



Coca-Cola Hellenic GRI COP Report 2012

This report complements the "Coca-Cola Hellenic Integrated Report 2012" and communicates to our internal and external stakeholders on Coca-Cola Hellenic CSR policies, programmes and performance.

This report is our GRI report, established following the guidance of the Global Reporting Initiative GRI 3.0 guidelines.

In conjunction with the Annual Integrated report, this report also acts as our Communication on Progress (COP) towards the Ten Principles of the United Nations Global Compact.

For an overview of business performance (financial and non-financial), please read the Annual Integrated Report, available on paper and online (<http://www.coca-colahellenic.com>).

For detailed financial information, please refer to the Financial Statement and the 20-F, also available online.

For detailed CSR financial information, please see this report and additional online information

Last update: 15 May 2013/JR

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SECTION A Profile and Reporting

1. Strategy and Analysis

- 1.1 Statement from the most senior decision-makers: see the letters from the Chairman and from the CEO in the Integrated Report
- 1.2 Description of key impacts, risks and opportunities. see the Integrated Report.

2. Organizational profile

2.1. Name of the Organisation

previously Coca-Cola Hellenic Bottling Company S.A., now Coca-Cola Hellenic Bottling Company. Commonly referred to as: Coca-Cola Hellenic

Logo:



2.2 Primary Brands, products and services

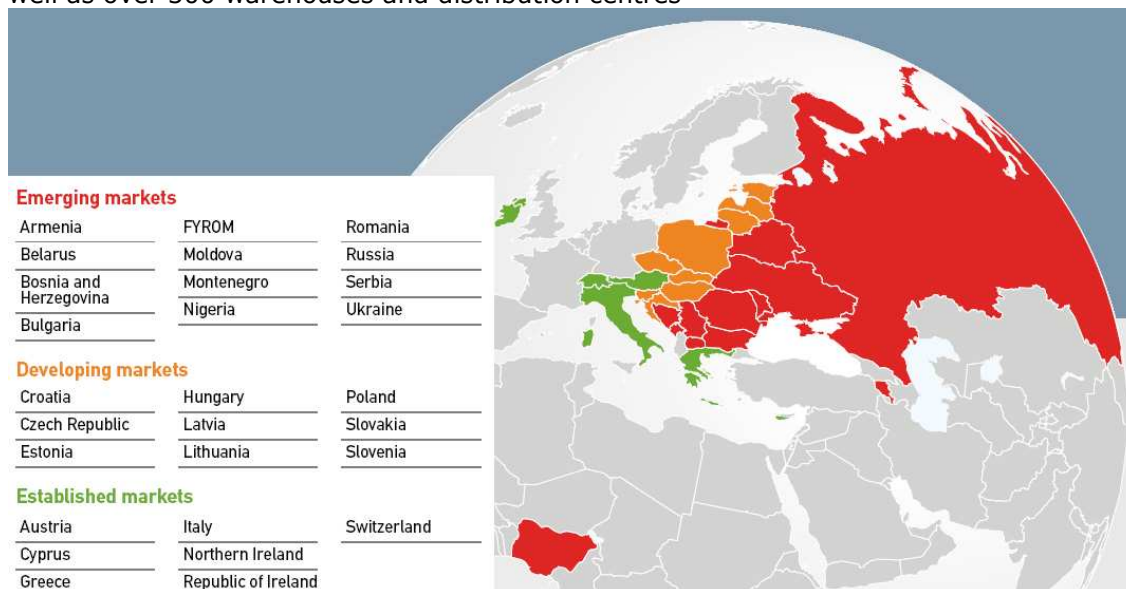
We offer a wide range of non-alcoholic beverages: waters, juices and juice drinks, ready-to-drink coffees and ice teas, sports and energy drinks in addition to our core sparkling soft drinks. Our portfolio of global brands, such as Coca-Cola, Fanta and Sprite, is complemented by leading national brands designed to meet local tastes.

We produce and distribute beverages under licence agreements. Brands of The Coca-Cola Company accounted for about 90% of sales in 2011. A further 7% came from brands owned by other companies, such as Nestea, illy café, Dr Pepper, Schweppes and Tuborg. Coca-Cola Hellenic's own brands, including Amita juices and Avra mineral water, represented the remaining 3%

2.3. Operational structure of the organization

Coca-Cola Hellenic is one of approximately 300 bottlers of Coca-Cola beverages around the world. Together with The Coca-Cola Company, these bottlers comprise the Coca-Cola business system. The Coca-Cola Company owns the brands and manufactures and sells concentrates, beverage bases and syrups to bottling partners who manufacture, package, merchandise and distribute the finished beverages to customers

Across 28 countries with diverse cultures and geographies, CCH serves a population of approximately 580 million people. The Company owns and operates 71 bottling plants as well as over 300 warehouses and distribution centres



2.4. Location of organization's headquarters

In April 2013, Coca-Cola HBC AG, whose headquarters and legal seat are in Zug, Switzerland, became the holding company of the group following the successful completion of its share exchange offer to acquire all of the issued ordinary shares of Coca-Cola Hellenic Bottling Company S.A., incorporated and headquartered in Athens. The central office staff remains split across several locations, including Athens, Vienna, Sofia and others located within country subsidiaries.

2.5. Geographical reach

CCH operates across 28 countries on 3 continents (see map nearby). Except for the smallest countries, CCH produces its beverages locally in each country of operation

2.6 Nature of ownership and legal form

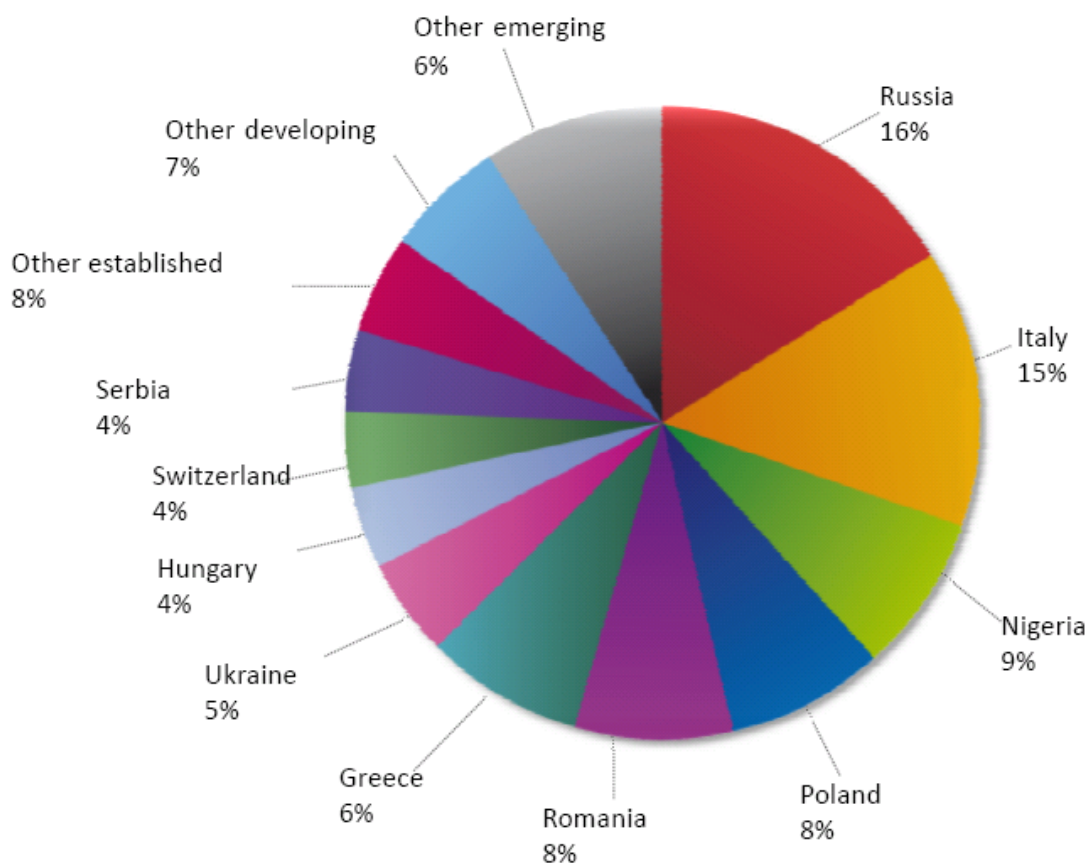
Our largest shareholders are the Kar-Tess Group and The Coca-Cola Company, with approximately 23% of shares each.

Coca-Cola Hellenic Bottling Company S.A. has been listed on the Athens Stock Exchange, with a secondary listing on the London Stock Exchange and American depository shares listed on the New York Stock Exchange.

On 29 April 2013, Coca-Cola HBC AG's shares were admitted to listing on the premium segment of the UK Listing Authority and to trading on the Main Market of the London Stock Exchange and its American depository shares, each representing one of its shares, commenced trading on the New York Stock Exchange. Coca-Cola HBC AG's shares were also admitted to trading on the Athens Exchange on the same day.

2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)

Sales volume by country:



2.8 Scale of the reporting organization, including:

- Number of employees: 40,232
- Number of operations: 28 countries

- Net sales: see Annual Integrated Report
- Total capitalization broken down in terms of debt and equity : see Annual Financial Statement
- Quantity of products or services provided. : see Annual Integrated Report

2.9 Significant changes during the reporting period regarding size, structure, or ownership including:

- The location of, or changes in operations, including facility openings, closings, and expansions: 6 bottling plants were closed in 2012.
- Changes in the share capital structure and other capital formation, maintenance, and alteration operations: pls see the Annual Integrated Report, Financial Statement and 20-F for a full description of the domicile change, delisting from the ASE and listing on the LSE.

2.10 Awards received in the reporting period

In 2012 Coca-Cola Hellenic received a large number of awards, summarised in the table below.

	Best employer	Environment	Quality	Brand	Community	CSR
Austria				1		
Belarus	1	1	2	5		
Bosnia	2	1				1
Bulgaria		1		1	1	
Croatia						1
Cyprus		1				
Czech Rep.	1					
FYROM					2	
Greece	1	5	3	2		6
Hungary	1	1	1	1		1
Ireland and Northern Ireland					4	
Italy		2				
Latvia					4	
Lithuania		1				
Moldova	1			1		
Nigeria		1				
Poland	1	1		6	1	
Russia	2			3	1	
Serbia and Montenegro	2	1		1		1
Slovak Republic	1					
Ukraine		1		1	2	
TOTAL	13	17	6	22	15	10
Countries	10	12	3	10	7	5

3. Report parameters

3.1 Reporting period for information provided:

1.1.2012-31.12.2012

3.2 and 3.3. Previous reports and reporting cycles

Up to 2012, CCH has published on an annual basis an Annual Report as well as a CSR report. With the 2012 reporting cycle (published in early 2013), the company is producing an Annual Integrated Report, as well as this GRI COP Report. Detailed financial information is still published separately and available online.

3.4 Contact point for questions regarding the report or its contents

For non-financial information: sustainability@cchellenic.com

For financial information: investor.relations@cchellenic.com

3.3 Process for defining report content, including:

- Determining materiality

Coca-Cola Hellenic focuses its sustainability strategy and reporting on the most important issues to internal and external stakeholders. To identify issues, we rely on three main sources of information:

- Ongoing analysis of trends – from media coverage, research and other sources
- Interviews with decision-makers across our Company and business system
- Engagement with external stakeholders - including our Stakeholder Panel (see p. 11), as well as surveys and direct interviews.

