct market research. We are also a member of sector organizations and cooperate with many

non-governmental organizations with which we implement programs important for the community.

We hold a dialogue with external stakeholders through the following:

- events organized by our companies;
- meetings of sector organizations;
- business meetings with customers and suppliers;
- dialogue panels in accordance with the AA 1000 SES standard.

Stakeholders of The Coca-Cola System in Poland:



Critical employees (full-time employees, trade unions), significant: potential employees; associations of students, recruitment companies, companies employing for Coca-Cola (outsourcing), contract employees, former employees, local Job Agencies;



Administration, regulators and sector organizations (critical: State Sanitary Inspection (Sanepid), State Labor Inspection – PIP); significant: Ministry of Health, Ministry of Climate and Environment, Ministry of Culture, Heritage and Sports, Ministry of Education and Science, Narodowy Instytut Zdrowia Publicznego – Państwowy Zakład Higieny (National Institute of Public Health – National Institute of Hygiene), Provincial Inspector Office of Trade Inspection, Instytut Żywności i Żywienia (Food and Nutrition Institute), Związek Stowarzyszeń Rada Reklamy (Union of Associations Advertising Council), Polska Federacja Producentów Żywności Związek Pracodawców (Polish Federation of Food Industry Union of Employers), Association of RP Employers, UOKiK (Office of Competition and Consumer Protection), spokesmen of consumers, influencers, Members of Parliament, the Sejm commissions, European Commission, Chancellery of the Prime Minister, health sector professionals, UNESDA and ISA;



Community and local communities (critical: media, Sukces Pisany Szminką Foundation; significant: local government administration, local residents, secondary and higher schools, other non-governmental organizations, e.g. charity organizations);



Customers and the market (critical: consumers, customers – chain stores, key suppliers of raw materials (e.g. sugar factories), suppliers of packaging; significant: customers – local shops, customers – hotels, restaurants and cafés (catering channel), consulting companies, other suppliers, organizations promoting healthy food);



Capital market (critical: strategic shareholders);



Environment (critical: Provincial Inspector of Environment Protection, Rekopol Organizacja Odzysku Opakowań, Związek Pracodawców Przemysłu Opakowań i Produktów w Opakowaniach EKO-PAK (EKO-PAK Packaging Industry Union of Employers), Greenpeace); significant: recyclers, United Nations Environment Programme (UNEP)/ GRID Warszawa, environment and climate non-governmental organizations.

Supply Chain

[103-1], [103-2], [103-3] aspect: Purchasing practices, environmental and social assessment of suppliers [102-9]

Supply chain is vital for our business. At Coca-Cola HBC Polska, ingredients, packaging, equipment and services are provided by approx. 1,300 suppliers – from small local companies to large international companies. Additionally, strategic suppliers are also verified and authorized by The Coca-Cola Company. The additional verification process ensures the highest sustainable development standards and guarantees that the taste of the beverages and the high quality parameters of the products are always the same. In the organization of our supply chain, we put stress on responsible management – from the purchase of raw materials, through the manufacture of finished products, to their distribution to customers.

[308-1][414-1]

Coca-Cola HBC Polska requires its suppliers to be certified to the following standards:

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

Suppliers of ingredients and packaging also have to obtain FSSC 22000 food safety certificate and Global Food Safety Initiative (GFSI) certificate. We expect our direct suppliers not only to comply with applicable laws in force in Poland, but also to be guided in business by values that have been summarized in the Supplier Guiding Principles program – in 2020, it was accepted by all our key suppliers who were responsible for 90% of the company's orders.

As far as strategic purchases are concerned, all our suppliers are assessed in terms of meeting criteria for the environment protection, human rights, employee rights, health and safety at work, working conditions, social and environmental issues. We also use professional analyzes provided by EcoVadis and we encourage our suppliers to use this platform to assess their companies in terms of sustainable development.

[204-1]

Most of our purchases (62%) are made locally in Poland. This also applies to key raw materials and packaging. The exception are beverage concentrates whose formulas are closely guarded and which we import.





Impact on the Economy

8 DECENT WORK AND ECONOMIC GROWTH



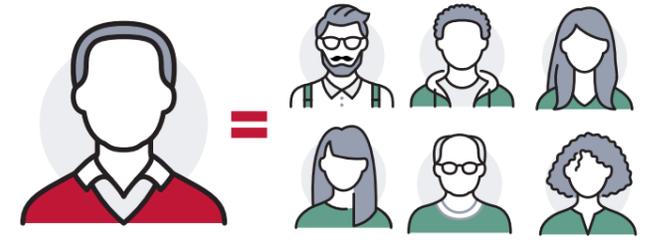
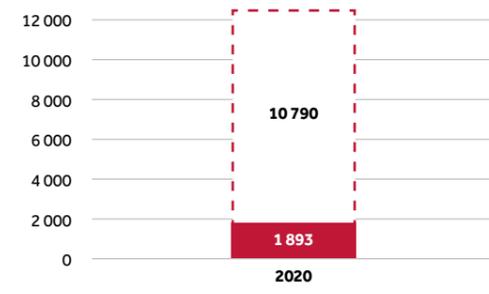
[103-1], [103-2], [103-3] aspect: Market presence and indirect impact on the economy [203-2]

The Coca-Cola System in Poland has a significant impact on the economy. Through our operations, we have a direct impact on the employment and creation of added value and income, but we also indirectly contribute to the development of our related entities and the economy as a whole¹. By paying taxes and fees in Poland, we support the development of infrastructure and public services.

We employ 1,893 people in Poland, but our operations also create jobs at suppliers, customers and other businesses – a total of 12,683 jobs in 2020.

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

For every job at Coca-Cola, another nearly 6 jobs (5.7) are created in the economy.



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

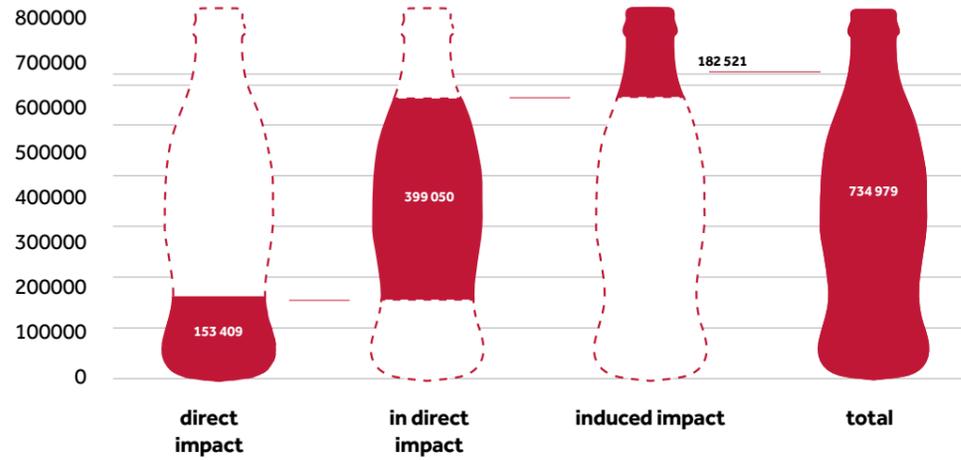
The Coca-Cola System operations in Poland generated nearly PLN 153.5 million in income in 2020. Our operations also contributed to generating PLN 582 million of income in the economy.

1 zł This means that each zloty of income generated by us

supported generate another nearly **3,8 zł** of income in the economy

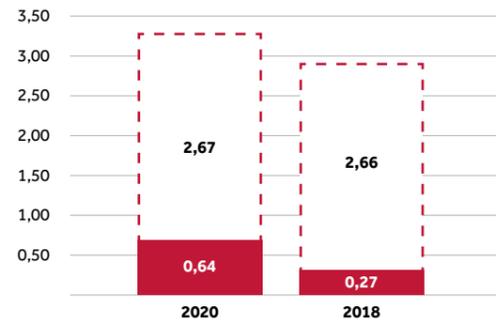
¹The impact of the Coca-Cola System on the economy was calculated using the input-output model (Leontief model) and the Ghosh model.

Revenue generated in the economy thanks to the operation of The Coca-Cola System in Poland in 2020 (PLN thousands)



In 2020, operations of the Coca-Cola System in Poland generated more than PLN 3.3 billion of value added to the economy, of which PLN 640 million was generated through direct operations of the Coca-Cola System in Poland and PLN 2.67 billion was generated through indirect and induced impact of those operations

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 zły of income generated thanks to direct operations of the Coca-Cola System companies in Poland



equals more than **4 zlotys** generated in the economy (PLN 4.17)

In 2020, we paid taxes in the amount of nearly

379 mln PLN

(PLN 378,903,837.6). **90%** of them went to the central budget

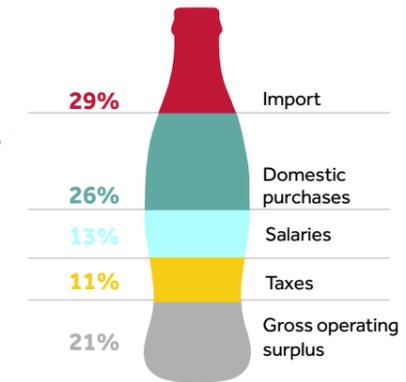
and **10%** to the budgets of local governments.



Of every zloty spent on Coca-Cola beverages



71 groszy remain in Poland.



Good practices!

Support for the catering HoReCa sector the COVID-19 pandemic

The total support for HoReCa sector companies cooperating with Coca-Cola HBC Polska in 2020 amounted to more than **PLN 5 million**. Approximately five thousand businesses benefited from it. Due to the pandemic, we extended payment periods, offered credits for restocking and prepared special discount offers. Restaurants were also still offered help in preparing their equipment, including parasols, glasses, openers and aprons for the staff. Additionally,

we organized webinars to explain the rules for the state aid in connection with the COVID-19 pandemic for people from the HoReCa sector.

Businesses could also count on the support of The Coca-Cola Company. The company helped organize the Restaurant Week and Restaurant Club cooking festivals. Online help was also offered to restaurant owners to create ads and an effective social media communication guide was prepared. Nearly 2.5 thousand companies benefited from help offered by The Coca-Cola Company. Its estimated value exceeded **EUR 300 thousand**.

