

Coca-Cola İçecek

SUSTAINABILITY

REPORT

2012



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ABOUT OUR REPORT

This report marks the fifth year of social, environmental and ethical reporting by Coca-Cola İçecek (CCI). In preparing this report, we were 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 such as those adopted by the Global Reporting Initiative (GRI) G3.1, Carbon Disclosure Project (CDP), International Labor Organization (ILO), United Nations Convention Against Corruption (UNCAC), and Greenhouse Gas (GHG) Protocol.

The content of this report includes implementations and performance results obtained from 1 January 2012 to 31 December 2012 for four of the ten countries where we operate: Azerbaijan, Jordan, Kazakhstan and Turkey. In addition, we have included a section on good practices from our Pakistan operations.

For the second consecutive year, certain data in this report has been independently audited. The 2012 greenhouse gas emissions of CCI's manufacturing, sales and distribution operations were audited by the market-leading inspection, verification, testing and certification organization, SGS, and verified in accordance with the International Organization for Standardization's ISO 14064-3 2006 Standard as meeting the requirements of ISO 14064-1. CCI's Turkey operation has successfully passed the audits. Both GHG Protocol's Scope 1 (direct GHG emissions from stationary combustion, mobile combustion, process emissions, fugitive emissions), and Scope 2 (indirect emissions such as those arising from purchased electricity) emissions were verified as a result of this process. The level

of assurance was agreed as "reasonable" and materiality required of the verification was considered to be below 5% by SGS.

In addition to this verification, the Selected Information as defined in the Independent Limited Assurance Report on page 111 of this report received limited assurance from EY. In 2012, we obtained for the first time limited assurance on Selected Information* from three of our international operations: Azerbaijan, Jordan, and Kazakhstan. The Selected Information covered total energy data, per-product energy use, total water data, per-product water use, per-product total waste produced, and total waste recycling rate (in Turkey) as described in the "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information" (ISAE 3000). Within the context of this audit, 2012 data from CCI's Turkey, Jordan, Azerbaijan and Kazakhstan plants was assessed to reach a limited assurance conclusion.

This report, which was reviewed by GRI for its fulfillment of GRI Application Level A+, also serves as our Communication on Progress (COP) to the United Nations Global Compact (UNGC).

Collecting stakeholder feedback is vital for helping us improve both our practices and reporting processes. We closely examine every issue that comes to our attention, and we use any feedback from our stakeholders to continuously improve our practices.

We invite our stakeholders to forward any opinions, suggestions or complaints to corporate.affairs@cci.com.tr

* The Selected Information is covered on page 111 of this report.



MESSAGE FROM THE CEO

Companies around the world continued to face economic challenges in 2012, and CCI was no exception. Political and financial instability in many places combined with natural disasters to place strong downward pressure on most of the world's markets, and many companies struggled to keep pace with the previous year. Even though global growth slowed to nearly 3% in 2012, CCI managed to continue its up-trend. We grew our revenue by 20%, and we grew EBITDA by more than 40%. Our consolidated sales volume was up 11.7% over 2011 to reach 850 million unit cases in 2012.

With that level of production and growth, we know we have responsibilities to support our people, serve our communities, and protect the environment, to name a few. As a clear indication of our commitment to transparency and sustainability, we attained an A+ GRI approval for the second consecutive year. The combined performance of our Azerbaijan, Jordan, Kazakhstan, and Turkey operations – representing 85% of our total business volume – is included in the scope of our 2012 report. Additionally, best practices and efforts of our Pakistan operation were also included. This year we covered all four countries in the scope of assurance of our main environmental performance indicators.

As a signatory to the United Nations Global Compact (UNGC), we have summarized our achievements and practices in sustainability in line with UNGC principles in this report. We are committed to integrating the pact's ten principles into our strategy and continuing to implement them in our business. Recently, CCI was

selected for inclusion in the new UN Global Compact 100 stock index. We are very delighted that both CCI's financial performance as well as its commitment to sustainability are recognized by the UNGC and international investor community.

Acknowledging our impact – both positive and negative – on our local communities and our region at large, we willfully continue our journey with a commitment to sustainability. Three broad areas encapsulate all of CCI's sustainability-related efforts:

me/People

CCI's commitment to product safety and quality dictates that we adhere to TCCC's core operating safety and quality requirements known as KORE, as well as continue to pursue other international standards. Our efforts have been recognized by our stakeholders as evidenced by our Ankara plant being awarded EFQM's "Taking Responsibility for a Sustainable Future" prize in October 2012. This is intrinsically linked to our all-encompassing EFQM Model implementation project, "Change for Excellence (C4E)," which we began implementing in 2012.

CCI is actively engaged in supporting efforts throughout our operating region that encourage active healthy living. The CCI Grassroots Project in Azerbaijan and Kazakhstan sponsors sports activities that attract hundreds of thousands of young people each year. Cricket and football tournaments and even Olympics-related events highlighted our 2012 calendar, and we will continue to support all these efforts and more in 2013 and beyond.

we/Communities

CCI's key sustainability priorities include continuously incorporating workplace rights, employee engagement, and occupational health and safety (OHS) into our overall strategy. We formed our "12 OHS Golden Rules" in 2012, and 2,900 employees attended OHS awareness training in Turkey. We will continue along this path and expect to comprehensively bring all our multi-country OHS policies and procedures together in 2013. In 2012, we continued rolling out the CCI Workplace Rights Policy (WRP) to all operations.

In 2012, we launched the "CCI Female Leadership Program" to recruit and retain more women executives and to assist us in achieving our goal of doubling our number of female employees by 2020.

CCI remains actively engaged in and resolutely committed to assisting our external communities as well. In Turkey, we donated 7.5 million Turkish Liras to the Anadolu Foundation in 2012 to be utilized in numerous social programs related to health and education.

To acknowledge and celebrate those CCI employees who actively participate in social projects aimed at supporting local communities, and to encourage others to participate, we hold our annual Community Champions Award Program. Our 2012 program included projects focused on helping to educate schoolgirls, entertaining and giving hope to sick children in hospital, mentoring and teaching students in under-resourced areas, and helping orphans. Other CCI community support initiatives focus on youth empowerment, assisting those with disabilities, raising awareness of local health issues and improving our environment, such as cleaning polluted rivers and improving drinking water hygiene standards in Kazakhstan, and planting trees and providing environmental awareness training to students in Turkey.

world/Environment

In every business process, CCI makes every effort to reduce both our usage of resources and any adverse impact on the environment that might arise as a consequence of our activities. Our environmental policy focuses on energy efficiency, climate protection, water usage and sustainable packaging in particular.

With regard to climate protection and improving energy efficiency, we also work with international initiatives and NGOs to fulfill our responsibilities while implementing innovative projects to reduce our GHG emissions. In 2012, CCI's Izmir plant became the first Coca-Cola bottling plant globally to successfully complete the Top 10 Energy-Saving Challenge, a joint initiative of the Coca-Cola Company and World Wildlife Fund; other CCI plants followed by completing this program. In addition, our manufacturing, sales, and

distribution operations in Turkey gained compliance with ISO 14064-1 as a result of successful GHG Emissions verification audits. Moreover, CCI Turkey was recognized as one of the top carbon performance leaders of 2012 by the Turkey Carbon Disclosure Project.

We continued our efforts to reduce our water footprint with innovations initiated at plant level, achieving a water usage ratio of 1.39 in Turkey. However, we were unable to achieve our water use goals in other countries due to new investments in our international manufacturing operations. As a consequence, we will focus more on water efficiency projects and work harder to achieve our reduction goals in 2013.

Building a sustainable business model is a big challenge, and a business clearly must work with governments and civil society organizations to succeed in meeting that challenge. We value our stakeholders' expectations and insights in our journey to define our roadmap for a sustainable business model. In February 2013, we established a formal stakeholder panel with the participation of key thought leaders in the field of sustainability. Integrating stakeholder insights into our strategy is the next big challenge for CCI, and doing so will guide us as we strive for even better performance results in coming reporting periods.

The markets where we operate offer enormous opportunities for growth, but with that growth comes challenges which we must face. We will continue to support local communities with a focus on youth empowerment and active healthy living, and we are determined to reduce our environmental impacts. I am proud to say that CCI is committed to pursuing any and every feasible path that will better allow us to serve all our stakeholders by helping to protect our environment and to improve the quality of life for everyone in every corner of our world.

In closing, I would like to thank our employees for all their hard work and contribution to our performance. And I also would like to thank all our other stakeholders for guiding us in our sustainability journey and helping us to achieve more. Our corporate social responsibility report continues to be the most significant driver of our performance in reporting and sustainability. As always, we value and welcome your feedback on it.

Sincerely,

Damian Gammell, CEO





CCI AT A GLANCE

CCI is the sixth-largest bottler within the Coca-Cola system in terms of sales volume. CCI's core business is to produce, sell and distribute sparkling and still beverages of The Coca-Cola Company (TCCC). CCI employs more than 10,000 people and has operations in 10 countries.

CCI has a total of 23 plants and offers a wide range of beverages to a consumer base of more than 360 million people. In addition to sparkling beverages, the product portfolio includes juices, waters, sports and energy drinks, teas, and iced teas.

CCI's shares are traded on the Borsa Istanbul exchange under the CCOLA.IS ticker.

COUNTRIES	10
FACTORIES	23
EMPLOYEES	>10,000
CONSUMERS	>360,000,000
PRODUCTION CAPACITY	>1,198,000,000 Unit Case
SALES POINTS	>720,000

Population (2012)
(millions)^[2]

Percentage of population
below the age 30 (2012)^[3]

GDP capita (\$) (2012)^[2]

Per-capita consumption of
sparkling beverages (L) (2012)^[4]

CCI's market share in
sparkling beverages (2012)^[5]

TURKEY	75.6 ^[1]	51%	15,029	45	67%
PAKISTAN	181.1	64%	2,876	15	29%
KAZAKHSTAN	16.6	51%	13,921	34	42%
AZERBAIJAN	9.5	49%	10,685	25	59%
IRAQ	33.9	70%	4,620	43	-
JORDAN	6.5	66%	6,044	46	-
TURKMENISTAN	5.2	58%	8,469	43	-
KYRGYZSTAN	5.5	60%	2,411	24	-
SYRIA	21.3	64%	4,824 ^[6]	12	-
TAJIKISTAN	7.1	68%	2,211	11	-

Source

^[1]TUIK, ^[2]IMF,
^[3]UN, ^[4]CCI and
TCCC Estimation, ^[5]
Nielsen, ^[6]CCI
Estimation

CONSOLIDATED
SALES VOLUME GROWTH

11.7%

INTERNATIONAL
SALES VOLUME GROWTH

31.2%

TURKEY
SALES VOLUME GROWTH

4.0%

Turkey (million unit cases) 4.0%

546.8

568.5

International (million unit cases) 31.2%

215.0

282.0

Consolidated (million unit cases) 11.7%

761.7

850.5

2011

2012

MARKET SHARES TURKEY 2012

Sparkling Beverages	67%	#1
Water	7%	#3
Fruit Juices & Nectars	25%	#1

Source
Nielsen,

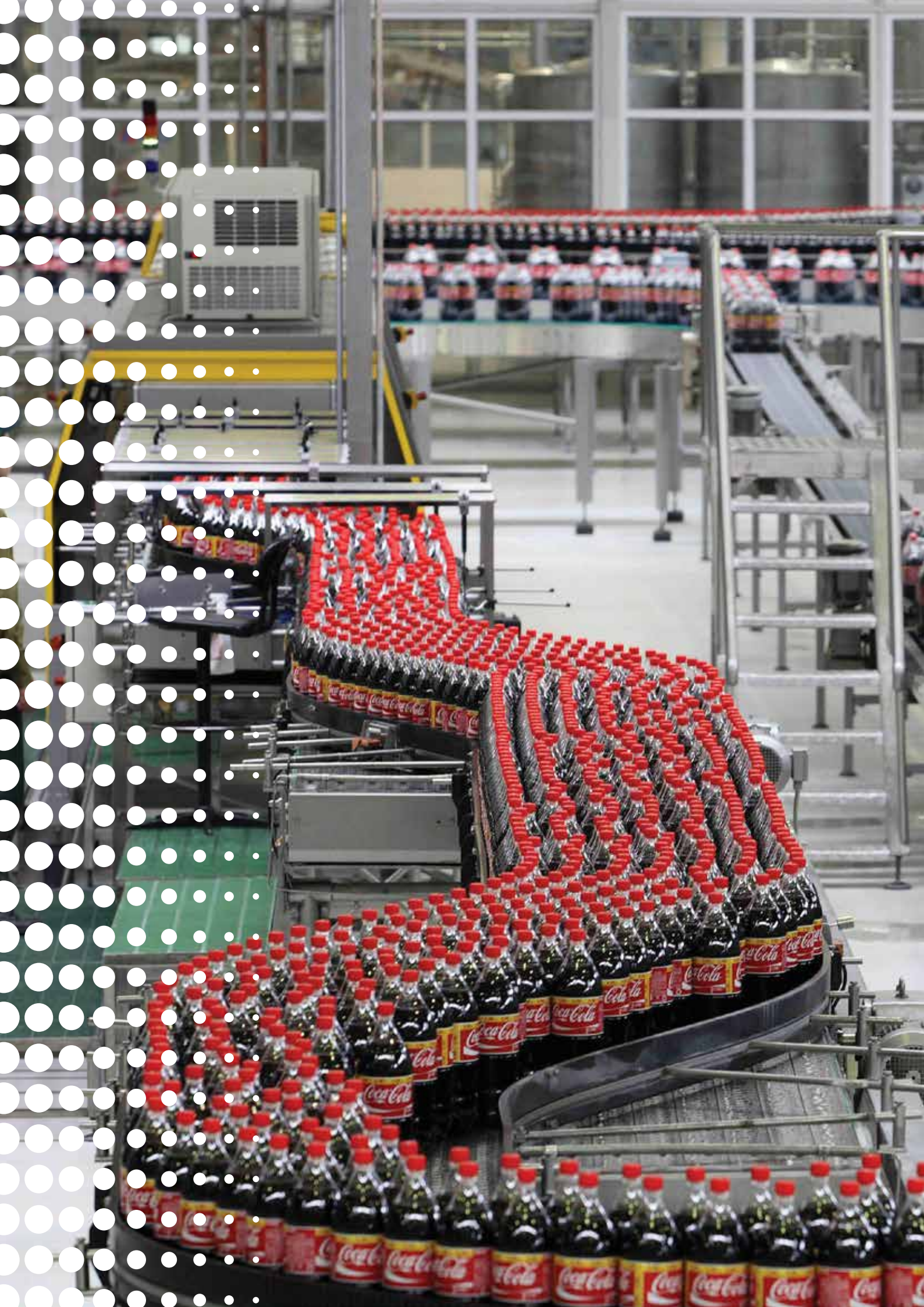
*CCI Estimate

SPARKLING BEVERAGES MARKET SHARES 2012

KAZAKHSTAN	42%	#1
AZERBAIJAN	59%	#1
PAKISTAN	29%	#2
KYRGYZSTAN	-	1*
TURKMENISTAN	-	1*

Detailed information about our brands, operations, and the countries in which we operate is available at:

<http://CCI.com.tr/en/our-company/about-us/>



CCI 2020 VISION & STRATEGIC FRAMEWORK

Vision

Be the outstanding Beverage Company leading the market, inspiring people, adding value through excellence

Mission

Build a sustainable and profitable business through refreshing consumers, partnering with customers, delivering superior value to shareholders and being trusted by communities

Values

PASSION

We put our hearts and mind into what we do

ACCOUNTABILITY

We act with a high sense of responsibility and hold ourselves accountable

INTEGRITY

We are open, honest, ethical and we trust and respect each other

TEAMWORK

We collaborate for our collective success

THE BUILDING BLOCKS OF OUR CULTURE

- Trust in each other
- Focus on the customer
- Embrace your work
- Inspire innovation
- Collaborate for success
- Be agile
- Be participative
- Enjoy working

CCI Target Fields

PEOPLE AND ORGANIZATIONAL LEADERSHIP

Build a highly capable organization and be the employer of choice.

COMMERCIAL LEADERSHIP

Profitably deliver superior value to consumers and customers at the optimal cost to serve.

OPERATIONAL EXCELLENCE

Create a culture of Operational Excellence to support continuous improvement of our business process and systems.

SUPPLY CHAIN

Be the best in-class consumer demand fulfillment organization that exceeds customer expectations highest in quality, lowest in cost, in a sustainable, socially responsible manner.

SUSTAINABILITY

Ensure the long-term viability of our business by being proactive and innovative in protecting the environment and be recognized as one of the most responsible corporate citizens by all stakeholders

Embed sustainability in our culture to achieve our commitments

ENVIRONMENT Minimize our carbon footprint and water usage by reducing packaging, water and energy.

MARKETPLACE Consistently provide the highest quality and food safety compliant beverages.

WORKPLACE Ensure a safe place to work, respecting human rights and be fully compliant with workplace rights.

COMMUNITY Make a difference in our local communities by encouraging employee volunteerism and by corporate involvement.

Develop all employees and business partners to become proud ambassadors of our products and company.

CCI JOURNEY OF SUSTAINABILITY

- 1994** • TCCC water usage savings commitment
- 1997** • First ISO 9001 Quality Certificate and Certificate of Compliance TCCQS (The Coca-Cola Quality System) - *Mersin Plant*
- 2002** • First Environmental Policy
- 2003** • Coca-Cola Eurasia Africa Group Presidency Quality Award - *Ankara Plant*
- First OHSAS 18001 Occupational Health and Safety Management System Certificate - *Ankara Plant*
- 2004** • First HACCP TS 13001 Food Safety Quality Management System - *Izmir Plant*
- 2006** • ISO 22000 Food Safety Quality Management System - *Ankara Plant*
- 2007** • 6 Sigma Projects
- Fifth place in Accountability Rating in Turkey
- 2008** • Establishment of CCI's Corporate Governance Committee
- CCI's was the first GRI-approved CSR report in Turkey
- 2009** • First place in Accountability Rating in Turkey
- Corporate Governance Rating 8.3/10
- Establishment of Sustainability Council and Work group
- Sustainability Management Approach
- Signing of the United Nations Global Compact
- Signing of the Copenhagen Communiqué with regard to combating climate change
- First PAS 220: 2008 Food Safety pre-requisite program document - *Çorlu Plant*
- 2010** • Defining 2020 Vision and Strategic Framework
- TCCC Eurasia & Africa Group President's Environmental Award - *Izmir Plant*
- TCCC Eurasia & Africa Group Environment Award for Best Country Bottling Operations - *CCI*
- KalDer National Quality Achievement Award - *Ankara Plant*
- Second CSR Report: Turkey's first B-Level report (also included Jordan and Kazakhstan)
- Signing of the Cancun Communiqué against climate change
- Corporate Governance Rating 8.43/10
- 2011** • KalDer National Quality Award - *Ankara Plant*
- First FSSC 22000 Certificate *Izmir Plant*
- First ISO 50001 Energy Management System Certification - *Çorlu Plant*
- CCI won third place in the Stevie Awards' "Most Innovative Company of the Year" category
- CCI won WorldStar 2011-2011 Award and the 24th TSE Golden Package Award
- Occupational Health and safety Management Award - *CCI Jordan*
- Corporate Governance Rating 8.5/10
- Third CSR Report: Turkey, Kazakhstan, Jordan, and Azerbaijan were included in the scope of the report
- Climate Platform Membership
- CCI, Climate Platform - Charter Member of the Climate Change Leaders Group
- CCI became Turkey's first food company to participate in the Carbon Disclosure Project and one of the country's five Carbon Disclosure Leaders
- Signing of the 2° Communiqué against climate change



2012

- Recognized as one of the two top carbon performance leaders of 2012 in Turkey by the Carbon Disclosure Project (CDP)
- CCI Izmir and Mersin plants completed the Top 10 Energy-Saving Challenge of TCCC and WWF (All plants in Turkey completed the challenge as of 2013)
- Innovation Competition entered among the best sustainable development practices that represented Turkey in Rio+20
- CCI won two gold, two silver, and one bronze Stevie in 2012 International Business Awards
- Finalist award in the Fourth European Business Awards for the Environment – Turkey Program in the “Management” category
- Corporate Governance Rating 8.88/10
- EFQM’s “Taking Responsibility for a Sustainable Future” prize - *Ankara Plant*
- CCI’s fourth CSR Report was approved by the Global Reporting Initiative (GRI) as an A+ report
- CCI’s 2011 CSR Report was shortlisted as a finalist at the “2013 Corporate Register Awards” in 2 categories: “Relevance & Materiality” and “Credibility through Assurance”.
- CCI’s Izmir plant won runner-up in the EBSO Environmental Implementation Silver Award Category.
- CCI’s Çorlu plant has become finalist in two categories in 2011 ISO Environment Awards
- Turkey, Azerbaijan and Jordan operations were among the finalists in TCCC Eurasia and Africa Group President’s Sustainability Awards. Turkey won the Best Country Bottling Operation Grand Prize. The Ankara plant was recognized as the Best Performing Plant for Quality and the Izmir plant as the Best Performing Plant for the Environment.



PERFORMANCE HIGHLIGHTS IN 2012



Energy Management and Climate Protection

CCI Turkey was awarded the **Platinum Energy Efficiency and Climate Leadership** and became the first country operation in the Coca-Cola system to complete the Global Top 10 Energy Saving Program in all plants. Our Izmir plant was the first plant in CCI to complete this initiative in 2012.

In 2012, CCI's Turkey operations achieved an energy savings of **250 million kWh** and more than **111,474 tons of CO₂** gas reduction with eco-friendly coolers.

CCI was recognized as one of the **top carbon performance leaders** of 2012 in Turkey by the Carbon Disclosure Project (CDP). CCI achieved a reduction of approximately **117,600 tons of CO₂ gas** emissions as a result of cooler improvements in 2012 and OE and energy efficiency programs at manufacturing plants and at CCI headquarters. This figure corresponds to 16 x annual CO₂ gas emissions of a manufacturing facility with the capacity of CCI's Izmir plant.*

CCI Turkey manufacturing and sales operations achieved **GHG Verification** in line with ISO 14064-3.

** This figure is theoretically calculated based on Scope 1 and Scope 2 emissions of CO₂ gas produced as a result of manufacturing operations, heating-cooling of the buildings, etc.*



Water Management

We reduced our water consumption ratio to **1.39 L/L** as a result of OE water minimization projects undertaken in all Turkey plants.

Our Izmir plant reached a monthly average water usage ratio of **1.01 L/L** in August 2012.

Source **Vulnerability Assessment Studies** at plants in Ankara, Çorlu, Izmir, Mersin, Elazığ, Bursa, Mahmudiye, Köyceğiz, Baku, Lahore, RYK, Karachi, Faisalabad, Multan, Gujranwala, Almaty and Amman have been completed.



Sustainable Packaging

We increased our waste recycling rate to **96%** in Turkey, **99%** in Jordan, **89.5%** in Kazakhstan and **93%** in Azerbaijan.

We increased the recycling rate of post-consumer packaging waste to **40%** in Turkey.

We reused **87 tons** of waste in our Bursa plant as a part of the pallet reuse project.

Our Workplace



We began our “**Female Leadership Program**” in order to gradually increase the recruitment of women and to double the number of our female employees by 2020.

We initiated “**International Talent Pool**” to help our employees gain international experience.

Our “**Safety Awareness Campaign: 12 Golden Rules**” was implemented to increase health and safety awareness amongst employees.

We reduced our **lost time incident rate** (LTIR) from **1.42** to **0.90** in Turkey and from **4.8** to **2.28** in Jordan.

Product Responsibility



CCI Ankara plant has been awarded the “**Taking Responsibility for a Sustainable Future**” prize by the **EFQM** for its superior performance in the implementation of the EFQM Excellence Model.

We established a **Sales Point Information Center** which serves our customers and distributors.

CCI's operations in Azerbaijan, Kazakhstan, and Turkey's Çorlu plant obtained the **FSSC 22000 Food Safety Management System Certificate**.

Community



We donated **3%** of our Turkey pre-tax profits (7.5 million TL) to the Anadolu Education and Social Aid Foundation.

We signed a **strategic partnership protocol** with Turkish Kızılay and International Red Crescent to bring immediate aid to victims of natural disasters in our operating countries.

Twenty CCI employees participated in the **2012 Community Champions Award Program**.

We reached **540,000** people as a part of our “**Kazakhstan & Azerbaijan Grassroots**” project.

INTEGRATING SUSTAINABILITY

Corporate Governance and Risk Management

CCI's sustainability governance structure is accompanied by a robust corporate governance structure. CCI conducts all of its operations within the framework of all existing regulations and the "Corporate Governance Principles" as prepared by The Capital Markets Board of Turkey. Our annual Corporate Governance Compliance Report includes information regarding the application of each item of the Corporate Governance Principles by our company.

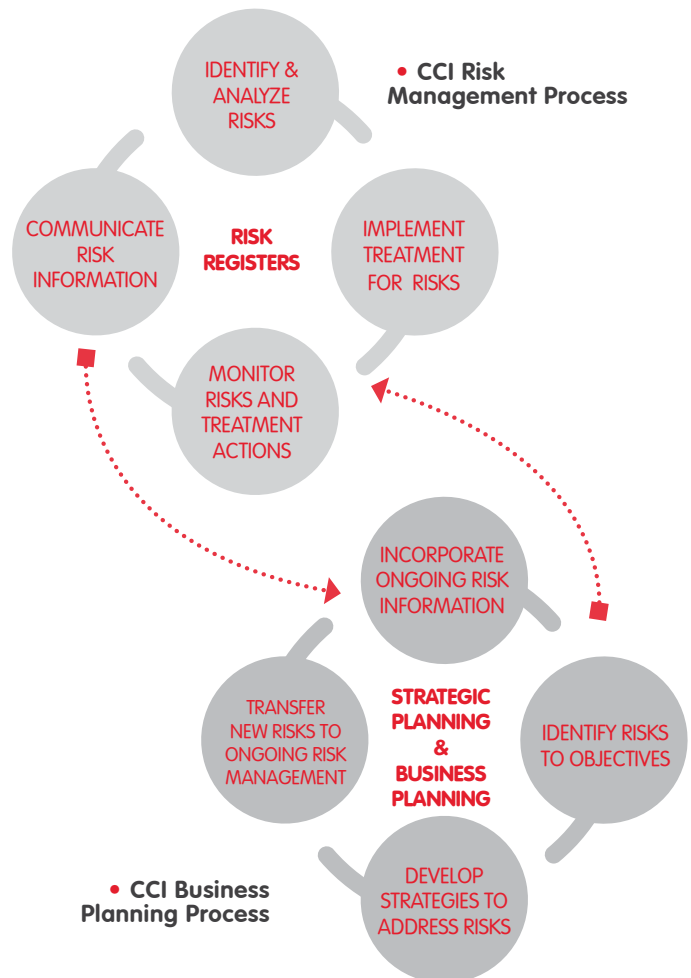
The Company is managed and represented by a Board of Directors comprised of twelve members, four of whom are independent. The Board of CCI is responsible for overseeing company performance on economic as well as social and environmental matters. The Audit Committee, operating under the Board to help it fulfill its functions, assists the Board of Directors in fulfilling its oversight responsibilities for the integrity of the company's financial statements, the company's compliance with legal and regulatory requirements, the external auditor's qualifications and independence, and the performance of the company's internal and external auditors.

The CCI Internal Audit Department oversees internal control systems in all process audits. While evaluating not only the risks that may result in bribery or corruption and affect the company's reputation but also all other operational and financial risks during these audits, this department determines the controls intended to eliminate such risks and audits the effectiveness and appropriateness. CCI's Risk Detection Committee was established under the Board of Directors in 2012, and a comprehensive risk management system was also established the same year. We have aligned TCCS's Risk Management (RM) process to ISO 31000:2009 Risk management - Principles and Guidelines. RM is integrated with CCI's business planning process as well. In 2012, all the operating countries conducted their risk analyses and determined their top-priority risks. Taking the analysis into account, a consolidated risk map for CCI, including the mitigation plans for the top risks,

was constructed with input provided from all CCI departments and units CCI groups its risks according to five pillars: people and organizational leadership, supply chain, sustainability, operational excellence and commercial leadership.

2020 Vision and Strategic Framework

In 2013, a Corporate Risk Department will be established to further review corporate policies and procedures with a risk management perspective and also to bring about increased risk awareness in CCI countries via trainings and workshops. The department will also share the best risk-related practices in CCI and The Coca Cola System. For detailed information please visit www.cci.com.tr/userfiles/en/committees/Risk_Detection_Committee_Charter_ENG.pdf.



Sustainability Management

Sustainability is one of the five main pillars that our company is built on. Our sustainability approach is “to ensure the long-term viability of our business by being proactive and innovative in environmental protection and to be recognized as one of the most responsible corporate citizens by all stakeholders.” In tandem with this approach, CCI’s sustainability strategy focuses on material issues determined both by external and internal stakeholders. In order to keep material issues up to date, CCI organizes regular meetings, workshops, surveys and interviews.

As an integral part of CCI’s operational framework, sustainability is managed together with our core business strategy, thereby effectively deploying the sustainability concept throughout every layer and

level of the organization. The CCI Board of Directors’ Corporate Governance Committee has the ultimate responsibility for the determination and implementation of the sustainability strategy. This responsibility is undertaken by the CCI Executive Committee, headed by the CEO, and comprised of senior management. The fundamental role of the Executive Committee is to identify the long-term sustainability targets and monitor the performance against those targets. The function heads of CCI integrate sustainability targets (set by CCI Executive Committee) into their respective functional objectives. All CCI function heads play a critical role in making sure that sustainability management is connected to field operations. The strategic orientation and objectives that emerge from upper level management processes are conveyed to functional management in order to be transformed into field applications. The Corporate Affairs function is responsible for the reporting and communication of sustainability targets and performance results.



Sustainability is an integral part of our business practices, and we pay utmost importance to reducing our environmental impacts. We believe that achieving success in operational efficiency is possible only by maintaining high environmental performance. Since 2004, we have been setting ambitious key performance indicators (KPI) to improve our environmental performance and achieve positive results in our plants. Our employees are key enablers allowing CCI to integrate sustainability into its business practices. Our technical operators, in particular, play a significant role in achieving these targets with improvements they make in production processes by maintaining maximum levels of operational efficiency, maintenance, and quality while maintaining minimum levels of waste, energy and resource consumption, and environmental impact. We work to embed a sustainability culture throughout CCI operations by recognizing our employees through awarding programs such as Innovation Competition and Community Champions.

**INTEGRAL PART OF OUR SUSTAINABILITY
MANAGEMENT: OUR EMPLOYEES**



Priorities identified by TCCC play an important role in identifying material issues at CCI. As we incorporate both external and internal stakeholders' opinions into our sustainability approach, TCCC's global sustainability framework provides an integrated vision of sustainability. Corporate sustainability priorities are defined under Environment, Product Responsibility, Workplace and Community pillars.

In 2010, using TCCC's global sustainability framework as guidance, CCI conducted a materiality analysis in order to determine the key sustainability pillars. In 2011, various studies were employed to update material issues. In February 2013, with the participation of key opinion leaders and participants from academia

and civil society, an external stakeholder panel was organized with the aim of measuring expectations of our main external stakeholders on our sustainability reporting, environmental performance in 2011 (More information is available in page 18-19) Panel participants reviewed CCI's 2011 Corporate Social Responsibility Report and carried out the self-assessment of the material issues. Following the panel discussion, short-term, mid-term and long-term goals were set for related sustainability issues. We aim to form an external review committee to review CCI's Sustainability Report and content, and we aim to extend our reporting scope in terms of geographical operations starting with our 2013 report.