We prioritise these issues using a materiality assessment process to identify which CSR topics are of greatest concern to our business and our stakeholders. The materiality matrix and the process used are described in Annex 13. The CSR Council regularly reviews these priorities in light of changing issues and expectations.

- Prioritizing topics within the report

Coca-Cola Hellenic defined the priority topics of its new Annual Integrated Report based on the material issues described just above, as well as guidance from the IIRS standard on integrated reporting

- Identifying stakeholders the organization expects to use the report

We have chosen to structure the narrative around our business model to enable us to discuss our impacts across the value chain. We recognise that many investors, and not just those interested in socially responsible investment (SRI), are increasingly interested in environmental, social and governance issues and they are the primary audience for this Report. Other key stakeholders will also be interested in our performance and we have addressed the issues we feel are material to them.

3.6 Boundary of the report

Our reporting includes full data related to the bottling, distribution and sales activities for beverages in all 28 countries of operation for the full calendar year.

3.7 State any specific limitations on the scope or boundary of the report

The following investments are not considered: our brewing interests in Macedonia, Greek snacks company Tsakiris, vending businesses in Hungary and Ireland, and the distribution of premium spirits. None of these represents more than 1% of volume

3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations

We have reported since 2003 following the same rules. We consider the entire bottling business, including 100% of assets and impacts of joint ventures in which we have operational control. As described in 3.7, The following investments are not considered: our brewing interests in Macedonia, Greek snacks company Tsakiris, vending businesses in Hungary and Ireland, and the distribution of premium spirits. None of these represents more than 1% of volume

3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.

The following standards were used in reporting our CSR performance: GRI G3.0, GHG Protocol and LBG (London Benchmarking Group). The BIER guidelines (Beverage Industry Environmental Roundtable) are also integrated into Coke System-wide guidance, which we follow in order to allow The Coca-Cola Company to report on its global impacts, which include the impacts of its bottlers

3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)

Re-statements occur following two different and unrelated situations:

- 1) Following an acquisition, the previous impacts of the acquired business are added to our previous impacts, in order to be able to demonstrate full impacts and the effect of our subsequent improvement activities.
- 2) Following the publication of country electricity grid factors, which occurs after publication of the CSR report, we correct the past factors with their correct value.

3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report

Between 2011 and 2012, the following change in reporting methodology was implemented. In some Nigerian operations, an on-site contractor runs power generators dedicated to our operations, given the unreliable supply of electricity from the local grid. Up to 2011, all the fuel used in this electricity generation was included in our reporting. From 2012, only the electricity purchased from the contractor is counted, in line with practice elsewhere in the Coca-Cola system. This is also in line with the reporting of our CHP units, which are run by a contractor, and for which we report the energy (power, heat, cooling) purchased from the contractor

3.12 GRI Content Index

- **Table identifying the location of the Standard Disclosures in the report:** see Section C
- **Strategy and Analysis:** see Annual Integrated Report
- **Organizational Profile:** see 2.1 – 2.10
- **Report Parameters:** see 3.1 – 3.13
- **Governance, Commitments, and Engagement:** see 4.1 – 4.17
- **Disclosure of Management Approach:** see Section B
- **Core Performance Indicators:** see section C
- **Any GRI Additional Indicators that were included:** see section C
- **Any GRI Sector Supplement Indicators included in the report:** see section C

3.13 Assurance.

Policy and current practice with regard to seeking external assurance for the report.

In preparing our reporting, we are guided by the three principles of the AA 1000 Assurance Standard: materiality, inclusiveness and responsiveness.

We measure and report our performance using leading standards and methodologies. These include the Global Reporting Initiative (GRI 3.0), Greenhouse Gas Protocol, Global Water Footprint Standard, Eco-Indicator 99 and LBG Model

Our reporting is independently audited. In addition, environmental, quality, health and safety management systems and data are audited annually by third-parties at all bottling plants. Both suppliers and Company-owned operations are subject to independent assessments of workplace conditions. Community investment data are submitted to London Benchmarking Group (LBG). Our compliance with industry codes on responsible sales and marketing is also independently audited

The validation statement can be found at the end of the Annual Integrated Report

Our reporting was independently assessed to meet GRI application Level A+. This report also serves as our Communication on Progress (COP) to the United Nations Global Compact (UNGC) and we deem it to meet the criteria for GC Advanced level. Our self-assessment is available on the Global Compact website

4. Governance, Commitments and Engagement

Please see the Annual Integrated Report for a complete section on Governance

SECTION B

Disclosures of Management Approach

Below are disclosures of our management approach to key aspects of sustainability, as required by the Global Reporting Initiative (GRI). Here, we outline the policies and commitments that guide Coca-Cola Hellenic's approach; the way that performance is managed, monitored where accountability lies. Year-on-year targets and actual performance are also reported in our annual Integrated Report, using GRI indicators. Please see our online Sustainability section for actual performance

5. ECONOMIC ASPECTS

- **Economic Performance**
- **Market Presence**
- **Indirect Economic Impacts**

Goals

Coca-Cola Hellenic aims to support its local communities through both core business activities and community investment programmes. We bring benefit by:

- Leveraging core business activities that generate local economic benefit
- Developing community programmes that tackle locally relevant issues
- Working in long-term partnerships that deliver measurable results
- Encouraging the participation of employees, communities and others

Policies

Our corporate mission is to refresh our consumers, partner with our customers, reward our stakeholders and enrich the lives of our local communities

The Company's set of core values further underline the importance of creating shared value – for employees, customers, consumers and communities

Our Code of Business Conduct defines how business activities and relationships should be conducted (see appendix 11)

We are committed to competing vigorously but fairly

Wherever possible, we source goods, ingredients and services locally

We are a longstanding participant in the UN Global Compact

Additional Information

- Since our manufacturing and distribution is largely local, we generate significant employment in our territories. More than three-quarters of our workforce are from emerging and developing economies.
- We are committed to developing local leaders, focusing on training and development. Most of our country leadership positions are filled by people of local origin
- The Coca-Cola business system periodically commissions studies of the economic impact of our business. Past studies have shown that each job in the Coca-Cola business supports a further 10 jobs in our value chain, including suppliers, distributors and customers
- Approximately 90% of our supplier base is local – within our countries of operation or within the EU. We also help to develop local suppliers, from supporting local sugar production and new inward investments by multinational suppliers to our business.
- In addition to international chains of retailers and restaurants, we also help small, independent stores to grow their business
- We invest in community projects across our business. Using the LBG model, we have consistently contributed more than 1% of pre-tax profits to such programmes. Certain programmes include provision of infrastructure, such as improved access to safe water and sanitation, or sports and playgrounds

- We have a diversified shareholder structure, with more than two-thirds of our free-float held by UK and US institutional investors. Our largest shareholders are The Coca-Cola Company and Kar-Tess Holding S.A.
- Various training is provided, e.g. Commercial employees are trained in competition law.

6. ENVIRONMENTAL ASPECTS

6.1. Environmental Management

Goals

Coca-Cola Hellenic aims to

- Continuously reduce the key environmental impacts of our business. We address both our direct impacts – those of our operations – as well as our indirect impacts on which we collaborate with suppliers and other partners
- We monitor and disclose our performance against both annual targets and long-term goals in our annual CSR report.

By the end of 2012, all bottling operations will have implemented an ISO 14001-certified environmental management system

Policies

Coca-Cola Hellenic environmental policies include the following (see appendix 10):

- Environment Policy
- Packaging and Packaging Waste Policy
- Climate Change Policy
- Water Stewardship Policy

Coca-Cola Hellenic has also signed external initiatives. These include:

- CEO Water Mandate - UN Global Compact (progress report: see Section D)
- Caring for Climate - UN Global Compact (progress report: see Section D)
- Resolution on deforestation - Consumer Goods Forum
- Resolution on HFC-free refrigeration – Consumer Goods Forum

We are a longstanding participant in the UN Global Compact

Organisational Responsibility

Responsibility for environmental topics lies with various functions: Group Environmental Manager, Water Resources and Technologies Manager, Energy Projects Manager, Group Packaging Manager. The Resource Recovery Manager is responsible for post-consumer packaging waste and recycling

Training & Awareness

Plant personnel in bottling operations are trained and kept up-to-date on environmental management

All drivers are trained in our Safe & Eco-Driving programme

Monitoring & Follow-Up

- We set short and medium-term targets for improvement.
- Annual targets are set at plant, country and Group level.
- Progress is reviewed at monthly, quarterly and annually.
- Water, energy, packaging and waste are monitored quarterly by the Group CSR Council. Results are reported to the Board CSR Committee
- Targets are included in performance objectives of managers and employees, according to function. Performance affects variable compensation and career development
- Independent audits are conducted each year as part of ISO 14001
- Periodic water risk assessments are undertaken at each bottling plant
- Compliance with environmental laws and regulations is monitored and reported
- In our annual CSR reports, we publish our performance against these goals.

Since 2009, we have calculated the water footprint of our operations, as well as our wider water footprint

6.2. Top material issues: Key strategies, procedures and successes

6.2.1. WATER

Continuing to mitigate the risk of water issues resulting from climate change requires meaningful participation by all stakeholders. Coca-Cola Hellenic is committed to playing its part. By 2020, we will reduce our relative water consumption by 40% compared to 2004. We are also working to raise awareness of water sustainability, tackle water use in our supply chain and protect our watersheds

Our approach

As a beverage manufacturer, our business is about hydrating and refreshing consumers. Around half of the water we use goes into our beverages; the other half is used in manufacturing and cleaning processes, after which it is cleaned and returned safely to the environment

Since water stewardship is critical to our ability to grow, we have a comprehensive strategy which focuses on:

- Ensuring the sustainability of our water extraction
- Minimising our water use
- Ensuring 100% of our wastewater is treated
- Addressing water use in our supply chain by working with others
- Protecting the local watersheds in which we operate
 - Promoting awareness of water issues in our communities

In 2011, we reached a major milestone: 100% of our wastewater across all 28 countries of operation is now treated to levels that support aquatic life

Our strategy is underpinned by the CEO Water Mandate, of which we are a founding member, and ISO 14001 certification, which all bottling plants will achieve within 2012

Understanding water risks

Since water is an inherently local issue, all bottling plants monitor the availability and quality of supplies

We recognise that water is a human right and commit not to negatively impact the water available to meet the basic needs of local communities

Although most plants operate in water-abundant river basins, eight are in areas that face baseline water stress, such as the Vistula and Dniepr basins

Others in the eastern Mediterranean and northern Nigeria experience seasonal water scarcity

Water stress is likely to worsen in southern and eastern regions as climate change takes hold

By 2011, each bottling plant completed an in-depth assessment of source vulnerability, analysing risks to supplies; plant use vis-à-vis other users; and engagement on water issues

Based on these assessments, by end 2012 each operational plant has developed comprehensive source water protection plans

Improving our efficiency

Water is not only a key beverage ingredient; it is also used in cleaning and other manufacturing processes. Nevertheless, our industry is a highly efficient user of water

Since 2004, we have reduced relative water consumption by 22%. On average, we use about 2.2 litres to produce one litre of beverage. Our 2020 goal is a 40% reduction

Since our business will continue to grow, absolute water use must remain stable

In 2012, we used 26.6 billion litres of water. This represents about 0.014% of freshwater use in the EU 27 countries or 16% of the water used by the city of Budapest