Our plants



The plant in Radzymin is the largest production plant owned by Coca-Cola HBC Poland and Baltics. The plant is also the production center of the Coca-Cola HBC Group. Products from this part of Poland go to different European countries. In addition to beverages, the plant in Radzymin also produces preforms for PET bottles which are provided to all our production plants in Poland. Eight production lines operating in Radzymin enable the production of all of our company's carbonated beverages. Two aseptic lines are used to produce beverages without preservatives – Cappy juices and nectars and teas (FuzeTea).



The plant in Staniątki was opened in June 1993. After modernization, its area exceeds 180,000 m². Six production lines at the plant enable production of all types of Coca-Cola HBC Polska carbonated beverages. Staniątki is our second plant. The first was in Radzymin with its own wastewater treatment plant that treats 1,600 m³ of water daily. As in all our other production plants, advanced procedures and systems to increase productivity have been implemented in Staniątki to minimize electricity and water consumption.



The plant in Tylicz was opened in 1992 and produces Kropla Beskidu natural mineral water. The water is drawn from several wells 137 meters deep located in an area of approx. 35 square kilometers within a radius of approx. 8 kilometers from the plant

In addition to plant warehouses, we have a network of our own or leased distribution centers in Poland and the so-called pallet hotels in Mysłowice, Środa Śląska, Warszawa, Poznań, Łódź, Bydgoszcz, Wyszaków, Ostrołęka, Gdańsk, Szczecin, Koszalin, Radom and Targowisko near Kraków.

Environmental Impact



[103-1], [103-2], [103-3] aspect: Biodiversity and environmental compliance
304-1

We are aware of our impact on the environment. We make every effort to responsibly use valuable natural resources and preserve biodiversity in the areas managed by us. Our production plant in Tylicz in the Małopolska region uses underground water intakes. The plant is located in the Natura 2000 area and in the South Małopolska Landscape Protection Area near the Poprad Landscape Park.

Environmental responsibility is an integral part of our company's policy – we minimize our impact on the environment and reduce the use of natural resources.

Environmental issues in our organization are governed by the following:

- **Sustainable operational development policy**
Our policy, based on three pillars, defines operating principles relating to the environment, quality and OHS.
- **Environmental policy**
We operate in a responsible manner with due care, particularly as far as environmental impact and sustainable development is concerned.
- **Water protection policy**
We strive to reduce our impact on water and support water protection initiatives in the communities where we operate.

[307-1]

In 2020, no sanctions or fines for improper use of valuable natural areas or non-compliance with environmental laws and regulations were imposed on our company.



[102-12]

In 2020, we participated in the first edition of Climate Leadership, an initiative designed to support solutions that address the climate crisis and associated risks. Our representatives shared best practices during the 'Business for Change' debate. We presented our ideas for reducing Keel Clip packaging and technological solutions to close water circulation in our plants.

Resources and Emissions

Sustainable approach to water

[103-1], [103-2], [103-3] aspect: water

Coca-Cola HBC Sustainability Mission

Water management is one of the pillars of the Sustainability Mission 2025, based, inter alia, on the UN Sustainable Development Goals (SDGs), according to which we strive to:

- Reduce water consumption per liter of beverage by 20% in plants located in areas at risk of water scarcity.
- Provide support to ensure water availability for all local communities in areas at risk of water scarcity (Cyprus, Greece, Armenia, Nigeria and Russia).

This is our response to the UN Sustainable Development Goal:



Access to clean water is essential for the life and development of communities, as well as the production activity of companies. As the Coca-Cola system we take the responsibility for using these valuable resources in a responsible and the most effective manner.

We make our efforts in water management in the areas where we have the greatest impact on the environment. Therefore, we constantly search for new ways to reduce water consumption in our plants and work on closing the water circulation: we treat wastewater and wherever possible we

reuse recycled water or discharge the treated water back to the environment.

We want to constantly reduce the amount of water used for production. We observe international water protection standards and our water management practices undergo regular third-party audits. All production plants in Poland have implemented the European water management system certificate according to the Alliance for Water Stewardship (AWS) guidelines (Gold level). A surveillance audit is conducted every year and a recertification audit every 3 years. We use the best technologies which allow us to save water. An innovative system for cleaning PET bottles installed in the plant in Staniątki, which allows us to **reduce water consumption by 25 thousand m3 per year**, may serve as an example. Plants in Poland are not located in areas at risk of water shortages.



In our manufacturing plant in Radzymin, we have implemented a project to recycle water from the concentrate after nanofiltration. Earlier, the entire concentrate from nanofiltration was discharged to a wastewater treatment plant. The process generates 120,000 m3 of wastewater per year. With the new RO (reverse osmosis) unit, to which the concentrate is directed, 50% of this volume is recycled. This means a saving of 60,000 m3 of water per year.

Total water intake by the organization in all locations by source (in megaliters):

Water	2020	2019	
Surface water	0	0	ml
Groundwater	1 878,104	1 963 969 000	ml
Sea water	0	0	ml
Production water (acquired as a result of sourcing, processing or using any other raw material)	0	0	ml
Water obtained from direct source (e.g. local water system network)	70,661	82 709 000	ml

Total water consumption

Water consumption	2020	2019	
Total water consumption in all areas	1 948,764	2 046,678	ml
Total water consumption in areas at risk of water shortage	0	0	ml

Water consumption per 1 L of beverage produced:

2020	2019	
1,73	1,78	L

Some water-related facts about The Coca-Cola Company in the world:



We replenish each drop of water used.

In 2020, we replenished **177%** of water used for production to the nature and to our communities.



Coca-Cola supports water protection program.

Since 2010, water protection programs supported by Coca-Cola have given **13,5 mln** people access to safe drinking water and sanitary facilities.



The Coca-Cola Company is a global member of 2030 Water Resources Group (2030WRG),

which acts to close a growing gap in the availability of water resources through transformation of agricultural value chains,

promoting closed water circulation and supporting technological innovations. Since 2009, 2030WRG has collaborated with 900 various local partners in water resources management, reduced the intake of fresh water and wastewater discharge by billions of liters, and cooperated in investments in infrastructure and technology worth almost USD 900 million. In total, owing to 2030WRG activities, over **1,75 trillion liters** of water have been saved.



In 2020, Coca-Cola HBC Poland and Baltics implemented a new international standard of sustainable management of water resources – Alliance for Water Stewardship (AWS).

AWS is a highly valued certificate, esteemed all over the world – its award confirms that we have met the global model of responsible water management.

Main AWS goals include the following:

- to achieve and maintain sustainable water intake;
- to achieve and maintain good chemical and biological quality of water;
- to recognize and protect areas of particular water, environmental and cultural importance;
- to achieve a transparent water resources management system;
- to collaborate with stakeholders.

Coca-Cola HBC Poland and Baltics obtained Gold certification for all plants in Poland and the Baltics: Tylicz, Kraków, Radzymin and Varena.

More about the dialogue with stakeholders as part of the AWS standard on [page 67](#).

Sustainable Energy Sources

[103-1], [103-2], [103-3] aspect: energy

In line with the Coca-Cola HBC Sustainability Mission 2025, we strive to:

Derive
50%
of total energy consumed in our plants from clean and renewable sources



Derive
100%
of total electricity used in our EU plants from clean and renewable sources.



This is our response to the UN Sustainable Development Goal:



We use renewable sources of energy and innovative technologies. 100% of the energy consumed by our company comes from certified sources. 100% of electricity used by our plants in 2020 was from renewable sources.

302-1 Energy consumption within the organization

Total consumption (in Joules or KWh)

	2020	
Electricity	66 688 646	KWh
Party Steam	8 185 900	KWh

Total consumption of energy from non-renewable sources, in Joules or their multiple, by raw material from which it was generated

	2020	2019
Electricity in MJ	82 386 347	138 713 523
LPG in MJ	5 109 530	7 425 950
Natural gas in MJ	94 124 408	108 524 611
LFO (Light Fuel Oil) in MJ	681 876	354 510

Total consumption of energy from renewable sources, in Joules or their multiple, by raw material from which it was generated

	2020	2019
Electricity in MJ	1 576 927 808	108 434 989
Steam (CHP) in MJ	29 469 240	20 943 360
Hot water (CHP) in MJ	5 900 760	4 856 040

100%
electric energy used by by our plants
in 2020 came from renewable sources



Reduction of Emissions

[103-1], [103-2], [103-3] aspect: emissions

In line with the Coca-Cola HBC Sustainability Mission 2025, we strive to:

Reduce the direct emissions of carbon dioxide by

30%
vs. 2017.

This is our response to the UN sustainable development goal:



We have reduced indirect CO2 emissions by

99,90% ↓

Lower the emissions in customer stores;

50%
of our refrigerators in customer outlets will be energy efficient.

305-1 Direct (Scope 1) GHG emissions

Gross greenhouse gas emissions (Scope 1) in tons (t) of CO2 equivalent or equivalent unit

	2020	2019	
Gross greenhouse gas emissions in tons (t) of CO2 equivalent or equivalent unit	22 497	17 819	tCO2

Baseline: 2017

Emissions level at baseline Scope 1

15 510 tCO2

305-2 Energy indirect (Scope 2) GHG emissions

Gross indirect emissions (Scope 2) by location in tons (t) of CO2 equivalent or equivalent unit

	2020	2019	
Gross indirect emissions (Scope 2) by location in tons (t) of CO2 equivalent or equivalent unit	26	25 265	tCO2

Countries

Poland 26 tCO2

Baseline: 2017

Emissions level at baseline Scope 2

29 858 tCO2

305-3 Other indirect (Scope 3) GHG emissions

Other gross indirect emissions (Scope 3) by location in tons (t) of CO2 equivalent or equivalent unit

	2020	2019	
Other gross indirect emissions (Scope 3) by location in tons (t) of CO2 equivalent or equivalent unit	336 634	371 940	tCO2

Baseline: 2017

Emissions level at baseline Scope 3

444 583 tCO2

305-4 GHG emissions intensity

Intensity of greenhouse gas emissions ratio for the organization

Intensity of greenhouse gas emissions ratio (g CO2/l (liter of beverage produced))

20,00

	2020	2019
Intensity of greenhouse gas emissions ratio (g CO2/l (liter of beverage produced) – scope 1	19,99	15,49

	2020	2019
Intensity of greenhouse gas emissions ratio (g CO2/l (liter of beverage produced) – scope 2	0,01	21,96

	2020	2019
Intensity of greenhouse gas emissions ratio (g CO3/l (liter of beverage produced) – scope 2	299,14	322,31

	2020	2019
Intensity of greenhouse gas emissions ratio (g CO+2/l (liter of beverage produced) – scope 1+2+3	319,14	359,76

305-5 Reduction of GHG emissions

Achieved reduction of greenhouse gas emissions resulting from the actions taken (in tons (t) of CO2 equivalent)

Achieved reduction of greenhouse gas emissions resulting from the actions taken (in tons (t) of CO2 equivalent)	2020	2019	Change in t	Change in %
Scope 1	22 497	17 819	4 678	26,25%
Scope 2	26	25 265	-25 239	-99,90%
Scope 3	336 634	371 940	-35 306	-9,49%

Baseline: 2017

Emissions level at baseline Scope 1+2	45 368 tCO2
Scope 1	15 510 tCO2
Scope 2	29 858 tCO2
Scope 3	444 583 tCO2
Scopes where emissions reduction was achieved	
	2020
Scope 1 – reduction vs. 2017	6 987 tCO2
Scope 2 – reduction vs. 2017	-29 832 tCO2
Scope 3 – reduction vs. 2017	-107 949 tCO2



Low-emission refrigerators

In 2020, we continued to replace end-of-life refrigerators with energy-efficient models at our customers. A total of 5,593 refrigerators were replaced thus reducing emissions in our value chain by nearly **20tCO2**.