CCI's Roadmap for Sustainability Reporting

Materiality Analysis to determine key sustainability pillars

Update of the materiality analysis

Stakeholder Panel for CCI CSR 2011 Report

Stakeholder Mapping Workshop & Materiality Analysis in line with GRI G4

Review of Sustainability Report by External Stakeholder Committee

Extend reporting scope in terms of operational country

2010 - 2011

2012 - 2013

2014 -

ENERGY MANAGEMENT AND CLIMATE PROTECTION

We aim to reduce the amount of energy we consume, to minimize our carbon footprint, and to be a leading company in climate protection while working with the community, universities and local governments.

WATER MANAGEMENT

One of our key business strategies is based on establishing a sustainable water management model and minimizing our water footprint as well as reducing the amount of per-product water we consume in all operations.

SUSTAINABLE PACKAGING

We aim to minimize the environmental impact of packaging and to increase the use of recycled materials.

WORKPLACE

We aim to provide a fair and safe working environment for our employees while implementing projects and programs that support personal and professional development.

PRODUCT RESPONSIBILITY

We aim to form our purchase, production and marketing practices with a sustainable corporate governance perception, thereby creating surplus value for our entire value chain.

COMMUNITY

We aim to support sustainable development in communities where we operate and to contribute to the welfare of the society.

CORE SUSTAINABILITY ISSUES



TCCC Eurasia and Africa Group President's Sustainability Awards were distributed with a ceremony held in Istanbul on 28 May 2013. CCI marked the 2012 awards with great success, winning three prizes including the Best Country Bottling Operation Grand Prize.

Our Azerbaijan, Jordan and Turkey operations were among the 10 finalists selected from a pool of 92 countries within Eurasia and Africa to compete for the Best Country Bottling Operation Grand Prize.

This year our Turkey operation won the Best Country Bottling Operation Grand Prize, and after having won the Grand Prize previously in 2009, became the only country operation to win the Grand Prize twice in the four-year history of the awards.

Turkey's success was further enhanced by the Ankara plant being recognized as the Best Performing Plant for Quality and the Izmir plant as the Best Performing Plant for the Environment.

GREAT SUCCESS AT TCCC EAG PRESIDENT'S SUSTAINABILITY AWARDS

Business Code of Ethics

CCI adopted global standards, aligned them with our internal policies, and set challenging targets. Our Business Code of Ethics (Code of Ethics) is particularly important for the continuity of sustainability management and the proper implementation of corporate governance principles across our operations. In the Code of Ethics, our values, responsibilities and actions to be taken in the event of possible conflicts of interests, and our responsibilities to our employees are meticulously defined. All CCI employees are regularly informed about the Code of Ethics which highlights four main principles:

1. Act with integrity and honesty.
2. Safeguard business and financial records and keep them accurate, complete and correct.
3. Safeguard interests of CCI and avoid any conflicts of interest.
4. Deal with everyone we encounter fairly and in accordance with laws.

In 2013, CCI aims to publish a revised Code of Ethics which will be implemented in all of our operating units. Along with the revised the Code of Ethics, an Ethics Compliance Committee will be formed and ethics officers assigned to all units to handle complaints and misconducts and report them to the committee. Code of Ethics awareness meetings will be held in all operations during 2013 and in subsequent years. Also, a grievance procedure and a hotline about ethical issues will be established within the context of the "Code of Ethics Information Program" in 2013.

In order to achieve higher ethical standards, all CCI employees are informed about the Code of Ethics and must sign and attest that they have read and agreed to the related rules. The CCI Code of Ethics is available at <http://cci.com.tr/en/investor-relations/corporate-governance/code-of-ethics/>



In February 2012, CCI signed the 2012 Ethics Declaration of the Turkish Ethics and Reputation Society (TEİD) along with 47 other members in a signing ceremony held at Rahmi M. Koç Museum in Istanbul. Despite having no binding effect on the signatories, the declaration is an important

illustration of the increasing awareness of ethics within Turkey's private sector. Some of the major principles in the declaration include respect for national and international laws, endorsement of the ten Global Compact principles, honesty, transparency, accountability and fair competition.

Standards and Policies

ISSUE	EXTERNAL STANDARDS	INTERNAL POLICIES
Environmental Management	ISO 14001	CCI Health, Safety & Environment (HSE) Policy, TCCC HSE Policy
Water Management	ISO 14001	KORE – EOSH requirements
Energy Management & Carbon Emissions	ISO 14001, ISO 50001, ISO 14064-1, GHG Protocol	KORE – EOSH requirements
Sustainable Packaging & Waste Management	ISO 14001, PAS 223	KORE – EOSH requirements
Occupational Health & Safety	OHSAS 18001	KORE – EOSH requirements
Community Involvement	UNGC, GRI	TCCC’s policy
Supplier Engagement	UNGC	Supplier Guiding Principles
Anti-corruption	UNGC	Code of Ethics, Workplace Rights Policy
Quality Management	ISO 9001, ISO 22000, FSSC 22000, EFQM Business Excellence Model, 6 Sigma	KORE, Operational Excellence
Consumer Health	ISO 9001, ISO 22000, FSSC 22000, GFSI	KORE
Overall	UN Global Compact, GRI	Code of Business Conduct, KORE

Regular reviews ensure our compliance with all applicable laws and regulations. In 2012, CCI received

no significant* fines for non-compliance with laws and regulations.

At CCI, we give utmost importance to business continuity and disaster recovery. In 2012, file servers and terminal servers were transferred to the data center in Dudullu, Istanbul. Additionally, CCI’s Disaster Recovery Center was restructured in line with international standards in order to take action in case of an emergency and to ensure business continuity.

In case of an emergency, the Disaster Recovery Center will ensure that the BASIS and SAP systems in Azerbaijan, Jordan, Kazakhstan, Pakistan and Turkey are operational within 24 hours using backup data available 72 hours immediately prior to the onset of emergency conditions. Additionally, functions such as e-mailing, instant messaging, videoconferencing and corporate portal applications are to be provided by the Disaster Recovery Center via Internet in case of an emergency.

**BUSINESS
CONTINUITY
AT CCI**

Supplier Guiding Principles (SGP)

As we continue to embed sustainability into our business, our recent focus is to expand our efforts into the value chain and ensure that sustainability is every employee’s responsibility.

Our SGP communicate our values and expectations of suppliers and emphasize the importance of responsible workplace practices that respect human rights and comply, at a minimum, with applicable environmental and local labor laws as well as core international conventions. The SGP reflect our com-

mitment to respecting human rights across our business system and global supply chain.

The SGP are components of all agreements between CCI and its direct and authorized suppliers. We expect our suppliers to develop and implement appropriate internal business processes to ensure compliance with the SGP, and we routinely utilize independent third parties to assess supplier compliance (assessments include confidential interviews with employees and on-site contract workers). Any supplier who fails to uphold any aspect of the SGP requirements is expected to implement corrective actions. CCI reserves the right to terminate an agreement with any supplier who cannot demonstrate that they uphold the SGP requirements. Detailed information about our principles is available at: www.coca-colacompany.com/stories/supplier-guiding-principles

*Fines of USD 200,000 are deemed significant by the company.

STAKEHOLDER ENGAGEMENT AT CCI

At CCI, we believe in the importance of stakeholder participation in running our business. We aim to develop long-term relationships with our stakeholders. By holding open dialogues and maintaining transparency in all our dealings, we foster a participative environment where our stakeholders are able to engage in the management of our business.

We conduct our stakeholder engagement efforts within the framework of international principles and standards such as international standard AA1000SES. We aim to collect stakeholder opinions regularly and explain our activities to our stakeholders in detail.

Multi-Stakeholder Panel on Sustainability Performance

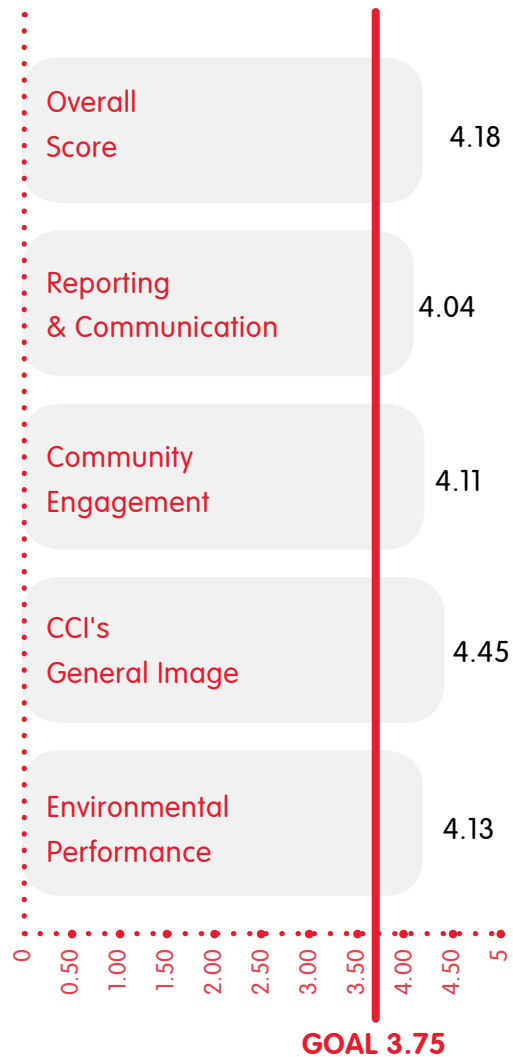
With an aim of including our stakeholders' expectations and feedback in our sustainability roadmap, CCI's Corporate Affairs team conducted a "Multi-Stakeholder Panel" with the participation of key opinion leaders in the field of sustainability. Panel participants included academicians from top-tier universities (Boğaziçi University, Middle East Technical University, Istanbul Technical University, Yıldız Technical University, Sabancı University), representatives from NGOs and semi-governmental bodies (WWF, Carbon Disclosure Project, ILO, Corporate Governance Association, Regional Environmental Center, UNDP, UN Global Compact, UNICEF), and Turkish government representatives.

This was one of the very first multi-stakeholder dialogue panels in Turkey, and all the participants agreed that the panel demonstrated CCI's commitment to transparency and stakeholder dialogue. The panel was organized by taking the requirements of the AA1000SES into account. Feedback was collected on CCI's environmental performance and CCI's CSR reporting performance, and the panel offered valuable output on stakeholders' expectations and on CCI's sustainability issues as well. Implementing stakeholders' expectations and feedback are the next big challenges for CCI with respect to sustain-

ability, and doing so will move us toward even better performance results in coming reporting periods.



We measured our reporting and environmental performance at the end of the panel via a survey based on the requirements of the EFQM Business Excellence Model. Our goal was to achieve 3.5/5 expectation level (blue line), yet the overall score was 4.18/5. Results are as follows:



According to our stakeholders' expectations, opportunities for improvement include:

STAKEHOLDERS' COMMENTS

OUR RESPONSE

Elaborate on materiality process.

We added a detailed section to our sustainability management process to include governance structure, systems used, and issues managed.

Include more data with gender breakdown.

In this report, we used GRI G3.1 methodology which requires us to report on data with gender breakdown. Our data collection system improvements still continue for the areas where we are unable to report gender breakdowns.

Improve the communication of the report and design with better storytelling and easy-to-understand expressions.

We tried to use clear language, easy-to-understand graphics and alternative performance measures where possible.

Climate risk management is the new overarching concept in the climate change discussion. It is not limited to carbon reduction and energy efficiency; it also covers corporate risk management practices regarding the impacts of climate change (drought, ingredient safety, floods).

In this report, we summarized our strategies, risks and opportunities on climate protection.

Start LCA & Water footprint analysis in the report

We are investigating methods to collect supplier data and methodologies to calculate our carbon footprint & water footprint.



The CCI Corporate Affairs team, with the participation of key business functions, is responsible for identifying key stakeholders and devising engagement plans. In this capacity, a stakeholder mapping workshop was held with the participation of all CCI business units, HQ, plants, and the Commercial team. Standard AA1000SES and the EFQM Business Excellence Model were utilized in mapping and prioritizing our stakeholders. In this workshop, the priority analysis of our stakeholders was made together with the participants and engagement methods and the frequency of engagement with our primary stakeholders were updated.



CCI'S INNOVATION COMPETITION REPRESENTED TURKEY AT THE RIO+20 SUSTAINABLE DEVELOPMENT CONFERENCE



Proudly representing Turkey at the Rio+20 Conference on Sustainable Development, CCI's Innovation Competition was selected as one of Turkey's five best practices out of 69 applications in the private sector category. CCI's Innovation Competition is presented at the Rio+20 Conference which took place in Rio de Janeiro, Brazil On 20-22th June 2012.

For more information about Rio +20 Conference, please visit <http://www.undp.org.tr>

Our Stakeholder Engagement Practices

CCI is engaged with numerous stakeholder engagement practices. These may involve our suppliers, distributors, customers, shareholders, employees, community or NGOs.

SUPPLIERS

We work with our suppliers to address the indirect impacts of our business. Following are some examples of our 2012 accomplishments and our 2013 goals:

- In 2012, we conducted benchmark studies on procurement processes with pioneer organizations in their sectors. As a result of these studies, we have started to employ cleansheet cost analyses in stand purchasing.
- A Supplier Summit was held in 2012 in conjunction with TCCC. We announced the Green Supplier Awards Program of 2013, and we determined four categories for Green Supplier Awards. Additionally, we will carry out a Supplier Innovation Competition for the first time in 2013.
- In 2012, we organized "Supplier Days" with the participation of 19 direct material suppliers in our Dudulu office. Each supplier presented presentations and shared previous year commercial, environmental and quality dimensions of cooperation.
- Audit schedules were prepared based on the risk assessment systems and one-on-one meetings.
- Various training sessions on SGP and CCI information systems were completed.
- In 2013, within the scope of Change4Excellence, a "Supplier Collaborations Assessment Survey" will be held where our suppliers will evaluate CCI performance and improvement plans and materialize improvement plans. The survey will be conducted annually, and its results will serve as benchmarks for best practices.
- We also plan to carry out Green Supplier Awards program on four categories before the end of 2013.
- Two Supplier Summits will be held in 2013.
- In 2013, our selected suppliers will train CCI on production processes. Our stand, glass, print, organization, textile and promotion material suppliers plan to share information with our Procurement Department

and other related departments on their production processes in 2013.

EMPLOYEES



Our workplace is one of the fundamental drivers of our sustainability strategy. Employee participation is utilized in every aspect of our business process.

- We hold meetings in International Operations to share best practices, and we biannually conduct "Employee Engagement Surveys." (Results of the 2012 survey are available on page 47).
- Employee suggestion systems are widespread throughout our plants.
- Coke Port and The World of CCI magazine are used in all our operations as means of internal communications.
- 2020 Vision is a special corporate publication distributed in the Turkish operations to all employees in order to share company news.
- Focus Group Workshops are held after Employee Engagement Surveys to determine employee engagement plans in all operating countries.
- Employer Branding Program began in 2012 to improve CCI awareness amongst current and potential employees.

DISTRIBUTORS

CCI strives to help its distributors conduct sustainable business practices. Distributor Diagnostic Meetings are held on a yearly basis. In these meetings, distributors communicate their business ideas and suggest potential areas for improvement. To solve problems indicated by distributors, work groups are formed with the participation of distributors, and the progress of these is reported to distributors at large. As of 2013, every sales district will hold its own diagnostic sessions to improve the frequency of meetings. A third-party company conducts annual Distributor Satisfaction Surveys in Turkey. A Distributor Portal was activated for interaction between our distributors and

CCI. Under the programs of Preseller College and Sales Academy, CCI gives trainings to its distributors on various issues such as competition law and product quality.

SHAREHOLDERS

CCI gives utmost importance to creating shareholder value. To this end, we are in continuous communication with investors and shareholders. Details of our shareholder relations can be found in our annual reports and on our website.

CUSTOMERS

CCI Turkey conducts customer satisfaction surveys every year. In 2012, Customer Satisfaction Surveys were conducted for the first time in Azerbaijan, Jordan, and Kazakhstan. We intend to conduct these surveys annually and plan to include Pakistan in 2013.

Joint business plans conducted with key customers in Kazakhstan are prepared in order to improve our relationship with our customers as well as to improve our customers' relations with their customers.

The CCI Turkey Customer Interaction Center became operational in Turkey on 1 May 2012. This new call center helps us increase customer and distributor satisfaction through faster solutions while at the same time allowing us to measure the performance of our processes.

COMMUNITY

We continued our investments in community projects in 2012. We donated 3% of CCI Turkey's pre-tax profits to charitable causes. Stakeholder dialogue, plant visits, conferences, seminars, training sessions, CCI web site, e-mails, and community projects are some examples for the significant methods we use to engage with our community. Additionally, we have decided to conduct a survey in 2013 to measure community perceptions. The results of this first-of-its-kind survey will help us to monitor general perceptions of our company image, social responsibility and environmental protection initiatives, and community programs.

NGOs

CCI values the experience and expertise of NGOs, and we collaborate with various NGOs in our efforts to minimize any adverse impacts of our business. During 2012, we formed a partnership with the Women Entrepreneurs Association of Turkey to promote female leadership in the country. We also continued our partnership with UNDP for social projects.

Additionally, CCI became a board member of UNGC Türkiye in 2012 and was selected as the first and only Turkish company to be included in the GC100 Index. This index is comprised of companies that adhere to the Global Compact's Ten Principles and that illustrate executive leadership commitment and consistent base-line profitability.

The dialogue platforms with our stakeholders are summarized on page 46 of CCI's 2012 Annual Report and can be found here: http://cci.com.tr/UserFiles/Annual_Reports/CCI_2012_Annual_Report.pdf

Our Corporate Memberships

Turkish Climate Platform – Turkish Climate Change Leaders Group

The United Nations Global Compact

The 2 Degree Communiqué

ÇEVKO

TÜSİAD

YASED

TABA

KALDER

DEİK

SUDER

MEYED

TEİD

TÜYİD

TOBB

MEDER

TGDF

Marka Koruma Grubu (Brand Protection Group)



e
m

People

- Product Safety & Quality
- Our Suppliers
- Our Distributors
- Our Customers
- Our Consumers
- Responsible Advertising & Marketing
- Active Healthy Living





All plants in our Azerbaijan, Kazakhstan and Turkey operations obtained

FSSC FOOD SAFETY SYSTEM CERTIFICATE

With our healthy living program Grassroot Project, we reached



540,000 PEOPLE

in Kazakhstan and Azerbaijan



With our customer program CCI Roadshow, we provided trainings and sales point support to

2,520 CUSTOMERS
IN 17 CITIES AND 82 TOWNS

In our business “me” implies communication with and engagement by our stakeholders. While we strive to inform our stakeholders about our products and operations, we create the channels whereby they can engage with and direct our activities. The conscious choice of our customers is crucial to us. In this regard, we conduct awareness-raising studies and communication practices related to active healthy living and well-being, listening to our stakeholders in order to pursue a more sustainable business.

Every CCI product meets global standards for product quality and safety as set by TCCC. We bring our safe, top-quality and great-tasting beverages to the attention of our stakeholders through responsible marketing operations.

Meeting the expectations of our stakeholders at every level of our business is our top priority. With this understanding, we give great importance to quality in every stage of our business – from procuring raw materials to marketing finished products. Therefore, we work in compliance with universal rules of the TCCC system and consider regional characteristics of the geographic areas in which we operate.

At CCI, we expect our business partners to comply with TCCC standards and engage only in those processes which display the best environmental, social and economic performances. We also monitor our suppliers’ performance and create effective dialogue platforms to increase mutual performance.

Distributors are another important part of our value chain. We pay the highest attention to developing their capacity and satisfying their needs. We establish various dialogue platforms to receive their feedback and increase efficiency.

Understanding our consumers’ needs and satisfying their expectations lay the foundations of the sustainability of our business. To this end, we serve our products in the healthiest and most hygienic conditions with preferred packaging alternatives and sales points at appropriate prices.

2012 GOALS

- We aim to audit all of our 37 direct suppliers within the context of our SGP. We aim to increase the success rate from 75% to 90% after these audits.
- We aim to establish a Sales Point Information Line.
- We aim to launch the “Everything You Wanted to Know About Coca-Cola” program in all country operations in 2012-2013 by organizing training for all CCI country representatives.
- We aim to improve the quality of our service to our distributors by changing the functions of our traditional channel distribution and pre-sellers who currently work under the sales function.
- We expect that our Azerbaijan and Kazakhstan operations, along with our Çorlu, Turkey, plant will have obtained the FSSC 22000 Food Safety System Certificate.

PROGRESS

- In 2012, 31 out of 36 direct suppliers were audited with SGP in Turkey with a success rate of 84%.
- We established a “Customer Interaction Center” which serves our customers and distributors Monday to Saturday between the hours of 08:00 and 22:00. Requests and complaints of distributors collected by the Center are recorded and followed by agents.
- We conducted our most recent annual diagnostic study to improve our service quality towards our distributors. Following on from the study, distribution satisfaction surveys were conducted on a per-distributor and regional basis to take corrective measures to increase their levels of satisfaction and degrees of collaboration.
- Within the scope of “Everything You Wanted to Know about Coca-Cola” program, training sessions began in 2012.

- Azerbaijan, Kazakhstan, and Turkey (Çorlu plant) operations obtained the FSSC 22000 Food Safety Management System Certificate.

2013 GOALS

- We plan to launch the C4E Project in Turkey aimed at reviewing, redefining and improving our processes to better align our management system with EFQM Model and prepare for external assessments of the Turkey Supply Chain.
- We aim to conduct a “Supplier Collaborations Assessment Survey.”
- We aim to again attain a success rate of 84%.

Product Safety and Quality

The nature of our business requires working with the highest standards and processes to ensure quality all the way through from production to product delivery. Accordingly, maintaining the safety and quality requirements of our products is one of our priorities. To this end, CCI operates in accordance with the universal rules of the TCCC system while considering regional characteristics of our individual operating geographies.

In the Coca-Cola System, the set of Coca-Cola Operating Requirements known as KORE governs all quality processes. KORE guarantees the highest standards not only in the quality management of products, but also in the environment, food health and safety areas. The system is consistent with ISO 9001, ISO 14001, ISO 18001 and ISO 22000. All of our production processes are operated in accordance with the requirements of these systems, and necessary audits are conducted during each operating year.

CCI Plant Certification Status 2012

	TCCC Compliance (KORE)			ISO Certifications							
	Quality - Q	Environment - E	Safety - S	Quality - ISO 9001	Environment - ISO 14001	Safety - ISO - OHSAS 18001	Food Safety - ISO 22000	Food Safety - FSSC 22000	Packaging PAS 223	Energy - ISO 50001	GHG Emission - ISO 14064-1
ALMATY <i>KZ</i>	√	√	√	√	√	√	√	√	-	-	-
BAKU <i>AZ</i>	2013	√	√	√	√	√	√	√	2013	-	-
AMMAN <i>JO</i>	√	√	√	√	√	√	√	√	N/A	-	-
ANKARA <i>TR</i>	√	√	√	√	√	√	√	√	√	√	2013
BURSA <i>TR</i>	√	2013	√	√	√	√	√	√	-	√	2013
ÇORLU <i>TR</i>	√	2013	√	√	√	√	√	√	√	√	2013
IZMIR <i>TR</i>	√	2013	√	√	√	√	√	√	-	√	2013
MERSIN <i>TR</i>	√	√	√	√	√	√	√	√	-	√	2013
MAHMUDIYE <i>TR</i>	√	√	√	√	√	√	√	√	√	√	2013
KÖYCEĞİZ <i>TR</i>	2013	2013	2013	√	√	√	√	√	-	√	2013
ELAZIĞ <i>TR</i>	2013	2013	2013	√	√	√	√	√	√	√	2013

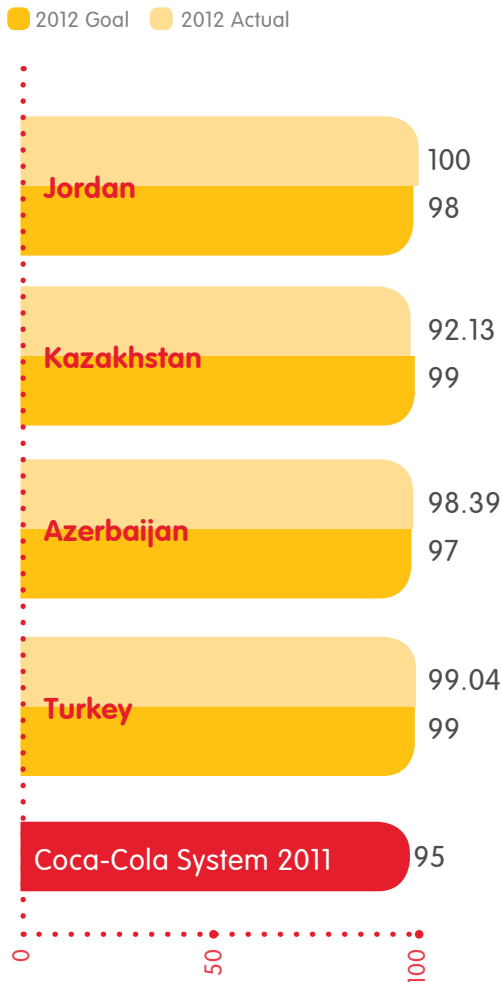


CCI is Among Europe's Leaders in Business Excellence and Sustainability

In October 2012, CCI's Ankara plant was awarded with the "Taking Responsibility for a Sustainable Future" prize by EFQM for exhibiting excellent approaches to sustainability and for its performance in the implementation of the EFQM Business Excellence Model throughout the entire organization.

Product and packaging quality index scores show that final products are produced according to the quality standards specified. The samples are collected from the market by TCCC and analyses are done in a TCCC Laboratory. 2012 scores for each index category are summarized below.

Product Quality Index (out of 100)



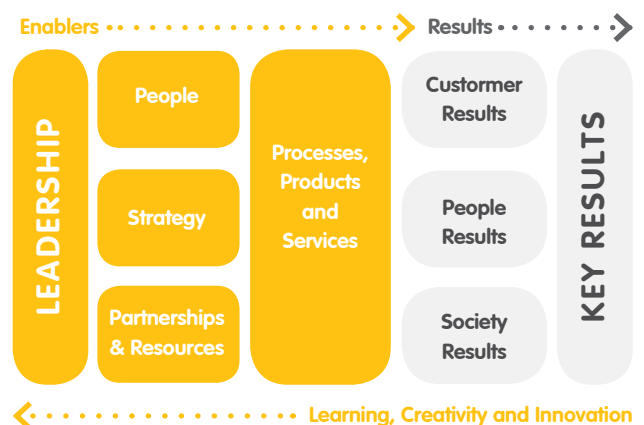
Package Quality Index (out of 100)



CCI's Journey to Excellence

We aligned our practices with internationally recognized management systems. In 2012, our Turkey operations began an all-encompassing EFQM Model implementation project under the title "Change for Excellence (C4E)." The EFQM Model helps companies achieve and sustain outstanding levels of performance that meet or exceed the expectations of all their stakeholders. The EFQM Excellence Model is a tool that brings together all different components of management systems. In 2012, CCI conducted the first C4E Assessment and determined its action plans. Accordingly, 2013 will mark CCI's alignment year with the EFQM models, 2014

will mark a year of implementation, and 2015 will see CCI deploy its culture of excellence to external stakeholders.



CCI Turkey's Quality Award Journey



Operational Excellence

Operational Excellence (OE) is the name of our model that we have integrated into our quality systems and applied to all of our functions. The OE model aims to meet the demands of our customers and consumers with minimal loss and maximum efficiency by:

- Simplifying and accelerating work processes.
- Increasing efficiency by minimizing bureaucracy.
- Increasing customer and employee satisfaction by reducing failure ratios.

The main aim of 2012 OE studies was to take the organization to a level of self-capability in terms of execution of OE projects. Within this scope, CCI achieved the necessary number of competent employees. In 2012, 132 employees were trained and 168 projects were initiated. In Turkey, we increased the number of projects to 114 from 59. Two Black Belt certifications were achieved at the director level in Turkey while 36 Green Belt certifications were achieved in Azerbaijan, Jordan, and Kazakhstan.

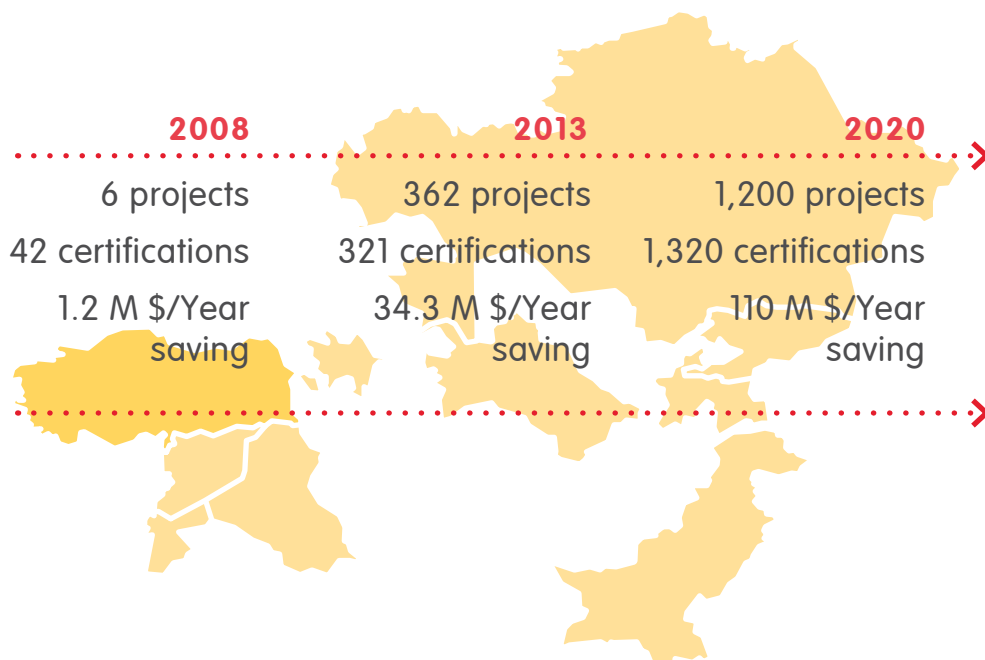
Training materials were revised to be more effective.

All employees received basic OE training via e-learning platforms.

In 2012, 105 OE projects out of 114 were successfully implemented, and more than 300 employees participated. Moreover, we realized an opportunity to save 8.3 million TL. As a result of the completed projects, we expect to save 7 million TL.

Distribution of OE Projects implemented in 2012

		Number of Trainees	Number of Projects
KAZAKHSTAN	4th Wave	4	9
AZERBAIJAN	3rd Wave	5	10
JORDAN	2nd Wave	9	15
PAKISTAN	2nd Wave	16	20
TURKEY	6th Wave	95	114
Total		129	168



Plant Visits



We place great importance on informing our stakeholders about our products, production processes, and the company, in general. Correspondingly, we organize plant visits throughout the year in accordance with demands from various stakeholder groups. During such plant visits, guests are informed about the company and its sustainability practices and performance results. In 2012, a total of 5,410 visitors participated in plant visits in Turkey, Jordan, Kazakhstan and Azerbaijan.