Treating 100% of wastewater

In 2011, we met our longstanding goal to ensure that all Company wastewater is treated to levels that support aquatic life. Since wastewater infrastructure is inadequate in many countries of operation, we had to construct 44 on-site treatment plants

Our new wastewater treatment plants in FYROM and Armenia were the first such systems in the country. To promote wastewater management, we demonstrate the technology to local businesses, government and others

The COD load of our wastewater is now 76% lower than in 2003. Wastewater volume has also fallen by 12% as volume production grew by 75%. As a result, our water footprint has shrunk by 61% since 2004 (see opposite)

Our water footprint

The total water footprint of Coca-Cola Hellenic includes freshwater used in our operations and throughout our supply chain. Using the Water Footprint Network methodology, we calculated this footprint to be 966 billion litres in 2012. Our operational water footprint is calculated to be 61% smaller than in 2004

Promoting sustainable watersheds

Our water stewardship activities extend well beyond our operations and value chain. In 26 countries, we have built long-term partnerships with NGOs, government and UN agencies to benefit local eco-systems and communities

Since 2005, we have partnered with the International Commission for the Protection of the Danube River (ICPDR), conducting conservation, advocacy, awareness and education in 11 countries¹. We now have partnerships to conserve and promote the following rivers, water bodies and watersheds: Danube Basin, Danube River, Tisza River, Vistula River, Volga River, Sava River, Vrbas River, Yelnya Bog, Lake Baikal, in addition to beaches and sea shores in Greece, Ireland, the Baltics

6.2.2. ENERGY AND CLIMATE

With business making up 70% of greenhouse gas emissions¹, effective action on climate change must involve the private sector. Through collaboration, innovation and leadership, business can help drive the transition to a low-carbon economy

Our approach

Climate change represents significant potential risks to Coca-Cola Hellenic, including increased costs of energy, water and agricultural raw materials such as sugar and fruit. We are taking decisive action to address the risks and opportunities presented by climate change

We aim to take a leadership role, particularly in developing and emerging markets. Our strategy focuses on:

- Increasing the energy efficiency of our operations
- Switching to cleaner energy sources
- Reducing emissions in our value chain
- Championing low-carbon technologies
- Promoting awareness and action
- Adapting to climate change

By 2020, we aim to reduce relative emissions from operations by 40%. Since absolute reductions matter most, we have set a 20% reduction target for absolute emissions. To achieve this, we must continue to decouple business growth from an associated rise in emissions

Our next challenge is to tackle emissions throughout our value chain. By 2020, we aim to reduce the total carbon footprint of our beverages, including ingredients, packaging, manufacturing and cooling by 20%

Our submission to the Carbon Disclosure Project provides more detail

Reducing our emissions

Over the past seven years, we have reduced relative emissions from fleet and bottling plants by 38%. In 2012, absolute emissions were 728,301 t CO₂, 7% below 2011 emissions, while production volume increased by 2%. Consequently, we are on track to achieve our 2020 reduction targets. The game-changer behind our progress is our major quad-generation CHP construction programme

Quad-Generation power

Coca-Cola Hellenic has committed to build 20 Combined Heat and Power (CHP) units by 2015

On completion, these will cut total CO₂ emissions by over 250,000 tonnes each year. To date, nine bottling plants in seven countries are powered by on-site CHP. Quad-generation technology produces electricity, heating, cooling and beverage carbonation. Plants using this innovative technology have reduced emissions by up to two-thirds. Difficulties in obtaining necessary permits have greatly contributed to delays and declining government feed-in tariffs are a newer challenge

Improving energy efficiency

An internal network of energy-savings experts helps bottling plants to identify ways to reduce or recover energy. Almost all facilities are carrying out energy saving projects. Projects include LED lighting, centralising control of compressors and evaporating CO₂ using cooling water. In 2012, we launched our latest energy efficiency toolbox, designed together with Siemens

Fleet and transportation

Most products are delivered by road and our fleet comprises almost 19,000 trucks, vans and cars. Since 2007, we have worked to reduce our transportation footprint

We purchase the smallest practical engine and vehicle size and set maximum fuel consumption standards for each vehicle. Drivers are trained in our Safe and Eco-Driving programme and performance is monitored monthly. In addition, route management systems allow us to optimise the routing and scheduling of deliveries

In 2012, fleet emissions fell by 2% to 176,574 tCO₂. We are in the process of outsourcing distribution wherever local transport companies are more cost-efficient than we are. By fitting all new Company vehicles with mobileye technology we expect to further improve performance

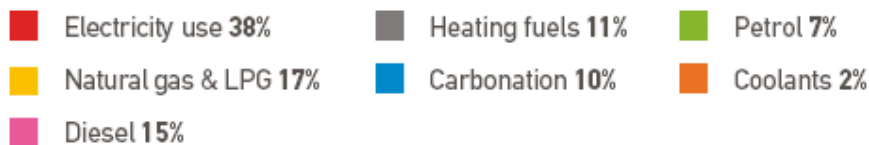
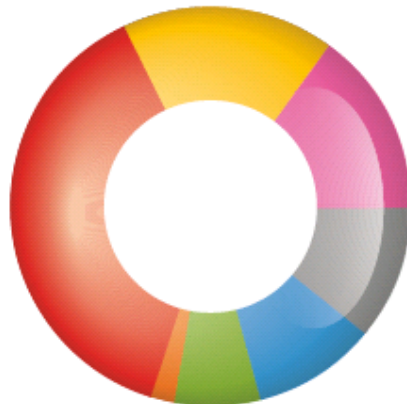
Although primarily a safety device, the technology improved fuel efficiency by 5% in trials

We are also expanding backhauling arrangements, using the return journey of customer trucks to collect products. This is not yet common practice in developing and emerging markets

In a few locations, we transport products by rail

Air freight is not routinely used

CO₂ emissions from operations (bottling and distribution)



Switching energy sources

As fossil fuel reserves become constrained, our energy mix must include more renewables

Six Italian bottling plants now have photovoltaic rooftop panels. Each year, these generate almost three million kWh of electricity, twice as much as the electricity consumption of the country's Monticchio plant in the same period. We tried to expand the programme to Greece but have not been able to secure permits yet

As with CHP, permitting delays and declining government support of green energy present challenges

In Hungary, our first geothermal project recovers heat energy from natural springs. Our Zalaszentgrót bottling plant has thereby reduced its natural gas usage by 60%. In summer, we pass excess heat to a community-operated thermal spa

We aim to switch our CHP programme from natural gas to biogas when sufficient, reliable sources become locally available. Although we have trialled alternative fuels in our fleet, small, clean diesel vehicles remain the most eco-efficient option

Renewable energy accounted for 17% of electricity and 7% of energy use in 2012

Reducing indirect emissions

Since cold drink equipment and beverage packaging represent approximately two-thirds of indirect emissions, these are another important element in our climate strategy

To reduce the impact of our 1.5 million coolers, we are increasing the energy efficiency of new and existing equipment. New coolers are up to 63% more energy-efficient than in 2004 due to improved insulation, LED lighting and energy management devices. 74% of coolers purchased were equipped with energy-management devices.

We are retrofitting these energy-saving devices in existing coolers, too

We have also led the development of coolers that are free of hydrofluorocarbons (HFCs). In 2012, these coolers represented 53% of purchases. We are on track to meet our target that all new equipment will be HFC-free by 2015

To reduce the climate impact of our packaging, we minimise material use and include recycled content. We also invest significantly in collection, recovery and recycling. Each year, these efforts avoid about 80,000 tonnes of embedded carbon (see Packaging and recycling). We have now begun to assess the sustainability performance of packaging suppliers, including carbon footprinting and energy management

Promoting climate action

We promote climate action, showcasing our low-carbon technologies with customers, governments, employees and others. During EU Sustainable Energy Week, we hold events across our operations

Increasingly, we communicate directly with consumers about climate change. In Russia, we partnered with WWF to launch limited-edition Coca-Cola cans that draw attention to the plight of polar bears in the Arctic

Coca-Cola Hellenic is active on the international stage, too. We are a founding signatory of the Global Compact's Caring for Climate initiative.

Supporting adaptation

We must adapt to the changing climate, building resilience to the likely impacts on our business and communities. Water stewardship is our main approach to date since this represents the most immediate impact (see Water stewardship). Given the increased likelihood of extreme weather events, we are also creating joint disaster preparedness plans with the IFRC

6.2.3. PACKAGING

Packaging is an essential part of modern life. Our multi-packs of family-size PET bottles offer affordability at the supermarket; our cans and single-serve PET bottles provide convenient on-the-go refreshment; while the iconic glass contour bottle instantly differentiates Coca-Cola from other brands

The fundamental role of packaging is to allow our beverages to be delivered safely from production line to consumer without spoilage or contamination

By helping to reduce food waste, packaging has a key role in helping society live more sustainably

Typically, ten times more energy and resources go into producing food and goods than their packaging. Nevertheless, packaging itself incurs environmental impacts from manufacturing to recycling and disposal

Our approach

As our packaging evolves to meet changing consumer and customer needs, we also address environmental impacts at every stage of its lifecycle

We do so by:

- Optimising the packaging we use
- Increasing recycled and renewable content
- Promoting recycling and recovery
- Minimising waste in our own facilities

We close the loop by recovering and recycling packaging materials. Each year, in Austria, 20,000 tonnes of PET (polyethylene terephthalate) bottles are recycled into new bottles

Given our geographic reach, progress varies significantly

We continue to work closely with governments, recyclers, suppliers and others to advance technological solutions and develop economically sustainable collection and recovery systems

We are also deepening our approach to address the embedded carbon of packaging throughout our value chain. By 2020, we aim to reduce the carbon footprint of the product in our consumer's hand by 20%

Optimising packaging

Since 2004, we have worked continuously to optimise our total packaging. Optimisation does not simply mean using the lightest possible packaging

Instead, we must balance material reduction with other vital considerations, such as maintaining our safety and quality standards or meeting the needs of customers and consumers

We also work with customers to reduce shrink wrap, stretch film and other secondary packaging

Innovative solutions include pre-merchandised products that can be rolled straight onto the shopfloor

Coca-Cola Hellenic used 723,000 tonnes of packaging in 2012. This includes beverage containers as well as the packaging used to deliver them

Recycled and renewable content

A further way we reduce the impact of packaging material is to include recycled or renewable content

Coca-Cola Hellenic works with suppliers to increase the recycled content of packages while The Coca-Cola Company advances plant-based packaging innovation for our business system

Using recycled instead of virgin material is much less energy-intensive, 85% less for PET and 95% for aluminium. Recycling of metal and glass is already well-established, with recycled content accounting for around half of the material in our cans and bottles. We therefore focus on the recycled content of our PET bottles

During 2012, we increased our use of recycled PET (rPET) by 14% to 8221 tonnes. Since demand for PET bottles continues to grow, we must further expand the collection and recycling of these packages. By improving the availability and affordability of rPET, we can increase the amount we use

Plant-based PET

Developed by The Coca-Cola Company, Plantbottle™ was the first fully recyclable PET bottle made with up to 30% plant-based material. We introduced the package in 2012 for our mineral water bottle in Serbia

Promoting recycling

Coca-Cola Hellenic closely works with industry and government to increase the collection, recovery and recycling of post-consumer packaging

To date, we have contributed to set up 20 recovery organizations, of which we are still involved in 19.