Packaging and Waste

Our Packaging Strategy

In line with the Coca-Cola HBC Sustainability Mission 2025, we strive to:

Have **100%** our consumer packaging recyclable.

Source **35%** of the total PET we use from recycled PET and/or PET from renewable material.

Help collect the equivalent of **75%** of our primary packaging.

This is our response to the UN Sustainable Development Goal:



[103-1], [103-2], [103-3] aspect: Wastewater
[103-1], [103-2], [103-3]: Resources

We minimize the impact of our packaging on the environment. We want:

- our packaging to have as little impact on the environment as possible in the entire value chain;
- recycle as much packaging waste as possible;
- reuse the packaging collected.

Coca-Cola HBC is committed to ensuring that its packaging contains as much recycled material as possible.

Today, in Poland we use on average:

6% of such material in plastic packaging,

58% in glass packaging

53% in aluminum packaging.

Almost all of our packaging is recyclable.

For years, we have taken actions to reduce the amount of plastic used for the production of bottles – since 2001, we have reduced the weight of our plastic packaging by **45%**

What we have done so far:

- Reduced the amount of heat-shrink film used to wrap each pallet.
- Reduced the weight of plastic used to wrap each box.
- Removed cardboard pads from finished product packaging.



Paper bottle prototype

Coca-Cola HBC has been testing the prototype of a paper bottle. The prototype was made by a Danish start-up Paboco of a very resilient paper shell which includes a thin plastic insert.

A part of the challenge in the process was to create a structure able to withstand forces exerted by carbonated beverages bottled under pressure. Moreover, the paper had to be easy to form, so that different bottle shapes and sizes could be created for various brands, and it had to absorb ink used for printing the labels.

Following over seven years of laboratory works, in summer 2021 in Hungary, the pilot stage of the paper bottle launch will begin.





In 2018, Coca-Cola inaugurated the global ambition World Without Waste.

As part of the program, the Coca-Cola System undertook to achieve the following goals by 2030:

More collected waste. Help in collection and recycling of the equivalent of 100% of our primary packaging.

All of our packaging will be recyclable in 100%.

More PET bottles from recycling. 50% of all PET bottles will come from recycled PET and/or PET from renewable material.

In 2020, we managed to collect and recycle every second plastic bottle placed on the market in Poland.

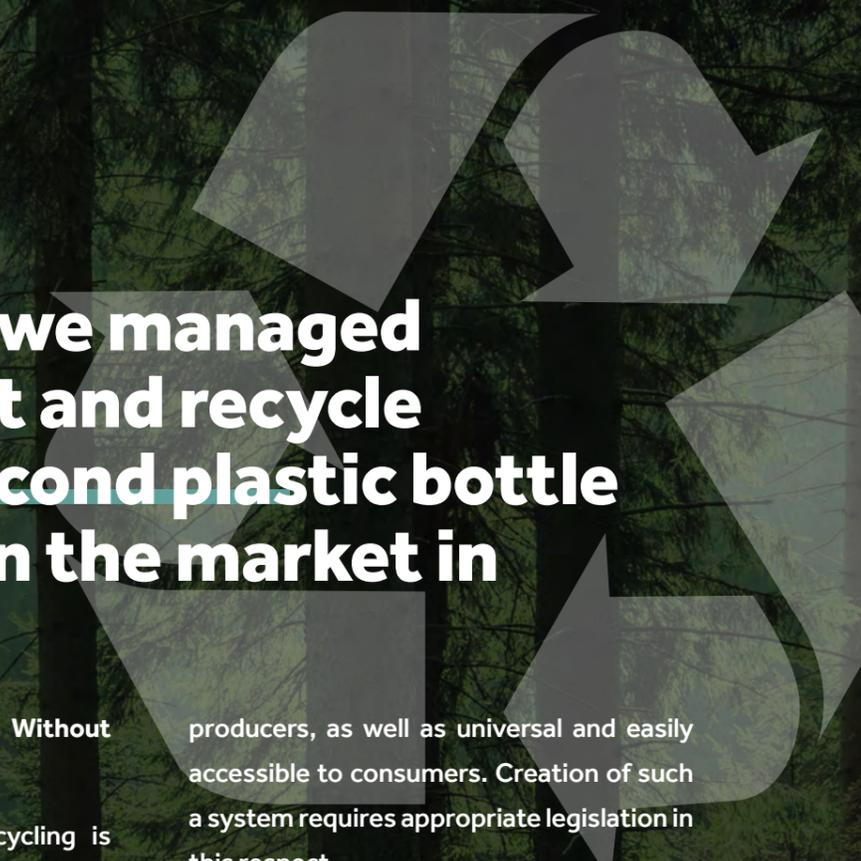
Deposit system for the World Without Waste

The level of collection and recycling is highly dependent on the functioning of an effective deposit system for disposable packaging. In Estonia, where such a system has been in place for many years, the collection level is almost 90%. That is why, together with other producers, we have formed a coalition which is actively working to create a well-planned deposit system also in Poland and is ready to finance it. We also hold an extensive dialogue with key stakeholders and decision-makers. The analyses of the producers show that the deposit system is a prerequisite for achieving the assumed levels of collection of disposable beverage packaging and providing all producers in Poland with the necessary secondary raw material for the production of beverages in PET bottles from 2025. Such a system should be producer-driven, nationwide and obligatory for all

producers, as well as universal and easily accessible to consumers. Creation of such a system requires appropriate legislation in this respect.

We encourage action for the World Without Waste

Already in 2019, we have launched the '11 Steps to the World Without Waste' educational platform to raise awareness of the importance of plastic packaging sorting, collection and recycling, and to encourage joint efforts to protect our planet. The www.swiatbezodpadow.pl website is a place where you can broaden your knowledge on environmental topics, find inspiration, including infographics with practical tips, for example on how to sort waste. In 2020, we have been adding new educational materials, all in order to show that separate collection and recycling make sense.





301-1 Materials by weight and volume

Total weight or volume of materials used to produce and package key products and services in the reporting period by the following:

non-renewable materials, including:

	2020	2019	
raw materials	9 493 814	16 049 082	kg
materials used in the production process, but not included in the final product	1 053 345,63	1 124 342	kg
packaging materials	51 575 209,96	41 447 878	kg

renewable materials, including:

	2020	2019	
raw materials	90 138 821	87 786 445	kg
packaging materials	3 857 690	4 401 277	kg

301-1

Reclaimed products and their packaging materials

Percentage of recycled packaging	2020	2019	
PET	50,31	30,70	%
Total plastic packaging	30,62	32,40	%
Aluminum packaging	54,50	51,10	%
Glass packaging	77,50	75,90	%

Data are collected in aggregate, not by product category.

306-2 Waste by type and disposal method

Total weight of hazardous waste and non-hazardous waste by the following waste management methods

	2020	2019
Waste recycling	99,87%	99,79%
Waste generated in plants in tonnes	6 513,98	6 324,86
Non-hazardous waste recycled	6483,23	13,44
Hazardous waste recycled	22,14	19,84

A Reverse Vending Machine in Your District

Thanks to Coca-Cola, there are already 18 reverse vending machines in Poland. In December 2020, winners of 'A World Without Waste – A Reverse Vending Machine in Your District' competition were announced. As many as 108 districts with population up to 50 thousand residents took part in the competition. Six winning locations were selected, which received a total of eight waste sorting machines. Earlier, 10 reverse vending machines were installed in Warsaw.

The winning districts were awarded for the most environmentally friendly initiatives launched over the past years and months. The installed reverse vending machines were quickly filled up. Residents receive attractive prizes (e.g. free compost bins, cardboard toys, biodegradable waste bins, environmentally-

friendly gadgets and discounts on cinema, swimming pool, ice rink and cultural event tickets). Some of the districts still have an open list of benefits, which means that new partners can still join, including local businesses wanting to offer residents discounts or vouchers for their services.

The idea behind 'A World Without Waste – A Reverse Vending Machine in Your District' competition is to encourage Poles to sort waste. The campaign was initiated by Coca-Cola with financial support of the Coca-Cola Foundation in Atlanta. Partners included the following: Our Earth Foundation, EcoTech System, a company that installed the machines, and Ringier Axel Springer Polska publishing house. The honorary patron of the competition was the Ministry of Development.



Act with imPETus program



The Act with imPETus! campaign is an innovative project across divides that aims to increase the number of PET bottles collected and recycled. The project was initiated in 2018 by four leading FMCG sector manufacturers selling waters and beverages in PET bottles in Poland, including Coca-Cola HBC

Polska. The Act with imPETus! campaign is to educate the public on how to properly handle such valuable material as PET bottles. The campaign includes various educational projects to draw the residents' attention to correct sorting of packaging waste and its recycling.

The project was implemented by Rekopól, the largest recycling organization in Poland.