Our Suppliers

At CCI, as at all Coca-Cola System bottlers, we expect our suppliers to operate in compliance with the set of rules constructed to evaluate the integrity of suppliers to ensure that the raw materials they provide are of the highest quality. In addition, we expect our suppliers to operate in compliance with TCCC standards as well as the standards and legal requirements of the relevant operating country. We believe that such practices and requirements are fundamental to improving our suppliers' environmental, social and broad economic performance.

Additionally, our raw material suppliers are required to have the authorization of the TCCC. All raw material suppliers should meet all the governmental requirements, Company requirements, environmental protection, safety and labor protection requirements, quality certificate, certificate of conformance, necessary technical documentation, test certificate, certificate of safety, letter of guarantee which confirms quality of product, and contract in which delivery terms, terms of payment, indemnity commitments on quality assurance are stipulated.

At CCI, we are committed to making direct and indirect contributions to local economies where we carry

out our operations. Accordingly, in 2012, the proportion of spending on locally-based suppliers for raw materials was 96% in Turkey, 41% in Azerbaijan, 20% in Jordan, and 12.04% in Kazakhstan. The percentage of local procurement in some country operations is low due to local unavailability, therefore necessitating purchases of sugar and resin elsewhere.

Our Distributors



Distributors are our main business partners and, as such, they play a critical role in our sales operations. Consequently, we focus on developing their capabilities and satisfying their needs. Building the capabilities of our distributors not only helps us achieve our business goals but also helps our distributors develop a lean and more sustainable business model for themselves. We provide Basic of Coca-Cola System (BOCCS) training to all our new entrants. These training modules provide information about products and quality as well as CCI's 2020 Vision and corporate responsibility issues. During the last three years, a total of 1,689 entrants received BOCCS over 119 sessions. While these training sessions focus mainly on commercial issues, environmental and social issues are also discussed. In 2012, we provided 16,859 man*hours of training to 5,031 participants.

We provide more than just in-house trainings to our distributors. For example, in Turkey, our 84 distributors attended a 10-day training given by university faculty members on strategic management at Boğaziçi University Lifelong Learning Center.

Each year, we hold Diagnostics Meetings with the participation of our distributors. In these meetings,

matters related to the quality of service we provide to our distributors are evaluated. After these evaluations, work groups that are formed to make further improvements inform other distributors about the studies they conducted. The results of these studies are consolidated at HQ and improvements are deployed to the whole system. With the aim of attracting greater participation of distributors in these workshops, each sales center will begin to carry out this work on-site in 2013. Additionally, we will come together with our distributors at the regular regional or general meetings.



At CCI, we also support our distributors by implementing programs such as the Voyage Office Program (for basic accounting, invoicing, inventory tracking and cooler movements) and Roadnet (for route optimization and fuel and time savings).

To render the sustainable development of our distributors, we perform audits during the operating year. Sales support specialists audit Type-A and Type-B distributors twice a year and Type-C distributors once a year, while sales process improvement managers perform spot checks. In 2012, one dealer was assessed and audited by an external company contracted by TCCC. All of our distributors have been deemed compliant with the requirements of The Coca-Cola Company Management System (TCCMS).

In 2012, we established a Distributor Portal through which we share best practices along with CCI's expectations of distributors. Additionally, we distributed our "Distributors' Warehouse Best Practice Handbook" to all CCI distributors.

Also in 2012, we established a Customer Interaction Center which serves our customers and distributors in Turkey. With this center, our distributors and customers anywhere in Turkey can, by using only a single telephone number, register complaints about

service problems they encounter. They can also convey their suggestions and demands to the relevant departments. As a result of this implementation, we aim to better measure the performances of our processes and to enhance customer satisfaction with faster solutions.

Distributors Satisfaction Survey Results (%)



* In addition to satisfaction scores and company image dimensions, the 2012 survey also includes Turkey sales, distribution, customer service, call center, finance, BSG, technical service, production service, production and overall satisfaction.

As a company that seeks to spread its development throughout its value chain, we have always devoted significant financial and human resources to training our customers and distributors. One example of our commitment to training is the CCI Road Show, initiated to help our customers develop more profitable and sustainable business processes. We continue to provide these trainings and sales point support to our customers throughout Turkey.

The trainings we have provided included topics such as effective store management, teamwork, service excellence and social styles. The CCI Road Show reached 2,520 customers in 17 cities and 82 towns and realized customer trainings totaling 3,780 man*hours in 2012.

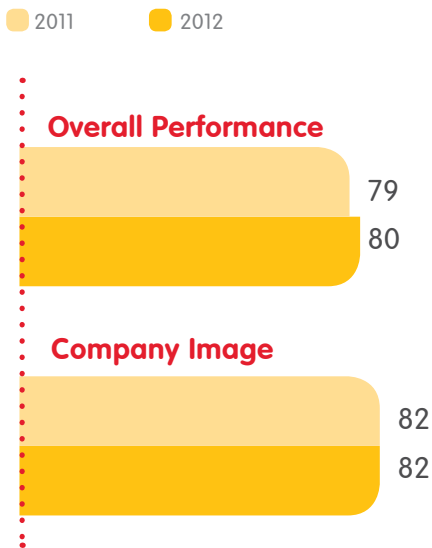
CCI ROAD SHOW

Our Customers

We aim to develop strategies that focus on maximizing customer satisfaction. Increasing customer satisfaction is among our strategic goals toward achieving our 2020 Vision objectives.

Every year we conduct Customer Satisfaction Surveys to assess the level of satisfaction customers have with our services. The surveys are conducted by an independent company of business partners served by CCI's in-house and off-premise consumption channels. According to the results of the 2012 survey which canvassed the opinions of 1,941 customers, CCI's Turkey operation increased satisfaction levels by one point compared to 2011. In an ongoing effort to increase this satisfaction level, we routinely conduct different engagement studies involving our customers. In Turkey in 2012, we conducted special studies with approximately 20 customers and made nearly 60 presentations to develop joint business plans with customers. Also in 2012, our Azerbaijan, Jordan, and Kazakhstan operations conducted customer satisfaction surveys for the first time.

Turkey Operations Satisfaction Survey Results (%)



** In our 2012 Customer Satisfaction Survey, dimensions such as sales team, customer promotion, commercial support, order and delivery, product specifications and financial services were also included.*

International Operations Satisfaction Survey Results (out of 10)



Our Consumers

We work hard to understand and satisfy our consumers' expectations because we believe that the sustainability of our business depends on understanding of our consumers clearly.

As we pursue our commercial activities, we apply TCCC's global labeling standards and comply with all relevant local laws and regulations in all 10 countries where we operate. Providing our more than 360 million consumers with clear, understandable and scientific information regarding our products not only addresses our principle of complying with laws and regulations, but it also represents our commitment to maintaining a healthy, transparent working relationship with our stakeholders.

Producing and distributing beverages of various kinds, along with our commitment to properly informing our consumers, require us to include nutritional information on all of our labels. In addition to the

minimum, basic nutritional information we provide such as calories, protein, fat and carbohydrate content, we also indicate the amount of energy (per serving) as kilocalories, calories or kilojoules on the front of almost all packages. A "Contains Caffeine" warning is placed on products with caffeine while the use of sweeteners and phenylalanine is addressed on diet products. In addition to the information required by local labeling regulations, we display information regarding the name of the producer, expiration date, the toll-free number of The Coca-Cola Information Center, online plant tour, and our recycling logo.

In addition to our labeling practices, we pursue various other practices including seminars and trainings that aim to inform our stakeholders about our belief that with appropriate consumption and physical exercise all of our products can be healthy components of an active lifestyle. We even offer our stakeholders a booklet called "Straight Facts About Our Beverages," a compilation of frequently asked questions regarding calories, vitamin index, caffeine, aspartame, food additives and obesity with. An English-language version of the booklet may be found at: www.coca-colacompany.com/contact-us/faqs

New Products in 2012



Coca-Cola, Fanta Pet and slim can 200 ml
Turkey



Coca-Cola PET 1 L
Pakistan



Coca-Cola OWB 250 ml
Pakistan



Coca-Cola, Fanta, Sprite Pet 300ml and Coca-Cola PET 2.5 L
Azerbaijan



Coca-Cola PET 1, 1.5, 2.5 L
Azerbaijan



Fuse Tea
Turkey, Kazakhstan, Azerbaijan and Kyrgyzstan



Cappy Prremium Glass OWB
Turkey



Cappy PET 1 L
Kazakhstan



Piko Mors
Kazakhstan



Burn Fresh
Azerbaijan



Damla HOD Glass
Turkey

Responsible Advertising and Marketing

In line with our principle of complying with legal regulations, we realize responsible and law-abiding advertising and promotional practices in all countries

where we operate. In addition to the various communication mediums we employ to this end, we create the channels whereby our stakeholders can actively participate in our advertising and presentation processes with their valuable suggestions, requests, and complaints.

In addition to the legal requirements and the expectations of our stakeholders, TCCC's standards serve as our fundamental guide in our marketing practices. The Global School Beverage Guidelines, as set by

TCCC, grounds our approach to responsible marketing. Beginning in the 2010-2011 academic year, we chose to cease conducting sales operations for sparkling beverages in any elementary schools in our operating geography. We made this decision with the cooperation of our business partners. Moreover, in line with our belief that parents should be the ones to make decisions regarding the nutrition of their chil-

dren, we do not engage in advertising or marketing activities targeting children under 12 years old.

No lawsuits filed against CCI for failure to comply with laws related to marketing communications, advertising, promotions or sponsorships in 2012. Likewise, no lawsuits filed against CCI for failure to comply with laws related to unfair competition, monopolist practices, and similar implementations in 2012.

CCI's Product Calorie Profile



YOUNG DESIGNERS DESIGN FOR CCI

The second Coke'n Design stand design competition was held by CCI in collaboration with Istanbul Technical University (İTÜ) in 2012. Launched in 2010, the competition seeks to project the dynamism and excitement of the Coca-Cola brand by giving young designers the opportunity to freely exercise their creativity while at the same time gaining real world experience.

The 2012 competition, focusing on Interior, Exterior, Environment-Friendly and Vision 2020 designs, began in February and encouraged the young designers to produce highly stylish and creative designs. Winners were announced in July, with winning students being offered internships at CCI and winning designs being used in real CCI campaigns.



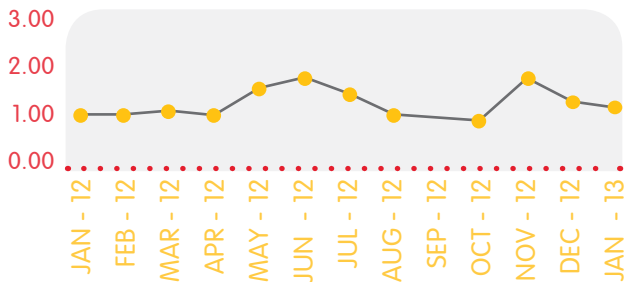
The Coca-Cola Information Center: 0800 261 19 20

To help us continuously improve, we rely on suggestions, requests, complaints and questions from all our stakeholders. Our call center, The Coca-Cola Information Center, exists to resolve stakeholder issues and is another example of how CCI is committed to listening to and learning from our customers and consumers. The Center can be reached in Turkey by dialing 0800 261 19 20. All CCI country operations now use call centers which perform different tasks and routines. The call center receives calls from customers, and in addition, TellSell accepts customer-related complaints. Additionally a separate, dedicated phone number is assigned for consumer and other related complaints.

In 2012, we answered 101,800 calls. Of these, 69,937 complaints/requests were recorded.

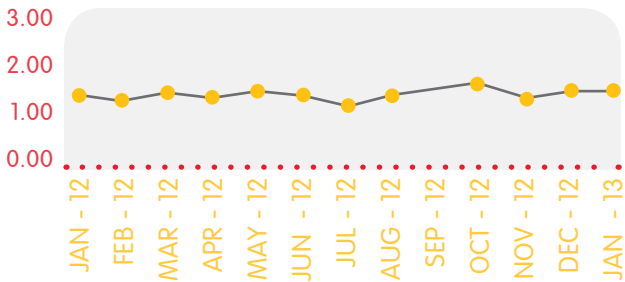
The helpdesk's average complaint resolution performance is illustrated below:

Avg. Resolution Time (hrs)



On-site support average complaint resolution performance is illustrated below:

Avg. Resolution Time (hrs)



No significant penalties were charged against CCI for failure to comply with laws or regulations regarding the supply or use of products and services during 2012.

Everything You Want To Know About Coca-Cola



The program's curriculum was prepared so as to enable CCI to communicate its main health, product safety and quality policies through its employees while simultaneously helping employees improve their communication skills and deliver better customer service.

The training program, which began in the city of Trabzon in April 2011, included as many as 1,500 employees in a total of 63 training sessions organized in various cities across Turkey.

Following the successful pilot implementation in Turkey, the program was shared with other CCI countries through a "Train the Trainers" workshop held in Istanbul in April 2012. Following their training, participants began working to implement the program in their respective countries. Training programs started in 2012 in some countries and more are scheduled to start in 2013.

Active Healthy Living

Through our marketing operations, social responsibility projects, and other practices involving our consumers, we address the fact that all our products can be a part of an active healthy lifestyle. To this end, we provide our consumers with a wide range of beverages to suit their taste and calorie need. With no- and low-calorie beverages, as well as with our regular beverages in smaller sizes, our consumers enjoy beverage options from our continuously expanding portfolio. Through various channels, we aim to inform and empower them in making sensible beverage choices.

In line with TCCC, we strive to raise the standards for physical activity throughout our operating geography. As it is essential to maintain energy balance (the balance between “calories in” and “calories out”) for overall fitness and health, we support the physical

activity projects and programs run by the Coca-Cola Life Plus Foundation in Turkey for the benefit of our stakeholders. Through healthy nutrition trainings, we support our mission of helping them to develop healthy lifestyles.

Specifically devoted to promoting healthy and active lifestyles, we continue to participate in sports by hosting several tournaments in football, tennis, bowling, cycling, cricket, and more. Jordan’s “Right To Play,” which focuses on building the capacity of local communities to offer more sport and play activities for children in Palestinian refugee camps and surrounding communities, is one example of the many good programs to which CCI employees devote their time and energy. All across our region, there are numerous opportunities to promote healthy living.

With our Grassroots Project in Azerbaijan, which is planned to last for at least five years, we have undertaken the sponsorship of the under-13 league and School Boys Cup. Within the scope of the project, 200,000 students take part in sport activities annually.

COCA-COLA’S GLOBAL COMMITMENTS TO HELP FIGHT OBESITY

As part of the Coca-Cola System we submit to The Coca-Cola Company’s commitments to contribute to healthier, happier, and more active communities. In so doing, we commit to:

1. Offering low-or no-calorie beverage options in every market;
2. Providing transparent nutrition information, featuring calories on the front of all of our packages;
3. Helping get people moving by supporting physical activity programs in every country where we do business;
4. Marketing responsibly, including no advertising to children under 12 anywhere in the world.

Again in Azerbaijan, within the scope of “Keep Your Physical Activity Up for Healthy Future” project, capacity development studies with trainings, textbooks and learning materials are provided to 250 school staff/instructors and 400 parents. With the implementation of the project, 4,000 school children and 200 office workers will be informed regarding the importance of being physically active in daily life.

We promote active healthy lifestyle by participating in and promoting several activities. In 2012, our Pakistan operation organized a Tape Ball Cricket Tournament with the theme of “Collaborate for Success” as a continuation of its efforts to inculcate CCI’s values and cultural elements into the organization.



CCI Turkey hosted for the fifth time a portion of “The Dragon Festival,” the world’s most-attended water sports event. CCI Turkey, one of 64 participants in the event, ranked 39th in the competition from a total of 100 teams participating.

In line with our active living approach, CCI Turkey's Social Activity Club organize sporting events throughout 2012 that included a football league consisting of 13 teams with 90 players in total. In addition, ongoing tango courses were held and table tennis facilities were established in all locations.



As part of their Engagement & Satisfaction Activity Day, the HR department in our Jordan operation held

a “Spring Hike” which included various interesting outdoor activities organized around the themes of team building, adventure and team spirit.

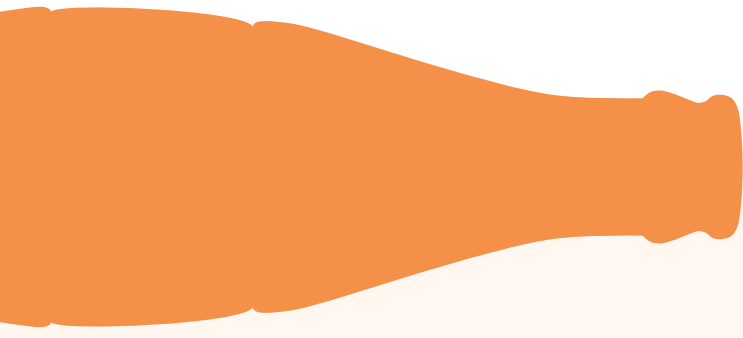


On 24 June 2012, the Olympic Run Day in Baku was jointly organized by the National Olympic and Paralympics Committees, Ministry of Youth and Sports, Ministry of Education, and TCCC, the global partner of the Olympic Games all over the world. The event’s main purpose is to promote the Olympics as well as healthy living in Azerbaijan.

“Let’s Play” Project



A joint effort between the Coca-Cola Life Plus Foundation, the Active Life Association and the Turkish Ministry of Education, the “Let’s Play Project” aims to increase the physical activity levels of elementary school students by using creative play. Since its implementation three years ago, the program has benefited 200,000 students and 4,600 teachers in 200 primary schools across 45 cities.



we

Communities

- Our Workplace
- Employee Rights
- Equality & Diversity
- Employee Engagement
- Occupational Health & Safety
- Our Community
 - Economic Development
 - Social Development
 - Supported Social Projects





We provided
58,310
 HOURS OF TRAINING
 to our employees



We donated
7.5 MILLION TL
 to the Anadolu Foundation

2,900 EMPLOYEES
 attended our 12 Golden OHS Rules
 and Safety Awareness Training



At CCI we aim to contribute to the well-being of communities around us.

An essential ingredient in every one of our products is our profound commitment to human rights and workplace rights. Respecting human rights and protecting workplace rights are fundamental to our company culture and crucial for a sustainable business. In our company, we focus on making sure all of our team members are treated with dignity and respect.

Inside every bottle of Coca-Cola is the story of a business that is a driving force in the ongoing effort to strengthen communities. We are proud to be good neighbors in various cities, towns and villages around our geography by sharing our resources, our time and our unique expertise.

OUR WORKPLACE

The business success of CCI depends on our employees. Incorporating the best talents, developing and retaining them, CCI's priority is to provide a happy, safe and motivating workplace where our employees are able to showcase their true potential.

Our main goals within the workplace are:

- To provide our employees with a non-discriminatory

workplace that meets the standards of national and international workplace rights policies.

- To protect the rights of employees to unionize.
- To become a leading company which employs only the best practices in occupational health and safety in all our workplaces.
- To provide a fair and pleasant place for our employees to work, enabling them to feel free to be innovative and improve themselves in order to become the most qualified workforce.

2012 GOALS

- To perform “Incident Management and Crisis Resolution Validation” in eight countries.
- To fortify our OHS system, make annual work plans in the field of OHS, and improve the qualifications of OHS Specialists.
- To conduct our “Employee Engagement Survey” bi-annually.
- To integrate performance evaluation, talent management and employee development systems and to include all employees in our 360-degree evaluation system in Turkey.
- To gradually implement the CCI Workplace Rights Policy (WRP) throughout all our operations between 2012 and 2013.

PROGRESS

- CCI’s Incident Management and Crisis Resolution (IMCR) Validation & Training Program, which covers seven countries (including all the countries within the scope of this report), began with training in Turkey.
- We reviewed and updated our OHS system, updated Occupational Health, Safety & Environment (OHSE) Policy and issued new standards, formed 12 OHS Golden Rules and started preparations for a communications campaign to raise employee awareness of health and safety issues.
- Certified safety specialists were assigned at every plant.
- We conducted “Employee Satisfaction & Loyalty Surveys” and achieved a 59% satisfaction level.
- Our 360-degree evaluation system in Turkey included 150 managers for development purposes. Performance reviews of 2,856 employees were completed using “Success Factors” in Turkey, Jordan, Azerbaijan. A new 360-degree evaluation system will be performed every two years in Turkey for white collar employees.
- We integrated performance evaluation, talent management and employee development systems.
- We began implementing our WRP in all CCI international operations.

2013 GOALS

- To establish Leadership Development Programs for employees at various levels.
- To launch “Equality at Work” commitment as part of the “Women Leadership Program.”
- To launch CCI EOSH Policy, Procedures along with “12 Golden Rules” and a communication campaign on “12 Golden Rules” in order to strengthen the health and safety culture and to deploy safe behavior & habits at all levels.
- To implement “IMCR Validation Program” in Kazakhstan and Jordan and deliver IMCR training in Azerbaijan.
- To complete the implementation of the Workplace Rights Policy throughout all CCI operations.
- To hold the first Women Leadership Meeting in Istanbul with TCCC in order to raise awareness of the importance of women in the workplace.
- To launch our revised Code of Ethics which will be implemented in all of our operating units

Successful companies need talented people. In line with our principle of “building a highly capable organization and being the employer of choice,” we pay utmost attention to the personal and occupational development of our employees and implement initiatives accordingly. In this manner, we create an attractive business environment for our new employees while simultaneously uncovering the potential of our existing employees.

At CCI, we always strive to balance work demands with the social lives of our employees. Our “Sweet Home Project,” which was launched for the CCI Sales Team in Ankara, allows team members to shorten their office hours and work directly in the field. The project will be rolled out to sales teams across Turkey in 2013.

In order to reduce overtime and to create a corporate culture that relies more on regular time efficiency and less on overtime hours, CCI encourages employees not to exceed regular working hours by including overtime hours in performance evaluation system.

2012 Overtime Hours per Headcount*

	Total Overtime Hours	Headcount	Per-person Overtime Hours
TURKEY	185,715	3,021	61
JORDAN	4,798	436	11
KAZAKHSTAN	18,506	771	24
AZERBAIJAN	9,054	361	25

* In 2012 overtime hours based on number of employees.

Compensation & Benefits

Although there are employees who receive minimum wages as determined by applicable laws, CCI's mean salary levels are above the legal minimum wages in all our markets. Every year prior to any salary increases, we conduct salary and benefit surveys in all CCI operations. While defining our compensation policy, salary surveys are also taken into consideration. In order to help our employees with their retirement planning, we contribute to employee pension plans in our Turkey operation.

CCI provides employee benefits such as private health insurance, life insurance, paid annual leave, compassionate leave, severance pay, and training support. In addition, there are other benefits including company car and fuel compensation, mobile phone and company lines which are available to employees in certain positions or working in certain functions.



Benefits Provided to CCI Employees

	Turkey	Jordan	Azerbaijan	Kazakhstan
HEALTH INSURANCE	✓	✓	✓	✓
LIFE INSURANCE	✓	✓	✓	
INDIVIDUAL PENSION FUNDS	✓			
MATERNITY LEAVE	✓	✓	✓	✓
COMPANY PRODUCTS	✓	✓	✓	✓
SERVICE AWARDS	✓			
RETIREMENT PROVISION	✓	✓		

Talent Management at CCI

People and Organizational Leadership is one of the main pillars of CCI's 2020 Vision and Strategic Management Framework. Talent management is about building capabilities that CCI needs for the future – hiring best talent, developing our talents with constructive feedback and clarifying expectations for business targets and behavior.

CCI's HR team's key priority is to retain and develop a talented workforce and therefore create a shared corporate culture that meets the needs of a growing organization. CCI is committed to attracting the most qualified talents, retaining them and contributing to the sustainable success of the company by continuously developing its workforce in line with the knowledge, skills and competencies required by ever-changing business conditions.

Another objective with regard to talent management is developing effective succession plans for key positions and critical roles and effectively preparing key employees for those positions. To this end, we focus

on talent/capability development, which implies a shift in thinking away from performance and business results and toward employee behavior and development. Part of this process is the "Talent Review Program" whereby each country within CCI carries out its own talent reviews which are then collected and reviewed to facilitate personnel-related management decisions. The "Talent Review Program" systematically reviews individual employee performance and potential in key positions each year and develops appropriate succession plans. The program supports the development of career plans, thus providing employees with the opportunity to experience working in different countries and in different business functions.

Employees Receiving Regular Performance and Career Development Reviews

	Turkey	Jordan	Azerbaijan	Kazakhstan
TOTAL NUMBER OF EMPLOYEES	1,928	365	309	254
NUMBER OF FEMALE EMPLOYEES	396	15	37	66
% FEMALE	21	4	12	26
NUMBER OF MALE EMPLOYEES	1,532	350	272	188
% MALE	79	96	88	74

We initiated new systems in order to capture managers' development needs. We implemented 360-degree (a tool that is also available to non-managers) in order to make them aware of their own strengths and development needs. We try to encourage and support a consultative approach between employees and their managers. In 2013, CCI employees will be asked to prepare their own individual development program. This shift toward individual responsibility

and the increased role of managers is the essence of our talent management approach.

CCI established a new initiative called "International Talent Pool" whereby we invite talents to CCI corporate headquarters for one year to learn management concepts in different functions such as Finance, Supply Chain or Human Resources before assuming responsibilities in their home countries. This is an important tool that helps us better attract and retain the best available talent in our operating countries while at the same time providing employees with the opportunity to gain international experience, acquire know-how from CCI headquarters, and develop in-depth knowledge about CCI and the Coca-Cola System.

In 2012, CCI's HR Technology Platform was renewed and rebranded as "Success Factors." Success Factors includes performance management, objective management, 360-degree evaluations, succession plans, and learning and development plans. With Success Factors, employees will be able to see their performance reviews and follow their development plans on a single platform, allowing CCI to increase its awareness about its existing talents. At CCI, we seek to attain "one version of the truth," by eliminating discrepancies, centralizing information, and making all information and data easily accessible. We establish systems that enable us to transfer work to mobile applications as much as possible in order to eliminate our dependency on desktop computers and to allow information and data to be accessed easily from anywhere. With the help of Success Factors, CCI's performance management system will be disseminated to all our territories in 2013.

Employee Development

Assisting our employees' personal and professional development is a fundamental building block of our corporate growth and the sustainability of our business. We appreciate the skills of every single employee, and we routinely implement initiatives to encourage their development and to improve their abilities. We use management instruments such as the 360-degree evaluation to provide feedback to our employees.

In 2012, when personal development became a fundamental pillar of CCI's HR system, each employee was asked to choose two to four development areas and then given development targets in their chosen areas

of development. These goals are tied to the values and culture elements within the 2020 Vision framework. Self-development is also included as a pillar in management remuneration. All of our operating countries will begin operating within this context in 2013.



At CCI, we believe in “active learning.” Reflecting this, our training methodology consists of facilitation sessions, workshops, team building activities, videos, role plays, case studies, games, simulations, and “Train the Trainer” modules. In addition to formal trainings, we create additional learning opportunities with project-based initiatives and by inviting employees onto job rotation programs.

For CCI mid-level managers, the Leadership Development Program is available in order to develop skills such as coaching and strategic thinking. In addition, the Mentorship Program is also active for future company leaders. Trainings are offered to employees at all levels depending on their needs.

We conduct 360-degree assessments which provide multi-source feedback that focuses on developing an individual’s specific behaviors. These assessments then serve as instruments in the preparation of Individual Development Plans. Additionally, our “Young Talents” development program in Turkey seeks to build a managerial and personal development infrastructure for high-potential employees, and our “Manager On Board” development program supports and broadens management skills of new managers.

At CCI, we actively evaluate the effectiveness of our Training and Development Program, and one tool for evaluation is our “One Direction (1D)” module. With the 1D training reporting tool, all CCI trainings are coded, shared via CokePort and reported to ensure reliable and sharable training data.

“Ticket” is another reporting system for training. Trainees receive e-tickets which enable them to join training sessions. In this way, we are able to accurately measure the total amount of training, including the number of training hours, provided to our employees.

To ensure the quality of our trainings, the CCI Training and Development Team conducts one-to-one meetings with managers before and after training sessions to make sure that any relevant and needed information is passed on to employees. “Top 2 Top” meetings are held in conjunction with representatives from TCCC and other bottlers in order to share best practices. CCI also utilizes web-based technologies to measure the effectiveness of its trainings via mobile and PC applications.

Training at CCI

	Turkey			Jordan			Kazakhstan			Azerbaijan		
	Permanent	Temporary	Contract	Permanent	Temporary	Contract	Permanent	Temporary	Contract	Permanent	Temporary	Contract
TOTAL TRAINING HOURS	32,550	NA	NA	13,113	558	10	9,251	NA	NA	2,838	NA	2,736
NUMBER OF EMPLOYEES TRAINED	1,938	NA	NA	376	31	10	680	NA	NA	320	NA	228
PER-EMPLOYEE TRAINING HOURS	16.8	NA	NA	34.88	18	1	13.6	NA	NA	8.87	NA	12

SPECIAL TRAINING FACILITY IN PAKISTAN

The inauguration of the Pakistan operation's Capability Development Centre (CDC) took place on 10 September 2012 at the Lahore plant. The event was attended by CCI's Chairman Tuncay Özilhan and CEO Damian Gammell. The CDC is designed as a fully functional teaching facility with state-of-the-art equipment and materials.

PAKISTAN'S "KO MANAGEMENT TRAINEE PROGRAM"

The Pakistan operation's "KO Management Trainee Program" is an initiative to create career opportunities that will attract and retain young people, ensure a talent pipeline of high-performing managers for critical business roles, and guarantee a long-term approach to building and nurturing a high-quality workforce. The main focus of the program is on-the-job functional development.

unit. The program aims to provide training to retailers and traditional channel outlets throughout Pakistan.

Sales Academy

The "Sales Academy" training program, specifically for new Account Executive-level recruits, is joined by employees from marketing departments in Turkey. In 2012, we conducted a total of three Sales Academy programs in which 70 employees participated. Each program lasted five days and included in-branch training on principals of commercial finance, competition law, RED, and sales techniques.

Mini MBA Program



CCI's "Mini MBA Program," designed for Account Executives with at least two years of experience, aims to build capacities for strategic customer relations, finance, negotiation techniques and creative thinking. In 2012, 50 employees participated in the nine-day program.

Training on Wheels



"Training on Wheels" is a new program developed by the Pakistan operation's HR Capability Development Wing in collaboration with CCI's Training and Development Department that provides just-in-time training for system employees in Pakistan. As part of the program, Train the Trainer sessions are organized for sales managers who then train retailers and small grocery store owners across Pakistan. For the purposes of the program, a regular delivery truck is converted into a modern, state-of-the-art mobile training

Marketing Summit

Our "Marketing Summit Program" is specifically designed for Product Managers and Assistant Product Managers in Turkey. The three-day program aims to update our marketing team with the newest developments in the field. The content of the training was determined via a poll conducted within the marketing team.

Employee Rights

Respect for human rights is a vital component of our commitment to working in a responsible way. The Workplace Rights Program (WRP) of TCCC is based on the Universal Declaration of Human Rights (UNHR), United Nation’s Global Compact (UNGC) and serves as the fundamental guideline for our HR activities. With this strong basis of support, we fully integrate human and workplace rights into our practices (one of the key priorities of CCI’s 2020 Vision), our corporate values, and our sustainability strategy. We are committed to deploying this message continually and consistently throughout our supply chain. In so doing, we diligently uphold human rights and are pleased to boast that we remain free of any human rights violations.