These recovery organisations provide access to collection and recycling infrastructure. In some rural areas, this represented the first residential collection of any waste stream. These organisations collect, recover and recycle on average the equivalent of 70% of our beverage packaging. All legal recovery and recycling targets are being met or exceeded in EU member state territories

The amount of packaging collected for recycling across Europe has risen to about 70%. About half are now recycled, making PET the most widely recycled plastic. Recycling of aluminium beverage cans also rose in Europe, exceeding 60%

In 2012, we contributed €27.7 million in collection and recovery fees, totalling €41.4 million including taxes and deposits

Although we have supported the set-up of recovery organisations in 20 of the 28 countries we serve, some of our highest-volume emerging markets are not yet included. In such markets as Russia, Ukraine and Nigeria, we are working to establish packaging collection schemes to divert packaging from landfill

Mobilising consumers

The participation of consumers is critical to the recycling loop. If they do not place cans and bottles into collection systems, these packages become landfill or litter, rather than feedstock for recycling

We conduct education campaigns on the importance of recycling and how to separate waste. In 2012, these activities reached over 2.5 million people.

Through on-pack communication, we also use our brands to encourage consumers to recycle.

Supporting anti-littering

If packaging waste is discarded irresponsibly, it can result in litter - waste in the wrong place - and can pose environmental hazards

Since 2009, we have partnered with the ICPDR to address plastic pollution of the Tisza River. Together with environment ministries in the five basin countries, we cleared litter and set up mechanisms to prevent a recurrence

During 2012, we supported clean-up initiatives in 16 countries, encouraging employees and communities to take part.

SOCIAL ASPECTS

7. Labour Practices & Decent Work

Topics:

- **Employment**
- **Labor/Management Relations**
- **Occupational Health and Safety**
- **Training & Education**
- **Diversity & Equal Opportunity**

Goals

Coca-Cola Hellenic aims to:

- Care for our people, engaging with them (and their representatives) openly, honestly and with respect
- Help our people to achieve their full potential and develop a strong leadership pipeline

Build a world-class safety culture and promote employee health and well-being

Offer a workplace that is fair, ethical and inclusive

Policies

Our core values include: Caring for Our People and Training. In addition, internal standards include (see appendix 10):

- Human Rights Policy
- Occupational Health & Safety Policy
- Equal Opportunities Policy

We also have a commitment to social dialogue

Our policies uphold the UN Universal Declaration of Human Rights and its Protocols; the ILO tripartite declaration concerning multinational enterprises and social policy, especially the ILO's eight core conventions; and the OECD Guidelines for Multinational Enterprises

Coca-Cola Hellenic is a longstanding participant in the UN Global Compact

Organisational Responsibility

- Our Group Director, Human Resources is responsible for our workforce and our workplace, while developing our leadership and culture and ensuring compliance with employment and labour laws
- Our Group Health and Safety Manager leads a multi-disciplinary team at Group level. In addition, a member of our Operating Committee (OpCo) is a designated champion for occupational health and safety.

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Training & Awareness

- Our Learning Centre of Excellence, AGORA, offers a wide range of accredited training programmes to employees, managerial and non-managerial alike.
- Coca-Cola Hellenic has developed a matrix that defines the skills, experience and knowledge required at every stage of leadership. This comprehensive and transparent approach forms the basis of all people processes: recruitment; performance management system; training and development; assessment and rewards.
- We are developing a coaching culture, encouraging a coaching style of leadership and the development of externally certified coaches
- Our drive to build a world-class safety culture involves comprehensive training and communications programmes to ensure that all employees can meet their safety responsibilities.

Monitoring & Follow-Up

- Independent audits of bottling plants and supplier sites assess workplace conditions and progress is reported in our annual CSR reports

- Each operation conducts an annual self-assessment of compliance with legal requirements and Company policies
- Each employee from team leader upwards is responsible for creating a personal development plan.
- Annual People Development Forums take place in each country
- Our whistle-blower hotline allows employees to raise grievances, questions and concerns confidentially, even anonymously. We also promote our open door policy. All concerns are investigated at the appropriate management level, with findings reported to the Audit Committee of the Board
- By the end of 2012, all bottling plants will be certified against OHSAS 18001 for health and safety. Safety is on the agenda of every OpCo meeting. Additionally, safety forms part of agreements with trade unions.

To ensure regular and open dialogue and consultation, Coca-Cola Hellenic has formal communications protocols with all trade unions and works councils. In countries where these do not exist, we consult with employees directly and recommend the establishment of alternative bodies to represent employees

7.1. Human Rights

Topics:

- **Investment and Procurement Practices**
- **Non-discrimination**
- **Freedom of Association & Collective Bargaining**
- **Abolition of Child Labour**
- **Prevention of Forced & Compulsory Labour**
- **Complaints & Grievance Practices**
- **Security Practices**
- **Indigenous Rights**

Goal

Coca-Cola Hellenic aims to:

Protect and promote human rights within our operations, as well as our supplier operations and local communities

Policies

Our internal standards that protect and promote human rights include (see appendix 10):

- Human Rights Policy
- Equality Policy
- Supplier Guiding Principles
- Code of Business Conduct

Our policies uphold the UN Universal Declaration of Human Rights and its Protocols; the ILO tripartite declaration concerning multinational enterprises and social policy, especially the ILO's eight core conventions; and the OECD Guidelines for Multinational Enterprises

Coca-Cola Hellenic is a longstanding participant in the UN Global Compact

Organisational Responsibility

- Our Group Director, Human Resources is responsible for protecting and promoting human rights in our workforce.
- Our Chief Procurement Officer and Director, Operational Sustainability are responsible for assurance of human rights in our supply chain.

Training & Awareness

Human rights and our approach have been integrated into leadership development courses and management systems

Confidential and anonymous reporting mechanisms include a telephone hotline and email system. We also promote an open door policy

Monitoring & Follow-Up

We investigate all concerns raised through our hotline and other reporting at the appropriate management level. Results are reported to the Audit Committee of the Board. This system is independently audited each year
Bottling plants and supplier sites are subject to independent audits of labour conditions. Any sites that fail must implement corrective actions and be re-audited. Repeated failures to pass or egregious violations of our SGPs will lead to termination
We report the number and results of audits in our annual CSR report

7.2. Society

Topics:

- **Community**
- **Corruption**
- **Public Policy**
- **Anti-Competitive Behavior**
- **Compliance**

Goals

Coca-Cola Hellenic aims to:

- Contribute to the quality of life in our local communities, supporting socio-economic development and environmental protection
- Contribute to public policy development transparently and in ways that to support environmental protection, community development and business growth.

Support efforts to address corruption, where appropriate

Compete fairly yet vigorously in the marketplace

Comply with all relevant laws and regulations

Abide by our own Code of Business Conduct at all times

Policies

Coca-Cola Hellenic's corporate mission requires that we conduct our business in a way that benefits our communities

Our Code of Business Conduct defines how all employees and directors must behave.

Directors are additionally subject to Code of Ethics and Code of Dealing in Shares

This Code describes our zero-tolerance approach to corruption. It also makes clear our prohibition on political contributions

We engage in public policy development on issues that concern our business and our stakeholders. We aim to do so in a manner that is transparent and consistent with our Code of Business Conduct

We are a longstanding participant in the UN Global Compact

Organisational Responsibility

Corruption-related risks are the responsibility of the Director of Internal Audit, who reports directly to the Audit Committee

Compliance with all applicable laws and regulations is the responsibility of our Chief Compliance Officer and Deputy General Counsel

Ensuring that we engage with and support our local communities is the responsibility of our Group Director, Public Affairs and Communications

Training & Awareness

- Training in our Code of Business Conduct is mandatory for all employees.
- Suppliers are made aware that they must abide by our Code of Conduct. In addition, our Supplier Guiding Principles are included in all new supplier contracts.

Commercial employees are trained in competition law

Public affairs and communications teams are trained in community engagement and investment, as well as responsible lobbying

Monitoring & Follow-Up

- All operations are assessed for corruption risks every two to three years, with those in higher-risk countries audited more frequently
- Concerns and grievances can be reported through our whistleblower hotline and email system confidentially, even anonymously. All concerns are investigated at the appropriate level with findings reported to the Audit Committee. The whistleblower system is subject to independent audits each year
- Suppliers are subject to independent audits against our Supplier Guiding Principles. Results are disclosed in our annual CSR report
- Community investment data is submitted to the LBG for verification.

We disclose instances of non-compliance with laws or regulations in our annual CSR report

Additional Information

- The Coca-Cola Company participates in the AIM-PROGRESS programme on behalf of the Coca-Cola business system. As part of a mutual recognition scheme, we accept audits undertaken on behalf of other AIM-PROGRESS members.

7.3. Product Responsibility

Topics:

- **Consumer Health and Safety**
- **Product and Service Labeling**
- **Marketing Communications**
- **Consumer Privacy**
- **Compliance**

Goals

Coca-Cola Hellenic aims to:

- Offer a wide range of high-quality beverages that meet evolving consumer expectations
- Meet and exceed legal requirements for food safety and integrity
- Provide clear and useful nutritional information, including front-of-pack calorie content across our business
- Conduct marketing responsibly and in compliance with voluntary industry codes
- Support multi-stakeholder initiatives that aim to address obesity, with a particular focus on promoting nutrition education and physical activity.

Policies

Internal standards which underpin our commitment to product responsibility include:

- Our Quality Policy
- Our Consumer Health Policy
- GMO position statement
- The Coca-Cola Company's global marketing commitment and global policy for front-of-pack labeling /

We have adopted internationally recognised food safety management systems standards FSSC 22000 and ISO 22000

We also help to develop and implement voluntary industry codes of conduct. These include:

- UNESDA commitments to the EU Platform on Diet, Physical Activity & Health
- EU Pledge on advertising to children
- Global Guidelines on Marketing to Children - International Council of Beverage Associations

Organisational Responsibility

- The Group Director, Operational Sustainability is responsible for product quality and integrity.
- The Group Director, Public Affairs and Communications is responsible for stakeholder engagement on consumer health, as well as active lifestyle programmes

As owner of most brands that we produce, The Coca-Cola Company is responsible for product development, labeling and consumer marketing

Training & Awareness

All salespeople are trained in UNESDA responsible marketing commitments

Monitoring & Follow-Up

- Coca-Cola Hellenic has adopted internationally recognised food safety system standards. By the end of 2012, all bottling plants will be certified against FSSC 22000 and ISO 22000.