Impact on the Community



In line with the Coca-Cola HBC Sustainability Mission 2025, we strive to:

- Support the development of 1 million young people entering the labor market in 28 countries with the #YouthEmpowered program.
- Create diverse teams so that 50% of managerial positions are held by women
- Reduce the accident at work rate by 50%

This is our response to the UN Sustainable Development Goals:



The Coca-Cola System in Poland employs nearly two thousand people. We also support more than 12,600 jobs in other companies – one job in the Coca-Cola System companies creates nearly 6 jobs in various industries in Poland, including transport, sugar production, agriculture and trade. We take part in social life, engaging in and supporting the topics important for the community. Although Coca-Cola is a global brand, we want to be a 'good neighbor', so wherever we operate, we act for the common good along with local communities.

Employer

Employment

[103-1], [103-2], [103-3] aspect: Employment

We are a big company. We want to guarantee our staff attractive and comfortable employment conditions, timely payments and engaging,

inclusive and safe working environment. We employ nearly 1,800 people in Coca-Cola HBC Poland. In the majority of cases, they are employed on a full-time basis under the employment contract for an indefinite time.

[102-8]

Number of employees by employment type

	2020	2019
Full time	1 758	1 824
Part time	4	4
Other	9	6

Number of employees by employment form

	2020	2019
Employment contract for a definite time	121	291
Employment contract for an indefinite time	1 650	1 543

Total number of new employees in the organization in the reporting period, including by the following:

Gender	2020	2019
Women	49	182
Men	73	330

Age	2020	2019
Under 30 years of age	61	262
30-50 years of age	58	243
Over 50 years of age	3	7

Region	
Białystok	6
Gdańsk	9
Warszawa	43
Katowice	5
Kraków	19
Łódź	9
Radzymin	12
Tylicz	8
Wrocław	11

Ratio of new employees in the organization in the reporting period, including by the following:

Gender	2020	2019
Women	0,03	0,1
Men	0,04	0,18

Age	2020	2019
Under 30 years of age	0,04	0,14
30-50 years of age	0,03	0,13
Over 50 years of age	0,002	0,01

Region	
Białystok	0,0034
Gdańsk	0,005
Warszawa	0,02
Katowice	0,0028
Kraków	0,01
Łódź	0,0034
Radzymin	0,007
Tylicz	0,0045
Wrocław	0,006

In 2020, we had to reduce headcount in our organization. Lay-offs resulted from the need to simplify our structure and increase the organization efficiency. Coca-Cola HBC Employee Representative Board and trade unions were engaged in the lay-off process. All laid off employees received proposals of support in seeking new jobs.

At Coca-Cola HBC, the Human Rights Protection Policy is in place. It is based on the principles defined in the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights. The document discusses such issues as promoting diversity, freedom of association, safe and friendly working environment, preventing forced labor, or working time and additional performances. The Human Rights Protection Policy at Coca-Cola HBC is consistent with Coca-Cola Human Rights Policy.

For all Coca-Cola HBC policies, including the Human Rights Protection Policy, [visit our website](#).

406-1 Incidents of discrimination and corrective actions taken
202-2 Proportion of senior management hired from the local community

Discrimination of any kind is prohibited at Coca-Cola HBC. In our organization, what counts

is competence, not gender, age, political beliefs, religion or fitness. 58% of our top managerial staff is from Poland. We differ – we have different roots, experiences and native languages. Our top managerial staff is from Estonia, Greece, Ukraine, Serbia and Poland. But this is why our team may achieve more. We value collaboration and an open dialog. Coca-Cola HBC Polska is a signatory to the Diversity Charter which is coordinated in Poland by Forum Odpowiedzialnego Biznesu (Responsible Business Forum). We prohibit discrimination in the workplace and express our willingness to engage all our employees and business partners in actions for promoting the policy of equal treatment and managing diversity at work. In 2020, no incident of discrimination was reported in our organization.

We believe that diversified teams are more productive and that leadership and making the right decisions are skills that both men and women can have. That is why we have set a goal for the organization to ensure that by 2025 managerial positions are filled by an equal number of men and women.

Percentage of individuals within the organization's governance bodies in the following diversity categories

Gender	2020		2019		
	2020	2019	2020	2019	
Women	42	32,8 %	Under 30 years of age	8,3	7,1 %
Men	58	67,2 %	30-50 years of age	83,3	85,4 %
			Over 50 years of age	8,3	7,5 %



At Coca-Cola Poland Services Sp. z o.o., as of the end of 2020, the percentage of women employed in managerial positions was **52%** (men: 48%).

42% of the Senior Management Team positions in Coca-Cola HBC Poland and Baltics are held by women



Percentage of employees in the following diversity categories – gender

Women

Managerial staff	32,35 %
Other employees	29,71 %

Men

Managerial staff	67,65 %
Other employees	70,28 %

Percentage of employees in the following diversity categories – age

Under 30 years of age

Managerial staff	6,72 %
Other employees	20,64 %

30–50 years of age

Managerial staff	84,88 %
Other employees	68,31 %

Over 50 years of age

Managerial staff	8,40 %
Other employees	11,05 %

Percentage of employees in the following diversity categories – other

Other

Not applicable	0 %
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At Coca-Cola Poland Services Sp. z o.o., as of the end of 2020, 66.4% of employees were women and 33.6% were men.

Training and Development

[103-1], [103-2], [103-3] aspect: Training and education

At Coca-Cola HBC in Poland, we have prepared training for the employees tailored to current and future business needs. We develop competences of our staff, as we believe in the potential and ambitions of each employee. We have developed various programs of raising professional qualifications for all positions within our organization – we offer training courses tailored to the needs of, inter alia, our production plant personnel, managers of various levels or sales force. Depending on the demand, we also provide support in learning English, as well as legal aspects, negotiation techniques or digital skills.

We build strong team competences to implement our strategy. We observe our leaders of low, medium and top level, and help them acquire skills necessary to manage their respective areas as fast as possible.

Purposes of training at Coca-Cola HBC Polska:

- improving managerial skills;
- on-boarding of new employees;
- ensuring equal competences within the sales force at different management levels.

The pandemic did not stop employee training. It only changed its formula. In 2020, we organized a series of online projects aimed at helping people to find their way in a completely new reality. We conducted training courses on remote team management, effective phone sales, remote work, self-organization and motivation. Additionally, we organized courses on safety, prepared separately for each function, taking into account the specifics of everyday work. At the same time, we continued training in traditional topics online.

404-1 Average hours of training per year per employee

Average number of hours of training received by employees in the reporting period by:

Gender

	2020	2019
Women	22,43	30,10
Men	17,08	69,31

Employment category

	2020	2019
Change leaders	29,31	3,78
Front line leaders	20,16	3,38
Future drivers	2,23	1,92
Professional	19,81	3,03
Supporters	1,18	2,88
Top 300	46,51	3,96
Top 40	0,42	16,70
Troopers	0,68	2,60



A key role in Coca-Cola HBC Polska's employee development program is played by training for new low-level managers and new middle-level managers. In 2020, 810 out of 930 eligible employees completed such training.

Impact of training:

- 89%** of superiors of employees participating in the program said they improved their performance;
- 92%** 92% of training participants rated their knowledge and skills acquired in the program as critical to achieving exceptional performance.

Fast Forward

Fast Forward are 12-month development programs for employees with the highest potential. Training is carried out at three levels – from specialist to manager, from manager to senior manager, and from senior manager to Management Board member. 28 employees (22 from Poland and 6 from the Baltics) participated in the program.

These programs aim:

- to maintain talents, i.e. to identify employees with high potential and give them opportunities to develop in the company, plan their career and build engagement;
- to build the succession, namely a group of successors of the most important managerial positions in the organization and filling important positions with talents, that is persons prepared to take managerial roles;
- to prepare to change the role, i.e. to develop proper approach, independence, network of contacts, and defined skills to effectively prepare the employee with high potential to get promoted and shorten the time needed to achieve expected performance after that change.

Employees of Coca-Cola HBC Polska can also use the Helo e-learning platform where nearly 2,500 training resources are available in 22 languages.

Thanks to the FF program I understood that setting the boundaries of the comfort zone depends only on us. In addition, the program made me realize how important it is to look at all processes not from the point of view of a single person, but the entire business. Of course, getting to know many great people and developing cooperation and thus learning from each other is also important. I became convinced that people (our secret ingredient) and relations with them are the most important at work. With them we can achieve what was previously unattainable.

Jakub Kojat, Production Manager APET/Syrup Room, WTP/RM & Blowing Area

Coca-Cola University

Employees of Coca-Cola Polska have access to a wide range of face-to-face and online training courses through Coca-Cola University, an extensive

training platform. The Coca-Cola Company has also partnered with LinkedIn Learning to provide all employees worldwide with access to a wide range of over 5,000 online training courses available in 7 languages.

404-3 Percentage of employees receiving regular performance and career development reviews

Gender

	2020	2019	
Women	100	100	%
Men	100	100	%

Employment category

Change leaders	100	%
Front line leaders	100	%
Future drivers	100	%
Professional	100	%
Supporters	100	%
Top 300	100	%
Top 40	100	%
Troopers	100	%

Opportunity Market Place

In spring 2020, we launched a new platform called 'OpportunityMarketPlace'. Its purpose is to connect employees with projects. Project managers publish announcements on what kind and scope of support they need and employees who search for the development opportunities and want to

experience something new may apply to join such projects. What is of utmost importance, you may apply to projects from various departments and even different countries within the Coca-Cola HBC Group. Such approach offers the employees real options to learn, acquire new competences and get to know new departments in practice. Each employee may apply for any project published if they meet basic criteria set by the project manager.

THANK YOU challenge!

In 2020, we also launched two campaigns to reward our employees. The first initiative is the Bravo campaign in which the heads of individual departments in the organization thanked their employees for their engagement in the hard times of COVID-19. The employees received personalized

thank-you letters and parcels with gifts. Another initiative was started by the employees themselves – it was a challenge on LinkedIn. Our employees thanked in public their collaborators for the support received and nominated further people to express gratitude. In total, over 400 tags with thanks appeared. The campaign was expanded to include also production and warehouse employees.

Smarp Platform

In summer 2020, we implemented the Smarp platform at Coca-Cola HBC to create and share content on social media. Smarp response allows to reach further not only with corporate messages, but also with private messages of the employees

who want to be active, build their image, share knowledge and promote our values. The platform provides inspiration to create posts, it allows to thoroughly trace statistical data and introduces the element of gamification. The employees using the platform score points to be then exchanged for attractive prizes.