We initiated our WRP Program back in 2011 and aim to fully implement it in all CCI operations by the end of 2013. An independent audit company audits our compliance with SGP and WRP every three years. The Jordan and Kazakhstan operations were audited in 2012 and passed the audits without any adverse findings. In 2013, Azerbaijan, Pakistan (all plants), and Turkey (Ankara, Bursa, Elazğ, and Mahmudiye plants only) will be audited.

All employees working in Turkey are subject to the same progressive disciplinary procedures that will

be implemented in other CCI countries by the end of 2013. Notices of change (e.g., change of duty, dismissal) are made to employees in accordance with employment law, relevant local legislation, and progressive disciplinary procedures.

Security Personnel Trained On Aspects Of Human Rights

Human rights-related training is given to security staff. In 2012, 90% of employees received training on human rights.

	Number Of Security Employees Trained	Total Number Of Security Employees	(%)
TURKEY	135	135	100
JORDAN	17	17	100
KAZAKHSTAN	25	38	66
AZERBAIJAN	0	15	0

Workplace Rights Policy

Respect for human rights, an important part of CCI’s sustainability understanding, is guaranteed under the Workplace Rights Policy which aims to establish workplaces that are transparent and inclusive regarding human rights. This policy regulates CCI activities in eight main areas:

- Child Labor
- Community and Stakeholder Engagement
- Discrimination
- Forced Labor
- Freedom of Association & Collective Bargaining
- Safe and Healthy Working Place
- Working Hours and Wages
- Workplace Safety

Equality and Diversity



In addition to health, safety, and employee development, diversity is one of the top priorities for CCI. Building a diverse workforce (in Azerbaijan, alone, there are employees representing 17 nationalities) helps us connect with consumers and customers across our territories. CCI does not discriminate among its employees based on religion, race, gender or physical disability in any way.

Percentage of Female Executives in Senior Management (Reporting to CEO)

	Number of Female Executives	Total Number of Executives	% Female Executives
TURKEY			
2011	3	10	30
2012	3	10	30
JORDAN			
2011	0	5	0
2012	0	5	0
KAZAKHSTAN			
2011	2	7	29
2012	2	7	29
AZERBAIJAN			
2011	2	5	40
2012	2	5	40

The number of female employees is regrettably lower than the number of male employees at CCI. To remedy this gap, we implemented our “Female Leadership Program” in 2012 which aims to gradually increase the number of women recruits. We aim to double the number of female employees by 2020. In a related development, the CCI Female Leadership Committee was established in 2012 to undertake gender equality initiatives in our workplaces.

Also in 2012, CCI signed an “Equality at Work” commitment as an outcome of the 2012 World Economic Forum Gender Parity Studies, and the Company participated in the Turkish platform of this initiative. Other initiatives CCI joined in 2012 include KAGIDER (Women Entrepreneur Association of Turkey) and the World Bank’s joint initiative, “Equal Opportunity Model” which assesses corporate HR systems and practices and reports their female friendliness in terms of career advancement opportunities.

CCI’s Pakistan operation organizes quarterly Cultural Element Celebrations to strengthen and promote cultural diversity. To celebrate the multi-cultural workplace, the HR Department organized a company-wide tape ball cricket tournament, “Game On Hai!!!,” under CCI’s “Collaborate for Success” initiative.

In addition to ensuring equality in our workforce, we extend our efforts to society at large. Together with TCCC, we launched “Female Entrepreneurship Training” and a grant program in Turkey to increase female employment and promote female entrepreneurship by encouraging innovation amongst women.

Because CCI is a global organization, we respect local cultures and customs and make every effort to accommodate employees in this regard. We also promote employee mobility between CCI countries.

Prior to assignments abroad, CCI expats attend cultural orientation programs aimed at familiarizing them with the culture of their host country. In 2012, twelve short-term and eight long-term expat movements – from Turkey, Kazakhstan, Pakistan and Kyrgyzstan to all CCI countries – were realized within the scope of this program. In addition, local offices hold events to foster cultural diversity and enhance corporate culture. At CCI, we are also implementing the “temporary secondment” initiative in order to support the development of our employees and to facilitate their acquisition of good practices and experience by working in a different country.

Employee Engagement

Ensuring the continuity and enhancing the knowledge pool of the CCI system is only possible by measuring, understanding and responding to the needs of our employees throughout all work processes.

At CCI, we enjoy various methods of listening to employees and informing them about company developments. We actively evaluate the innovative ideas of our employees regarding work processes. We help our employees to establish innovative, creative, and environmentally-friendly work models. With such dynamic initiatives in place, we launched in 2009 the “Innovation Competition” in the Supply Chain in Turkey. The goal of our project was to encourage a culture of innovation and sustainability among our employees and to assist them in their efforts to generate more efficient projects with fewer resources.

The flow of operational information is a vital component of our internal communications system. CCI’s corporate communications portal, CokePort, serving users simultaneously in Azerbaijan, Kazakhstan, Jordan, Pakistan and Turkey is a common working platform as it is safe, user friendly and compatible with work flows. The total number of portal users reached 3,561 as of December 2012.

With new additions to the system, we created a virtual workplace for our employees while facilitating their work-life balance and providing a common space for interactions. Here, employees can share both professional and personal information and exchange ideas. In 2013, we are planning to launch a new web page as part of CokePort specifically for the C4E proj-

Union Rights at CCI

At CCI, we respect the rights of our employees to join (or not join) unions and to establish a union without the fear of retaliation, threat, or harassment. CCI is committed to constructive dialogue with employees who are members of legally-recognized trade unions. Mahmudiye Plant employees in Turkey are covered by an ongoing collective bargaining agreement. The collective bargaining agreement covering all seven plants in Turkey ended on 31 March 2012. The jurisdiction dispute of two different unions was carried to court, hence disrupting the collective bargaining process. As a result, the percentage of employees covered by collective bargaining agreements in 2012 is lower than the percentage in 2011 at Turkey operation.*

Percentage of Employees Covered by Collective Bargaining Agreements

	Number	%
TURKEY		
2011	328	30.0
2012	31	3.4
JORDAN		
2011	0	0
2012	0	0
KAZAKHSTAN		
2011	0	0
2012	679	99.9
AZERBAIJAN		
2011	0	0
2012	0	0



CCI was represented by its Innovation Competition at the United Nations Conference on Sustainable Development held 20-22 June 2012 in Rio de Janeiro (RIO+20). CCI Corporate Affairs Manager Aykan Gülten presented the Innovation Competition as part of the Corporate Sustainability Forum moderated by CCI Board Member Dr. Yılmaz Argüden. The Innovation Competition was selected earlier in 2012 to represent Turkey at RIO+20 as one of the best sustainability practices in the private sector.

Winners of the Fourth CCI Innovation Competition were announced at a ceremony organized on 10 May 2012 at CCI headquarters in Istanbul. Numerous projects competed this year, with 22 qualifying as finalists. The finalists were evaluated by a jury consisting of CCI Turkey department directors and plant managers on the criteria of creativity, benefit, cost and feasibility. One "innovation" project and two "replication" projects were selected as winners. First prize in the Innovation category went to Ahmet Murat for his project, "Tetrapak Packing Line Glue Throwing System." First prize in the Replication category was shared by Serkan Ersoy, Murat Arslan, İrfan Bulut and Nadir Şık from the Mahmudiye factory for their "Alteration of Bottom Design" project and Erkan Toros and Muhammed Karakaş from Elazığ Plant for their "Increasing CO₂ Efficiency" project.

ect. We aim to inform our employees about the latest developments with regard to this project and share the best practices through a database on the system.

We use various means of internal communication to share information with our employees. In-house publications such as the quarterly magazine The World of Coca-Cola İçecek, monthly CCI News Line, CCI Newsletter and 2020 magazine issued specifically for our Turkey location every two months, are important components in strengthening communications with our employees.

CCI also devotes significant attention to grievance procedures. Any CCI employee who experiences any sort of discrepancy in corporate policies or practices or who wishes to make his or her position known on any subject is welcome to notify Human Resources, Legal or Internal Audit Departments as well as to relevant management teams.

2012 Employee Engagement Survey Result

CCI's 2020 Vision is the catalyst for building a winning culture, being a great place to work, and generating extraordinary business results year after year. Employee insights play an important role in our ability to measure our progress toward reaching our 2020 Vision of sustainable growth.

More specifically, employee engagement surveys offer international and local perspectives to identify strengths and opportunities, reveal common themes in employee feedback, and create synergies in acting upon the feedback that ultimately impact our ability to drive sustainable growth together. In 2012, we performed our biannual Employee Engagement Survey. After the surveys were conducted in every country,

workshops and focus groups were held to implement suggestions from our employees. Rewarding mechanisms, career opportunities, and training and development processes were assessed as the areas of focus after the 2011-2012 survey.

Our 2012 employee engagement survey highlighted the following:

Our Strengths

- Company Reputation
- Sense of Accomplishment
- Line Managers
- Work Activities

Opportunities for Improvement

- Compensation & Benefits (including recognition, pay and benefits)
- Valuing People

2011-2012 Employee Engagement Survey Results



Since this is a long journey for all of us, CCI decided to conduct the engagement survey once every two years in order to allow more time for the business to identify development areas, create robust action plans, and follow up on these actions to track the return on this huge investment. Annual engagement action plans will be a part of country reviews, and their progress will be discussed at the Executive Committee level in relevant platforms to ensure that the necessary prioritization and focus are given to this very important area.

CCI Best Practice Sharing

CCI strives to be a learning organization. An important part of this goal is sharing our system-wide best practices. Best practices are great opportunities for us to continuously improve ourselves, learn from others, and come up with new ideas and new methods of doing things – both within CCI and TCCC system and from outside the Coca-Cola world as well. We believe that it is crucial for each employee to be aware of each stage of the system in order to function best in his or her individual department.

We share best practices through CokePort, workshops, and one-to-one meetings. Occasionally the process is coupled with visits to the best practice owner operation. In addition to the benchmark visits realized within the TCCC system, we accept visits from certain organizations in cooperation with KalDer and EFQM.

Internal Best Practice Sharing Methods

- All country General Managers come together to share their best practices at annual Leadership Meetings.
- By adopting the OE model, CCI spreads best practices across all operations.
- In The Top-To-Top Group meetings of CEOs, TCCC’s top bottlers share their best practices.
- HR Community meetings held every six months are venues for HR teams to share best practices. CCI departments share best practices via the Commercial Team which has developed a weekly sharing mechanism via e-mails and CokePort.

- During 2012 we shared more than 30 best practices covering all aspects of commercial excellence.
- Best practices are shared with all sales and marketing departments via weekly e-mails.

External Best Practice Sharing Methods

- Award competitions such as the EFQM recently won by the Ankara plant are forms of sharing best practices.
- HR shares CCI best practices through its involvement with PERYÖN People Management Association of Turkey.
- CCI holds regular visits from other organizations such as the Bottler Investment Group (BIG) from Atlanta.
- CCI accepts best practice site visits in cooperation with KalDer & EFQM.
- CCI's Supply Chain regularly hosts external teams.
- The Chief Information Officers of the ten largest Coca-Cola bottlers in the system come together twice a year in a meeting to share best practices.
- The BSG Department organizes best practice sharing meetings with other companies such as General Electric and Migros.
- The Global Supply Chain Council of big bottler representatives come together each year.
- We share our good initiatives implemented at our plants, selected KPIs, and performance results with our stakeholders as much as we can through our CSR Reports.
- We use every opportunity to share our good practices through national or international conferences, seminars and platforms.

Shared Best Practices in CCI

- Turkey Supply Chain's Cold Drink Equipment Tracking system, which uses radio-frequency identification tags to track cooler's location by handheld devices, is scheduled to be rolled out system-wide.
- In 2012, Pakistan's commercial team visited Kazakhstan for in-depth marketing best practice visit for one week. We plan to conduct such weekly visits for all international countries in 2013.

- With the Pakistan team's initiation, a new and simplified RED platform and new My RED concepts were created and then deployed to the rest of the international operations together with the corporate Route-To-Market (RTM) team

- The launch of Fuse Tea was realized in Turkey, Azerbaijan and Kazakhstan. Launches in all countries have been very successful, with Azerbaijan reaching more than 80% market share in the ice tea category over a three-month period. Additionally, Fuse's market share in Kazakhstan reached 21.2% in May 2013, making it the number two brand overall in the ice tea category and number one brand in the single serve market.

- CCI's "Innovation Competition" at the RIO+20 Conference in 2012 helped to share our best practices with an international audience.

Occupational Health and Safety (OHS)

In order to reach our 700,000 customers, we use 14,000 vehicles to cover approximately 40,000 kilometers every day, and more than 10,000 employees are working at our 23 production plants and numerous administration offices spread across 10 countries.

Since it is our main responsibility to ensure a healthy and safe working environment for all of our employees and our visitors, we focus on reducing job-related incidents and creating an OHS awareness to lower risks at the workplace and amongst fleet operations. CCI's ultimate goal with respect to OHS is to achieve "zero OHS incidents" in all operations.

At CCI, our Environment, Health & Safety Policy specifically seeks to:

- Protect the most valuable and important resource of our company – our human capital – from any occupational health and safety risks or hazards.
- Protect the environment and minimize the impacts of CCI's operations on the environment while ensuring a sustainable business.
- Ensure that OHS is an integral part of our business and is actively supported through management leadership and commitment.

- Protect the Company from any legal challenges by complying with (at a minimum) local legal requirements as well as applying industry best practices to set higher standards than such legal requirements.
- Protect all other resources and assets from any losses that may be caused by work-related risks and hazards.



Throughout our operations, we review and improve our OHS standards as we follow the guidelines of the Coca-Cola Occupational Health and Safety System (TCCOHS). In addition, implementations as part of OHSAS 18001 Management System and occupational OHS requirements are periodically reviewed and evaluated by the Health and Safety Committee. Along with these implementations, occupational OHS issues are handled within the context of collective bargaining agreements signed with labor unions. As of the end of 2012, there were 20 active occupational OHS committees in our operations in Turkey, Jordan, Kazakhstan and Azerbaijan advising on related processes and helping to monitor occupational OHS pro-

grams at the plant level. As many as 310 employees work in these committees, including 52 employee representatives.

	Turkey	Jordan	Azerbaijan	Kazakhstan
NUMBER OF OHS COMMITTEES	17	1	1	1
NUMBER OF MEMBERS	208	29	68	5
NUMBER OF LEGAL WORKER REPRESENTATIVES	52	0	23	2
TOTAL EMPLOYEES	2,822	407	319	680
PERCENTAGE OF EMPLOYEES REPRESENTED IN OHS COMMITTEES	7.37	7.13	21.3	0.74

Reducing LTIs was a top priority for CCI senior management in 2012. Conducting root cause analysis, forming 12 OHS Golden Rules and appointing a safety specialist at each plant in every CCI country, along with a specialized country manager who will report to HR, were significant goals regarding OHS at CCI. Several positions at the country level have been filled and plants have begun to implement the tailored safety action plans. In 2013, the Company will focus on implementing common elements of its OHS policy within the totality of the international network.



A total of 327 accidents involving CCI-owned vehicles occurred in 2012. Recognizing that this number was unacceptably high, we took every measure to analyze the contributing factors to all incidents. Among the 250 accidents which occurred in Turkey, seven of them were lost time incidents (LTIs). According to root cause analyses conducted after the accidents, the reasons for the incidents were found to be unsafe behavior while driving. As a result, "Safety on the Road" safe driving courses were organized for both manufacturing and sales employees who drive company vehicles. A total of 1,063 employees attended these training courses in 2012 which will be a priority in 2013 as well.

CCI'S 12 GOLDEN RULES LAUNCHED IN TURKEY IN 2012

After creating a uniform policy and training for managers, emphasis will be given to changing the behaviors and habits of our non-managerial employees. One important step in shifting awareness toward this way of thinking is the newly formed 12 Golden Rules, which have been prepared as a result of analyses of the Company's most common accidents. 2,900 employees attended 12 Golden OHS Rules and Safety Awareness Training.

CCI'S 12 GOLDEN RULES



Always make safety a priority. Never take shortcuts, and always ask for assistance if you have questions or concerns.



Always learn emergency procedures and participate in safety trainings.



Either as a driver or a passenger, always fasten your seat belt in all vehicles.



When driving always drive at speeds appropriate for the road or facility conditions and within legal limits.



Never use a phone while driving or operating machinery.



Never drive a vehicle, operate a machine or come to the workplace under the influence of alcohol, drugs or fatigue.



When working with electrical power systems, always use caution, make sure you are competent and properly trained, and obtain a work permit.



When working at dangerous heights, always make sure to have the appropriate training beforehand, and always wear a safety harness.



Always obtain a work permit for hazardous works.



Always use appropriate Personal Protective Equipment (PPE).



Always work with competent contractors, and manage, control and monitor them strictly, continuously and effectively.



Always manage change and design processes effectively and by assessing risks.

While the rules will rely on managers to make sure that they are properly applied, taking responsibility for OHS in the workplace applies to all positions at every level of the Company. Every employee has the obligation and right to stop an operation where he/she sees potential risk and can report such threats to immediate supervisors, HR, a OHS manager, or even to the CEO – hierarchy does not apply.

CCI wants to work toward zero incidents with lost time by 2020. Our 2020 Vision is about developing standards and creating a health and safety culture by communicating and involving managers and supervisors. OHS questions, which already exist at the managerial level, will soon feature in the annual performance reviews of all employees.

EXAMPLES OF GOOD OHS PRACTICES IN CCI COUNTRIES

Azerbaijan implemented comprehensive emergency training including fire practice and use of protective gear.

Jordan began an initiative called "Take 10" in which a health and safety representative visits employees to enhance awareness of different OHS topics related to work spaces, including third party employees, contractors and CCBCJ employees.

Kazakhstan implemented daily breathalyzer tests for alcohol resulting in two years of zero instances of on-the-job alcohol impairment.

Pakistan instituted "Emergency Safety Signs & Markings Campaign" concerning reflective emergency signage, safety and security signs in the local language, and road safety.

Turkey initiated a recognition system which acknowledges employees who display high performance and safe behavior with regard to OHS.

In CCI workplaces, emergency response teams are formed and trained periodically. Safeguarding, Rescue, Extinguishing and First Aid Teams were established, and training sessions were completed. Currently, emergency and fire drills are held annually for all CCI personnel, contractors and visitors. After training sessions were completed in 2012, the first evacuation drill was conducted at the HQ Office. In natural disasters and crisis situations, CCI's Incident Management and Crisis Resolution (IMCR) Program, a part of TCCC's Global Asset Protection Strategy, is administered throughout our entire system from senior management while the IMCR team determines emergency plans. In the near term, all CCI facilities will be assessed for any natural disaster risks.

EMERGENCY
PREPAREDNESS
AT CCI

Our Community

CCI is a global company that strives to remain in line with local needs and expectations. Doing business in ten countries across a consumer base of more than 360 million people requires us to understand and respect local outlooks. Our continuous dialogue with our stakeholders is the main driver of our community investments.

Coca-Cola products are manufactured locally, thereby creating thousands of jobs directly and indirectly for local communities. As such, our business has a significant and positive economic impact on the local economies and communities where we operate. In addition, we are concerned with, and driven to act on, other local community issues such as social and ecological concerns. Following are some of the actions we take to support our local communities:

- We directly contribute to the economic growth of the markets where we operate by contracting with local suppliers and vendors and through our local hiring practices.
- We establish platforms for dialogue with members and representatives of our local communities.
- We support the welfare of local communities and national societies at large by contributing to programs that focus on environmental and resource protection, health, active lifestyle, education, youth development and disaster relief.
- We support our employees in community contribution programs by encouraging employee volunteerism.

2012 GOALS

- We aim to sign a strategic partnership protocol with Turkish Kızılay (Turkish Red Cross) according to our solution studies on natural disasters.
- We aim to increase the participation rates of our Community Champions Award Program and enhance support awarded employees in improving their projects.
- We aim to continue the Azerbaijan Grassroots Project initiated to support active healthy lifestyles and increase the appeal of sports among young people.

PROGRESS

- We signed a strategic partnership protocol with Turkish Kızılay and International Red Crescent to bring immediate aid to victims of natural disasters in our operating countries.
- We donated 3% of our Turkish pre-tax profit (7.5 million TL) to the Anadolu Foundation.
- 20 CCI employees participated in the 2012 Community Champions Award Program.
- We reached 190,000 people as a part of our "Azerbaijan Grassroots Project."

2013 GOALS

- We will continue to donate 3% of our Turkish pre-tax profits to The Anadolu Foundation.
- Throughout our operating geography, we will launch Active Lifestyle Legacy Programs to promote a more active and healthy lifestyle amongst young people.
- We will launch Employee and Families Volunteering Clubs in Turkey.
- We will conduct Community Reputation Surveys in line with 2013 Business Excellence Model requirements.

Economic Development

By manufacturing locally, CCI generates economic benefits for our communities. We directly employ 10,893 people, and our tax payments to governments amounted to approximately 205 million TL in 2012.

At CCI, we aim to create value for our customers. The majority of our customer base consists of small business owners, and we have helped to establish hundreds of small distribution outlets in areas not easily serviced by conventional distribution channels.

We help transfer technology. We train local people in management systems standards, energy efficient technologies and wastewater treatment. In addition,

we share our experiences with local businesses, governments, academic bodies and NGOs.

CCI donates a portion of its pre-tax profits derived from operations in Turkey to charitable organizations as specified in our Articles of Association. Accordingly, in 2012, we donated 3% of our pre-tax profits, or 7.5 million TL, to The Anadolu Education and Social Aid Foundations. In addition, 175,000 TL was donated to other NGOs while another 100,000 TL was allocated for our Employee Donations Project.

CCI's Economic Impact Research

In the context of the global economic crisis still ongoing as of 2010, CCI aimed to measure the impact of the Coca-Cola System on Turkey's economy. A working group consisting of faculty members from Boğaziçi University and Middle East Technical University as well as executives of CCI concluded that the multiplier effect of CCI on employment is 10. In other words, for every job created by CCI, ten more are created as a result. In 2013, similar research will be conducted in Jordan.

"My Idea Is Now My Work" Project

Coca-Cola has made the economic empowerment of women a priority among its sustainability efforts. Unleashing the entrepreneurial potential of women is one of the best ways we can make our business sustainable and one of the most effective and lasting ways we can help families and communities prosper. Empowering women provides more choices for women and creates female role models and mentors. By investing in the success of women, we invest in our own success as well as in the success of communities around the world.

In Turkey, female participation in the labor force is regrettably lower than that of males. The Istanbul Chamber of Commerce (ITO), The Union of Chambers and Commodity Exchanges of Turkey and Coca-Cola collaborated for "My Idea Is Now My Work," a project that aims to put forward a model to attract women into the workforce as strong entrepreneurs and to report their success stories in order to encourage more female entrepreneurs. Within the scope of the project, female entrepreneurs will be trained and mentored in order to help them prepare to run a successful business.

Social Development

We care about the needs of local communities everywhere we operate. Our goal is to be a reliable partner in finding common solutions for common problems, and we encourage our employees and stakeholders to take part in our social development projects.

Because CCI is a global organization, we respect local cultures and customs and make every effort to accommodate employees in this regard. We also promote and facilitate employee mobility between CCI countries.

Prior to assignments abroad, CCI expats attend cultural orientation programs aimed at familiarizing them with the culture of their host country. In 2012, twelve short-term and eight long-term expat movements – from Turkey, Kazakhstan, Pakistan and Kyrgyzstan to all CCI countries – were realized within the scope of this program. In addition, local offices hold events to foster cultural diversity and enhance corporate culture. At CCI, we are also implementing the "temporary secondment" initiative in order to support the development of our employees and to facilitate their acquisition of good practices and experience by working in a different country.

CCI's Community Champions Awards



Since 2010, CCI's Community Champions Awards Program has been rewarding employees who undertake initiatives that contribute to society and the environment as well as those who encourage other employees and stakeholders to this end.

Employees from Jordan, Kazakhstan, Pakistan and Turkey participate in the competition with projects aimed at resolving social issues. As many as 1,149 voters from eight countries participated in online voting. The most successful 10 projects of 2012 among 20 applications were chosen to compete in a final round. Seher Boyrazoğlu from Azerbaijan won first prize, Aslihan Başarık of Turkey won second prize and Arsalan Rauf of Pakistan won the third prize.

Life Plus Foundation and Life Plus Youth Program

The Life Plus Youth Program, carried out in collaboration with Coca-Cola Life Plus Foundation, The United Nations Development Program, and The Origin of Living Foundation (YADA) provided support to six projects in six cities in 2012. The projects are carried out by young people between the ages of 18 and 30 and implemented under umbrella topics such as the promotion of renewable energy sources, protection of water resources, waste management and sustainable use of forests. The program is the first and only civil society initiative in Turkey which supports young people who contribute to solving social problems with their own projects.

Breath to Country, Wealth to Farmers *Kırklareli/Demirköy*



This project aims to increase forest villagers' capacity to collect, transport, preserve and market natural mushrooms, consequently creating an alternative source of livelihood and ensuring that forests are protected.

Sweetgums Revival *Muğla/Köyceğiz*

The project aims to ensure the ecological integrity of the Köyceğiz Sweetgum Forest by creating forest corridors between dispersed forest segments. Additionally, the project seeks to strengthen the local community's willingness to protect forests by introducing more eco-friendly alternatives of livelihood such as eco-tourism.

Environment-Friendly Earthworms *Izmir/Menemen*

Gediz Valley is one of the most fertile lands in the world, yet it is threatened by water depletion and excessive use of chemicals. The project aims to reduce

chemical pollution in the Gediz River by introducing a technique known as vermin compost to local farmers. The Vermin Compost Producers Network was established to support farmers who are willing to use this environmentally friendly farming technique.

Songbirds in Halep Pine Forests *Adana/Yumurtalık*

The project aims to protect the Halep Pine Forest by introducing biological measures such as encouraging the reproduction of songbirds – which are natural consumers of the Halep pine trees – to combat destructive pine processionary caterpillars.

Let the Tortum Cascade; Let Nature be Restored *Erzurum/Tortum, Uzundere*



The project aims to promote the region's ecological sustainability by initiating ecological tourism activities, mobilizing organizations (local administrations, public, and non-governmental), and raising public awareness of the issue both locally and internationally.

Tarsus Protects its Water *Mersin/Tarsus*

In collaboration with the Tarsus Development, Solidarity and Beautification Association, this project aims to find a solution to the problem of waste oil mixing with sewage systems. Various stakeholder groups have been informed by volunteers about the importance of the problem, and conscious collection and recycling habits have been initiated.

Water to Tohma, Life to Darende *Malatya/Darende*

In Darende, agriculture is an important source of livelihood. The main source of water for the region, the Tohma River, is losing its reserves due to over-irri-

gation. The project aims to increase the use of drip irrigation in the region to reduce the amount of water used for agriculture. With training programs and pilot projects, the project informs farmers in the region about the benefits of modern irrigation methods.



Four Seasons of Water to Gölcihan

One of the most significant wetlands of Yumurtalık, Adana, Gölcihan Lake is in jeopardy of drying up as evaporation has increased while the number of water sources filling the lake has decreased in recent years. It is estimated that the project, which is conducted by the Nature Research Society in collaboration with the Deveciüşağı Natural Protection and Development Association and Yeşilköy Municipality, will allow 687,500m³ of water to enter the lake with the help of a 500-meter channel connecting the lake to the Ceyhan River. As a result, it is hoped that the lake will regain its wetland status, increase biodiversity in the region, meet the water needs of local farmers, and provide the region with new income opportunities via the increased fish population in the lake.

Caper is the Love of Forests

Turkey's Artvin region, with its rich forestlands, is one of the country's most important ecological regions, but it has been losing its fertile soils due to erosion. This project, organized with the Artvin Association for Supporting Higher Education, Artvin Çoruh University Faculty of Forestry and Artvin Çoruh University Forestry Application and Research Center, aims to protect the region's fertile soils and forestlands ravaged by erosion. In this regard, planting caper bushes has been put forward as an objective since that the caper is both effective in combating erosion and economically valuable for the local community.

Within the scope of the project, a seed collection practice was realized with the participation of Artvin Çoruh University students. The collected caper seeds were then stratified at the Artvin Çoruh University Faculty of Forestry Laboratory and later planted in the faculty's nursery garden.

Supported Social Projects

Empowering Youth

CCI believes in the educating and empowering young people as much as it believes in the social and economic development of nations. This is why youth empowerment is one of the key areas of focus for CCI's community involvement projects. Various projects were held during 2012 regarding this issue.

Injaz Project *Jordan*

Considering the fact that 45% of the Jordanian population is under the age of 20, CCI is more than delighted to participate in any project that seeks to empower young Jordanians.



For example, CCI supported one school in the governorate of Madabato seeking to improve the quality of education by developing a modern curriculum. With Injaz, CCI's Jordan operation teaches the youth of the local community by sharing stories of success that can be easily achieved.

Supporting Distinguished Students *Jordan*

In March 2012, CCI organized an event for the celebration of the distinguished students of Amman's Bent Adi School for Girls.

Supporting Youth Institutions *Jordan*

In line with its continuous involvement in the local community, our Jordan operations supported efforts

to rehabilitate Amman's Islamic Schools for Girls. The rehabilitation consisted of both students and employees painting and cleaning the school.

Support for Academia and Civil Society *Azerbaijan*

CCI's Azerbaijan operation supported the Annual National NGOs Forum of Azerbaijan and collaborated with Baku State University, Azerbaijan State University of Architecture and Construction, Azerbaijan State University of Foreign Languages, and Baku Slavic University on various projects.

Support for Children *Kazakhstan*

Every year on New Year's Day and Children's Day, June 1st, employees in Kazakhstan collect funds in the Scientific Center of Pediatrics and Surgery for children with oncology diseases.

Multan Development Projects *Pakistan*

Employees in Pakistan operation collaborated with Multan District Coordination Office on several social development projects. Alamdar Islamia College, one of Multan's oldest educational institutions, was renovated. CCI helped preserve 5,000 year-old artifacts by investing in the refurbishment of the Multan History Museum and by sponsoring a documentary highlighting the culture of Multan.

Career Counseling *Pakistan*



Employees in Pakistan also actively participated in activities sponsored by "The Citizens Foundation (TCF)," working with young underprivileged students in the TCF Career Counseling Program and spending seven days with TCF students during TCF's Rahbar Program.

Supporting Education *Turkey*

CCI employees restored a school in Muğla, Köyceğiz, hosting 18 teachers and 155 students. CCI employees also volunteered to help restore a school in Izmir Kemalpaşa and in Yulaflı Village of Çorlu.

Environmental education was provided to 200 elementary schools as well as teachers in Derekizık, Barakfaki, Narlıdere and Çataltepe.

Supporting People with Disabilities *Turkey*

CCI contributed to The Spinal Cord Paralytics Association of Turkey by donating 10 containers to collect PET caps in Elazığ. This project helped 23 people gain access to wheelchairs.

Another project, aimed at helping disabled people gain employment as well as helping underprivileged children, involved Elazığ CCI employees purchasing shoes manufactured by employees of the Association of the Hearing Impaired and distributing them to underprivileged children.

Blood Donations *Turkey*

CCI employees in various plants donated more than 300 units of blood in 2012.