We monitor and report compliance performance with laws and regulations on product quality and safety

Independent audits assess our industry's compliance with the EU Pledge, UNESDA and ICBA commitments. We report performance in this report (see GRI data table), in the annual Integrated report and online

Additional Information

Coca-Cola Hellenic has voluntarily implemented front-of-pack labeling of energy (calorie) content across all territories. Additionally, we have rolled out front-of-pack labeling of Guidelines Daily Amounts (GDAs) in all EU territories
In every country of operation, hotlines respond to consumer and customer queries or complaints. Information received forms an important part of our management systems. Consumer complaint rates are disclosed in the annual Integrated Report

7.4. Sourcing

Topics:

- **Social**
 - Labour
 - Human Rights
 - Fair Compensation for Labour
 - Fair Trade
 - Society
 - Product Responsibility
 - Traceability
 - Genetically Modified Organisms

- **Environment**
 - Environment
 - Protecting Natural Resources
 - Minimising Toxicity
 - Biofuels
 - Animal Welfare

- **Economic**

Goals –

Ensure that all goods and services purchased by Coca- Cola Hellenic are fully compliant with all environmental and social legislation

Policy - Overall commitment to the six G3 (i.e. economic, env, labour, etc.) and eight FPSS Aspects (i.e. fair trade, GMOs, etc.) listed above

- Supplier Guiding Principles
- Code of Business Conduct

Wherever possible, we source goods, ingredients and services locally

Performance

The Company's activities and performance are fully described and updated annually in the CSR Report

Purchasing Decision-Making

Sustainability considerations are integrated into purchasing criteria. In the newly-developed supplier assessment scorecard, CSR performance accounts for 6% of total supplier score

Management Responsibility

The Chief Procurement Officer is responsible for sourcing

Training and Awareness

No training in 2012

Monitoring and Follow-Up

Independent audits assess how well our suppliers comply with the Supplier Guiding Principles

- **Protecting Natural Resources** – We have adopted purchasing criteria to minimise impact on natural resources. Such criteria have been developed for all goods that have significant environmental impacts, including: packaging, cold drink equipment, IT equipment and vehicles
- **Minimising Toxicity** – As part of our ISO14001 management system, we ensure that no toxic substance is discharged from our bottling operations. Cleaning and disinfecting agents are all compliant with food safety requirements and are biodegraded in the wastewater treatment process
- **Fair Trade** – We do not currently market products from certified fair trade suppliers
- **Fair Compensation for Labour** – Fair compensation is included in our Supplier Guiding Principles. Suppliers are subject to audit and results are disclosed in our annual CSR report
- **Traceability** – Traceability is an integral part of food safety management system standards. By the end of 2012, all bottling plants will be certified against ISO 22000 and FSSC 22000 standards.
- **Genetically Modified Organisms** -- Given continued concern among consumers in our territories, we do not use ingredients that are genetically modified or derived from GMOs.
- **Animal Welfare** Coca-Cola Hellenic does not conduct nor request animal testing in order to substantiate the safety or efficacy of any of its products or raw ingredients
- **Biofuels** – We do not encourage the use of biofuels when and where their production competes with the production of food. We are looking into projects to use biogas produced from waste, that can be used to power our bottling operations

7.5. ANIMAL WELFARE

- **Breeding and Genetics** – Not applicable to Coca-Cola Hellenic
- **Animal Husbandry** – Not applicable to Coca-Cola Hellenic
- **Transportation, Handling, and Slaughter** – Not applicable to Coca-Cola Hellenic

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SECTION C
8. GRI INDICATORS
8.1. GRI Table

GRI G3.0
STANDARD DISCLOSURES PART III:
Performance Indicators

Unless stated otherwise, the period covered is FY 2012
and the status described is as per 31.12.2012

AIR: Annual Integrated Report
GRIR: GRI Report

ECONOMIC

Performance Indicator	Description	Ref	Content or reference
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Performance Snapshot, 8-9, 8.3.	AIR , social data table in GRIR
FPSS: ad EC1	Specify the amount spent on the programs and practices to which the food processing sector is uniquely suited for contributing	37-39, 8.3., 9.3., 12	The company spent euro 8.5 million on community programmes related to water stewardship, active lifestyles, youth development and other activities
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	52-53, 6.2.	Risk section in AIR, GRIR
EC3	Coverage of the organization's defined benefit plan obligations.	59,8.3.	15,562 employees of the 40,232 are eligible for benefit plans. Of these, 11,940 are covered by defined contribution plans and 2020 are without plan. 4 country defined benefit plans are fully covered.
EC4	Significant financial assistance received from government.		None
FPSS: ad EC4	Governmental support for agriculture, biofuels and food production has important consequences across the global food value chain.		Does not apply: we do not produce agricultural or biofuels products nor receive any subsidies for those
Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	57	In every country, the lowest paid employee categories (junior line operators and entry level merchandisers) earn at least the minimal wage. On average, junior line operators earn 3.5 times the local minimal wage. On average, entry-level merchandisers earn 1.8 times the local minimal wage.
EC6	Policy, practices, and proportion of spending on locally-based	26-27, 5.	The company's practice is to source local ingredients and services, provided they are

	suppliers at significant locations of operation.		available and economical. Approximately 90% of supplier spend is local (in the company's countries of operation)
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	58, 5.	Employees are systematically hired from the local workforce. 96.5% of employees are local nationals. 83.1% of managers are local nationals. Of the foreign managers, 42% are from developed countries and 58% are from developing countries. A large proportion of foreign managers in developed countries are from our developing countries.
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	36-39, 7.3.,	AIR Community Trust
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	6-9, 36-39	AIR
ENVIRONMENTAL			
Performance Indicator	Description	Ref	Content
Materials			
EN1	Materials used by weight or volume.	24, 27 6.2.3 8.2	Environment table
FPSS ad EN1	Commentary added to specify wild caught and farmed seafood	-	Does not apply: we do not catch or farm any fish
EN2	Percentage of materials used that are recycled input materials.	27 6.2.3 8.2	Environment table
Energy			
EN3	Direct energy consumption by primary energy source.	17,28,30, 31 8.2	Environment table
EN4	Indirect energy consumption by primary source.	17,28,30 8.2	Environment table
EN5	Energy saved due to conservation and efficiency improvements.	30,34, 43, 47 6.2.2 8.2 9.4	Environment table
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	29,30,32, 34 6.2.2 8.2 9.4	Development of a fleet of coolers which are on average 50% more energy efficient than the previous generation
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	29,30,32 34 6.2.2 9.4	Development of a fleet of coolers which are on average 50% more energy efficient than the previous generation
Water			

EN8	Total water withdrawal by source.	15,17,28,30,31,42 ff.,48,49 6.2.1 8.2	Total water withdrawal : 26.6 bn litres. From municipalities: 8.9 bn l; from wells: 17.2 bn l; from surface waters: 0.5 bn l
EN9	Water sources significantly affected by withdrawal of water.	19,30,53 6.2.1	Every bottling operation undergoes a Source Vulnerability Assessment (SVA) to ensure the sustainability of water supply and establishes a Source Water Protection Programm (SVPP) to ensure future sustainability of water use.
EN10	Percentage and total volume of water recycled and reused.	30 6.2.1 8.2	Total volume recycled and reused internally: 0.8 bn l.
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.		None
FPSS ad EN11	Commentary added to include waters		We do not own or control any land near protected areas, but we endeavour to promote the conservation of wetlands and other protected habitats
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		None
EN13	Habitats protected or restored.	26ff.	See « Community »
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	26 9.3	Our water stewardship community programmes include conservation activities and promote the conservation of biodiversity
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		None
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	15,27,42f f,48ff 6.2.2 8.2	Environment table
EN17	Other relevant indirect greenhouse gas emissions by weight.	8.2	Environmental Data Table
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	30 6.2.2 9.4	AIR, GRIR Energy saving activities in bottling operations Quad-generation power generation for bottling operations Photovoltaic solar installation on roofs of bottling plants Fuel saving driving courses and vehicle replacement in sales and distribution fleet Energy-efficient coolers
EN19	Emissions of ozone-depleting substances by weight.	8.2	Environmental Data Table
EN20	NOx, SOx, and other significant air emissions by type and weight.	8.2	Environmental Data Table
EN21	Total water discharge by quality	30	Total volume of wastewater discharged:

	and destination.	6.2.1 8.2	14.2 bn l Volume discharged to municipal treatment systems: 5.8 bn l; volume treated on-site and discharged to natural bodies of water: 8.4 bn l.
EN22	Total weight of waste by type and disposal method.	28,30,31 8.2	Environmental Data Table
EN23	Total number and volume of significant spills.	8.2	Environmental Data Table
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	8.2	Environmental Data Table
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	26 6.2.1 8.2 9.3	Since the completion of the wastewater treatment programme, no natural habitat is significantly affected by wastewater discharges
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	27,34,38 6.2.3 8.2	Packaging and recovery organisation for post-consumer packaging waste: AIR and GRIR Energy-efficient coolers: AIR and GRIR
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	36 6.2.3 8.2	70% of packaging is recovered and collected in the countries where we have contributed to set up recovery organizations. GRIR
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	8.2	No significant fine. 4 minor fines, totaling €12,464
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	29,37 6.2.2 8.2	The impacts of the transport of goods and persons result from the combustion of fuel and resulting air emissions (EN3 and EN16)
Overall			
EN30	Total environmental protection expenditures and investments by type.		Not public
SOCIAL: Labor Practices and Decent Work			
Performance Indicator	Description	Ref	Content
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	22, 42, 44, 46	Total workforce 40,232 headcount or 39,736 FTEs. Details in AIR

LA2	Total number and rate of employee turnover by age group, gender, and region.	8.3.	XX
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees.		The same basic benefits are provided to full-time and temporary employees, in particular regarding labour rights and Safety. By definition, temporary workers would not benefit from long-term employee development programs nor incentive plans
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	8.3.	48%
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		On average, the minimal notice period is 5.0 weeks for employees and 6.1 weeks for employee representatives, with large variations between countries.
FP3	Percentage of working time lost due to industrial disputes, strikes and/or lock-outs, by country.		The percentage of working time lost in insignificant (<0.1%). There were industrial disputes in 4 countries linked to restructuring programs. Cyprus: 303 employees involved in short work stoppage and 0 in strikes >1day Greece: 457 in short work stoppage, 376 in strikes >1day, longest strike was 45 days. Italy: 1680 involved in short work stoppage, 0 in strikes >1day Nigeria: 3628 involved in short work stoppage, 0 strike >1day
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	7.1.	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	5, 31, 8.3.	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		AIDS/HIV programme in Nigeria
LA9	Health and safety topics covered in formal agreements with trade unions.		In 6 countries, Health&Safety topics are covered in trade union agreements. 15 countries have a Safety committee extended to all employees, covering a total of 22,094 employees
Training and education			
LA10	Average hours of training per year per employee and by employee category.		Average hours of training: 18.4 hours/employee Total training 577,028 hours of internal training and 165,165 hours of external training, of which: Established markets: 126,720 hrs internal, 28,554 hours external; Developing markets: 101,494 hours internal,

			23,389 hours external; Emerging markets: 348'814 hours internal, 113,222 external. 31,097 trainings were given to managers, and 111,640 trainings were given to non- managers
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	23, 7.1., 8.3.	AIR, GRIR
LA12	Percentage of employees receiving regular performance and career development reviews.		100% of managers and team leaders, regardless of gender or other characteristic.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	58, 8.3., 7.1.	GRIR
Equal remuneration for women and men			
SOCIAL: Human Rights			
Performance Indicator	Description	Ref	Content
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements that include human rights concerns, or that have undergone human rights screening.		No significant investment in 2012 included human rights concerns.
HR2	Percentage of significant suppliers, contractors partners that have undergone human rights screening, and actions taken.	26, 6.2., 7.2., 7.3., 7.5., 8.3.	All suppliers of ingredients, packaging and branded materials must be authorised suppliers. All contracts include the Supplier Guiding Principles, which cover human right and other ESG requirements. 11 key suppliers were audited in 2012, bringing the total to 96 to date.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	54, 7.1., 7.2.	All managers and 13,978 non-managers were trained on the Code of Business Conduct, which includes human rights and other ESG requirements.
Non-discrimination			
HR4	Total number of incidents of discrimination and corrective actions taken.		None
Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		None