Learn FEST

Learning is an inherent part of our work. Learn Fest are 'educational fairs'. In line with our attitude towards development, we believe that learning is not simply a training session or a one-off event. In September 2020, we began preparations to prepare an intensive, two-week event during which we are going to engage people in learning and show them

how to use various, in particular digital, resources. The initiative is to help in building the learning habit, taking responsibility for self-development and spread knowledge on modern tools and forms of learning. The event will be based on non-standard educational sessions and inspiring lectures given by our leaders, the best of the best from 28 countries, and it will offer the learners the possibility to decide where and when they want to acquire knowledge.

New Mentoring Program

At Coca-Cola HBC, mentoring means partnership in mutual learning, where the mentor and the mentee help each other in personal and professional development through sharing knowledge and experience. It is a useful relationship based on mutual trust and respect. The purpose of mentoring is, inter alia, to support on-boarding of new employees, to support managers in improving their leadership skills and to support talents in the process of change. In 2020, we simplified the rules so that we could easier match the mentees with the mentors – to this end, we have created a dedicated

platform presenting the profiles of the mentors along with information about their availability. The platform makes it easy to make an appointment for mentoring sessions. It also offers an option to apply for the mentor role. We also extended the coverage of the program – it is no more national, so now you can select a mentor from any Coca-Cola HBC country. The broader coverage allows you to see new perspectives and exchange the best practices among the countries. Moreover, the program availability also improved – before, it has been dedicated to people qualified to talent programs only, and now every employee may apply to join the mentoring program.

Flexible Working Arrangement

In order to make the employees combine various life roles easier, in 2020, we introduced even more flexible forms of work, such as an option to have home office for two days, to work from various

locations or hybrid work – partly from home, partly from the office in a day, and the possibility to shorten the working time on Fridays. Flexible Working Arrangements program is not related with COVID-19 pandemic. It will be continued in our organization after the end of the remote work during the pandemic.



Brand Opener

It happens that Coca-Cola HBC as a company is often confused by young people with The Coca-Cola Company and working for us is often seen from the angle of marketing activities. Therefore, we ensure that people become more and more aware that we are two different entities (although we belong to one system) and what opportunities for career development we offer. In 2020, the keystone of the image campaign of Coca-Cola HBC targeted at young generation was the Brand Opener contest. Although this was already the fourth edition of the program, this time we focused on a completely different formula than in previous years.

- For the first time we organized a contest not only for Poland, but also for the Baltics – Lithuania, Latvia and Estonia.
- We added new topics to the contest – a marketing contest became a contest focused on individual development with tasks in three areas – sales, production and marketing
- Due to, inter alia, smaller-scale hiring plans, the main stress was put on raising awareness, not recruitment.

Due to the pandemic, the entire Brand Opener campaign was conducted online. To reach new audiences, make them aware of our company and encourage them to participate in the contest, we conducted a big online image campaign which

lasted for three months in various communication channels, such as Facebook, YouTube and Messenger.

In 2020, the motto of the campaign was **Unbottle your potential**. As part of the campaign, there was **the main contest, mini-challenge and live events** with the participation of members of our Management Board.

Our goal was not only to promote the contest and accompanying online events, but first of all to build awareness and our image as the employer of choice for the young generation. The campaign allows us to be constantly active in the academic circles, even in the extraordinary circumstances of the year 2020. Thanks to Brand Opener 2020, students could have a closer look at everyday life in a company operating in the FMCG sector, obtain useful practical knowledge and become inspired to take bold decisions in their personal and professional lives.

Brand Opener 2020 effects:

- Facebook reach: 732,800 followers
- Over 8.5 million hits on our ads
- 7,644 clicks taking users to the campaign website
- 11,553 interactions

Health and Safety

[103-1], [103-2], [103-3]: Health and safety

Our goal: To reduce the accident rate by 50% and zero fatalities in accidents at work

[403-6]

In the Coca-Cola System in Poland, we use and develop effective occupational health and safety systems, standards and procedures taking into account risks associated with our business activities.

At Coca-Cola Poland Services, work is office based, which means that the risk of injury at work is relatively low. Much bigger safety challenges are

associated with production and logistics at Coca-Cola HBC Polska. Occupational Health and Safety Policy, Policy of Safe Management of Car Fleet and procedures of the system consistent with ISO 45001 standard are in place in the company.

Safety of our employees is our top priority. In 2020, the ISO 45001 international standard describing the occupational health and safety management system was introduced in Coca-Cola HBC plants in Poland. Although it is not required by Polish legislation, we have decided to implement it as we are aware that the

The process of risk assessment and threat identification

[403-2]

At least once a year, an analysis of the occupational risk assessment is conducted for all jobs at Coca-Cola HBC Poland and Baltics. The results are discussed during a review of the occupational health and safety management systems implemented in each production plant and based on ISO 45001 requirements. In functions that do not have a management system in place, the results of occupational risk assessment are reviewed on an ongoing basis during monthly occupational safety performance meetings. Once a year, the Management Board of Coca-Cola HBC Polska is informed about action taken as a result, inter alia, of the analysis of occupational risk assessment.

Threat identification

In our organization, the Near Miss threat identification program was implemented. Each

highest standards of safety at work are essential. The management system was implemented and is maintained and certified in Radzymin, Staniątki and Tylicz plants by a third-party certification body.

[403-3]

At Coca-Cola HBC Poland and Baltics, responsibility for occupational safety management lies with the Management Board. At Coca-Cola HBC, the OHS Manager responsible for Poland and the Baltics has also been appointed. They supervise the safety issues and develop the OHS issues management system.

employee may report a threat by means of electronic database and then an action plan is assigned to each threat. In 2020, 2,042 threats were reported in Poland. Appropriate actions have been taken for 73% of the reports. As far as the remaining 27% of reports is concerned, steps will be taken in 2021.

Reporting and analysis of causes

Each employee is required to report accidents and near misses. Causes of accidents and near misses are identified by the accident team. Other units are informed about each accident and near miss and its causes. Then, preventive measures are implemented to eliminate the risk of a similar incident in other departments.

If the work poses an immediate threat to health or life, the employee must not perform it. All employees are informed about such a requirement.

Preventive Measures

[403-7]

Apart from strict compliance with the OHS regulations, we also implement preventive measures.

Here are some of them:

Black Point boards installed in places where an accident happened;

Boards informing about the number of days since the last accident and the highest number of accident-free days to date installed in front of plant entrances;

Walk The Talk Program promoting safety;

Articles on OHS in the corporate Family Magazine;

OHS website on the company Intranet with information about good practices and OHS training materials;

Equipping company cars with a system warning when a safe distance from another vehicle on the road is not kept;

Safety Week campaign – in 2020, also in an online version for the first time. A total of 858 people participated in 48 online activities. TCCC employees were also invited to participate in the Safety Week.

Number of days without accident at work in Coca-Cola HBC Polska plants*

	2020	2019
Staniątki	50	274
Tylicz	624	258
Radzymin	472	106

*As at 31 December

In 2020, at Coca-Cola HBC Polska, six accidents at work resulting in the working time loss were reported.

[403-9]

Rate of work-related injuries

	2020	2019
Number of fatalities as a result of work-related injuries	0	0
Rate of fatalities as a result of work-related injuries	0	0
Number of serious work-related injuries (excluding fatalities)	0	0
Rate of serious work-related injuries (excluding fatalities)	0	0
Number of work-related injuries	5	5
Rate of work-related injuries	0,29	0,33
Main types of work-related injuries	Falls/Trips	Back injuries
For all employees who are not the employees, but whose work and/or workplace is controlled by the organization		
Number of fatalities as a result of work-related injuries	0	0
Rate of fatalities as a result of work-related injuries	0	0
Number of serious work-related injuries (excluding fatalities)	0	0
Rate of serious work-related injuries (excluding fatalities)	0	0
Number of work-related injuries	0	1
Rate of work-related injuries	n/a	n/a
Main types of work-related injuries	Back injuries	Back injuries
Number of hours worked	n/a	n/a

* Rates were calculated on the basis of 100 employees



Number of accidents at work per 100 employees

2004	2014	2017	2018	2019	2020
2,38	0,76	0,43	0,44	0,33	0,24

[403-10]

At Coca-Cola HBC Poland and Baltics, no occupational diseases were reported.

Health and Safety Week

Once a year, we organize the Health and Safety Week. The participants gain and broaden their knowledge on safety during numerous training courses and workshops. People can also have basic medical examinations onsite, learn about the importance of a healthy diet or meet with external specialists such as medical practitioners or police officers.

Safety during the pandemic

During the COVID-19 pandemic, the Coca-Cola System in Poland, like local teams all over the world, strictly followed the best practices to prevent coronavirus infection. We made every effort to ensure safety of both office workers and those working in our beverage production and distribution facilities. Our actions were focused on two areas – on one hand, we wanted to minimize the risk of infection, and on the other, to avoid stoppage of the production.

We asked all employees whose duties allowed for it to work remotely to a maximum extent. We cancelled the majority of national and international business trips and postponed visits to our facilities.