My Health Project *Turkey*

Classes on breast cancer and family planning were given to women in the village of Derekizık in a project conducted jointly with the Provincial Health Directorate.

Cold Winter Days Project *Turkey*

Winter boots, socks and textbooks were donated to students at the Orhaneli Elementary School.

Spouses Club *Turkey*

A volunteer social club that welcomes employees' spouses established at the CCI plant in Bursa continued to support local people in need.

Supporting Disabled Children *Jordan*



On the International Day for the Disabled, employees in Jordan sponsored a ceremony for disabled children at The Higher Council for Affairs for Persons with Disabilities in July 2012.

Visiting the Local Community *Jordan*

During 2012 employees in Jordan also visited orphanages. "The CCI Jordan Women's Club" visited a home for elderly women on Mother's Day.

Supporting a Cleaner Environment Clean-up Event *Kazakhstan*

A mass clean-up event was organized along the riverbanks of Kazakhstan's Esentay, Malaya Almatinka and Baskarasu Rivers. A total of 1,200 volunteers from local university representatives, NGO representatives and local residents participated in the event to rid the rivers of domestic waste. As a result, a 16.14 km²-area of river channels and banks of minor rivers in the water protection zone was cleaned, and 97.2 m³ of garbage (solid domestic waste) was removed.

Caspian Green Pack *Kazakhstan*

Access to drinking water, water management, water supply and sanitation are at the top of the agenda for Kazakhstan. Development of up-to-date educational resources that target not mere knowledge transmission but also development of education for

sustainable development skills and competences of teachers and students is one of the key undertakings to promote environmental education in Kazakhstan. In this sense, "Caspian Green Pack" is an instrument of public awareness and environmental education on water and water-related issues in the Caspian Sea region of Kazakhstan.

Every Drop Matters for Human Health *Kazakhstan*

Lack of access to safe drinking water and sanitation in rural areas of Arshaly, Kazakhstan, is a serious problem for the region. Due to lack of sterile water, 90% of the region's adult population suffers from dental diseases. This project is aimed at improving human health through access to clean drinking water and sanitation services in pilot areas, increasing awareness of health & hygiene at local levels, and supporting the exchange of information regarding this issue. In 2012, the project resulted in the testing of 35 drinking water resources in 16 rural districts and the training of 64 volunteers in 16 rural districts of the Arshaly region.

Every Drop Matters *Kazakhstan*

This project aims to protect land and water resources from contamination, to increase awareness in efficient water use and to initiate composting. In 2012, construction of water distributors in Alga village was completed, sites for compost clamps were identified, and three sites were established to prevent pollution of surface waters.

Reforestation in Ankara *Turkey*

CCI employees in Ankara continue to plant saplings in the Karaköy Atatürk Forest. The project's target is 100 trees planted per employee.

Environmental Training in Bursa *Turkey*

Environmental awareness training was provided to 200 elementary school students and teachers in Derekizik, Barakfaki, Narlıdere and Çataltepe.



world

Environment

- Our Environmental Approach
- Energy Management & Climate Protection
- Water Management
- Sustainable Packaging





In 2012, we achieved a reduction of approximately **117,200 TONS OF CO₂ EMISSIONS** (an amount equivalent to the amount of CO₂ that 9,700 trees extract from the environment) with our eco-friendly coolers in our Turkey, Jordan, Azerbaijan and Kazakhstan operations.

172,282 M³ 

OF WATER RECYCLED AND REUSED IN OUR TURKEY, Jordan, Azerbaijan and Kazakhstan operations is almost equivalent to annual water consumption of CCI Köyceğiz plant.

With pet bottle blowing pressure optimization studies in Turkey in 2012, we saved energy equivalent to



THE ANNUAL ELECTRICITY USE OF 241 HOUSES

Our priority is to minimize our company's environmental impact and protect natural resources while refreshing consumers with the highest quality beverages of The Coca-Cola Company. This approach is essential for the sustainability of our business as well as the sustainability and welfare of the communities in which we operate.

OUR ENVIRONMENTAL APPROACH

With our continuous efforts to minimize water consumption in our operations, to reduce our total carbon footprint, and to preserve natural resources, we aim to deliver on our sustainability commitments

and inspire others by setting an example with our performance in our industry. In line with our environmental impact management approach we've determined our three main focus areas:

- Water Stewardship
- Energy Efficiency and Climate Protection
- Sustainable Packaging

OUR ENVIRONMENTAL COMMITMENTS

In all of our operations,

- We establish environmental management systems in order to monitor and improve our environmental performance.
- We conduct operations by minimizing our impact on the environment and considering the value of the resources that future generations will need.
- We place the issue of water usage, which is fundamental to our business, at the heart of our environmental policy and aim to be an exemplary company in this regard.
- We prioritize energy efficiency in every area of our operations, from supply to production and from distribution to sale.
- We measure our carbon footprint and take the necessary measures to reduce it.
- We implement recycling programs and therefore reduce our consumption of resources.
- We reduce pollution by safe disposal of waste generated from our operations.
- We develop environmental awareness in our workplace and we aim to create the same awareness in all stakeholders through joint projects and initiatives.

In managing environmental impacts, we are guided by our activities, legal requirements, TCCC standards and industrial practices. Additionally, we do our best to satisfy our stakeholders and give serious consideration to their expectations.

Water, energy and total waste recycling rates form the basis of our environmental approach. Our performance goals regarding our 2013 and 2020 goals are illustrated below.

	Turkey				Jordan				Azerbaijan				Kazakhstan			
	2012 Target	2012 Actual	2013 Target	2020 Target	2012 Target	2012 Actual	2013 Target	2020 Target	2012 Target	2012 Actual	2013 Target	2020 Target	2012 Target	2012 Actual	2013 Target	2020 Target
SOLID WASTE RECYCLING RATIO (%)	95	96	96	98	89	99	90	95	94	93	93	98	90	89.5	90	96
WATER USE RATIO (L/L)	1.40	1.39	1.39	1.2	1.85	2.06	1.85	1.5	1.78	1.90	1.90	1.40	1.65	1.76	1.70	1.25
ENERGY USE RATIO (MJ/L)*	0.24	0.257	0.24	0.23	0.39	0.470	0.39	0.35	0.34	0.388	0.37	0.30	0.32	0.278	0.32	0.24

* Energy Use Ratio refers to only bottling (filling) operations in all plants.

We provided 896 hours of environmental training to our employees in Turkey in 2012.

Energy management and climate protection, perceived by us as inseparable elements of our environmental policy and practices, are a priority for our sustainability strategy. As we increase the energy efficiency in our operations every year, we reduce our environmental impact and pursue more profitable business processes. While our continuous improvement objective in this field results in reduced emission values, we adopt a proactive approach in climate protection and spread it throughout our value chain.

2012 GOALS

- To achieve a 2012 energy consumption per liter of product of 0.24 MJ/L in Turkey, 0.39 MJ/L in Jordan, 0.32 MJ/L in Kazakhstan, and 0.34 MJ/L in Azerbaijan.
- To reduce our energy consumption by implementing the "Lightweight" (packaging weight reduction) project in our international operations during the 2012-2013 period.
- To assure that 100% of the CCI Turkey operation possesses the energy management system certificate when the Ankara, Mersin, Mahmudiye, Bursa and Köyceğiz plants obtain the ISO 50001 Energy Management System Certificate.

PROGRESS

- We were unable to achieve our energy consumption goal in Turkey. This is due to the increase in natural gas and electricity consumption as a result of hot filling processes and to the increase in aseptic production at the Bursa and Çorlu plants. The installation of the new hot-fill line with lower energy efficiency compared with PET lines in Azerbaijan increased energy usage ratio and the country operation missed the target. Nevertheless, we did implement numerous energy efficiency projects in 2012 in our Turkey, Azerbaijan and Jordan operations to reduce our energy consumption.

- Our Lightweight project implementation began in our International operations.
- Ankara, Mersin, Mahmudiye, Bursa and Köyceğiz plants obtained the ISO 50001 Energy Management System Certificate. As a result, 100% of the CCI Turkey operation now possesses the energy management system certificate.

2013 GOALS

- LEED certification will be a minimum standard for all CCI plants. We aim to reduce CO₂ g/L from 29.15 to 28.75 in Turkey.
- Our target energy use ratios (EUR) are 0.24 MJ/L for Turkey, 0.39 MJ/L for Jordan, 0.37 MJ/L for Azerbaijan, and 0.32 MJ/L for Kazakhstan.
- We aim to supply energy to the Izmir plant's Post-mix line by using solar photovoltaic panels and wind turbines.

TCCC launched "Reduce CO₂ emissions embedded in the drink in your hand," initiative in 2013 to reduce the greenhouse gas emissions across its entire value chain. We are going to integrate CCI's Climate Protection targets with this initiative in order to achieve comprehensive carbon footprint reductions across the manufacturing processes, packaging formats, delivery fleet, refrigeration equipment and ingredient sourcing.

Climate Protection and Emission Management

The consensus on climate science is increasingly unequivocal; global climate change is happening and man-made GHG emissions are a crucial factor. The implications of climate change for our planet are profound and wide ranging, with expected adverse impacts on biodiversity, water resources, public health, and agriculture. At CCI, we consider the risks and opportunities climate change exerts on our business.

An increase in global temperatures will increase pressures on natural resources, including water, necessary for agricultural production.

We have identified climate protection as a top priority in our sustainability agenda. We are transparent in sharing our energy performance and carbon footprint statistics which are verified by independent organizations according to internationally recognized standards. We realize that we have a role to play in ensuring that we use the best possible mix of energy sources, improve the energy efficiency of our manufacturing processes, and reduce the potential climate impact of the products we sell.

Detailed evaluations of our Carbon Disclosure Project (CDP) report is available at www.cdpproject.net

CCI TAKES THE LEAD IN CARBON PERFORMANCE IN TURKEY

CCI was recognized as one of the top carbon performance leaders of 2012 in Turkey by the Carbon Disclosure Project (CDP) according to the "Turkey 100 Climate Change Report 2012" released by CDP Turkey. According to the report, CCI is one of only two Turkish companies whose performance score falls within Band B (>60%). CCI's Band B score indicates that the company has successfully integrated sustainability principles and measures to tackle climate change as a priority within its overall strategy, though some initiatives are still waiting to be implemented. CCI was also cited among the top five carbon disclosure leaders in Turkey in the CDP's first Turkey report, "CDP 2011 Turkey-100 Report," published in 2012.



GHG EMISSIONS OF CCI'S TURKEY OPERATION HAVE BEEN VERIFIED ACCORDING TO ISO 14064-1

CCI Turkey Manufacturing, Sales & Distribution operations have successfully passed the verification audits conducted by SGS; an international independent audit & assurance organization and achieved certification in compliance with ISO 14064-1 Standard an internationally-recognized standard which specifies measurement of, accounting for, and reporting of greenhouse gas emissions. SGS conducted independent third party verification on-site audits in CCI's Istanbul headquarters and Çorlu and Bursa Plants, and remote reviews of all plants and sales offices in Turkey.

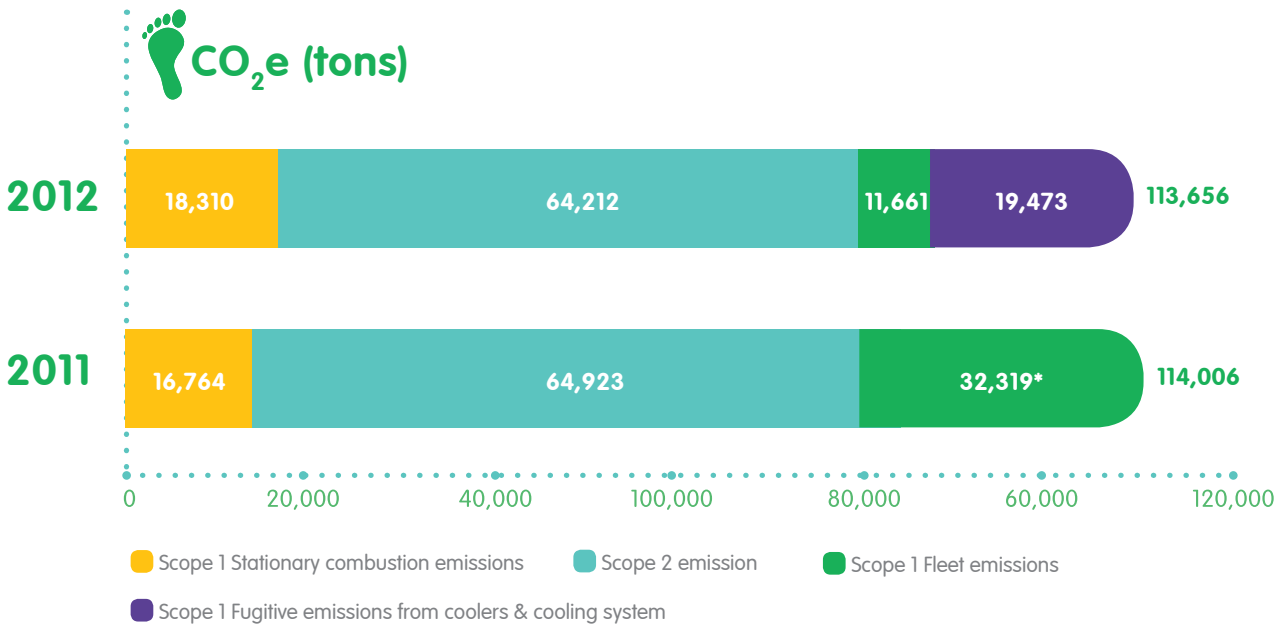
Greenhouse gas (GHG) sources, sinks and/or reservoirs, stationary combustion, mobile combustion, process emissions, fugitive emissions (scope 1) and purchased electricity (scope 2) were included in the scope of verification process. 2012 GHG emissions of 113,656 tons of CO₂ equivalent (CO₂e) were verified as a result of this process.

By our climate protection approach, which we believe minimizes climate change risks, we aim to be proactive and innovative in related processes. Our strategy focuses on the following:

- Increasing the energy efficiency of our plants and offices.

- Reducing logistics-based emissions with effective fleet and fuel management.
- Reducing indirect emissions by focusing on our climate-friendly refrigeration applications.
- Increasing awareness of climate protection by collaborating with stakeholders.

2011 and 2012 GHG Emissions in Turkey



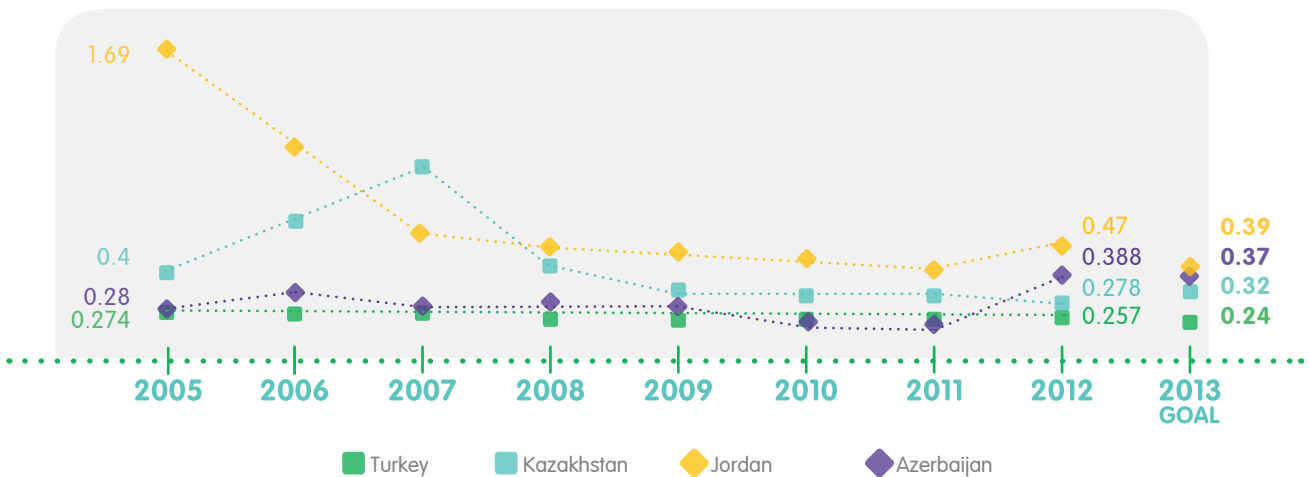
* In 2012, CCI verified its greenhouse gas emissions for all its operational facilities in Turkey according to the requirements of ISO 14064-1. As a result, CCI has been able to quantify its Scope 1 fugitive emissions from its coolers, production processes, and fleet of sales operations for the first time in 2012. 2011 Fleet emissions include scope 1 and scope 3 CO₂e emissions while 2012 fleet emissions include only scope 1 GHG emissions. Scope 3 emissions are not included in 2012 GHG emissions since they were not verified. CCI has not restated prior year emissions which excluded these emission sources since it is not possible to accurately estimate the prior year emissions data from these sources on a retrospective basis. Hence, in comparing the emissions data in the chart above, one should bear in mind that prior year emissions omit these sources.

Energy Efficiency

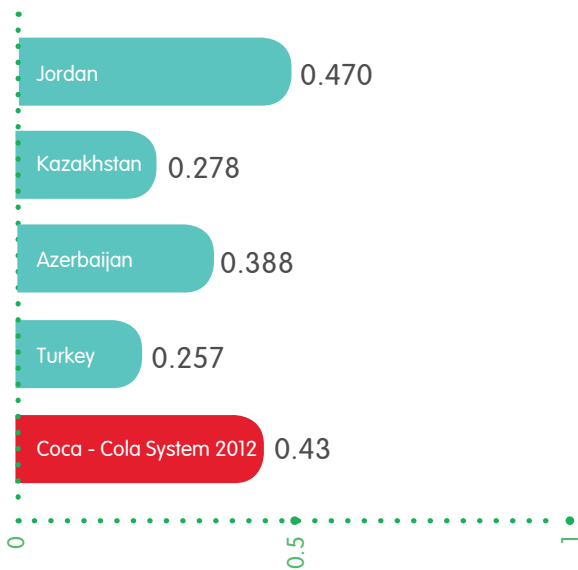
Our efforts for a successful emission management and climate protection strategy are backed up with a smart strategy and a focus on implementation of innovative practices in the energy management field.

As CCI, with our ever-developing approach to energy efficiency, we commit to taking a leadership role for our industry and the Coca-Cola System. Improving energy efficiency in our production processes and other operations is not only a part of our corporate culture, but it is also a fundamental pillar in our larger sustainability strategy.

2005-2012 Energy Consumption Ratio (MJ/L)



2012 Energy Use Ratio Benchmark (MJ/L)



Within the scope of Operational Excellence, Innovation Competition, Cooler Improvement Program, energy efficiency projects at our workplaces and many other implementations, CCI achieved an annual reduction of approximately 117,600 tons of CO₂ emissions in 2012 in Turkey operation.

Within the scope of OE's 6th Wave, 105 projects were successfully implemented in Turkey with the participation of more than 300 employees. As a result, CCI achieved a reduction of 3,707,903 kWh, 24,749 kg of NG and 1,281 kg of LPG which translated into a reduction in CO₂ emissions of approximately 1,730 tons.

Turkey PET Bottle Blowing Pressure Optimization Savings

Year	Savings (kWh)	Carbon Emissions Reduction (tons)
2008	4,348,728	1,906
2009	668,886	320
2010	2,911,061	1,442
2011	1,455,107	698
2012	3,930,683	1,749
TOTAL	13,314,465	6,115

Within the context of OE, energy efficiency projects similar to those in Turkey were employed in all country operations. As a result of these projects, we achieved an annual energy savings of 3,363,470 kWh electricity in Kazakhstan, 993,268 kWh in Jordan, and 167,059 kWh in Azerbaijan. Major energy efficiency projects throughout 2012 included:

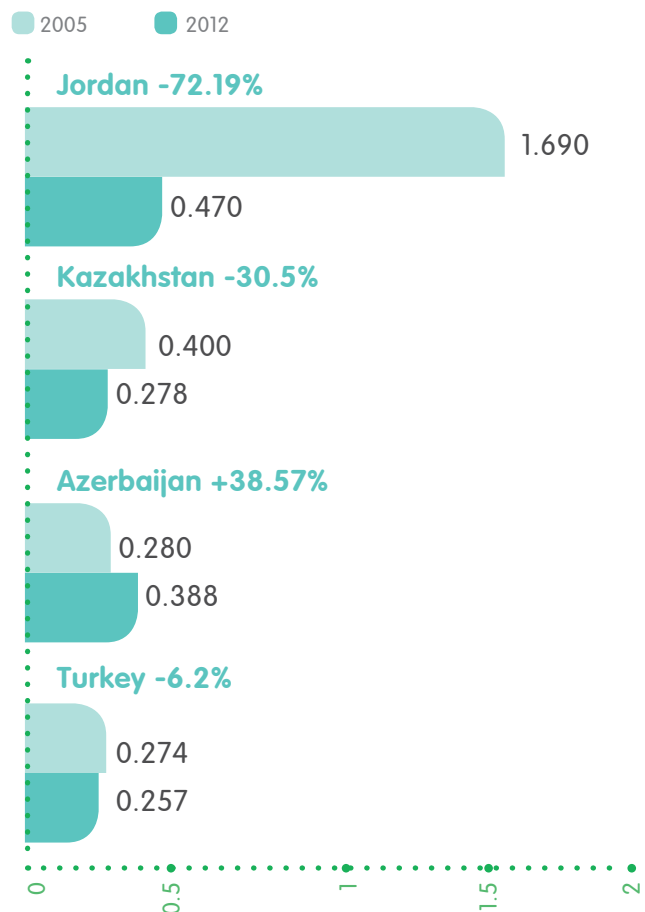
- At our Bursa plant we began installing new low-pressure air compressors. This has been completed, and new compressors are driven via frequency converters according to required pressure. With this implementation, we achieved a total energy savings of 1,290,813 kWh.



Bursa Plant

- In our Çorlu plant, by reducing the number of process fans in resin dryer unit, a savings of 585,000 kWh was achieved.
- In our Ankara plant, air blowers were replaced by air knives and, consequently, 295,902 kWh was saved.
- In our Mersin plant, in order to provide efficient cooling, the central cooling systems were utilized instead of keeping local cooling chillers. In addition,

Energy Consumption Improvements between 2005-2012 (MJ/L)



R22 was replaced by Ammonia. As a result, a savings of 1,450,000 kWh was achieved.

- In our Faisalabad plant, a total energy savings of 153,270.6 kWh was achieved by installing an economizer in the boiler.
- In our Amman Plant, we achieved an energy savings of 810,000 kWh by installing a sky light in the wet area.

• In our Brundai plant, energy savings of 175,500 kWh was achieved by decreasing compressed air consumption for HF blown bottle cooling.

As a result of 46 energy efficiency projects implemented in CCI Turkey plants, approximately 3,065 tons of CO₂ emission reduction was achieved.

CCI's Innovation Competition, which we have been implementing in the Supply Chain in Turkey since 2009 to help ensure the sustainability of our system, helps our employees develop innovative and sustainable projects. By rewarding those projects that provide energy efficiency while consuming fewer resources, the project aims to spread a culture of innovation and sustainability throughout the workforce. Since the beginning of the competition, 579 projects have been developed by our employees. In 2012, 22 projects were entitled to run in the competition. As a result of the achievements of the projects that were implemented in 2012, we achieved total energy savings of 1,148.31 tons of CO₂ emissions.



Winning projects in 2012 included

- Bursa plant's "Tetrapak Packing Line Glue Throwing System" reduces the use of glue in 1 L packing material. The project won first prize for "Innovation."
- CCI's IT Department's "Cooler Finder," which helps employees to detect inappropriate cooling equipment at the points of sale. The project won second prize in the "Innovation" category.
- Mersin plant's "Pallet Separator Cost Reduction" resulted in radius pallet separators being replaced with low-cost 90-degree separators. The project won third prize in the "Innovation" category.
- Mahmudiye plant's "Alteration of Bottom Design" aims to reduce consumer complaints to zero. The project shared first prize for "Replication."
- Elazığ plant's "Increase in CO₂ Efficiency" uses sterilized air in the carbonizer systems of PET and RGB lines instead of CO₂. The project shared first prize in the "Replication" category.

TOP 10 ENERGY-SAVING CHALLENGE

Coca-Cola and World Wildlife Fund (WWF) launched the Energy-Saving Challenge in January 2011 to assist the Company's 1,000 bottling partners in improving plant performance. The Challenge encourages bottling companies to implement energy-saving practices that reduce environmental impacts while increasing cost savings. Through the Energy-Saving Challenge, Coca-Cola and WWF indicated 10 practices that, if implemented across every bottling plant, will enable Coca-Cola to meet between 60-70% of its carbon reduction goal. The partners previously announced a larger climate goal in 2008 for Coca-Cola to stabilize carbon emissions system-wide in its manufacturing operations and to achieve a five percent carbon reduction in developed countries by 2015.

CCI Turkey Operations became the first country operation in the Coca-Cola System to complete the Global Top 10 Energy Saving Program in all of its plants. Moreover, our Izmir plant marked an important success by becoming the first bottling plant within the overall Coca-Cola system to complete the challenge. As of the end of 2012, all country operations in the reporting region completed Global Top 10 Energy Saving Program.





IZMIR PLANT'S ACHIEVEMENT IN EBSO AWARDS

Our Izmir plant initiated an energy minimization-themed Lean 6 Sigma project in the beginning of 2007. In order to create and spread awareness, the plant put forward a challenging objective in energy minimization and declared it throughout the Coca-Cola System. With this project, the Izmir plant won the runner-up award in Aegean Region Chamber of Industry (EBSO)'s Environmental Implementation Silver Award Category.

ÇORLU PLANT BECOMES FINALIST IN ISO AWARDS

With "Low Weight Preform" and "Reducing PET Blowing Pressure" projects, the Çorlu plant became a finalist in the "Environment Friendly Practices" and Energy Efficiency Practices" categories in the 2011 ISO Environment Awards held for the 13th time in 2012 by Istanbul Chamber of Industry (ISO).

ENERGY EFFICIENCY IMPROVEMENTS AT HEADQUARTER OFFICE

In addition to our energy efficiency awareness-raising activities promoting environmentally responsible behavior amongst our employees and stakeholders, we realized several physical energy efficiency practices in 2012 at our Headquarter Office. For instance, we replaced 250 LED and energy saving armatures in offices, installed 400 electronic ballasts in the warehouse, replaced single phase pumps with fan coil units, and installed photocell lighting systems in the car park and rest rooms in our Istanbul headquarters. These actions resulted in an annualized savings of 445,680 kWh.

Energy Efficiency in Office Design

In line with our energy reduction goals and sustainability policy, we have already begun complying with "Energy Performance of Buildings" regulations for new buildings at our Turkey operation. In 2012, we built our Elazığ plant in line with LEED certification standards. In line with our policy, LEED certification will be a minimum standard for all future CCI plants constructed as of 2013. Moreover, CCI has voluntarily standardized programs for isolation of buildings and efficient lighting initiatives (for example, replacing existing lighting with T5 fluorescent bulbs). We achieved 10% saving in energy use as a result of green lighting investments in 2012.



Elazığ Plant

2011-2012 Fleet Emissions* **

	Jordan		Kazakhstan		Azerbaijan	
	2011	2012	2011	2012	2011	2012
CO ₂ (G/L)	21.09	12.76	7.05	6.24	13.37	8.91
NOx (G/L)	342.69	207.89	114.81	101.71	143.19	124.67
PM (G/L)	13.24	8.03	4.44	3.93	6.01	5.17
HC (G/L)	14.02	8.50	4.7	4.16	12.21	5.55

*Fleet emissions (g) produced by the amount of diesel equivalent fuel consumed per distribution of products (L).

**Turkey data is not included.

Managing the Impact of Transportation and Logistics

Transportation and logistics operations have a great impact on our environmental and business performance. With approximately 245,000 vehicle movements a year, we transport thousands of goods and products – transferring goods bought from suppliers to our plants, and transferring products to points of our customers and distributors.

To achieve our objectives in reducing energy consumption and CO₂ emissions, we aim to consume less fuel and minimize the number of daily vehicle movements. In accordance with these objectives, we continually optimize our routes with computer technologies and renew our vehicles for better fuel mileage and lower emissions.

As a result of ISO 14064-1 (GHG emissions inventory calculation and verification) project in Turkey oper-

ation we calculate carbon emissions using a different calculation method. Therefore, only Scope 1 fleet emissions were verified during the project. In the calculations of fleet emissions for Jordan, Kazakhstan and Azerbaijan, both Scope 1 and Scope 3 fleet emissions are included.

In 2012, we introduced five trucks with Euro 5-type motors for our distribution operations and abandoned the seven trucks with Euro 3-type motors. Additionally, we rented vehicles from suppliers with Euro 5-type motors for our fleet vehicles. With these implementations, we contributed to the overall decrease of approximately 211 tons of CO₂ emissions. In addition, we completed the test drives of the vehicles used by our sales team, and having achieved successful results, we have decided to focus on electric vehicles in 2013.

Another implementation realized in 2012 was the replacement of delivery trucks with panel van type vehicles. Beginning with four vehicles, we've obtained positive results and decided to increase the usage of these vehicles in 2013.

IMPROVEMENTS IN FUEL CONSUMPTION

We reduced our fuel consumption rate from 6.81 L/KL to 4.72 L/KL in Jordan, from 5.21 L/KL to 3.42 L/KL in Azerbaijan, and from 2.61 L/KL to 2.31 L/KL in Kazakhstan in 2012.

Fuel consumption rate = total fuel use (diesel equivalent liters) / total volume of distributed product (kiloliters)

In 2012, the amount of fuel consumed per CCI leased fleet vehicle in Turkey was reduced to 4,114 liters from 5,093 liters in 2011. Additionally, we also reduced the total amount of fuel used in product distribution by 6.4% compared to 2011.



Cooling Practices

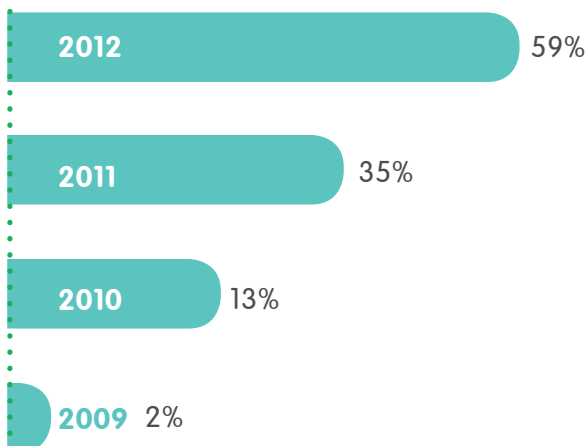
It is important that the majority of our products be kept and served cold in order to provide consumers with the unique flavor they have come to expect. For that reason, we have thousands of coolers and vending machines with coolers at our sales points. Since coolers are the most significant component of our carbon footprint; carbon emissions due to electricity consumption of coolers are higher than the sum of scope 1 and scope 2 emissions, and energy consumption reduction strategy, we give great importance selecting eco-friendly coolers. With this understanding and related implications, we aim to reduce our environmental impact.

Reducing per-cooler energy consumption is an important part of our 2020 Vision. For that reason, we began replacing the coolers that we use in our Turkey operation with coolers custom designed for Coca-Cola System and equipped with energy management devices (EMD). Additionally, we bring coolers without EMDs to our maintenance-repair centers, install EMDs and then send them back to our customers.