Child labor			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.		None
Prevention of forced and compulsory labor			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.		None
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.		N/A
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		None
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	8.3.	All bottling operations. All bottling plants were audited according to workplace accountability, except one in Nigeria where security concerns prevent the visit of auditors
Remediation			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.		None
SOCIAL: Society			
Performance Indicator	Description	Ref	Content
Local communities			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	15, 28-31, 38-39, 53 6.2.1., 8.2., 9.3.	<ul style="list-style-type: none"> All countries of operations implement community programs. See AIR and GRIR The impacts from water use have all been reduced and remedied Construction of wastewater treatment units to ensure full treatment at all bottling operations
Healthy and affordable food			
FP4	Nature, scope and effectiveness of any programs and practices (in-kind contributions, volunteer initiatives, knowledge transfer, partnerships and product development) that promote healthy lifestyles; the prevention	25-26, 37-39, 7.4.	See Products, Consumers and Community, in AIR and GRIR

	of chronic disease; access to healthy, nutritious and affordable food; and improved welfare for communities in need.		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	53 pp	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	54, 7.3.	All managers and 13,978 non-managers were trained on the Code of Business Conduct, which includes anti-corruption policies and procedures and other ESG requirements.
SO4	Actions taken in response to incidents of corruption.	54	No reported incidents of corruption
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.		CSR Policies visible online; Membership of the UN Global Compact; Signature of the successive climate Communiqués
FPSS ad SO5	Report the context of any lobbying activities related to subsidized or otherwise advantaged production (for example, lobbying by food processing companies to influence agricultural legislation)		Coca-Cola Hellenic did not engage in any lobbying activity related to subsidized production
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		None
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		None
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		None
SOCIAL: Product Responsibility			
Performance Indicator	Description	Ref	Content
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	36ff	There are no safety impacts associated with our products. The Health impacts associated with our products are discussed in the Products and Consumer sections of the AIR and the Consumer health section of the GRIR
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during	53, 54	In 2012, we experienced three public product recalls in Greece, the first in our business since its inception.

	their life cycle, by type of outcomes.		
FP5	Percentage of production volume manufactured in sites certified by an independent third party according to internationally recognized food safety management system standards.	31	69 of our plants are certified according to ISO 22000, representing 99% of produced volume. 66 of our sites are certified according to FSSC 22000, representing 93% of produced volume
FP6	Percentage of total sales volume of consumer products, by product category, that are lowered in saturated fat, trans fats, sodium and sugars.	24pp	Our products do not typically contain saturated fats or trans fats. Except for sports drinks, where small amounts of salts are a desired characteristic of the product to replace salts lost in perspiration, our products do not contain salts. The volume of low-calorie options (diet, light and zero options) represents 12% of brand Coca-Cola and 1% of brands Sprite and Fanta and 6% of total volume. Waters represent 19% of total volume.
FP7	Percentage of total sales volume of consumer products, by product category sold, that contain increased fiber, vitamins, minerals, phytochemicals or functional food additives.	24pp	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	38 7.4	The labels of all products sold in 2012 had front-of-pack calorie and sugar information, and back-of-pack full GDA information
FPSS ad PR3	Description of importance of social and environmental product information and its communication to consumers	38 7.4	The most important information to consumers are the nutritional contents of our products. All of them bear a label which displays GDA information on the calories, sugar and other information
FP8	Policies and practices on communication to consumers about ingredients and nutritional information beyond legal requirements.	38 7.4 10	See Consumer Health and Community, AIR, GRIR
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.		No such incidents related to product information and labeling
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	16,33,37	-See « sales and customers » and Consumers and Communities » in AIR
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	3,9,37 3.13 7.4	Responsible Marketing practices : AIR and GRIR

FPSS ad PR6	Influence on dietary habits, guidelines to vulnerable groups....	37, 7.4.	Responsible Marketing practices : AIR and GRIR
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		None
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		None -
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		none-

Across all aspects of sourcing			
FP1	Percentage of purchased volume from suppliers compliant with company's sourcing policy.	26,53 7.3 10	All supplier contracts include the Supplier Guiding Principles with which suppliers are obliged to comply
FP2	Percentage of purchased volume which is verified as being in accordance with credible, internationally recognized responsible production standards, broken down by standard.		Not available

Animal Welfare			
Breeding and genetics			
FP9	Percentage and total of animals raised and/or processed, by species and breed type.		Does not apply: We do not raise and/or process any animal
Animal husbandry			
FP10	Policies and practices, by species and breed type, related to physical alterations and the use of anaesthetic.		Does not apply: We do not raise and/or process any animal
P11	Percentage and total of animals raised and/or processed, by species and breed type, per housing type.		Does not apply: We do not raise and/or process any animal
FP12	Policies and practices on antibiotic, anti-inflammatory, hormone, and/or growth promotion treatments, by species and breed type.		Does not apply: We do not raise and/or process any animal
Transportation, handling and slaughter			

FP13

Total number of incidents of non-compliance with laws and regulations, and adherence with voluntary standards related to transportation, handling, and slaughter practices for live terrestrial and aquatic animals.

Does not apply: We do not raise and/or process any animal

8.2. Environmental data table

Environmental data table 2012	GRI G3 indicator	Total Amount 2012	Relative Amount 2012	Relative Amount 2011
Production				
total beverage production		million litres beverages 11'815		
MATERIALS				
Materials used	EN1	tons	g/lpb	g/lpb
Sugar and fructose syrup		891'395	75.4	75.6
Concentrate		98'144	8.3	4.8
PET (bottles)		277'638	23.5	22.3
plastic (closures)		26'230	2.2	2.2
metal (crowns)		14'469	1.2	1.2
PE (labels and stretch / shrink film)		46'550	3.9	3.7
Glass (bottles)		100'322	8.5	12.7
Aluminium (cans)		48'517	4.1	4.1
Paper (labels)		1'517	0.1	0.1
Cardboard		54'621	4.6	4.1
Wood (palettes)		112'322	9.5	6.6
Percentage of materials from recycled sources	EN2			
ENERGY				
		million MJ	MJ/lpb	MJ/lpb
Direct energy use (plants and fleet)	EN3	10'101	0.85	0.95
electricity		2'874	0.24	0.24
light heating oil		141	0.01	0.09
heavy heating oil		141	0.01	0.01
natural gas		2'070	0.18	0.20
LPG		180	0.02	0.02
others in plants (steam, district heating, own power)		344	0.03	0.03
diesel		1'584	0.13	0.14
petrol		862	0.07	0.08
estimated diesel in 3rd-party fleet		1'904	0.16	0.14
Primary energy use	EN4			
electricity		8'336	0.71	0.68
fossil fuels		1'244	0.11	0.13
Energy use of Cold Drink Equipment		million MJ		
Total cooling equipment electricity consumption		16'109		
Coolers		15'377		
Venders		307		
Fountains		426		
Energy saved in bottling plants (vs. Baseline 2004)	EN5	2'640	-35.0%	-24.6%
Initiatives for energy efficiency and renewable energies	EN6	See 6.2.2		
Initiatives to reduce indirect energy consumption	EN7	See 6.2.2		
WATER				
			l/lpb	l/lpb
Total water received	EN8	26'576 mio l.	2.25	2.24
Water used		26'067 mio l.	2.21	2.20
Water unused (discharged unaltered)		509 mio l.	0.04	0.04
Water withdrawal by source (% from municipal sources)			33%	
Water habitats affected by withdrawal of water	EN9	none		
Total recycling and reuse of water	EN10	817 mio l.	0.1 l/lpb	0.1 l/lpb
BIODIVERSITY				
Total amount of land owned	-	892 ha		
Land owned in protected habitats	EN11	none		

Major Impacts on biodiversity	EN12	none		
Changes to natural habitats resulting from operations	EN14	none		
Programmes to protect habitats	EN13	see AIR p39, website		
Red List species with habitats affected by operations	EN15	None		

EMISSIONS, EFFLUENTS AND WASTE

Greenhouse gas emissions from operations		Tonnes	g/lpb	g/lpb
CO2 from energy used in plants (scope 1)	EN16	145'060	12.3	19.3
CO2 from electricity used in plants (scope 2)	EN17	328'316	27.8	26.0
CO2 from fuel used in company vehicles	EN16	176'754	15.0	15.5
coolant emissions from Cold Drink Equipment (CO2 eq)	EN16	19'735	1.7	1.3
CO2 for product carbonation (CO2 losses)	EN16	36'538	3.1	3.0
CO2 from supplied heating & cooling (scope 2)	EN17	21'897	1.9	1.0
Total emissions (scope 1 and 2)		728'301	61.6	66.1
Indirect greenhouse gas emissions		Tonnes	g/lpb	g/lpb
CO2 from electricity use of cold drink equipment	EN17	1'882'030	159.3	170.1
CO2 embedded in packaging	EN17	1'586'769	134.3	131.5
CO2 from sugar		421'975	35.7	34.9
CO2 from 3rd-party transports		140'939	11.9	10.7
CO2 from head office flights	EN17	1'394	0.1	0.2
CO2 from product carbonation		94'583	8.0	7.2
Programmes to reduce greenhouse gas emissions	EN18	See 6.2.2.		
Ozone-depleting substance emissions		Tonnes		
CFCs and HCFCs	EN19	0.096	0.00001	0.00001
Other significant air emissions		Tonnes		
NOx	EN20	4'809	0.41	0.41
SO ₂		3'279	0.28	0.28
Particulate Matter		533	0.05	0.04

WASTE

Amount of solid waste		EN22	Tonnes		
Total amount			99'949	8.5 g/lpb	9.4 g/lpb
Recycling and energy recovery			87'630	88%	87%
Hazardous waste					
Hazardous waste generated	EN24		2'041	0.2 g/lpb	0.1 g/lpb

EFFLUENTS

Discharges to water					
Quantity of waste water discharged	EN21	14'203 mio l.	1.2 l/lpb	1.2 l/lpb	
Total COD (Chemical Oxygen Demand) produced	EN21	5'597 t O2	474 mgO2/lpb	478 mgO2/lpb	
Total COD reaching the environment	EN21	470 t O2	40 mgO2/l	39 mgO2/l	
Water habitats affected by water discharges	EN25	0			
Spills of chemicals, oils, fuels		EN23	56.3 t	0.005 g/lpb	0.000 g/lpb

PRODUCTS AND SERVICES

Significant environmental impacts	EN26	CFCs and HCFCs			
Percentage reclaimable products	EN27	3rd party carriers			
Rate of returnable packaging		10%			0%
Possible rate of packaging recycling				See 6.2.3	
achieved rate of packaging recycling				See 6.2.3	

COMPLIANCE

Incidents and fines	EN28		9		
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TRANSPORT

Environmental impacts of transport	EN29	3rd party carriers			
Number of vehicles			18'008		

fuel consumption (litres)	68'332'666 l.	5.8 ml/lpb	5.9 ml/lpb
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EXPENDITURES

Total environmental expenditures	EN 30	not public
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Core GRI indicators are indicated in bold typeface