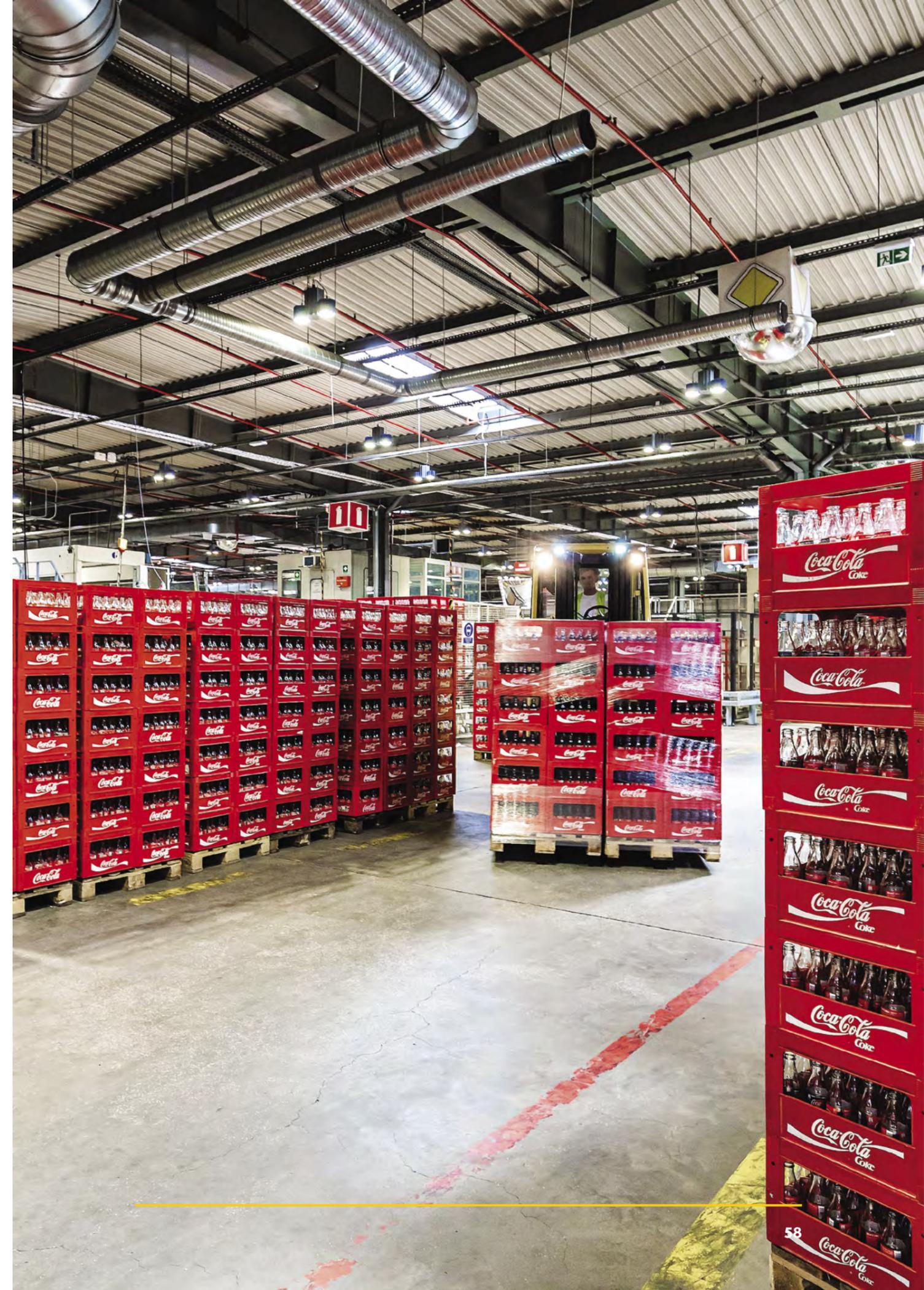
In our production plants, where for obvious reasons remote work is not possible, we have raised already high hygiene standards. We have implemented additional procedures for disinfection and cleaning of all surfaces most often touched by employees. All employees also received personal protective equipment – **in 2020, we used in total more than 665,000 gloves, more than 275,000 masks and more than 1,200 liters of disinfectants.**

We have also implemented preventive measures. Thanks to 53 infrared thermometers, every employee had their temperature checked before entering our facilities.

In total, in 2020, we implemented 247 COVID-19 safeguards in our plants and main office. Their correct implementation was verified during 12 COVID-19 prevention-related audits.

During the pandemic, we also provided our employees with knowledge on how to best protect themselves against COVID-19. A total of 2,921 participants took part in 29 online training sessions.

92% of employees of Coca-Cola HBC in Poland stated in an internal pulse check survey that they were well informed about coronavirus.



Employee Advocacy Platform

Due to the pandemic, we have launched the Employee Advocacy Platform (EAP), i.e. a confidential support service. The system will stay with us permanently also after the end of the pandemic. The purpose of the EAP is to offer free-

of-charge psychological support to employees and their families to help them deal with troubles and challenges they are faced with in their everyday lives. The EAP program offers professional support tailored to the needs and help in managing life difficulties. The EAP helpline operates 24/7 to offer support whenever needed.

Smart Glasses

Pandemic has also changed the way we maintain and repair equipment on our production lines. We have introduced the Smart Glasses technology thanks to which, having put on special glasses, workers in the Polish plants transmit the image they

see to technical consultants all over the world. The experts, 'seeing through the eyes' of the worker, can support them in repair and maintenance operations in the most effective way. With Smart Glasses, we have reduced the number of face-to-face meetings and, at the same time, we have cut CO2 emissions by reducing the need to travel.

Benefits

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

We appreciate employees of Coca-Cola HBC in Poland not only financially. Benefits for people working for our organization include the following²:

- life and health insurance;
- private healthcare;
- parental leave;
- sports card;
- additional days off for seniority or to be used for volunteering;
- retirement gratuities;
- education grants;
- flexible working arrangements.

²Individual benefit packages may vary depending on the Coca-Cola System company

Community Support

We support programs for local communities. We engage in areas where we can share our knowledge, experience and skills, and where we can be most helpful.

We believe that together we can do more for the common good. Our goal is to create added value in the communities in which we operate. Our social investments focus on creating positive impact on the society and the economy, improvement of the

quality of life of communities, development of the youth and initiating environmental projects.

We implement a number of our initiatives with non-governmental and industry organizations. We believe that together we can support local

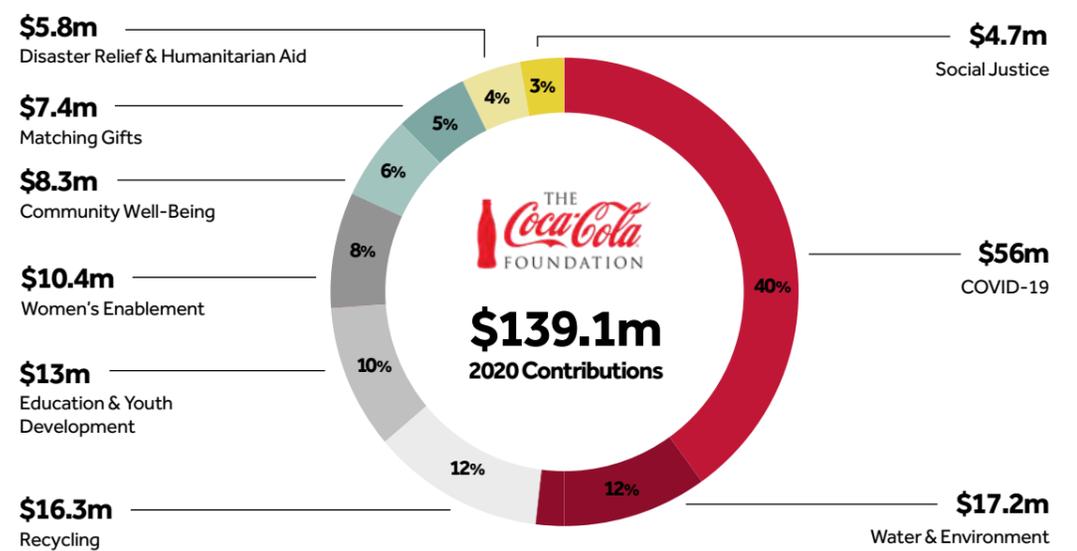
communities and respond to their critical needs. For example, during the COVID-19 pandemic, Coca-Cola HBC Polska volunteers together with the Federation of Polish Food Banks were preparing and distributing food parcels to those most in need.

The Coca-Cola Foundation

The Coca-Cola Foundation is the global philanthropic arm of The Coca-Cola Company. It fulfills The Coca-Cola Company's pledge to donate 1% of prior year's operating income annually to charity. Grants are awarded throughout the year based on our priorities, tax requirements, legal compliance and approval by the Foundation's Board of Directors.

Since its inception, the Foundation has supported learning inside and outside the classroom. In 2007, the Foundation broadened its support to include global water stewardship programs, fitness and nutrition efforts and recycling programs. Today, our strategies align with the global sustainability platform and include women's empowerment and entrepreneurship.

Since its inception in 1984, the Coca-Cola Foundation has donated more than USD 1 billion to charity. In 2020 alone, that was USD 139 million in support, including USD 56 million to support the fight against the effects of COVID-19.



Success Is Me

In 2020, the Coca-Cola Foundation and the Sukces Pisany Szminką Foundation were engaged in activities to support women and make them professionally active with the Success is Me program. The program was launched in 2016 and due to the pandemic, the existing learning and self-development tools and brand new solutions and platforms have been made available online. It offers certified online courses taught by Olga Kozierowska and Grzegorz Miecznikowski for people who want to improve their skills and competences. On the website, they can also download e-books on business topics and watch 40 meetings with recognized experts from many industries who share their experiences.

In 2020, nearly 173,000 women were trained under the program. Since its launch, 700,000 women in Poland have already benefited from the program.

Additionally, as part of the launched #SzminkaKobietom campaign, owners of companies and organizations have the opportunity to advertise their business using communication channels of the Sukces Pisany Szminką Foundation, i.e. Sukcespisanyszminka.pl and Sukcestoja.pl

websites, as well as Facebook, Instagram and LinkedIn. Additionally, personal mentoring sessions are organized for all those who need in-depth and systematized knowledge.

Numerous free online tools include the MyOla app which offers regularly updated videos, interviews with psychologists, experts and mentors, meditation and breathing exercises. It is a tool designed to support and provide useful knowledge to consciously build a better life and greater satisfaction. The app is divided into several categories that correspond to four spheres of a woman's life – Me, Relationship, Family and Career. Many famous people are involved in its development and updating.



Businesswoman of the Year Competition

Coca-Cola took patronage over the Idea for Start/Local Business category in the Businesswoman of the Year competition organized by Sukces Pisany Szminką. This category was created to stimulate and support local businesses run by women.

Youth Empowered Program

The Youth Empowered Program was launched in 2017. It is an educational initiative for young people who are not in education, employment or training. The program supports the process of professional inclusion by offering its participants tools to build their potential and develop skills they need to find employment. As part of the Youth Empowered Program, we created [Yep.academy](#), an online platform offering competence and skills tests, as well as online training to help young people develop the skills needed in the labor market, including a salary calculator to help calculate minimum wages. More than 20,000 users used these tools in 2020 (more than 100,000 in total over 3 years).

over
100 000
users used the tools of the
Youth Empowered Program

For young people who want to know how work in a given position is like in practice, we have developed the YEP mentoring program offering the opportunity to use the knowledge of Coca-Cola HBC employees, learn about careers in selected areas and receive advice from experienced professionals on making decisions about education or career. In addition, job shadowing implemented in our company makes it possible for young people to assist Coca-Cola HBC employees during the working day, so that interns can see in practice how the work in a given position looks like.