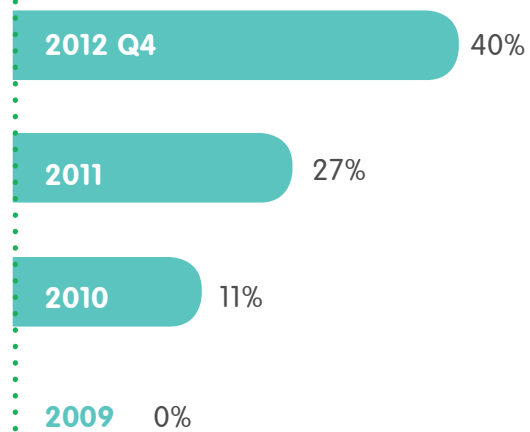
After four consecutive years, the ratio of EMD-equipped coolers has increased from 2% to 59%. Thus, we have become one of the fastest implementing operations among all TCCC bottlers. Additionally, the ratio of non-HFC-containing coolers to all coolers increased from 27% to 40% in 2012.

As a result of our investments in climate friendly coolers at our Turkey, Azerbaijan, Jordan and Kazakhstan operations in 2012, we achieved reductions of approximately 265,000,000 kWh of energy consumption and approximately 121,041 tons of CO₂ emissions.

Percentage of EMD Equipped Coolers in Turkey



Percentage of HFC Coolers In Turkey



In Turkey, we realized energy savings of 398,110,672 kWh and achieved emission reductions of 182,830 tons CO₂ with eco-friendly coolers between 2009 and 2012. In 2012, alone, we achieved energy savings of 250,489,349 kWh (an amount equivalent to the annual energy needs of 45,000 households) and a reduction of 111,474 tons of CO₂ emissions (an amount equivalent to the amount of CO₂ that 9,500 trees extract from the environment). Every year, we will continue our efforts to reduce CO₂ emissions from our coolers.

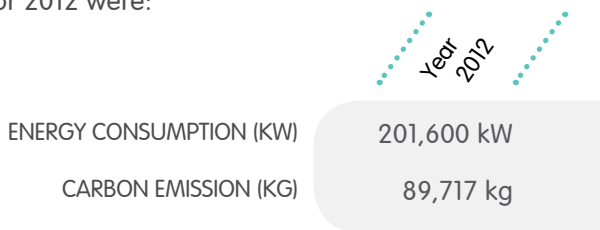
Green IT

We are aware of the need to optimize resources by using them effectively and efficiently. In this regard, we give great importance to reducing our environmental impact by practices in informatics that we call "Green IT". This includes several practices such as effective use of computers, servers, associated sub-systems and recycling of electronic wastes.

Within the scope of our Green IT practices, we choose to purchase electronic devices and systems that are more efficient in terms of energy while at the same time opting for electronic media implementations and teleconference meetings to minimize business travel and optimizing product transportation and recycling electronic equipment that have reached the end of their economic life cycle – all in order to minimize our environmental footprint.

Server Virtualization and Server Consolidation

Within the context of the server virtualization project in Turkey in 2011, 40 virtual servers were established by using four physical servers. This virtual infrastructure application is expected to provide an approximate energy savings of 90%. Within the first four months of application, a savings of 67,200 kWh of energy was recorded. The project's annualized energy savings for 2012 were:



Additionally, 24 rack servers were replaced by 10 blade-type servers in 2012. With this application, we achieved a total energy savings of 39,902 kWh in six months while ensuring ease of administration and increased data security. As a result of this project, we achieved 39,902 kWh of total energy savings and eliminated 17.76 tons of CO₂.

As a result of implementing our Green IT projects, we achieved 279,386 kWh reduction in energy consumption and 151.53 tons CO₂ reduction in 2012.

Video Conference

In 2012, we established 15 new video conferencing rooms (one in Azerbaijan, two in Kazakhstan, one in Jordan, seven in Pakistan and four in Turkey). In this way, we have reduced business travel. Hypothetically, 100 video conferences will eliminate the need for up to 20 business trips. Furthermore, assuming 20 business trips could be eliminated, we would save a minimum of 27.2 tons of CO₂e.

Energy Management of Computers and Printers

Leaving inactive computers and printers switched on results in unnecessary energy use. With the implementation of a project actualized in the second half of the 2012, all printers and computers connected to the corporate network were centralized so as to consume the minimum amount of electricity when they are inactive. Saving amounts for six months in 2012 are summarized below:

Data of 6 Months of Application

	Savings (kWh)	Savings (Tons of CO ₂)
COMPUTERS	15,312	6.81
PRINTERS	22,572	10.05
Total	37,884	16.86

In addition to these applications, we moved the Pakistan SAP program to servers in the Turkey data center, saving energy from the now-defunct active functioning and cooling processes of the transferred program.

Water Management

Water is one of the most essential resources for life and is the main ingredient of our beverages. Establishing a water sustainable operation is key to the success of our business and to the welfare of the communities in which we operate.

Given the many risk factors such as population growth, increasing per-capita consumption of natural resources, and global warming-related threats, we work especially hard to become more efficient in our water use by reducing the amount of water used to produce our products. While increasing our business volume, our goal is "to produce more beverages by consuming less water."

As a part of the Coca-Cola System, we support the ultimate goal of "replenishing every drop of water used" and are assisted by global water management studies. Supporting this ultimate goal, we focus on the following areas:

1. Reducing water consumption/reusing water.
2. Reclamation/safe discharge of water.
3. Replenishing water.
4. Supporting studies devoted to preserving and improving water basins.
5. Supporting studies that raise the awareness of consumers, public institutions and non-governmental organizations.

2012 GOALS

- We aim to reduce per-product water consumption rate to 1.40 L/L in Turkey, to 1.85 L/L in Jordan, 1.78 L/L in Azerbaijan, and 1.65 L/L in Kazakhstan.
- We aim to achieve a savings of 70,000 tons of water by reclaiming cleaning water in the Izmir plant.
- We aim to reduce 3,150 m³ of water by using peroxide water discharged from tetra lines for cleaning in the Mersin plant.
- We aim for a total reduction of 25,000 m³ water consumption in our Kazakhstan, Jordan, and Azerbaijan plants with the application of a dry belt slider, with the use of sampling water analyzed in garden irrigation, with optimization projects of water used in reverse osmosis in Azerbaijan and with rinsing water in our Jordan plant.

PROGRESS

- We reduced the water consumption rate to 1.39 L/L as a result of water minimization projects performed in all the plants in Turkey. We did not achieve our targets in Azerbaijan due to the installation of new hot lines. In Kazakhstan; we could not achieve the target due to the installation of new non-returnable glass bottle line.
- We achieved 25,000 m³ of water saving as of mid-year in our Izmir plant. For the following years we are expecting 50,000 m³ of annual water saving.
- We drew 3,150 m³ less water from underground wells by reusing very low concentration-peroxide water that results from Tetrapak filling processes in the Mersin plant.



Azerbaijan Plant

- We saved a total of 22,504 m³ of water in our Kazakhstan, Jordan, and Azerbaijan plants with the application of a dry belt slider, use of sampling water analyzed in garden irrigation, optimization projects of water used in reverse osmosis in Azerbaijan, and rinsing water in our Jordan plant.

2013 GOALS

- We aim to save 12,000 m³ of water with the use of wastewater discharge after treatment as non-contact water in cooling towers of HP compressors and preform injection machine in the Ankara plant.
- We aim to save 30,000 m³ of water with the reuse of reverse osmosis reject and sanitation final rinse water after treatment by reverse osmosis in the Ankara plant.
- We aim to achieve a water consumption ratio of 1.39 L/L in Turkey, 1.85 L/L in Jordan, 1.90 L/L in Azerbaijan and 1.70 L/L in Kazakhstan.

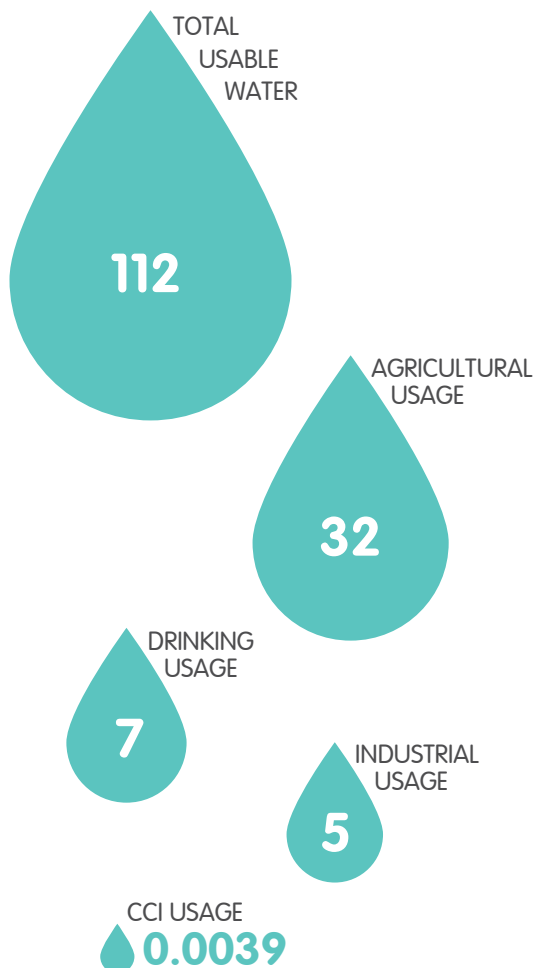
Reducing Water Consumption

Our efforts for reducing water consumption go hand in hand with our practices towards OE. As our business grows bigger, our production volume increases. In order to set measurable objectives, we attempt to reduce the amount of water used for every one liter of product and to develop practices in line with this aim. We monitor our water consumption ratio in each country where we operate and aim to spread successful practices throughout our production chain.

How Much Water Do We Use?

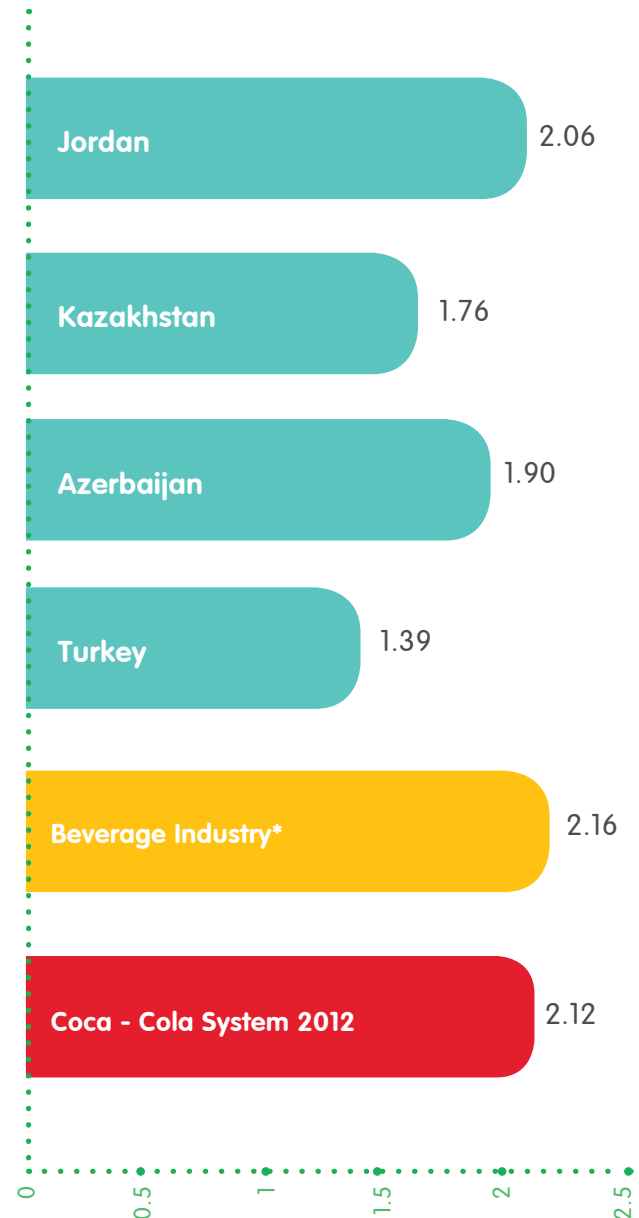
Because water is the main ingredient in our beverages, we use water resources significantly in the regions where our plants are located.

CCI Turkey Operation Water Use Comparison (billion m³/year)



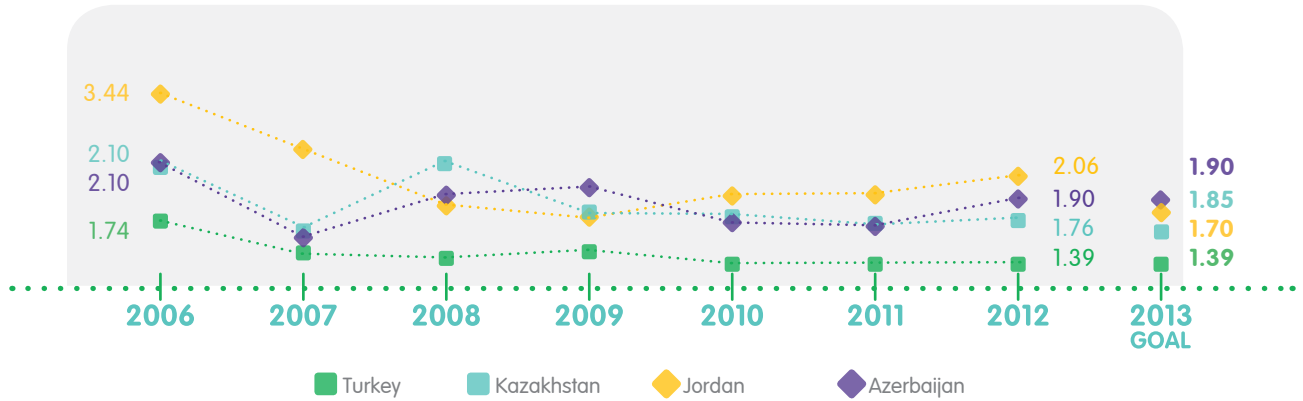
In Turkey, the amount of annual total usable water is 112 billion m³, where agricultural use for irrigation is 32 billion m³, drinking and usage is 7 billion m³ and industrial usage is 5 billion m³. CCI's Turkey operations account for 0.078% of total industrial water usage.

Water Use Ratio Benchmark by 2012 (L/L)



* From Beverage Industry Environmental Roundtable; "Water Use Benchmarking in the Beverage Industry Trends and Observations 2012"

Water Use Ratio (L/L)



Water consumption performance and improvements achieved in the water use ratios (L/L) between 2006 and 2012 according to our operational sources are indicated in the chart below.

2006-2012 Trend of Water Use Ratio (L/L)



In Turkey, we reduced the average amount of water used to produce one liter of product to 1.39 L/L in 2012. We have reduced this ratio by 20.11% over the past seven years as a result of our efficiency projects. Moreover, in August 2012, the Izmir plant reached a monthly average water usage ratio of 1.01 L/L, the lowest ever recorded among all sparkling beverage production plants within the Coca-Cola system. For all of 2012, the Izmir plant's average water usage ratio was recorded as 1.19 L/L. In line with TCCC's 2020 goal to improve water efficiency by 25%, we will continue to improve our water use efficiency per liter of product produced through operational advancements throughout all CCI operations.

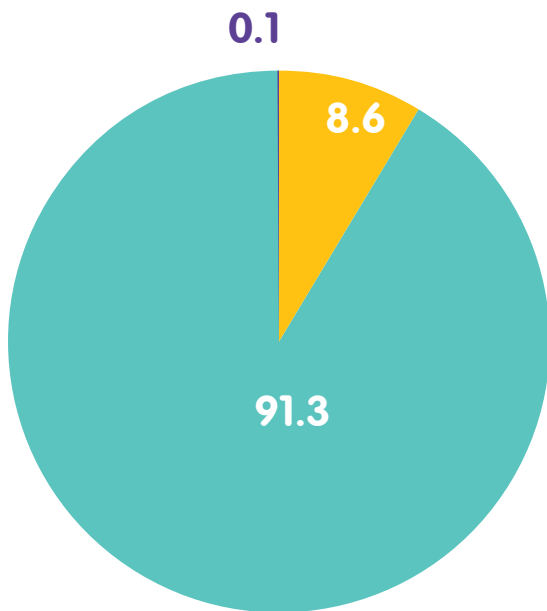
In 2012, we continued to reduce water consumption with several projects. In our Mersin Plant, we achieved an annual saving of 30,350 m³ of water by implementing a returnable bottle (RB) line filling vacuum pump, Ammonia cooling tower and RB Line Wa-

ter Minimization projects. In our Köyceğiz plant, an annual water savings of 405 m³ was achieved with a line water minimization project. In our Multan plant, we achieved 20,990 m³ annual savings of water by using spray jets in bottle washers and variable speed drives on both washers and CIP optimization projects. With the water reduction project employed in our Faisalabad plant, we achieved an annual water savings of 1,359 m³.

The following projects were implemented within the scope of OE to result in a total savings of 22,504 m³ of water:

- Kazakhstan’s “Activated Backwash Water Use in Cooling Towers,” “Sand Filters Backwash Water Used in Cooling Towers,” “Hot Fill Rinser Water in Cooling Towers,” “Sampling Water Used For Gardening,” “Dry Conveyor Lubrication at Line 1-3”
- Azerbaijan’s “Optimization of Water Usage During Reverse Osmosis System Work”
- Jordan’s “Use of Backwash Rinse Water,” “Caustic Soda Collecting Tank,” “Reuse of CIP Final Rinse Water”

Total Water Use by Sources (%)*



- Well Water Use - KL
- Municipality Water Use - KL
- Surface Water Use - KL

*A total of 5,193,888 m³ water was used in the Turkey, Azerbaijan, Kazakhstan and Jordan operations in 2012.

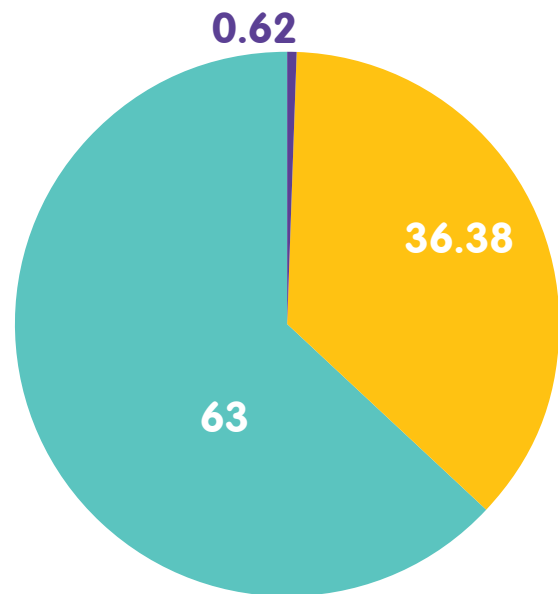
Total Water Consumption (m³)

	2011	2012
TURKEY	3,850,537	3,914,531
AZERBAIJAN	306,059	412,162
KAZAKHSTAN	510,591	706,955
JORDAN	137,847	160,240

Wastewater Management and Reclamation

“Zero wastewater generation” and “reclamation” are concepts that define our wastewater management approach. In addition to complying with the local laws that regulate wastewater treatment and discharge in all the countries in which we operate, we also act in accordance with TCCC’s standards that determine the wastewater limits for bottler operations. We monitor our wastewater parameters with periodical analysis and reduce our environmental impact via treating wastewater before discharge.

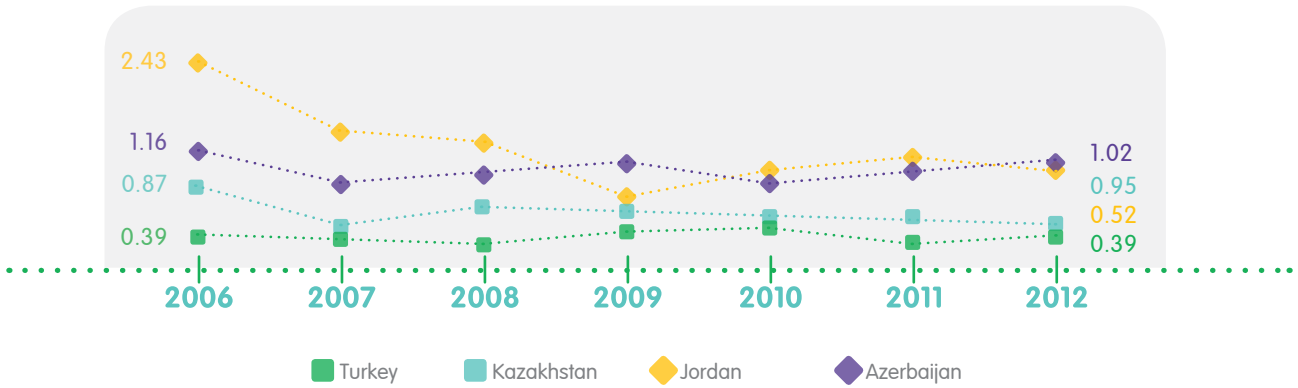
Wastewater Treatment Channels



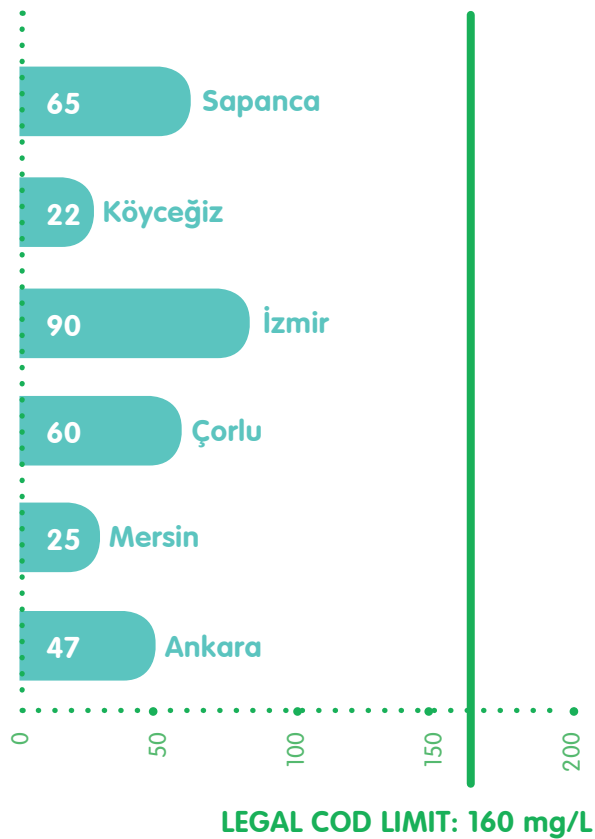
- Wastewater Discharged to Natural Body Water - m³
- Wastewater Discharged to On Site WWTP - m³
- Wastewater Discharged to Local WWTP - m³

* During 2012 a total of 1,590,281 m³ of water was treated and discharged in our Turkey, Azerbaijan, Kazakhstan and Jordan operations.

Water Discharge between 2006 and 2012 (L/L)



2012 Turkey Wastewater COD Values in the WWTP Effluent* (mg/L)



* Wastewater in our Bursa and Elazığ plants is treated in central wastewater treatment plants (WWTP) in industrial zones.

In line with our OE objectives, we develop projects for our production chain that will reduce the wastewater generated as a result of our activities. Moreover, we aim to increase our water use efficiency as well as our wastewater reclamation rates. Following are some examples of energy efficiency projects implemented during 2012:

- In the Mersin plant, by reusing low concentration peroxide water for non-potable purposes and recovering water from inline turbidity and chlorine measurement devices, we reclaimed a total of 8,680 m³ of water.
- In the Çorlu plant, by reusing discharge water from reverse osmosis and active carbon after filtration, we reclaimed 30,000 m³ of water. By reusing rinse water for PET and HOD lines we reclaimed 1,700 m³ of water.
- In the Ankara plant, reusing reverse osmosis reject and sanitation final rinse water after treatment resulted in 3,872 m³ of water reclaimed in 2012.
- In the Multan plant, reusing final rinse water for floor washing and reusing raw water from heat exchangers to the main reservoir resulted in an annual saving of 4,324 m³ of water.
- In the Faisalabad Plant, by the automation of water jet in washers we reclaimed 1,820 m³ of water.
- In the Gujranwala Plant, reusing treated wastewater as irrigation water and reusing carbon filtered-backwash water we reclaimed a total 1,500 m³ of water in 2012.
- Finally, in the Burundai plant, with activated carbon filters, backwash water usage and dry conveyor lubrication implementations, we reclaimed 11,648 m³ of water.

Preserving Water Resources

As we support TCCC's ultimate goal of "expanding our water conservation efforts and help ensuring healthy, resilient freshwater systems," we make evaluations on the impacts of our operations on water resources, take necessary precautions and actions,

support these evaluations with our environmental management practices, and act in line with the expectations of our stakeholders.

To make evaluations on preserving water resources, we employ Source Vulnerability Assessment (SVA) Studies as a major tool. The aim of the SVA Study is to determine present and future risks on the water resources of all CCI plants. Within the scope of SVA studies, basins and sub-basins were analyzed in 5 km-areas surrounding our plants. These studies are also crucial for us as natural life and bio-diversity around water resources become affected.

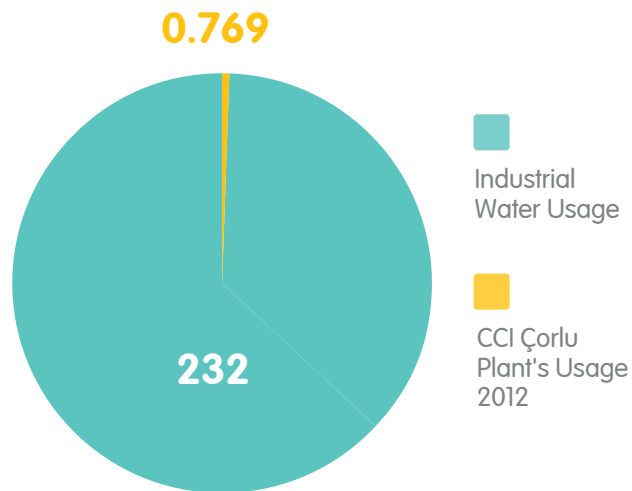
Comprehensive studies have been carried out which include the topographical, geological, hydro geological and hydrological assessment of the study areas as well as identification of any risks to the sustainability of water resources within the areas of study. With SVA studies, we also aim to disseminate information on water resources, ensure future needs for resource management, employ sensitivity assessments and develop remediation plans to take necessary precautions.

SVA studies include processes such as field surveys, interviews with plant authorities or site representatives, local and national authorities as well as desk-top studies. We evaluate the results of these studies with "Source Water Protection Plan" and take action on a plant basis.

As of 31 December 2012, SVA Studies were completed at Ankara, Çorlu, Izmir, Mersin, Elazığ, Bursa, Mahmudiye and Köyceğiz plants in Turkey, at the Baku plant in Azerbaijan, at the Lahore, RYK, Karachi, Faisalabad, Multan and Gujranwala plants in Pakistan, at the Almaty plant in Kazakhstan, and at the Amman plant in Jordan.

In line with the information gathered as a result of the assessment studies, various practices were conducted to avoid contamination, to prevent water quality decrease arising out of pesticides contamination, and to foster water usage minimization and recycling. Other studies held in the light of assessments were searching for alternative water resources, ensuring business continuity, improving the knowledge level of employees, and explaining water policy and facts of Coca-Cola system to the community.

We conduct SVA studies to understand the primary water risks we face in the communities we operate. We implement source water protection plans which address critical water challenges at a watershed level, from hydrological vulnerabilities to local authority management. As an example, our Çorlu Plant's 2012 water consumption is 769,540 m³ which corresponds to 0.33% of 232 million m³, the annual industrial water consumption in the Ergene watershed.



SOURCE VULNERABILITY ASSESSMENT STUDIES

In line with its strategy to replenish every drop of water used, TCCC has set a goal for 2020: Using global water management studies as a guide, the company aims to return treated water from its manufacturing processes back to the environment at a level that supports aquatic life, and it aims to replenish the water used in its finished beverage products by continuing its community water projects with partners in more than 100 countries.

To date, Coca-Cola's replenishment work has balanced an estimated 52 percent of product volume, with a total of 653 million liters of water being replenished as a result of these projects. Of the 468 projects, six were realized in Turkey.

REPLENISH 100% OF WATER USED

SUSTAINABLE PACKAGING

Packaging is an essential part of our business. At the same time, it forms a significant part of our environmental footprint. Continuously reducing the materials used in packaging and the energy consumed in the process makes good business sense and is crucial for establishing a sustainable operation.

While the safety and quality of our products remain as the most significant aspects of our packaging operations, we develop practices that will reduce our environmental impact arising from these operations. Three fundamental principles define our approach to sustainable packaging:

- Continuously reducing the material amount and energy used in package manufacturing and using recycled materials as much as food safety principles and technology allow.
- Reducing material use and increasing reuse and recycle rates in our operations.
- Working together with stakeholders in order to establish an environmentally friendly and economically sustainable infrastructure for post-consumer packaging recovery and recycling.

NRPET Sustainability Strategies



2012 GOALS

- We aimed to increase total waste recycling rate to:
- 95% in the Turkey operation
- 89% in the Jordan operation



Jordan Plant

- 90% in the Kazakhstan operation
- 94% in the Azerbaijan operation
- We aimed to increase the recycling rate of packaging waste to 40% in the Turkey operation.
- We aimed to spread "Lightweight" implementations throughout our all country operations.
- We aimed to use 24.5 g of material instead of 29.9 g in 1.5 L PET bottles, 10.5 g of material instead of 14.9 g in 500 ml PET bottles, and 10.5 g of material instead of 12.5 g in 330 ml PET bottles.
- We aimed to reuse 87 tons of waste in our Bursa plant as part of the pallet reuse project.

PROGRESS

- We managed to achieve a total waste recycling rate of 96% in Turkey, 99% in Jordan, 89.5% in Kazakhstan and 93% in Azerbaijan. In Jordan, an unexpected amount of scrap returnable bottles was disposed of in 2012, and since these bottles are very heavy, the total

waste recycling rate increased to 99%. This situation was unusual so we did not change our 2013 target.

- We managed to increase the recycling rate of packaging waste to 40% in Turkey.
- We deployed "Lightweight" implementations in Kazakhstan. We began implementations in Azerbaijan and planned implementations for Jordan in 2015.
- We achieved 24.5 g of material usage instead of 29.9 g in 1.5 L PET bottles, 10.5 g of material instead of 14.9 g in 500 ml PET bottles, and 10.5 g of material instead of 12.5 g in 330 ml PET bottles.
- We managed to reuse 87 tons of waste in Bursa plant as a part of the pallet reuse project.

2013 GOALS

- We aim to reduce cap weight from 3.25 g to 2.45 g by short neck bottle cap replacement incarbonated drinks in Turkey and in carbonated drinks, carbonated water and still water in Kazakhstan. With these projects, we aim to save 785 tons of resin in Turkey and 270 tons in Kazakhstan.



Kazakhstan Plant

- We aim to start a short neck project in Pakistan and Azerbaijan in 2013 and in Jordan in 2015.
- We aim to use 9.4 g of material instead of 10.5 g in Damla330 ml bottles. With this project we aim to save 20 tons of material.
- We plan to deploy returnable bottle implementations (for example, RB 300ml) and we aim to change consumer and customer behavior to prefer returnable products.