Additional GRI indicators are indicated in normal typeface

8.3. Social data table

GRI	Topic	2012	2011
	Employee Development		
LA1	Total workforce (No of employees) Full Time Equivalents	40,232 39,736	41,302 41,715
	Permanent employees	>95%	>95%
LA2	Employee turnover	11%	15%
	Training & Development		
LA10	Average training hours per employee	18	19
	Human Rights		
HR4-7	No. of workplace accountability audits	52	17
HR4-7	No. of human rights violations resulting in litigation against the Company	0	0
	Equality & Diversity		
LA13	Women in management	28.1%	27.8%
LA14	Male-to-female salary equality	1%	2%
EC7	Managers of local origin	83.1%	82.8%
HR4	Breaches of equality legislation	0	0
	Labour Rights		
LA4	Employees covered by collective bargaining	48%	52%
LA4	Employees belonging to independent trade unions	26%	25%
	Health & Safety		
LA7	Fatalities (including contractors)	3	6
LA	Accident incidence (accidents with >1 day absence per 100 employees)	0.69	0.86
LA7	Sickness absence (days absent)	188,349	210,956
LA7	Average sickness days per FTE	4.74	5.05
	No. of plants with OHSAS 18001 certification	68	70
	% of production volume covered	99%	92%
	Consumer Health		
	Percentage of still beverages (juices, waters, etc.)	32%	32%
	Average calorie content (per 100ml)	31.1	30.7
PR3	Rollout of GDA labels	All sparkling beverages, most others in all our countries	All sparkling beverages, most others in EU territories
PR5	Consumer complaints (per million containers sold)	0.29	0.26
	No. of plants with ISO 9001 certification	69 plants (99% of volume)	76 plants (100% of volume)

	No. of plants with ISO 22000 certification	66 plants (93 % of volume)	70 plants (92% of volume)
	Supplier Engagement		
HR2	No of independent SGP audits	11	10
EC1	Total supplier spend	€4,514 million	€3,955 million
EC6	Spending with in local territories (includes EU)	90%	90%
	Community		
EC1	Economic benefits		
	Income taxes	€65 million	€99 million
	Salaries & benefits	€1,199 million	€1,175 million
	Supplier spend	€4,514 million	€4,200 million
EC1	Investment in community projects	€8.5 million (2% pre-tax profit)	€8 million (1.5% pre-tax profit)
	Employee volunteers	6,800	5,500
	Political contributions	0	0

9. UN Global Compact progress report

9.1. Our approach

With over 8,700 participants from over 130 countries, the UN Global Compact is the world's largest corporate responsibility initiative. By joining the UNGC, Coca-Cola Hellenic committed to implement and promote core values in the areas of human rights, labour standards, the environment and anti-corruption

Our approach

Since 2005, we have endeavoured to fulfill our commitments by:

- Implementing the 10 Principles into Company operations and strategy
- Working to make our supply chain more sustainable
- Championing development of Local Networks
- Supporting the Compact's global platforms
- Contributing to broad UN development goals
- Reporting transparently

The Fondation Guilé provides an annual assessment of our performance and this report serves as our Communication on Progress

Commitment from the top

The Management and Board of Directors strongly support the UN Global Compact and our work in the local networks, as evidenced in the Chairman's letter published in the Annual Integrated Report (p6, middle column, 3rd paragraph)

Promoting local networks

Local networks play an essential role in the expansion of the Global Compact and its Ten Principles. Coca-Cola Hellenic actively supports Local Networks in 15 countries

In Ukraine, for example, we serve on the Steering Committee and the Alliance of the Global Compact, signing the Declaration on Responsible Business Partnership in 2011.

We are also on the CSR Committee working group in the Ukrainian parliament, supporting the National Concept for CSR Strategy development

Supporting broad UN goals

As a founding member of the CEO Water Mandate and Caring for Climate initiatives, Coca-Cola Hellenic has committed to address water conservation and CO2 emissions in our operations, supply chain and beyond

We also engage with UN agencies, including UNDP, UNEP and UNESCO, to tackle sustainability issues. Partnerships focus on such issues as: improving access to water and watershed conservation; youth development and education; entrepreneurship and job creation; HIV/AIDS and malaria; disaster relief and rehabilitation. Directly or indirectly, these partnerships support the Millennium Development Goals

Anti-corruption

According to Transparency International, some countries in which we operate suffer from high levels of corruption. Coca-Cola Hellenic's zero-tolerance approach to corruption is made clear to employees, suppliers, governments and others. Increasingly, we work with Global Compact Local Networks and others to conduct anti-corruption initiatives

We also support campaigns directed at students and young adults.

9.2. How we promote the 10 principles

How Coca-Cola Hellenic promotes the 10 Principles

The 10 Principles	In operations	In supply chain	In communities
Human Rights			
<p>Principle 1: <i>Businesses should support and respect the protection of internationally proclaimed human rights.</i></p> <p>Principle 2: <i>Make sure that they are not complicit in human rights abuses.</i></p>	<ul style="list-style-type: none"> • Policies: Human Rights, Equal Opportunity, Occupational Health and Safety • Part of management system and training • Third-party audits 	<ul style="list-style-type: none"> • Supplier Guiding Principles • Third-party audits • Industry initiatives, e.g. AIM-PROGRESS 	<ul style="list-style-type: none"> • Support of education and entrepreneurship • Projects to improve access to safe water and sanitation in Nigeria, Hungary, Romania
Labour Rights			
<p>Principle 3: <i>Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</i></p> <p>Principle 4: <i>The elimination of all forms of forced and compulsory labour.</i></p> <p>Principle 5: <i>The effective abolition of child labour.</i></p> <p>Principle 6: <i>The elimination of discrimination in respect of employment and occupation.</i></p>	<ul style="list-style-type: none"> • Human Rights policy • Part of management system and training • Unions and/or works councils in 23 countries • Formal communications protocol in 23 countries • Third-party audits • Gender diversity initiatives • Salary parity • Pay for entry-level positions significantly above minimum wage 	<ul style="list-style-type: none"> • Supplier Guiding Principles • Third-party audits • Industry initiatives, e.g. AIM-PROGRESS • Improvement of working conditions in informal packaging collection systems 	<ul style="list-style-type: none"> • Support of diversity initiatives, e.g. by Roma youth development in Hungary
Environment			
<p>Principle 7: <i>Businesses should support a precautionary approach to environmental challenges.</i></p> <p>Principle 8: <i>Undertake initiatives to promote greater environmental responsibility.</i></p> <p>Principle 9: <i>Encourage the development and diffusion of environmentally friendly technologies.</i></p>	<ul style="list-style-type: none"> • 72 bottling plants are ISO 14001-certified • Policies on water stewardship, climate change, packaging • Since 2002, annual targets for water, energy and waste reduction • 100% of wastewater now treated; 44 on-site wastewater treatment plants • Programme to build 20 CHP plants; 9 now operational • Renewable energy initiatives (e.g. photovoltaic panels, geothermal) 	<ul style="list-style-type: none"> • Participation in innovative partnership to address water use in sugar production • Switch to climate-friendly refrigeration • Development of quad-generation CHP technology with suppliers • Integrating sustainability performance into supplier scorecard 	<ul style="list-style-type: none"> • Set up 20 national recovery organisations • Recycling and anti-litter campaigns • Community water programmes in 26 countries • Mobilisation of volunteers from workforce, communities, other businesses • Host visits to our wastewater treatment facilities • Promotion of low-carbon technologies, e.g. at launch of each CHP unit • Founding signatory of CEO Water Mandate and Caring for Climate
Anti-Corruption			
<p>Principle 10: <i>Businesses should work against corruption in all its forms, including extortion and bribery.</i></p>	<ul style="list-style-type: none"> • Code of Business Conduct reviewed and updated mandatory training and certification • Confidential reporting mechanisms • Whistle-blower protection • Regular risk assessment by Internal Audit • Reporting to Audit Committee 	<ul style="list-style-type: none"> • Suppliers subject to Code of Business Conduct • Supplier Guiding Principles • Third-party audits 	<ul style="list-style-type: none"> • Support anti-corruption initiatives e.g. Ukraine, Armenia, Lithuania, Latvia

9.3. Water Mandate

CEO Water mandate requirements	How we support them
1. Direct Operations	
<ul style="list-style-type: none"> ○ Conduct a comprehensive water-use assessment to understand company's water use in direct production ○ Set targets for operations for water conservation and wastewater treatment, framed in a corporate cleaner production and consumption strategy ○ Invest in and use new technologies to achieve these goals ○ Raise awareness in corporate culture ○ Include water sustainability in business decision-making 	<ul style="list-style-type: none"> ○ Assessments of bottling plants include: annual corporate water footprint; bi-annual risk assessments; source vulnerability assessments and protection programmes ○ Annual targets for water conservation –21% improvement in efficiency since 2004 ○ 100% of wastewater treated ○ Part of broader water stewardship strategy and plant eco-efficiency KBIs ○ Work with suppliers to develop and implement water-savings technologies ○ Water savers toolkit help plants identify water-savings opportunities ○ Employee participation encouraged in watershed protection initiatives
2 Supply Chain and Watershed Management	
<ul style="list-style-type: none"> ○ Build capacities to analyse and respond to watershed risk ○ Share water sustainability practices – established and emerging – with suppliers ○ Encourage suppliers to improve water conservation, quality monitoring, wastewater treatment, recycling ○ Encourage suppliers to assess their water usage and impacts ○ Encourage major suppliers to report progress against goals 	<ul style="list-style-type: none"> ○ Corporate water footprint studies water use in supply chain ○ Bi-annual risk assessments study local context for bottling plants ○ Source vulnerability assessments at all plants ○ Source protection programmes at all plants ○ Watershed protection partnerships in all countries
3. Collective Action	
<ul style="list-style-type: none"> ○ Build ties with civil society organisations, especially regional and local ○ Work with national, regional and local governments and authorities to address water sustainability issues and policies, and with international bodies ○ Encourage development and use of technologies ○ Actively support Country Networks of the UN Global 	<ul style="list-style-type: none"> ○ Community watershed partnerships involve government agencies, NGOs and communities in almost all countries ○ Work with UN bodies, IGOs and NGOs on water initiatives, including UNDP, UNICEF, GWP and WWF ○ Projects include promoting rainwater harvesting in water-scarce areas ○ Active members of Country Networks of the Global Compact in 13 countries

<p>Compact</p> <ul style="list-style-type: none"> ○ Support water initiatives and collaborate with UN bodies and IGOs 	
<p>4. Public Policy</p>	
<ul style="list-style-type: none"> ○ Contribute to government regulation and creation of market mechanisms to drive water sustainability agenda ○ Advocate water sustainability in global and local policy discussions, presenting role and responsibility of the private sector in supporting integrated water resource management ○ Partner with government, business, civil society and others to advance knowledge, intelligence and tools ○ Support policy-oriented bodies and frameworks 	<ul style="list-style-type: none"> ○ Founder signatory of the CEO Water Mandate ○ Support development of national policy and regulatory frameworks for integrated water resources management ○ Founding member of the Water Footprint Network
<p>5. Community Engagement</p>	
<ul style="list-style-type: none"> ○ Endeavor to understand the water and sanitation challenges in our communities and how we impact those challenges ○ Be active community members, and encourage/support local government, groups and initiatives advancing water and sanitation ○ Work with public authorities to support – when appropriate – development of adequate water infrastructure, including water and sanitation delivery systems ○ Undertake water-resource education and awareness campaigns with local stakeholders 	<ul style="list-style-type: none"> ○ ○ Bi-annual risk assessments study water and sanitation in local communities ○ Work in partnerships with governments and civic society to support water and sanitation initiatives in countries from Nigeria to Romania ○ Annual river celebrations promote awareness and understanding of the Danube, Sava, Vistula and Volga ○ Clean-ups of waterways in most countries of operation ○ Schools education on water sustainability in eight countries with Danube Box tool-kit reaching millions of children
<p>6. Transparency</p>	
<ul style="list-style-type: none"> ○ Describe actions and investments in relation to CEO Water Mandate in a COP, referring to performance indicators such as GRI ○ Publish and share water 	<ul style="list-style-type: none"> ○ ○ GRI reporter since 2003; Application level A+; all core/most additional water indicators reported ○ Water performance data reported publicly since 2002 ○ COP-Water since 2008 Report; Notable Reporter since 2005