Employee Volunteer Work

We want our employees to be a community and add value to those around them. We support the employee volunteer work – campaign-based, project-based and competence-based (e.g. the Youth Empowered Program).

Each employee has the opportunity to submit their own proposals in the competition for volunteer grants, which are then evaluated by a special committee composed of employees and independent third-party experts. Employees

can involve their own families, friends and local community representatives, and work together to implement projects important for the community, even during working hours. In 2020, we funded nearly 20 projects supporting, inter alia, members of groups particularly excluded during the pandemic, i.e. the elderly and residents of nursing homes. As volunteers, we cooperated with Food Banks, prepared parcels and distributed them to people in need, and engaged in environmental campaigns to support local biodiversity and clean-up campaigns. All campaigns were conducted under a sanitary regime, strictly according to applicable pandemic guidelines.



Member of Local Communities

We believe that being a good neighbor is our duty. We are aware of our impact on local communities – places located near our plants in Poland and their inhabitants. We are a major local employer and we also give employment to local companies that are our partners. According to 2019 data, the

Coca-Cola System in Poland indirectly contributed to the creation of more than 12,600 jobs in Poland. In many cases, these are small, family-owned businesses that base their operations on cooperation with our companies.



Summer Skills Academy

For many years, together with the best Polish universities, we have been inviting final-year students to get to know our plants as part of the Summer Skills Academy. We offer classes and workshops that help to put theoretical knowledge into practice, make it possible to meet with experts and offer opportunities to learn about the latest production systems in the industry.

However, our local impact does not end with finances and economics. For many years, we have been involved in the daily life of local communities by supporting new initiatives and proposing our own projects.

We pay particular attention to those activities which have a positive impact on the local environment.

In 2020, as Coca-Cola HBC Poland and Baltics, we implemented nearly 30 volunteer projects involving as many as 250 of our employees.

The pandemic clearly made a difference in our local engagement in 2020. Despite the challenges due to pandemic restrictions, we wanted to be there when needed. We supported doctors and service workers who were fighting the pandemic on the front line and looked after the health of all citizens with their dedication and professional help. We donated water and other beverages to more than 40 hospitals in Poland. We also supported the Coronavirus Intervention Fund launched by the Great Orchestra

We have been conducting various educational programs for many years. An excellent example of this is the annual Day for the Environment, during which, together with our partners, Lasy Polskie (State Forests), Polski Związek Wędkarski (Polish Angling Association) and Feniks Recycling, we organize waste sorting training and workshops, and engage employees and neighbors of our plants in locally important environmental campaigns. We also organized the Clean Up the World campaign with Wody Polskie. Our employees helped to clean up the Vistula riverbank near the Niepołomice Forest.

We also support environmental volunteering. As part of the 'Become a Friend of the Biała Tarnawska River' campaign, we organized cleaning up of the banks and restocking of the Biała River. We also asked local residents to participate in the campaign. In 2019, 'I'm Green and Sporty, Always Cheerful and Super Healthy' classes were also conducted in schools by volunteers. During these classes, their participants learnt how to take care of the environment. In 2020, they were held online.

of Christmas Charity. We were the first organization in Poland to support this initiative. We donated PLN 1.6 million to purchase 150 patient monitors used to monitor patients' health.

The total value of our support amounted to **2,8 mln PLN**

In the period of pandemic restrictions, volunteers from our organization also provided active support to Food Banks. Our employees were preparing and transporting food parcels to people in need in several towns in the Mazovia, Lower Silesia and Małopolska region.

[See also a thank-you video from the Federation of Food Banks](#)



About the Report

[102-44] [102-46]

When preparing this Report, we asked stakeholders to identify important topics. Due to the pandemic, the stakeholder panel discussion was organized remotely and was divided into two parts – personal interviews and an online meeting with all stakeholders. The panel discussion was conducted in accordance with the requirements of the AA1000SES standard and was based on three main principles – materiality, inclusivity and responsiveness. The purpose of the panel discussion was:

- to listen to the opinions, needs and expectations of key stakeholders as far as topics important for Coca-Cola HBC Polska are concerned;
- to identify topics important for stakeholders and their expectations towards Coca-Cola HBC Polska.

The discussions were about five topics identified as important for Coca-Cola HBC Polska. They were as follows:

- Impact of the pandemic on business and the economy;
- Regulations – impact on Coca-Cola HBC and stakeholders;
- Innovation in packaging – opportunities and possibilities;
- New business opportunities.
- New work and cooperation models.

At the beginning of 2021, the project team also organized three separate panel discussions for all our production plants (in Radzymin, Staniątki and Tylicz) on sustainable water management as part of the Alliance for Water Stewardship standard. Their participants included representatives of more than 20 groups of Coca-Cola HBC Polska's stakeholders – representatives of local organizations, local governments, suppliers and institutions.

The discussion focused on consumer education about water saving, environmental protection and activities aimed at increasing the tourist attractiveness of some of the places where our plants are located. The participants also talked about Coca-Cola HBC Polska's involvement in local environmental, social and cultural initiatives. The issue of packaging and challenges associated with recycling and closing the packaging circulation were also discussed.

The session was organized in accordance with the AA1000 SES standard. The meeting scenario was prepared based on the results of an online stakeholder survey. During the meeting, stakeholders discussed key issues related to water management and plants' sustainable development programs.

In an online survey conducted before the session, stakeholders were asked to rate Coca-Cola HBC's water management activities.

The results show that stakeholders rated these activities as good or very good.

Rating of individual Coca-Cola HBC plants' water management activities:

	Tylicz	Radzymin	Staniątki
Optimization of water consumption in production processes	4,2	4,11	4,1
Activities with the local community (restocking, Clean Up the World campaign, education of children and teenagers)	3,4	4,22	4,1
Water management system (AWS) and environmental management system (ISO 14001)	4	4,44	4,3

Stakeholders were asked to rate the activities on a scale from 1 (very poor) to 5 (very good).

Responses to the survey were provided by 52.6% of stakeholders asked to fill in the survey in Staniątki, 38.9% of stakeholders in Tylicz and 35% of stakeholders in Radzymin.

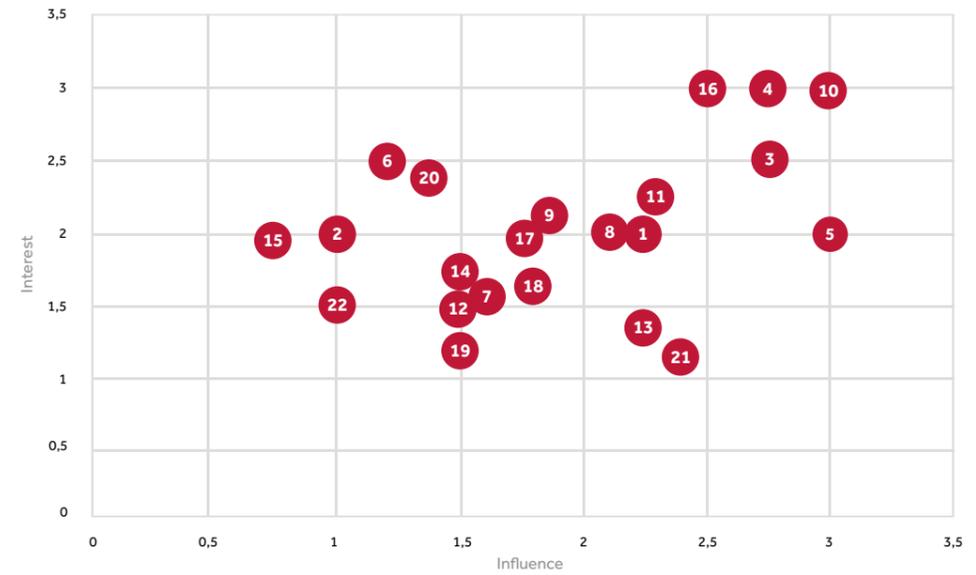
In the survey, stakeholders also could list the key water challenges faced by individual plants and identify possible areas of cooperation of the plant with the stakeholders in this regard.

Key challenges and possible areas of cooperation identified by stakeholders:

	Tylicz	Radzymin	Staniątki
Key challenges	<ul style="list-style-type: none"> • Communication and education activities related to responsible use of resources addressed to employees • Continuous development and improvement in environmental protection in line with the company's policy 	<ul style="list-style-type: none"> • Keeping up with current legislation • Production under the water permit • Promotion of the region in connection with the presence of mineral water and its sustainable use by tourists 	<ul style="list-style-type: none"> • Educational activities addressed to employees and the public • Innovative use of stormwater and catchment areas • Construction of new facilities to receive, treat and supply water to consumers; supplementing own resources • Climate • CO2 emissions • Combining water, wetlands and biodiversity
Possible areas of cooperation with the Coca-Cola HBC plant	<ul style="list-style-type: none"> • Providing training and conducting joint environmental campaigns 	<ul style="list-style-type: none"> • Exchange of know-how and mutual education 	<ul style="list-style-type: none"> • Local dialogue between selected stakeholders • Providing knowledge on innovative water management solutions to stakeholders

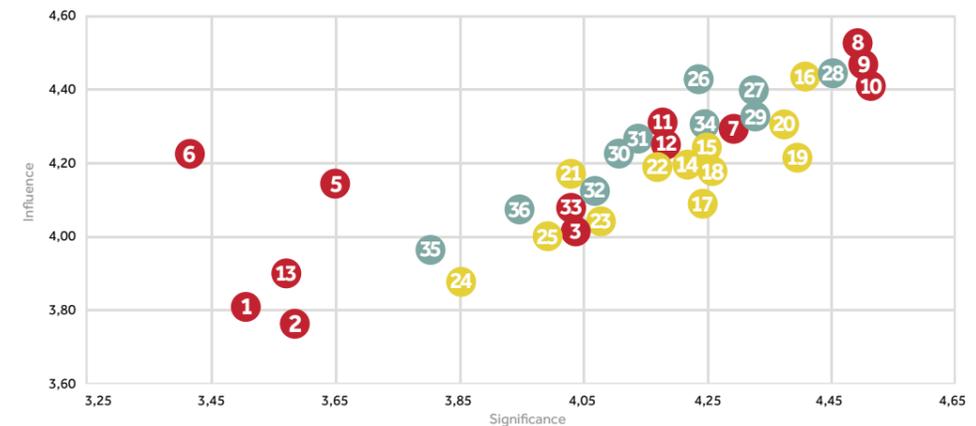
Topics listed by stakeholders are the subject of further discussion and action planning at the plants.