Reducing Material Usage in Product Packaging

In line with our strategy of reducing the amount of raw materials used in packaging, we continued our studies of usage of "Lightweight" PET bottles. We saved 2,289 tons of resin by implementing this project in the Turkey operation.

In 2012, we achieved a resin savings in PET bottles by reducing the material content from 54.1 to 52.88 g and 48 to 46 g in Ankara, from 52.8 g to 51.5 g in Çorlu and from 29.9 g to 24.5 g in Mahmudiye plants. In the Ankara and Çorlu plants we reduced the weight of the body and base of the bottle, while we implemented bottle design change and short neck in Mahmudiye. We also recycled 430 tons of resin in Çorlu and Mahmudiye.

PET BOTTLE	Savings (Ttons)
FROM 48 TO 46 GR ANKARA	85
FROM 48 TO 46 GR ÇORLU	113
FROM 14,9 TO 10,5 GR ÇORLU	1,469
FROM 29.9 TO 24.5 GR ÇORLU	261
FROM 54.1 TO 52.8 GR ANKARA	95
FROM 52.8 TO 51.5 GR ÇORLU	97
RECYCLE ÇORLU	169
TOTAL	2,289

In addition to the above savings, in our Turkey operation we plan to save 1,915 tons of material in 2013 by implementing "Lightweight" and "Short neck" projects.



Short Neck Project

Within the scope of short neck projects, we aim to decrease the pitch and height of PET bottles in order to in such a way that enhances product quality and shelf life while simultaneously minimizing resin use.

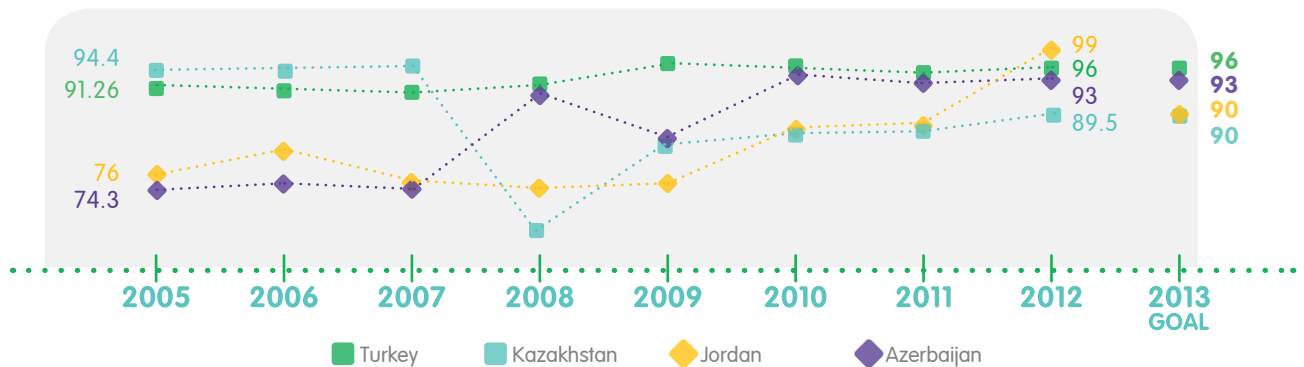
Our first short neck test project was actualized in 2008. In our Izmir plant, we tested the short neck project with our bulkiest product. Following the trial process, we began production with some different bottle types. At the end of 2012, we implemented short neck in Kazakhstan. In 2013, we aim to implement short neck operations in other CCI countries.

With short neck production of "Bonaqua" in Kazakhstan, we reduced the amount of resin used in the production process from 24.5 g to 20.5 g, from 34.5 g to 30 g and from 48.8 g to 40 g and we achieved a total reduction of 136.2 tons of resin used in PET in 2012.

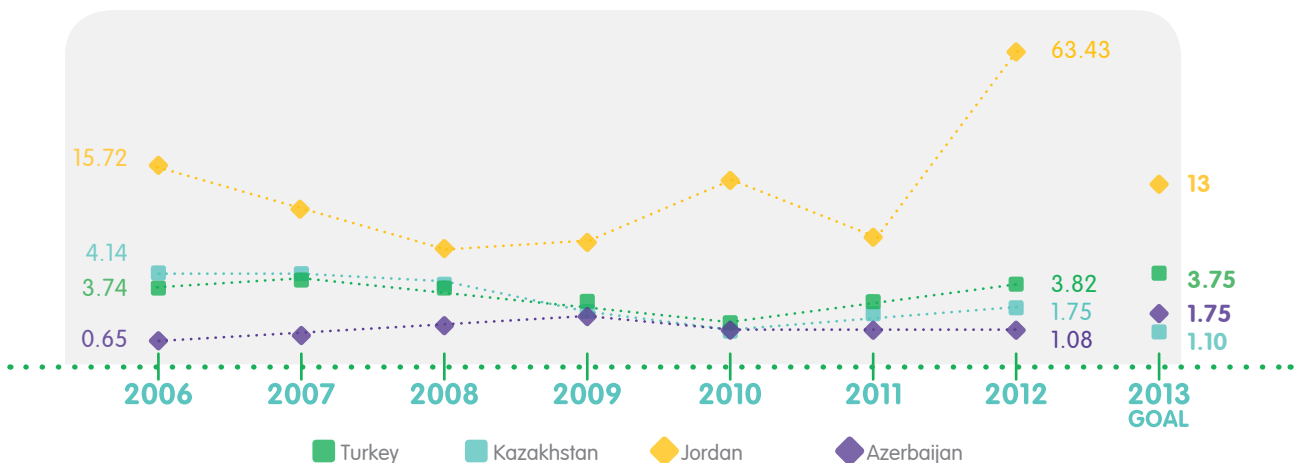
From January 2013 until December 2013, we aim to achieve an average savings of resin of 1,445 tons in Kazakhstan and 1,975 tons in Turkey by reducing the weight of lids from 3.25 g to 2.45 g. In addition to short neck projects, further improvements are planned to minimize our environmental impacts. These include reducing the thickness of crown lids in Turkey and Pakistan, using Euro pallets, and reducing the resin weight from 1,800 g to 1,565 g with the design change of the glass bottles pallets.



Total Waste Recycling Rate Between 2005 and 2012 (%)



Total Waste Ratio 2006 to 2012 (g/L)*



*Our Jordan plant sold a large amount of glass and plastic crates in 2012 (4,180 tons of glass and 0.487 tons of plastic). The selling of such high amounts for recycling lead to the recycle ratio being above target; instead of 89%, it was 99%, and at the same time it affected the amount of total solid waste generated, which was 63.43 g/L instead of the 11 g/L planned.

Glass Bottle Implementations



250 ml
Coca-Cola



250 ml
Schweppes

In 2012, we continued the “Ultra Bottle” project that was initiated in 2010 with the purpose of reducing the consumption of glass materials and achieved a total savings of 822 tons of glass in our Turkey operations. We reduced the weight of 250 ml Coca-Cola and Schweppes glass bottles from 180 g to 165 g. In 2013, we will continue improvements by implementing these projects in all of our operations.

Packaging Innovation

In addition to our lightweight and short neck practices, we continue to implement new design and development projects in partnership with TCCC to reduce environmental impacts of our product packaging. One such example of alternative sustainable packaging is the PlantBottle,™ the first ever recyclable PET plastic beverage bottle made partially from plants, now in production in our Turkey operations. The key difference between plant bottle packaging and traditional PET plastic bottles is that instead of using petroleum and other fossil fuels to produce a key ingredient in the plastic, PlantBottle packaging uses materials that are up to 30% plant-based.



Currently, PlantBottle production is at trial phase in Turkey operation. Our vision is to eliminate petrochemical-based materials in our product packaging in line with TCCC’s goal. For more information on PlantBottle you can refer to The Coca-Cola Company’s Sustainability Report: www.coca-colacompany.com/sustainabilityreport

Recycling of Product Packages

CCI’s efforts to minimize its environmental impact in terms of packaging processes include several implementations such as increasing material recycling ratio, encouraging the use of bottles with a refundable deposit, and helping authorized business partners collect packaging waste. Since packaging waste is one of the key components of the general waste performance at CCI, we give particular importance to related implementations.

In Turkey, there is legislation mandating packaging recycling. The system in Turkey is based on a concept of extended producer’s liability. During the reporting period, the recycling rate in Turkey for plastics, glass, metal and aluminum packaging waste was 40%. We achieved this rate with the help of our authorized business partner, Çevko Foundation.

In 2013, we formed a cross-functional CCI Recycling Task Force with an aim of identifying CCI’s long-term recycling strategy especially for the international operations where there is no organized recycling schemes.



PERFORMANCE INDICATORS

ECONOMIC AND CORPORATE GOVERNANCE PERFORMANCE INDICATORS*

	2008	2009	2010	2011	2012
Sales Volume (million unit cases)	533.4	586.5	665.4	761.7	850.5
Net Sales (million TL)	2,258.10	2,407.50	2,753.20	3,408.60	4,132.40
EBIT (million TL)	259.6	236.5	271.8	328.3	474.2
EBIT Margin	11.5	9.8	9.9	9.6	11.5
EBITDA (million TL)	375.3	368.7	435	486.9	685.5
EBITDA Margin	16.6	15.3	15.8	14.3	16.6
Net Income (million TL)	81.4	169.6	197.7	140.3	380.1
Net Income Margin (%)	3.6	7	7.2	4.1	9.2
Earnings per Share (TL)	0.0032	0.0067	0.0078	0.0055	0.0149
Total Equity (million TL)	1,108.20	1,269.90	1,435.00	1,670.10	1,914.10
Total Assets (million TL)	2,447.30	2,863.60	3,014.00	3,787.60	4,266.40
Net Debt (million TL)	774.6	704.1	646.8	1,108.00	1,069.00
Corporate Governance Rating	-	8.3	8.43	8.5	8.88
Foreign Currency Senior Unsecured Rating and IDR	BB, Stable Outlook	BBB(-), Stable Outlook	BBB(-), Stable Outlook	BBB(-), Stable Outlook	BBB, Stable Outlook
Local Currency Senior Unsecured Rating and IDR	BBB, Negative Outlook	BBB, Stable Outlook	BBB, Stable Outlook	BBB, Stable Outlook	BBB, Stable Outlook

*As the economic section is from the financial accounts, it is based on consolidation of all operating countries.

SOCIAL INDICATORS

Lost Time Incident Rate (LTIR**)	2008	2009	2010	2011	2012 Target	2012	2013 Target
Turkey	2.42	0.9	1.01	1.42	1.16	0.90	0.73
Jordan	39	24	11	4.8	2.41	2.28	2
Kazakhstan	2	0	0.3	0	0.60	0.49	0.35
Azerbaijan	2	0	1	0	0.58	0.39	0.4

Lost Time Incident Severity Rate (LTISR**)	2008	2009	2010	2011	2012 Target	2012	2013 Target
Turkey	15.49	6.61	9.62	17.64	8.00	7.84	6.06
Jordan	25.68	31.82	18.37	74.24	33.67	44.9	33.64
Kazakhstan	58.58	-	-	0	5.37	8.34	6.26
Azerbaijan	4.97	-	2.13	0	5.26	4.05	3.60

**2008-2011 indicators were calculated based on employees working in the plants. 2012 indicators cover all employees.

Number of Days Lost Due to Accident**	2008	2009	2010	2011	2012 Target	2012
Turkey	250	264	391	823	400	444
Jordan	190	197	67	340	168	276
Kazakhstan	136	0	0	0	36	25
Azerbaijan	14	0	9	0	27	43

Total Hours Worked	2008	2009	2010	2011	2012
Turkey	3,228,118	8,181,012	10,324,726	9,405,144	11,324,725
Jordan	1,479,616	1,238,040	971,008	915,899	1,229,530
Kazakhstan	951,810	596,192	1,363,127	1,231,340	1,235,658
Azerbaijan	562,880	543,360	843,520	929,920	1,030,720

2012 HEALTH & SAFETY DATA

	Total Hours Worked	LTI	Number of Days Lost Due to Accident	LTIR	LTISR	Absent Days	Absentee Rate	Crashes	Crashes Rate per 100 Vehicles
Turkey	11,324,725	51	444	0.9	7.84	6,529	0.43%	250	15.33
Jordan	1,229,530	14	276	2.28	44.9	2,350	1.43%	50	28.6
Kazakhstan	1,235,658	3	25	0.49	4.05	1,348	0.82%	5	1.47
Azerbaijan	1,030,720	2	43	0.39	8.34	1,116	0.81%	22	13.7

Employees Covered Under Collective Bargaining Agreement	2008	2009	2010	2011	2012
Turkey	508	482	525	328	31
Jordan			0	0	0
Kazakhstan			0	0	679
Azerbaijan			0	0	0

Ratio of Employees Covered Under Collective Bargaining Agreement to All Employees (%)	2008	2009	2010	2011	2012
Turkey	47.61	41.33	40.57	30	3.4
Jordan			0	0	0
Kazakhstan			0	0	99.9
Azerbaijan			0	0	0

Total Training Hours	2008	2009	2010	2011	2012
Turkey		76,851	39,237	97,896	32,550
Jordan		15,665	9,468	4,685	13,681
Kazakhstan		2,674	8,816	7,959	9,251
Azerbaijan		581	722	2,799	5,574

Training at CCI in 2012	Employment Type	Total Training Hours	Number of Employees Trained	Per-employee Training Hours
Turkey	Permanent	32,550	1,938	16.8
	Temporary	NA	NA	NA
	Contractor	NA	NA	NA
Jordan	Permanent	13,113	376	34.88
	Temporary	558	31	18
	Contractor	10	10	1
Kazakhstan	Permanent	9,251	680	13.6
	Temporary	NA	NA	NA
	Contractor	NA	NA	NA
Azerbaijan	Permanent	2,838	320	8.87
	Temporary	NA	NA	NA
	Contractor	2,736	228	12

EMPLOYEE INDICATORS

Employee Turnover Percentage (%) and (Number) by Gender		2011	2012
Turkey	Male	11.4% (275)	11.2% (269)
	Female	14.1% (52)	14.8% (56)
Jordan	Male	31.7% (113)	21.5% (84)
	Female	13.3% (2)	17.7% (3)
Kazakhstan	Male	16.9% (85)	9.3% (54)
	Female	10.3% (10)	14.9% (16)
Azerbaijan	Male	8.1% (19)	8.5% (24)
	Female	12.1% (4)	18.9% (7)

Employee Turnover Percentage by Age (%)		20-30	31-40	41-50	51-60	61 and older	Total Number
Turkey	2011	57.8	36.7	4.9	0.6	0	327
	2012	45.2	34.2	17.2	3.1	0.3	325
Jordan	2011	62.6	27	10.4	0	0	115
	2012	77	14.95	8.05	0	0	87
Kazakhstan	2011	54.25	32.98	7.45	4.26	1.06	95
	2012	63	27	6	0	4	70
Azerbaijan	2011	65	31	4	0	0	23
	2012	77.4	12.9	9.7	0	0	31

Employee Turnover Percentage (%) and Number by Region	2010	2011	2012
Turkey	11.5% (306)	11.7% (327)	11.6% (325)
Jordan	32.7% (125)	30% (115)	21.4% (87)
Kazakhstan	21.4% (149)	15.9% (95)	10.3% (70)
Azerbaijan	5.9% (24)	8.6% (23)	9.7% (31)

Employee Breakdown in 2012	Employee Category	Male	Female	Male (%)	Female (%)	Total Number of Employees
Turkey	Blue Collar	883	11	98.77	1.23	894
	White Collar	1,532	396	79.46	20.54	1,928
	Permanent	2,390	404	85.54	14.46	2,794
	Temporary	25	3	89.29	10.71	28
Jordan	Blue Collar	191	0	100	0	191
	White Collar	199	17	92.13	7.87	216
	Permanent	384	17	95.76	4.24	401
	Temporary	6	0	100	0	6
Kazakhstan	Blue Collar	261	3	98.86	1.14	264
	White Collar	312	104	75	25	416
	Permanent	573	107	84.26	15.74	680
	Temporary	9	0	100	0	9
Azerbaijan	Blue Collar	172	4	97.73	2.27	176
	White Collar	110	33	76.92	23.08	143
	Permanent	282	37	88.4	11.6	319
	Temporary	0	0	0	0	0

Local Employment in International Operations (%)		Local Senior Management Employment Rate			Local White Collar Employment Rate (including senior management)			Local Blue Collar Employment Rate		
		Number of Local Employees in Management	Number of Employees in Management	%	Number of Local White Collar	Number of Total White Collar	%	Number of Local Blue Collar	Number of Total Blue Collar	%
Turkey	2011	9	10	90	1,957	1,957	100	863	863	100
	2012	9	10	90	1,924	1,928	99.8	894	894	100
Jordan	2011	4	6	67	193	195	99	173	173	100
	2012	4	6	67	210	216	97.2	189	191	98.9
Kazakhstan	2011	3	8	38	361	365	99	234	234	100
	2012	3	8	38	411	416	98.8	264	264	100
Azerbaijan	2011	2	5	40	111	116	96	153	153	100
	2012	2	5	40	140	143	97	176	176	100

Employee Breakdown by Seniority (%)		Number of Years in Employment					
		0-5	6-10	11-15	16-20	21-25	25+
Turkey	2011	59	17.1	16.5	6.2	1.1	0.1
	2012	56.84	21.29	13.43	6.84	1.56	0.04
Jordan	2011	56	14	22	8	0	0
	2012	59.21	13.27	19.66	7.86	0	0
Kazakhstan	2011	68	21	8	3	0	0
	2012	60.59	27.94	5.735	5.735	0	0
Azerbaijan	2011	68	13	18	1	0	0
	2012	57.05	27.27	6.58	9.1	0	0

Distribution of Executive Employees in Governance Bodies by Age Group (%)		Under 30	30-50	Above 50
Turkey	2011	0	60	40
	2012	0	80	20
Jordan	2011	0	0	0
	2012	0	100	0
Kazakhstan	2011	0	84	16
	2012	4.35	78.26	17.39
Azerbaijan	2011	10	82	8
	2012	8.51	82.98	8.51

Percentage of Female Executives in Senior Management (Reporting to CEO)		Total Number of Executives	% Female Executives
Turkey	2011	10	30
	2012	10	30
Jordan	2011	5	0
	2012	5	0
Kazakhstan	2011	7	29
	2012	7	29
Azerbaijan	2011	5	40
	2012	5	40

2012 Overtime Hours per Headcount*	Total Overtime Hours	Headcount	Per-person Overtime Hours
Turkey	185,715	3,021	61
Jordan	4,798	436	11
Kazakhstan	18,506	771	24
Azerbaijan	9,054	361	25

*Headcount includes temporary employees.

Employees Receiving Regular Performance and Career Development Reviews	Total Number Of Employees	Number Of Female Employees	% Female	Number Of Male Employees	% Male
Turkey	1,928	396	21	1,532	79
Jordan	365	15	4	350	96
Kazakhstan	254	66	26	188	74
Azerbaijan	309	37	12	272	88

2012 ENVIRONMENTAL INDICATORS

2012 Materials Used (tons)	Turkey	Jordan	Kazakhstan	Azerbaijan
Concentrate	43,252	235	2,755.14	1,649
Sugar	292,123	7,265	37,926	16,360
CO ₂	25,373	993	3,494	2,527
Crown	857	65	77.815	none
Closure	4,964	104	1,305.71	720
Bottles, PET	51,085	1,175	13,245	7,278
Glass	24,349	6,850.53	2,169.05	none
Tetrapak	4,436	None	712.252	none
Carton (slip sheet & separator)	8,308	123.17	1,414.80	713
Wood (pallet)	7,020	2,270	248	120
Aluminium cans	9,339	1,006.37	289.759	none
Shrink & stretch	6,626	383.5	1,387.09	905

Percentage of materials used that are recycled input materials (%)	Turkey	Jordan	Kazakhstan	Azerbaijan
Bottles, PET		10%	12%	
Glass	30%	85%	82%	
Tetrapak			90%	
Carton (slip sheet & separator)		100%		90%
Wood (pallet)		100%		80%
Aluminium cans	50%	33.3%		
Shrink & stretch				40%

Method of Disposal	Recycle	Reuse	Landfill	Incineration	Other	Total
Turkey	9,821,663,800 g g/L 3.50	84,979,000 0.03	474,469,180 0.17	338,474,000 0.12	0 0.00	10,719,585,980* 3.82*

* These numbers have received limited assurance from the independent assurance firm EY.

2012 Amount of Waste (gr) and Total Waste Ratio (g/L)		
Turkey	g g/L	10,719,585,980* 3.82*
Jordan	g g/L	4,933,270,000* 63.43*
Kazakhstan	g g/L	705,342,000* 1.75*
Azerbaijan	g g/L	233,849,000* 1.08*

Water Consumption (m ³)	2007	2008	2009	2010	2011	2012
Ankara	584,978	565,119	469,378	508,865	505,700	531,408
Çorlu	895,729	739,249	657,401	675,480	752,059	769,540
Mahmudiye	78,943	301,460	288,171	285,313	325,179	343,885
Mersin	608,172	545,796	496,171	560,964	528,157	500,958
İzmir	509,275	521,647	484,356	481,424	520,208	453,647
Bursa	568,837	704,806	795,202	729,862	777,493	806,628
Köyceğiz	0	0	16,654	61,477	131,451	176,829
Elazığ	0	0	208,558	255,064	310,290	331,636
Turkey	3,245,934	3,378,077	3,415,891	3,558,449	3,850,537	3,914,531*
Jordan	257,077	231,106	155,040	140,904	137,847	160,240*
Kazakhstan	211,975	384,835	344,497	422,064	510,591	706,955*
Azerbaijan	346,623	344,830	302,263	305,164	306,059	412,162*
TOTAL	4,061,609	4,338,848	4,217,691	4,426,581	4,805,034	5,193,888*

Water Use Ratio (L/L)	2007	2008	2009	2010	2011	2012
Turkey	1.55	1.46	1.50	1.42	1.42	1.39*
Jordan	2.38	1.89	1.82	1.97	2.00	2.06*
Kazakhstan	1.71	2.34	1.86	1.75	1.70	1.76*
Azerbaijan	1.66	1.97	2.03	1.73	1.74	1.90*

Total Water Recycled and Reused in 2012 (m ³)	
Turkey	114,582
Jordan	10,942
Kazakhstan	0
Azerbaijan	6,758
TOTAL	132,282

* These numbers have received limited assurance from the independent assurance firm EY.

Energy Use Ratio (MJ/L)	2007	2008	2009	2010	2011	2012
Turkey	0.258	0.233	0.234	0.223	0.255	0.257***
Jordan	0.620	0.570	0.517	0.505	0.455	0.470***
Kazakhstan	1.030	0.520	0.330	0.309	0.333	0.278***
Azerbaijan	0.280	0.280	0.270	0.228	0.222	0.388***

CO ₂ Emission Ratio (g/L)	2007	2008	2009	2010	2011	2012
Turkey	25.55	27.53	28.97	28.95	30.10	28.52
Jordan	80.29	57.24	64.06	72.44	56.03	55.31
Kazakhstan	116.29	89.85	68.15	56.90	49.46	41.07
Azerbaijan	51.81	62.13	60.51	53.54	49.44	62.55

Amount of Direct Energy Consumed by Primary Energy Sources (Million MJ)**	2007	2008	2009	2010	2011	2012
Heavy Fuel Oil		36.41	8.63	6.40	8.29	1.30
Diesel	156.28	142.02	58.48	69.84	14.79	16.97
LPG	80.98	69.22	71.4	73.21	79.61	80.74
Natural Gas	246.47	286.79	210.62	186.31	232.73	284.57
Steam	-	-	-	-	49.48	46.56
TOTAL	483.73	534.44	349.13	335.76	384.9	430.14***
Turkey						
Heavy Fuel Oil		0.28	0.00	0.00	0.00	0.00
Diesel	17.23	20.75	4.24	5.36	5.57	4.38
LPG	5.55	58.6	53.87	57.55	62.91	58.09
Natural Gas	76.37	167.48	153.38	141.05	232.73	254.51
TOTAL	260.95	247.11	211.49	203.96	301.21	316.98***
Jordan						
Heavy Fuel Oil	0.00	0.00	0.00	0.00	0.00	0.00
Diesel	34.87	30.42	16.87	23.56	7.81	12.59
LPG	0.00	0.01	10.24	7.56	4.74	3.53
Natural Gas	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	34.87	30.43	27.11	31.12	12.55	16.12***

*Preform injection, CO₂ production (and electricity manufacturing process only in Kazakhstan) are excluded in Turkey, Kazakhstan and Azerbaijan. ** Total energy consumption balances that received Limited Assurance from EY are 839,026,805 MJ in Turkey, 278,062,764 MJ in Kazakhstan, 161,148,226 MJ in Azerbaijan and 36,516,916 MJ in Jordan. *** These numbers have received limited assurance from the independent assurance firm EY.

Amount of Direct Energy Consumed by Primary Energy Sources (Million MJ)*,***	2007	2008	2009	2010	2011	2012
Kazakhstan						
Heavy Fuel Oil	0.00	25.32	0.00	0.00	0.00	0.00
Diesel	73.82	48.84	1.84	1.71	0.00	0.00
LPG	4.61	7.72	5.64	6.48	10.07	13.33
Natural Gas	84.67	119.31	57.24	45.26	0.00	0.00
Steam	-	-	-	-	49.48	46.56
TOTAL	163.1	201.19	64.72	53.45	59.55	59.89****
Azerbaijan						
Heavy Fuel Oil	8.08	10.81	8.63	6.4	8.29	1.30
Diesel	42.04	42.01	35.53	39.21	1.41	0.00
LPG	0.00	2.89	1.65	1.62	1.89	5.79
Natural Gas	0.00	0.00	0.00	0.00	0.00	30.06
TOTAL	50.12	55.71	45.81	47.23	11.59	37.15****

Indirect Energy Consumption (Purchased Power) (Million MJ)*,***	2007	2008	2009	2010	2011	2012
Turkey	324.51	413.81	403.28	353.97	390.93	403.93****
Jordan	31.75	28.3	22.4	18.79	18.77	20.39****
Kazakhstan	34.77	57.39	38.7	46.44	40.61	52.16****
Azerbaijan	51.86	52.72	47.8	52.02	27.4	46.79****
TOTAL	442.89	552.22	512.18	471.22	477.71	523.27****

*: Preform injection, CO₂ production (and electricity manufacturing process in Kazakhstan) are excluded.

Direct (Scope 1) Emissions due to Stationary Combustion (Tons equivalent CO₂)**	2007	2008	2009	2010	2011	2012
Turkey	14,363	13,418	11,242	10,918	16,764	18,309*
Jordan	2,455	2,142	1,796	2,108	832	1,099
Kazakhstan	9,745	11,781	3,355	2,790	6,478	7,598
Azerbaijan	3,553	3,924	3,234	3,327	3,020	5,319
TOTAL	30,116	31,265	19,627	19,143	27,094	32,325

* 2012 Turkey Figure includes greenhouse gas emissions (CO₂e) of stationary combustion of manufacturing, sales and operations. 2007-2011 figures include CO₂ gas emissions of stationary combustion only manufacturing operations. 2012 figure was verified by SGS according to ISO 14064-3 standard. **:CO₂ emissions of all production processed are included. ***Total energy consumption balances that received Limited Assurance from EY are 839,026,805 MJ in Turkey, 278,062,764 MJ in Kazakhstan, 161,148,226 MJ in Azerbaijan and 36,516,916 MJ in Jordan. **** These numbers have received limited assurance from the independent assurance firm EY.

Indirect Emissions (Tons equivalent CO₂)**	2007	2008	2009	2010	2011	2012
Turkey	39,017	50,372	53,570	61,557	64,923	64,212
Jordan	6,201	4,824	3,656	3,074	3,027	3,203
Kazakhstan	10,980	8,290	5,149	8,114	8,384	8,929
Azerbaijan	7,273	6,934	5,791	6,136	5,671	8,319
TOTAL	63,471	70,420	68,166	78,881	82,005	84,663

* 2007-2011 figures include only manufacturing operations. 2012 Turkey figure was verified by SGS according to ISO 14064-3 standard and includes manufacturing, sales and distribution operations. **: CO₂ emissions of all production processed are included.

Direct (Scope 1) Emissions due to Mobile Combustion (Fuel Used) (Tons equivalent CO₂)**	2007	2008	2009	2010	2011	2012
Turkey	33,109	41,522	34,528	38,205	32,319	11,661*
Jordan	N/A	N/A	382	1,959	1,875	774
Kazakhstan	1,938	1,954	1,241	1,486	1,095	678
Azerbaijan	799	445	1,074	1,092	1,400	1,135
TOTAL	35,846	43,921	37,225	42,742	36,689	14,248

* 2012 Turkey figure includes greenhouse gas emissions (CO₂e) of mobile combustion distribution, transportation and fleet of CCI Turkey manufacturing and sales operations. 2007-2011 figures of country operations include 3rd party fleet CO₂ emissions additionally. **: CO₂ emissions of all production processed are included.

Direct (Scope1) and Indirect (Scope2) Emissions of Turkey Operations* (ton CO₂e)	Scope1 (ton CO₂e)	Scope2 (ton CO₂e)
Stationary Combustion	18,309	
Mobile Combustion (Fleet and transportation)	11,661	
Electricity		64,212
Leaks of CO ₂ Manufacturing Processes	8,935	
Leaks of Coolers and Heating/Cooling Systems	10,538	
Leaks of CO ₂ Fire Extinguishers	0.734	
TOTAL	49,443.7	64,212
TOTAL	113,655.7	

* Above figures include greenhouse gas emissions (CO₂e) of CCI Turkey manufacturing, sales and distribution operations, which were verified by SGS according to ISO 14064-3 standard.

Cooler Emissions (Electricity Used) (Tons equivalent CO ₂)	2009	2010	2011	2012
Turkey	263,997	288,559	304,379	338,381
Jordan	21,446	22,572	22,820	20,511
Kazakhstan	29,928	29,611	35,069	31,417
Azerbaijan	7,163	9,121	8,950	9,627
TOTAL	322,534	349,863	371,218	399,936

Electricity Cooler Emissions (Electricity Used) (kWh)	2009	2010	2011	2012
Turkey	552,052,501	582,619,602	634,217,549	760,363,551
Jordan	36,500,000	38,325,000	39,306,850	36,269,503
Kazakhstan	62,478,875	67,470,250	73,051,992	81,536,529
Azerbaijan	16,425,000	21,900,000	20,184,500	24,509,750
TOTAL	667,456,376	710,314,852	766,760,891	902,679,333

CO ₂ Conversion Factors (kg CO ₂) emissions produced by 1 kWh electricity	2011	2012	Change %
Turkey	0.4799290	0.445025*	-7.27
Jordan	0.580548	0.5655062*	-2.59
Kazakhstan	0.4800584	0.3853109*	-19.74
Azerbaijan	0.4434248	0.3927976*	-11.42

* Data taken from International Energy Agency 2010 CO₂ emissions from fossil fuels consumed for electricity, combined heat and power and main activity heat plants divided by the output of electricity and heat generated.