<p>strategies (targets, results, areas for improvement) in corporate reports, using GRI water indicators.</p> <ul style="list-style-type: none">○ Be transparent in dealings and conversations with governments and other public authorities on water issues	<ul style="list-style-type: none">○ 1st corporate water footprint published in 2009○ All interaction with government and public authorities governed by our Code of Business Conduct. COP describes policy positions and partnerships○ Political contributions are expressly prohibited
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9.4. Caring for climate

Caring for Climate Commitments	How we support them
<p>Taking practical actions now to increase the efficiency of energy usage and to reduce the carbon burden of our products, services and processes, to set voluntary targets for doing so, and to report publicly on the achievement of those targets annually in our COP.</p>	<ul style="list-style-type: none"> o Constructed 9 of our planned 15 on-site CHP plants – a programme to cut manufacturing emissions by 20% by 2020 o Developed energy-efficient and HFC-free refrigeration that is up to 66% more energy efficient than 2004 o Green IT and Safe & Eco-Driving programme save about 5,000 tonnes of CO₂ per year o Energy optimisation toolkit supports programmes in bottling plants o Meeting year-on-year performance targets, we have now stabilised direct emissions.
<p>Building significant capacity within our organization to understand fully the implications of climate change for our business and to develop a coherent business strategy for minimizing risks and identifying opportunities.</p>	<ul style="list-style-type: none"> o Calculated our total carbon footprint since 2006. o Describe risks and opportunities to the Carbon Disclosure Project, as well as 20F. o Water stewardship is our main mitigation strategy.
<p>Engaging fully and positively with our own national governments, inter-governmental organizations and civil society organizations to develop policies and measures that will provide an enabling framework for the business sector to contribute effectively to building a low carbon economy.</p>	<ul style="list-style-type: none"> o CHP programme named by European Commission as Official Partner of its Sustainable Energy Europe Campaign o Participated actively at COP15 in Copenhagen o Previously signed Copenhagen, Bali and 2 degrees Communiqués
<p>Working collaboratively with other enterprises nationally and sectorally, and along our value-chains, by setting standards and taking joint initiatives aimed at reducing climate risks, assisting with adaptation to climate change and enhancing climate-related opportunities.</p>	<ul style="list-style-type: none"> o Work with suppliers to develop new HFC-free refrigeration, as well as energy efficient equipment and energy management devices o Work with customers to provide climate-friendly refrigeration o Work with the Coca-Cola system towards clean energy targets o Joined EcoDrivingUSA Worldwide
<p>Becoming an active business champion for rapid and extensive response to climate change with our peers, employees, customers, investors and the broader public.</p>	<ul style="list-style-type: none"> o Sponsored Responding to Climate Change (RTC) 2009 magazine at COP15 o Contributed to Global Compact International Yearbook 2009 and 2011 o Educate employees on energy saving

Appendix

10. CSR Policies

The following policies are available online at <http://www.coca-colahellenic.com/sustainability/ourapproach/sustainabilitypolicy/>

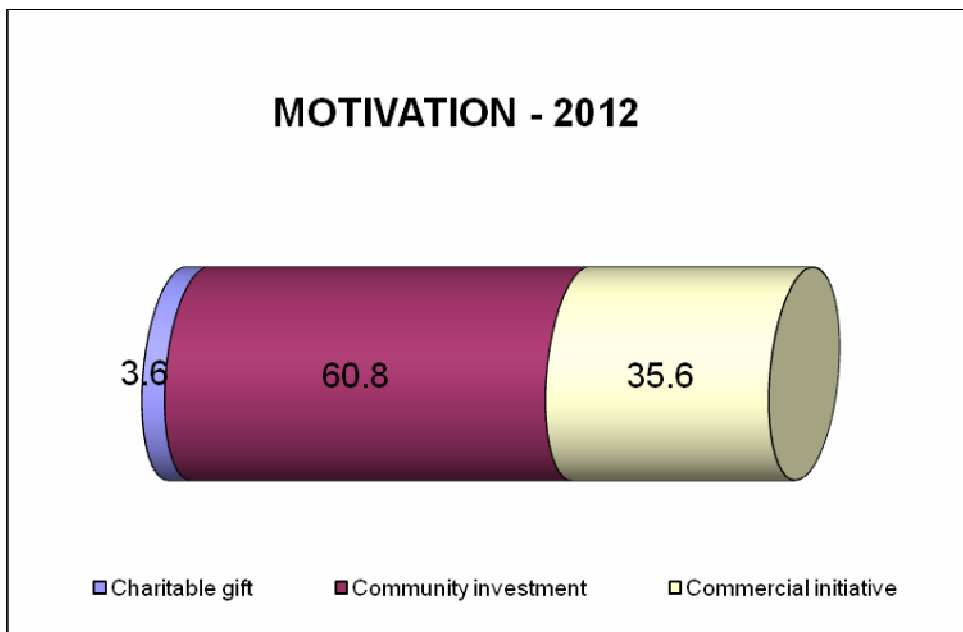
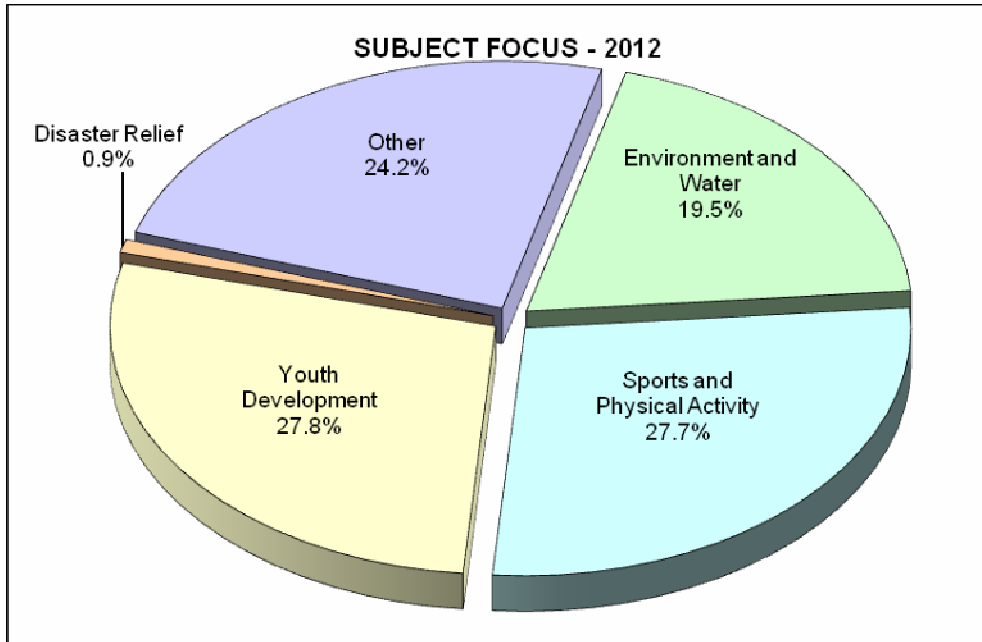
- **Code of Business Conduct**
- **Anti-bribery policy and Compliance Handbook**
- **Equality of opportunity policy**
- **Environmental policy**
- **Quality and food safety policy**
- **Health and wellness policy**
- **Genetically modified organism (GMO) position statement**
- **HIV/AIDS policy**
- **Human rights policy**
- **Occupational health and safety policy**
- **Packaging waste and recycling policy**
- **Supplier guiding principles policy**
- **Climate change policy**
- **Union of European Beverages Associations (UNESDA) commitments**
- **Fleet safety policy**
- **Water Stewardship Policy**
-

11. Governance Codes

The following codes are available online at <http://www.coca-colahellenic.com/investorrelations/corporategovernance/>

- **Corporate governance manual**
- **Code of Business Conduct**
- **Corporate bylaws**
- **Committee charters**
- **Board of Directors' guidelines**
- **Board of Directors**
- **Organisational chart**
- **Dealings in Company shares**

12. LBG report



13. Materiality Matrix

13.1. Process

Materiality is determined by the level of importance of the issue to our Stakeholders AND the level of importance of the issue to the company. All issues which were identified previously were included in the analysis. These are:

Water : water use, wastewater , water habitats, virtual water, Water governance

Energy&climate : energy use, air pollution, climate change, transports

Packaging : packaging use, littering , packaged water, landfilled waste

Workplace : safety at work , employee development , labour rights , redundancies , non-discrimination, corp governance

Consumer health : healthy products , obesity , food safety , resp. mktg

Suppliers : CDE (Cooling equipment), agricultural impacts, human rights , anti-corruption

13.1.1. Importance to Stakeholders

The level of importance to our Stakeholders is a measured of how much the stakeholders are impacted by this issue in relation to our company, both in real terms and in terms of perception. Indicators for this level of concern are two-fold: first, the extent of media attention, and second the input from the participants of our Stakeholder Panel.

Media coverage is an indicator of stakeholder concern. The more widespread the media coverage, the more important it is to stakeholders, and the more likely that the issue will trigger responses from a wider range of Stakeholders. The level of media attention has been characterised as follows:

1= issue is discussed occasionally in specialist media

2= issue is discussed occasionally in mainstream media

3= issue is widely discussed in mainstream media

4= issue is widely discussed in mainstream media and linked to our business or brands

The frequency of this media coverage is assessed on the basis of the various sources of information (printed, televised, radio and online newsmedia, google alerts, social media, etc)

The input from the participants of our Stakeholder Panel has been collected in an anonymous online survey, where each participant was asked to rate the importance of each topic on a scale of 0 to 3:

0= is not a concern

1= is of low concern,

2= is of medium concern

3= is of high concern

The average score for each issue is calculated and multiplied by the media coverage score to give the score of importance to Stakeholders, used to draw the graph below.

13.1.2. Importance to the Company

The importance to our company depends on the extent of impact (how widespread the impact is) and the potential impact on company business (how much it can affect sales).

The extent of the impact can be local, regional or global and has been scored from 1 to 3:

1= impact is limited to one limited area or a bottling site

2= impact happens across a country or across our operations (bottling and/or transport activities)

3= impact happens across most countries or across the marketplace (sales activities)

Stakeholders have varying levels of influence on our business. Issues will be raised first by academics, then NGOs, and as they reach more powerful/numerous stakeholders, they impact more our business. If customers or consumers become concerned, the impact on our core business is higher than with academics or NGOs and it becomes more difficult to fix as well. This level of vulnerability of the company has been ranked as follows:

1=academics

- 2= NGOs
- 3= media
- 4= governments
- 5= employees
- 6= investors
- 7=customers
- 8=consumers

These two scores are multiplied to give the score of importance to the company, used to draw the graph below.

13.1.3 Importance of the impact

In order to give a sense of the significance of the impact on society or the environment, the issues were plotted with circles of increasing size. The environmental impacts were evaluated in number of eco-points (as per eco-indicator 99 method). In the absence of a recognized quantifiable methodology, the social impacts were qualitatively evaluated in terms of social costs resulting from the company's activities

- 1= small social or environmental impact
- 2= moderate social or environmental impact
- 3= high social or environmental impact

13.2. Results

The results are plotted on the graph below.

Issues materiality matrix