All panel discussions in our plants were held online and were in line with the AA1000SES standard.



- 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
- 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
- 22. sales support

When preparing this Report, an online survey was also prepared. It was completed by 91 stakeholders in total. Based on the results, a materiality matrix was created for the Coca-Cola System in Poland, making it possible to ensure optimal structure of the Report.



- 1. contribution to the development of the economy
- 2. impact on the labor market
- 3. industry cooperation for sustainable development
- 4. COVID-19 pandem
- 5. business development
- 6. sugar tax
- 7. impact of products on consumer health and safety
- 8. composition of products
- 9. product labeling
- 10. responsible marketing communication
- 11. consumer data security
- 12. ethics and anti-corruption
- 13. digital transformation
- 14. integrating environmental and social issues into the requirements for suppliers
- 15. employee education and development
- 16. health and safety of employees
- 17. employee well-being (well-being)
- 18. new forms of work (remote work, etc.)
- 19. diversity and equal treatment
- 20. anti-discrimination
- 21. human rights
- 22. employee rights
- 23. social involvement / relations with local communities
- 24. social investments
- 25. health and healthy lifestyle
- 26. use of natural resources - water
- 27. use of raw materials for the production of packaging
- 28. the use of plastics
- 29. packaging as part of the circular economy
- 30. collective packaging management
- 31. Energy consumption
- 32. greenhouse gas emissions
- 33. carbon footprint
- 34. waste management
- 35. impact on biodiversity
- 36. public education on environmental issues

[102-47]

Based on the process conducted and the resulting materiality matrix, the following key topics were defined and included in the Report:

Topic	Section in the Report
Product composition and labeling	The Coca-Cola Company/Responsibility for the product
Responsible marketing communications	The Coca-Cola Company/Responsibility for the product
Use of plastics	Environmental impact/Packaging and waste
Employee health and safety	Impact on society/Employer
Diversity and equal treatment, anti-discrimination measures	Impact on society/Employer
Use of raw materials for packaging production	Environmental impact/Packaging and waste
Packaging as part of a circular economy	Environmental impact/Packaging and waste
Use of natural resources – water	Environmental impact/Resources and emissions

[102-10] [102-45] [102-54] [102-50] [102-51] [102-52]

This Sustainability Report has been prepared in accordance with GRI Standards (Core option). It covers Coca-Cola's operations in Poland in the period from January 1, 2020 to December 31, 2020 and is a continuation of the previous Report published in 2020 and containing data for 2019. The Report covers operations of Coca-Cola HBC Polska Sp. z o.o. and includes selected data and information about operations of Coca-Cola Poland Services Sp. z o.o. In the reporting period, there were no significant changes as far as the size, structure, ownership or value chain are concerned. This is the 15th Sustainability Report of Coca-Cola HBC. The Report is prepared on an annual basis.

[102-48]

Corrections have been made to the following indices:

[102-17] – the number of reports concerning ethical, legal and integrity issues made via the SpeakUp Line for 2019 has been corrected, because there was a drafting error in the 2019 publication;

[305-3] – the indirect emissions figure (Scope 3) for 2019 has been corrected for the figure from CC HBC's 2019 Environmental Report;

[306-2] – the value in tons for 2019 has been corrected with the correctly converted figure;

[404-1] – information about the average number of hours of training received by employees by employment category for 2019 has been added.

[102-49]

As in the previous publication, for some of the indices, figures were given as per unit of the product and not in absolute values. This allows greater emphasis to be placed on efficiency in the presentation of data (e.g. water consumption per one liter of beverage, CO2 emissions per one liter of beverage, etc.) and makes it easier to compare reporting periods and presented data with the results of other beverage producers. This allows for the clarity of the Report while protecting the companies' sensitive information.

[102-56]

The Report has not been subject to an independent third-party review. Some of the data presented are part of the regional and global system for reporting social and environmental performance of the Coca-Cola System companies, the accuracy of which is audited. The vast majority of the results presented in the Report are subject to periodic third-party audits (e.g. in accordance with the ISO 9001, ISO 14001, ISO 45001, AWS and FFSC 22000 standards). The core business areas are subject to regular internal and third-party audits.

[102-53]

Contact person

If you have any questions, concerns or suggestions regarding the Report, or want to provide feedback on social responsibility issues, please contact:

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GRI index

Index No.	Index name	Page in the Report
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Organization profile

102-1	Name of the organization	5
102-2	Activities, brands, products, and services	5
102-3	Location of headquarters	5
102-4	Location of operations	5
102-5	Ownership and legal form	5
102-6	Markets served	5
102-7	Scale of the organization	5-6
102-8	Information on employees and other workers	39
102-9	Supply chain	22
102-10	Significant changes to the organization and its supply chain	69
102-11	Precautionary Principle or approach	17
102-12	External initiatives	7, 29
102-13	Membership of associations	7

Strategy

102-14	Statement from senior decision-maker	3
--------	--------------------------------------	---

Ethics and integrity

102-16	Values, principles, standards, and norms of behavior	18
102-17	Mechanisms for advice and concerns about ethics	19

Corporate Governance

102-18	Governance structure	15
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Stakeholder Engagement

102-40	List of stakeholder groups	21
102-41	Collective bargaining agreements	At Coca-Cola HBC, there is no collective bargaining agreement
102-42	Identifying and selecting stakeholders	20

102-43	Approach to stakeholder engagement	20
102-44	Key topics and concerns raised	66

Reporting practice

102-45	Entities included in the consolidated financial statements	69
102-46	Defining report content and topic Boundaries	66
102-47	List of material topics	69
102-48	Restatements of information	There were some restatements of information
102-49	Changes in reporting	70
102-50	Reporting period	69
102-51	Date of most recent report	69
102-52	Reporting cycle	69
102-53	Contact point for questions regarding the report	70
102-54	Claims of reporting in accordance with the GRI Standards	69
102-55	GRI content index	71
102-56	External assurance	70

Market presence and indirect economic Impacts

103-1	Explanation of the material topic and its Boundary	24
103-2	The management approach and its components	24
103-3	Evaluation of the management approach	24
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The minimum wage (at country level) does not depend on gender 47
202-2	Proportion of senior management hired from the local community	46
203-2	Significant indirect economic impacts	24

Purchasing practices, environmental and social assessment of suppliers

103-1	Explanation of the material topic and its Boundary	22
103-2	The management approach and its components	22
103-3	Evaluation of the management approach	22
204-1	Proportion of spending on local suppliers	22
308-1	New suppliers that were screened using environmental criteria	22
414-1	New suppliers that were screened using social criteria	22

Counteracting corruption and anti-competitive behavior

103-1	Explanation of the material topic and its Boundary	18
103-2	The management approach and its components	18
103-3	Evaluation of the management approach	18
205-2	Proportion of spending on local suppliers	19
205-3	New suppliers that were screened using environmental criteria	18
206-1	New suppliers that were screened using social criteria	19

Resources

103-1	Explanation of the material topic and its Boundary	38
103-2	The management approach and its components	38
103-3	Evaluation of the management approach	38
301-1	Materials used by weight or volume	41
301-3	Reclaimed products and their packaging materials	41

Energy

103-1	Explanation of the material topic and its Boundary	33
103-2	The management approach and its components	33
103-3	Evaluation of the management approach	33
302-1	Energy consumption within the organization	33

Water and wastewater

103-1	Explanation of the material topic and its Boundary	30
103-2	The management approach and its components	30
103-3	Evaluation of the management approach	30
303-3	Water withdrawal	31
303-5	Water consumption	31

Emissions

103-1	Explanation of the material topic and its Boundary	35
103-2	The management approach and its components	35
103-3	Evaluation of the management approach	35
305-1	Direct (Scope 1) GHG emissions	35
305-2	Energy indirect (Scope 2) GHG emissions	35
305-3	Other indirect (Scope 3) GHG emissions	36

305-4	GHG emissions intensity	36
305-5	Reduction of GHG emissions	36

Wastewater and waste

103-1	Explanation of the material topic and its Boundary	38
103-2	The management approach and its components	38
103-3	Evaluation of the management approach	38
306-2	Management of significant waste-related impacts	41

Biodiversity and environmental compliance

103-1	Explanation of the material topic and its Boundary	29
103-2	The management approach and its components	29
103-3	Evaluation of the management approach	29
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	29
307-1	Niezgodność z prawem i regulacjami w kwestiach środowiskowych	29

Employment

103-1	Explanation of the material topic and its Boundary	44
103-2	The management approach and its components	44
103-3	Evaluation of the management approach	44
401-1	New employee hires and employee turnover	45
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	59

Health and safety

103-1	Explanation of the material topic and its Boundary	53
103-2	The management approach and its components	53
103-3	Evaluation of the management approach	53
403-2	Hazard identification, risk assessment, and incident investigation	54
403-3	Occupational health services	54
403-6	Promotion of worker health	53
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	55
403-9	Work-related injuries	56
403-10	Work-related ill health	56

Training and education

103-1	Explanation of the material topic and its Boundary	47
103-2	The management approach and its components	47
103-3	Evaluation of the management approach	47
404-1	Average hours of training per year per employee	498
404-2	Programs for upgrading employee skills and transition assistance programs	-
404-3	Percentage of employees receiving regular performance and career development reviews	49

Diversity, equal treatment and anti-discrimination measures

103-1	Explanation of the material topic and its Boundary	46
103-2	The management approach and its components	46
103-3	Evaluation of the management approach	46
405-1	Diversity of governance bodies and employees	46
406-1	Incidents of discrimination and corrective actions taken	46

Product: consumer health and safety, marketing and labeling

103-1	Explanation of the material topic and its Boundary	11
103-2	The management approach and its components	12
103-3	Evaluation of the management approach	12
416-1	Assessment of the health and safety impacts of product and service categories	12-13
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	12

Marketing and labeling

103-1	Explanation of the material topic and its Boundary	13
103-2	The management approach and its components	13
103-3	Evaluation of the management approach	13
417-1	Requirements for product and service information and labeling	13
417-2	Incidents of non-compliance concerning product and service information and labeling	13
417-3	Incidents of non-compliance concerning marketing communications	13