Environmental Expenditures/Investments (USD)	2012
Ankara	125,000
Çorlu	90,000
Mahmudiye	1,900
Mersin	22,500
İzmir	303,261
Bursa	84,241
Köyceğiz	10,945
Elazığ	14,278
Turkey	652,125
Jordan	9,155
Kazakhstan	31,722
Azerbaijan	4,000
TOTAL	697,002

GLOSSARY

2020 VISION: The structure for the Coca-Cola System's sustainability targets and approach.

AA1000 STANDARDS: A series that was developed in 1999 by AccountAbility, a global, not-for-profit self-managed partnership which provides a framework to help organizations build their accountability and social responsibility through quality social and ethical accounting, auditing, and reporting. <http://www.accountability21.net>

AA1000SES AA1000 Stakeholder Engagement Standard: A principles-based, open source framework stakeholder engagement standard developed by AccountAbility for designing, implementing, evaluating, and assuring the quality of stakeholder engagement.

ABSENT DAYS: Number of days of absence.

ACCOUNTABILITY RATING: Established by the CSR Consulting Network and AccountAbility, this is a measurement tool companies use to calculate their economic, social, and environmental impact and how responsibly they maintain their activities. Aegean Region Chamber of Industry (EBSO): Established in 1954, EBSO is the first and the only regional chamber in its region and is active in 67 different industrial branches with a total active membership of 4,800 companies.

ANADOLU VAKFI Anatolian Foundation: An organization that invests in areas related to community health and education. The foundation was established 25 years ago in Turkey and has completed more than 40 projects to date including hospitals, health centers, schools, student dormitories, and sports complexes.

BASIS Beverage Advanced Standard Information System: A sales accounting software used by a great number of Coca-Cola bottlers throughout the world.

BOTTLER: A business that buys concentrates, beverage bases, or syrups made available by The Coca-Cola Company and then manufactures, packages, merchandises and distributes the final branded beverages to customers and vending partners who then sell those products to consumers.

BOTTLER INVESTMENT GROUP (BIG): One of the three major operating groups of The Coca-Cola Company and one of the largest and most geographically diverse bottlers in the Coca-Cola system.

BRAND PROTECTION GROUP: An organization of national and international companies that operate in

Turkey and whose aim it is to uphold brand protection and anti-counterfeit measures.

BUSINESS UNIT: Units responsible of the management of Coca-Cola operations in more than one country (e.g., the Eurasia and Africa Business Unit).

CANCUN COMMUNIQUÉ ON CLIMATE CHANGE: Based on the continuity of progress achieved by the Copenhagen Communiqué, this "ambitious, robust and equitable global action on climate change" was signed in 2010 by 403 companies based in 36 countries to urge governments to do more to tackle climate change.

CAPABILITY DEVELOPMENT CENTRE (CDC): A fully functional teaching facility designed for CCI's Pakistan operation in 2012.

CARBON DISCLOSURE PROJECT (CDP): An initiative begun in 2000 to collect and share information amongst companies, investors and governments involved in the fight against climate change, it was the first and remains the only institution reporting globally how companies manage risks pertaining to climate change.

CARBONATED SOFT DRINKS (CSD): Soft drinks in which water is infused with carbon dioxide.

CCI CORPORATE: Coca-Cola İçecek's division responsible for the overall corporate performance of all International and Turkey operations.

CCI TURKEY: Coca-Cola İçecek's division responsible for operations in Turkey.

CCI: Coca-Cola İçecek A.Ş.

CHANGE FOR EXCELLENCE (C4E): An all-encompassing EFQM Model implementation project initiated by CCI in 2012.

CLIMATE PLATFORM: Turkey Climate Change Leaders Group: An organization founded as a result of collaboration by TÜSİAD and REC Turkey, and with the participation of leading companies from different sectors, working to combat climate change while supporting a low carbon economy.

CO₂: Carbon dioxide, a greenhouse gas which is widely believed to exacerbate global warming.

COCA-COLA ALMATY BOTTLERS (CCAB): CCI's affiliate in Kazakhstan.

COKEPORT: CCI's intranet portal.

COMMUNICATION ON PROGRESS (COP): A public disclosure to stakeholders on progress made in implementing the ten principles of the United Nations Global Compact and which supports broader United Nations development goals.

CONCENTRATE: A product manufactured by The Coca-Cola Company or other beverage company and sold to bottlers to prepare finished beverages by adding sweeteners and/or water.

COPENHAGEN COMMUNIQUÉ ON CLIMATE CHANGE: "A call from business for an ambitious, robust and equitable global deal on climate change" signed in 2009 by 957 companies from 60 countries to determine grounds for compromise and the steps to be taken by the world's leading economic and political players to combat climate change.

CORPORATE SOCIAL RESPONSIBILITY (CSR): A business concept whereby corporations and institutions voluntarily integrate social, environmental and economic concerns into their activities, decision-making processes, and relations with stakeholders, thereby acting in an ethical and responsible manner towards all of their stakeholders and society, in general.

CRASH: Any collision in which a Company vehicle is involved (whether in motion, temporarily stopped or parked) that results in personal injury and/or material property damage, regardless of who was hurt, what property was damaged, who was responsible, whether the incident was preventable or whether the incident was legally required to be reported.

CUSTOMER: An individual store, retail outlet, restaurant, or a chain of stores or businesses that sells or serves our products directly to consumers.

ÇEVKO: Environmental Protection and Packaging Waste Recovery and Recycling Trust.

DEİK: Foreign Economic Relations Board.

EBITDA Earnings Before Interest Tax Depreciation and Amortization: A business entity's income obtained by adding interest, tax, and depreciation and amortization expenses back in to net income; generally regarded as a more objective measure of profitability.

EFQM EXCELLENCE MODEL: Management system founded by European Foundation of Quality Management (EFQM) to achieve sustainable excellence.

ENERGY MANAGEMENT DEVICES (EMD): Devices that

are designed for planning and operation of energy-related production and consumption units.

ENVIRONMENTAL AND OCCUPATIONAL SAFETY AND HEALTH (EOSH): A category of programs and concepts concerned with safeguarding the safety, health and welfare of employees as well as with protecting the environment.

EQUIVALENT CARBON DIOXIDE (CO₂E): Using the functionally equivalent amount or concentration of carbon dioxide (CO₂) as the reference, a measure that describes how much global warming a given type and amount of greenhouse gas may cause.

ERP: Corporate Resource Planning.

EURO-3: A European emission standard that came into effect in 2000 to define acceptable limits for exhaust emissions of new vehicles sold in EU member states. Euro-5: A European emission standard which came into effect in 2008/9 to define acceptable limits for exhaust emissions of new vehicles sold in EU member states.

FITCH RATINGS: One of the world's three leading credit rating agencies.

FSSC 22000: Food Safety Systems Certification Scheme.

G3.1 GUIDELINES: The reporting guidelines published by the Global Reporting Initiative in 2011. <http://www.globalreporting.org>

GDP: Gross Domestic Product.

GHG: Greenhouse gas; a gas that contributes to the natural greenhouse effect. The GHGs covered by the UNFCCC/Kyoto Protocol are currently: carbon dioxide, methane, nitrous oxide, hydro fluorocarbons, perfluorocarbons, sulphur-hexafluoride and nitrogen trifluoride.

GLOBAL REPORTING INITIATIVE (GRI): Founded in 1997 and partner of the United Nations Environment Program since 1999, the world's most widely used online, open-source platform for multinational companies, SMEs, public corporations, municipalities, NGOs and universities to report their social, environmental and economic performances in accordance with GRI guidelines. <http://www.globalreporting.org>

HACCP TS 13001: Hazard Analysis & Critical Control Points TS 13001

HC: Hydrocarbon.

HEALTH, SAFETY & ENVIRONMENT (HSE): A category of programs and concepts concerned not only with preventing incidents or accidents that might result from abnormal conditions, but also with reducing adverse effects that could result from normal conditions.

HFC: Hydro fluorocarbon, has a profound impact on the depletion of ozone layer which contribute to global warming.

IMCR Incident Management and Crisis Resolution: A sustainable program applied throughout the Coca-Cola System designed to manage incidents and resolve crises.

INTERNATIONAL LABOR ORGANIZATION; ILO: Headquartered in Geneva, ILO is a global organization founded to develop labor laws, relevant implementations, and standards in member countries.

ISAE 3000: The International Standard on Assurance Engagements developed by the International Federation of Accountants.

ISO: International Standardization Organization.

ISO 9001: Quality Management System Standard released by ISO.

ISO 14001: Environment Management Standard released by ISO.

ISO 14064-3: Standard that specifies principles and requirements and provides guidance for those conducting or managing the validation and/or verification of greenhouse gas (GHG) assertions.

ISO 14064: Part of the ISO 14000 series of International Standards for environmental management that provides organizations with a complimentary set of tools for programs to quantify, monitor, report and verify greenhouse gas emissions.

ISO 22000: Standard developed by ISO dealing with food safety.

ISO 50001: Standard developed by ISO that supports organizations in all sectors seeking to improve energy efficiency through the development of an energy management system.

ISTANBUL CHAMBER OF COMMERCE (ITO): One of the largest and most prominent Chambers in the world with 98 Profession Committees and more than 325,000 members.

ISTANBUL TECHNICAL UNIVERSITY (İTÜ): An international technical university located in Istanbul, Turkey, dedicated to engineering and social sciences.

KALDER: Turkish Quality Association.

KEY PERFORMANCE INDICATOR (KPI): A type of performance measurement.

KO: TCCC

KORE: The set of Coca-Cola Operating Requirements that enables the Coca-Cola system to address the changing business landscape while supporting the Company's strategic growth plans by creating an integrated quality management program.

LCA: Life Cycle Assessment

LEAN 6 SIGMA: Lean production integrated with 6 Sigma.

LEADERSHIP IN ENERGY & ENVIRONMENTAL DESIGN (LEED): A green building tool that addresses the entire building lifecycle recognizing best-in-class building strategies.

LEASED VEHICLES: Distribution or "all other" vehicles leased by the Company. Rental cars for business travel would only be included here if the rental period coincided with the entire reporting period.

LTi: Lost Time Incident (Work incident or occupational illness with 1 or more day loss including incidents involving death)

LTIR: Lost time incident rate. (Number of lost time incidents / occupational illnesses) x 200,000 / (Total Worked Hours During Report Period)

LTISR: Lost Time Incident Severity Rate (Number of days lost due to occupational incidents) x 200,000 / (Total Worked Hours During Report Period)

LPG: Liquefied petroleum gas.

MEDER: Beverage Industry Association.

MEYED: Fruit Juice Industry Association.

NOx: Nitrogen oxide.

OHSAS 18001: Occupational Health & Safety Management System Standard.

PAS 220 (Publicly Available Specification 220): An open public specification standard prepared for detailing the precise implementation of the require-

ments of the ISO 22000 standard and pertaining to pre-requisite programs.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Garments or equipment designed to protect the wearer's body from injury.

PET (Polyethylene Terephthalate): The material from which CCI's plastic bottles are manufactured.

PET BLOWING PROCESS : Manufacturing process by which PET bottles are formed from preforms.

PM: Particulate matter.

PREFORM: Intermediate product used in the production of PET bottles.

PREFORM INJECTION PROCESS: Manufacturing process of preform

PRESELLER (Sales Representative): A Sales Department employee who takes sales orders.

PROGRAM FOR THE ENDORSEMENT OF FOREST CERTIFICATION (PEFC): An international, non-profit, non-governmental organization which promotes sustainable forest management through independent third-party certifications.

RISK MANAGEMENT (RM): Identification, assessment, and prioritization of risks; the effect of uncertainty on objectives, whether positive or negative.

RIGHT EXECUTION DAILY (RED): The sales and marketing tool that monitors a large field of applications, from the arrangement of coolers and stands to the positioning of posters at sales points.

RTM: Route-to-Market

SAP SYSTEMS: Systems, Applications, Products in data processing; an Integrated Enterprise Resource Planner.

SGS S.A.: A multinational company headquartered in Geneva, Switzerland, which provides inspection, verification, testing and certification services.

SHRINK: Raw material used in product packaging.

SKU: Stock keeping unit, product or product group that has different brand code/codes but counted as one sales unit.

SOURCE VULNERABILITY ASSESSMENT (SVA): A set of studies aimed at determining present and future risks to the water resources of all CCI plants.

SPARKLING BEVERAGE: Non-alcoholic beverage containing flavorings and sweeteners. Excludes, among other beverages, waters and flavored waters, juices and juice drinks, sports drinks, and teas and coffees.

STAKEHOLDER ENGAGEMENT: Mechanisms that enable stakeholder expectations and suggestions to be represented in the management structure of a company.

STAKEHOLDER: Persons or groups who directly or indirectly affect or are affected by the activities of corporations and institutions.

STILL BEVERAGE: Non-alcoholic non-sparkling beverage including, but not limited to, waters and flavored waters, juices and juice drinks, sports drinks, and teas and coffees.

SUDER: Packed Water Manufacturers Association.

SUPPLIER GUIDING PRINCIPLES (SGP): A set of principles designed by CCI in order to communicate company values and expectations of suppliers and emphasize the importance of responsible workplace practices that respect human rights and comply with environmental and labor laws.

SUSTAINABILITY: The ability to render development sustainable by meeting the needs of the present without compromising the ability of future generations to respond to their own needs. (United Nations Commission on Environment and Development - 1987)

SUSTAINABLE DEVELOPMENT: Sustainable development is the actualization of economic growth and welfare increasing efforts while protecting the environment and the quality of life of all human beings living on earth. (United Nations Commission on Environment and Development - 1987)

TABA: Turkish - American Business Association.

TCCF: The Coca-Cola Company Foundation.

TCCMS: The Coca-Cola Company Management System.

TCCQS: The Coca-Cola Quality System.

TEİD: Turkish Ethics and Reputation Society.

TGDF: Federation of Food and Drink Industry Associations of Turkey.

THE 2°C CHALLENGE COMMUNIQUÉ: A framework that, while expressing the advantages of sustainable progress and green economy perceptions, aims

to share with the business world the necessity of promptly limiting global warming to 2°C by underlining the importance of international collaboration and effective market mechanisms.

THE COCA-COLA COMPANY (TCCC): Founded in 1886 and headquartered in Atlanta, Georgia, USA, with local operations in nearly 200 countries around the world, the world's leading manufacturer, marketer and distributor of non-alcoholic beverage concentrates and syrups that are used to produce more than 230 beverage brands.

THE COCA-COLA SYSTEM (TCCS): The term used to describe the corporate network consisting of TCCC and more than 300 bottling partners around the world.

THE COCA-COLA TURKEY SYSTEM: The system including TCCC Turkey and CCI Turkey operations.

THE COCA-COLA BOTTLING COMPANY OF JORDAN (CCBCJ): CCI's affiliate in Jordan.

THE STEVIE AWARDS: The world's leading annual business awards program.

THE WORLD WIDE FUND FOR NATURE (WWF): The world's largest independent, non-governmental organization working on conservation, research, restoration issues related to the environment.

THIRD-PARTY FLEET: Distribution vehicles owned or leased by a third party contract carrier, regardless of whether the carrier is within the scope of the Fleet Management Requirements.

TOBB: The Union of Chambers and Commodity Exchanges of Turkey.

TSE: Turkish Standards Institution.

TURKISH PERSONNEL MANAGEMENT ASSOCIATION (PERYÖN): The first personnel management NGO founded in Turkey. Turkmenistan Coca-Cola Bottlers (TCCB): CCI's affiliate in Turkmenistan.

TÜSİAD: Turkish Industry and Business Association.

TÜYİD: Investor Relations Association.

UNIVERSAL DECLARATION OF HUMAN RIGHTS (UDHR): Adopted by the United Nations General Assembly on 10 December 1948 at Palais de Chaillot, Paris, a declaration representing the first global expression of rights to which all human beings are inherently entitled.

UNCAC (UNITED NATIONS CONVENTION AGAINST CORRUPTION): The first international convention against corruption, UNCAC is a communiqué that obliges member countries to apply certain measures pertaining to the related laws, institutions, and implementations.

UNGC (UNITED NATIONS GLOBAL COMPACT): A program aimed at supporting the socio-economic development of the private sector by adopting the 10 universal principles in the contract.

UNITED NATIONS DEVELOPMENT PROGRAM (UNDP): The United Nations' global development network which advocates for change and connects countries to knowledge, experience and resources to help people build a better life.

UNIT CASE: A unit of measurement equal to 5.678 liters, or 24 servings of 8 US fluid ounces each.

UNIT CASE VOLUME: Number of unit cases that the Company sells to its customers; considered to be an excellent indicator of the underlying strength of soft drink sales in a particular market. (1 Unit Case = 5.6789 liter)

VOLUME: The number of physical cases of products directly or indirectly sold to our customers.

VOYAGE: A solution package consisting of office and mobile applications used by CCI's distributors to track their sales and distribution operations and by CCI's direct distribution sales teams for collecting orders and other field sales activities.

WOMEN ENTREPRENEUR ASSOCIATION OF TURKEY (KAGIDER): A non-profit NGO founded in 2002 in order to promote and encourage entrepreneurship and leadership amongst women.

WORKPLACE RIGHTS POLICY (WRP) A TCCC policy based on the Universal Declaration of Human Rights that serves as the fundamental guideline for CCI's HR activities.

YADA (THE ORIGIN OF LIVING FOUNDATION): A civil society foundation that aims to first produce intelligence regarding different aspects of social life and then convert this intelligence into application.

YASED: International Investors Association.

CCI Reporting Guidance for Environmental Indicators That Were Externally Verified or Assured in 2012

The GHG Reporting Guidance (RG) document covers the data gathering and reporting obligations for the following indicators: energy consumption, energy use ratio, water consumption, water use ratio and solid waste generation for CCI's operations in Turkey, Jordan, Kazakhstan and Azerbaijan (the "Company") and GHG emissions and solid waste recycling for CCI's operations in Turkey. It is the responsibility of Company management to ensure that appropriate procedures are in place to prepare its energy consumption, GHGs, water consumption, total solid waste and waste recycling data in line with the RG in all material respects.

The data within the scope of this guidance document is for the financial year ending 31 December 2012 and comprises the relevant operations in Turkey, Kazakhstan, Azerbaijan and Jordan only. The data reported for 2012, therefore, does not represent all CCI operations at this stage.

General Reporting Principles

In preparing this guidance document, consideration has been given to the following principles:

- Information Preparation – to highlight the primary principles of relevance and reliability of information; and
- Information Reporting - to highlight the primary principles of comparability and/or consistency with other data (including the prior year) and understandability and/or transparency providing clarity to users.

Key Definitions

For the purpose of this report, the following definitions apply:

PLANT: All on-site facilities including production buildings, water treatment units wastewater treatment units, warehouses, laboratories, administration buildings and technical service operations.

ENERGY: Electricity, natural gas, diesel/gasoline, fuel oil, LPG and/or steam. For the purpose of this report, energy does not include alternative forms of fuel, such as bio-waste, bio-mass, bio-diesel, or renewable sources of energy such as wind or solar energy which collectively represent an insignificant share of total energy consumption and carbon emissions.

ENERGY CONSUMPTION: The energy consumed during the reporting year (1 January to 31 December). Energy consumption data includes energy used in the operation of on-site industrial facility and manufacturing processes, including electrical systems, heating, lighting, on-site transportation, air circulation, and air conditioning (HVAC system). Energy consumption also includes pre-injection for those plants with this energy-intensive process. Manufacturing processes refer to the energy consumed in the core bottling operation.

GHG EMISSIONS: Emissions during the reporting year (1 January to 31 December). The GHGs reported are those currently required by the UNFCCC/Kyoto Protocol. These GHGs are currently: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆), and nitrogen trifluoride (NF₃). Other greenhouse gases including those regulated by the Montreal Protocol are excluded from GHGs but analyzed separately. GHG emissions refer to all production processes such as bottling and pre-form injection processes from CCI's plants in Turkey

Where the plant has on-site generated energy, the related energy consumption is defined as the energy of the generation fuel (e.g. for on-site diesel fired electricity generator, the energy consumption will be

the diesel used rather than the electricity output of the generator).

ENERGY USE RATIO (EUR): (MJ of energy consumed per liter of product produced) = sum of all individual energy sources from the core (filling) production processes (MJ) / Production volume (liters). To allow comparability between different CCI plants, energy consumption during pre-injection, an energy-intensive process, is excluded from the EUR since only a few sites employ this process. Of those CCI operations within the scope of this reporting guidance, only the Turkish bottling facilities in Ankara and Çorlu as well as the international operations in Kazakhstan and Azerbaijan employed an operational pre-form injection process in 2012. However, energy consumption from pre-injection is included in total energy consumption as explained in the paragraph on 'energy consumption' in this Guidance document.

WATER: Includes water from all sources, including well, spring water, municipality and collected rain water.

WATER CONSUMPTION: All water used during the reporting year (1 January to 31 December). Water consumption data includes water used for production, water-treatment, boiler makeup, cooling (contact and non-contact), cleaning and sanitation, backwashing filters, irrigation, washing trucks and other trucks, kitchen or canteen, toilets and sinks and fire control. Water consumption reported is adjusted for any changes in the amount of water held in on-site buffer tanks, a minor quantity on an annual basis.

WATER USE RATIO: (Liters of water per liter of product produced) = Total Water Use (Liters) / Production Volume (Liters)

WASTE: Waste generated at the site includes waste due to production, construction, food service or any other activities. Examples of the types of solid waste generated by the Company include paper, plastic, corrugated cardboard, metal, glass, sludge from water, waste oils, fleet wastes (tires, batteries, coolants, oils, etc.), damaged ingredients or products, plus all hazardous wastes, such as solvents, inks and lab wastes. Liquid wastes disposed of through the wastewater system are not included in the calculations as these wastes are accounted for in wastewater discharge volume and wastewater sludge.

TOTAL WASTE RATIO (G/L): Grams of total waste generated per liter of product produced

WASTE RECYCLING RATE (%): Tons of waste recovered or recycled divided by total waste generated (tons). Tons of waste in Turkey was collected by accredited waste contractors for recycling and re-use.

Scope of Reporting

The following tables summarize the activities that are currently reported within the scope of this Sustainability Report for energy consumption, GHG emissions, water consumption and solid waste.

Energy Use Ratio (MJ/l)

	Turkey	Jordan	Azerbaijan	Kazakhstan
Industrial sites comprising bottling facilities together with secondary operations such as pre-form manufacturing, bottle blowing and lift truck operations	x	x	x	x
Technical service operations	x	x	x	x
Administrative buildings located at industrial sites	x	x	x	x
Own transportation of materials and products within industrial plant sites (eg forklift operations)	x	x	x	x
Adjustment for pre-injection process	*	N/A	x	x

*- As explained in the guidance, an adjustment is made to the EUR for energy consumption from Turkey's Ankara and Çorlu plants as these are the only two that employed this energy-intensive process in 2012.

GHG emissions as CO₂e verification scope for Turkey

Industrial sites comprising bottling facilities together with secondary operations such as lift truck operations	x
Technical service operations	x
Pre-form manufacturing, bottle blowing processes	x
Administrative buildings located at industrial sites	x
Administrative buildings located away from industrial sites and headquarters	x
Own transportation of materials and products within industrial plant sites (eg forklift operations)	x
Own transportation of materials and products out of industrial plant sites	x
Employee commuting with CCI owned vehicles and sales fleet operation	x
Energy used in the cooling of products (off-site)	x
Fugitive emissions from the cooling of products (off-site)	x
Fugitive emissions from the cooling system (on-site)	x
Fugitive emissions from the fire extinguishers	x
Fugitive emissions of CO ₂ filling process	x
Fugitive emissions from coolers off-site	x
Fugitive emissions from coolers on-site	x

Water

	Turkey	Jordan	Azerbaijan	Kazakhstan
Industrial sites comprising bottling facilities	x	x	x	x
Technical service operations at the site	x	x	x	x
Administrative buildings located at industrial sites	x	x	x	x

Waste

	Turkey	Jordan	Azerbaijan	Kazakhstan
Industrial sites comprising bottling facilities	x	x	x	x
Technical service operations located at the site	x	x	x	x
Administrative buildings located at industrial sites	x	x	x	x

Data preparation

Energy Consumption

Energy consumption data are reported for electricity, and primary fuel sources including natural gas, diesel, LPG, fuel oil and steam. Electricity and natural gas data are obtained from supplier meters and reconciled with internal meters (when available) and/or service provider invoices. Diesel, LPG, steam and fuel oil consumption data are obtained from supplier invoices.

CCI Operations used the following published conversion factors:

- For electricity, the unit of supply is invoiced in kWh. To calculate energy use ratio, kWh is converted to Mega Joule (MJ) at a factor of 3.6.
- For natural gas, the unit of supply is invoiced in m³. Then for the calculation of energy use ratio, cubic meters is converted to Mega Joule (MJ) with a conversion factor of 37.3 except for Kazakhstan where a factor of 33.7 is used based on analysis from an accredited local laboratory of the natural gas used on-site.
- For fuels other than natural gas (diesel, and fuel oil), energy conversion factors (from liters or kilograms to Mega Joule) are obtained from the calculation tool provided by TCCC (The Coca-Cola Company) Default Factors.
- For LPG (MJ/l) Defra's conversion factor (net calorific value) of 45.96 was used as part of GHG verification process as meeting the requirements of ISO 14064-1.

GHG Emissions

GHG emissions are calculated by the Company using published conversion factors. Conversion factors enable an estimate of the amount of GHGs released into the atmosphere per unit of energy consumed. Different types of energy sources have different conversion factors reflecting their carbon dioxide intensity. In future periods, conversion factors may be updated to reflect changes to and/or improvements in published data. The following conversion factors are used:

For fuels (such as natural gas, diesel, LPG) conversion factors are obtained from the calculation tool provided by TCCC Default Factors and Calculation

Tool which is based on GHG Protocol Standards. The Global Warming Potentials (GWPs) used to calculate emissions of different GHGs in terms of CO₂-equivalents is the IPCC Second Assessment Report.

TCCC Default Factors

Natural gas (MJ): 0.05049 kg CO₂

LPG (MJ): 0.0594 kg CO₂

Diesel (MJ, light fuel oil): 0.0704 kg CO₂

Steam (GKAL): 4,186.8 (Kazakhstan operation only)

- For electricity, conversion factors are obtained from The International Energy Agency (IEA, 2010) and shared by TCCC to be used throughout the entire Coca-Cola System.

IEA (2010) combined Electricity and Heat conversion factor for Turkey, Kazakhstan, Jordan and Azerbaijan:

Electricity (kWh)

Turkey 445.0250 kg CO₂

Jordan 565.5062 kg CO₂

Kazakhstan 385.3109 kg CO₂

Azerbaijan 392.7976 kg CO₂

Water Consumption

Water consumption data is obtained from internal meters where ground water is utilized. Moreover, water consumption data is obtained from supplier meters and reconciled with internal meters (when available) and/or service provider invoices where the water is supplied by the network.

Restatements

The measuring and reporting of assured environmental data inevitably involves a degree of estimation. In exceptional circumstances restatements of prior year reported emissions may be required. Restatements are considered where the data differs by more than 5% at Company level.

UN GLOBAL COMPACT

Human Rights

PRINCIPLE 1 Businesses should support and respect the protection of internationally proclaimed human rights; and	pp. 43-44
PRINCIPLE 2 Make sure that they are not complicit in human rights abuses	pp. 43-44

Labour Standards

PRINCIPLE 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	p. 45
PRINCIPLE 4 The elimination of all forms of forced and compulsory labour;	pp. 39-44
PRINCIPLE 5 The effective abolition of child labour; and	pp. 39-44
PRINCIPLE 6 The elimination of discrimination in respect of employment and occupation.	pp. 39-44

Environment

PRINCIPLE 7 Businesses should support a precautionary approach to environmental challenges;	pp. 59-79
PRINCIPLE 8 Undertake initiatives to promote greater environmental responsibility; and	pp. 59-79
PRINCIPLE 9 Encourage the development and diffusion of environmentally friendly technologies.	pp. 59-79, pp. 54-57

Anti-Corruption

PRINCIPLE 10 Businesses should work against corruption in all its forms, including extortion and bribery.	CCI Code of Ethics
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CCI Code of Ethics: <http://cci.com.tr/en/investor-relations/corporate-governance/code-of-ethics/>

GRI INDICATORS

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
Profile Indicators				
1.1	Message from the CEO	2-3		Full
1.2	Message from the CEO	2-3		Full
	Integrating Sustainability	12		
	2020 Vision and Strategic Framework	18		
	Stakeholder Engagement at CCI	18-19		
	Performance Highlights in 2012	10		
	Climate Protection and Emission Management	62-63		
2.1	Contact	Inside Back Cover		Full
2.2	Corporate Web-site		http://cci.com.tr/en/our-company/our-geography/	Full
2.3	CCI at a Glance	4-5		Full
	2012 Annual Report	28-35		
2.4	Contact	Inside Back Cover		Full
2.5	About the Reporting	1		Full
	CCI at a Glance	4-5		
2.6	2012 Annual Report	34-35		Full
2.7	CCI at a Glance	4-5		Full
2.8	CCI at a Glance	4-5		Full
	Performance Indicators	80-91		
	2012 Annual Report	38-40		
2.9	Corporate Web-site		<i>Detailed information about significant changes in reporting period can be obtained from Announcements section located at http://cci.com.tr/en/investor-relations/announcements/</i>	Full
2.10	CCI Journey of Sustainability	9		Full
3.1	About Our Report	1		Full
3.2	About Our Report	1	<i>Our last reporting period covers January 1st 2011-December 31st 2011</i>	Full
3.3	About Our Report	1	<i>Our reporting cycle is annual</i>	Full
3.4	Contact	Inside Back Cover		Full
3.5	About Our Report	1		Full
	Sustainability Management	13-15		
	Stakeholder Engagement at CCI	18-19		
3.6	About Our Report	1		Full
	Message from the CEO	2-3		
3.7	About Our Report	1		Full
3.8	About Our Report	1		Full
3.9	About Our Report	1		Full
3.10	About Our Report	1		Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
3.11	About Our Report	1		Full
3.12	GRI Indicators Table UNGC Table	102-110 101		Full
3.13	Assurance Statement	111		Full
4.1	Integrating Sustainability 2012 Annual Report	12-13 28-31		Full
4.2	2012 Annual Report	28-31		Full
4.3	2012 Annual Report	30-31		Full
4.4	Integrating Sustainability Stakeholder Engagement at CCI Employee Engagement 2012 Annual Report	12-13 18-21 45-48 45-46		Full
4.5	2012 Annual Report	51-52		Full
4.6	Code of Ethics 2012 Annual Report	12 51-52	<i>CCI Code of Ethics: http://cci.com.tr/en/investor-relations/corporate-governance/code-of-ethics/</i>	Full
4.7	2012 Annual Report	28-31		Full
4.8	Standards and Policies	17		Full
4.9	Message from the CEO Integrating Sustainability Climate Protection and Emission Management	2-3 12-13 62-63		Full
4.10	2012 Annual Report	49-50		Full
4.11	Integrating Sustainability 2012 Annual Report	12-13 51		Full
4.12	CCI Journey of Sustainability Standards and Policies	8-9 17	<i>Signed in 2009, CCI- in all country operations- provide compliance to United Nations Global Compact</i>	Full
4.13	Stakeholder Engagement at CCI	21		Full
4.14	Stakeholder Engagement at CCI	20-21		Full
4.15	Integrating Sustainability Stakeholder Engagement at CCI	13-14 18-19		Full
4.16	Stakeholder Engagement at CCI	20-21	<i>We employ multiple types of stakeholder engagement practices, frequency of which varies by type. Engagement practices like survey, researches and other implications, which are realized as a part of a certain system or process, are employed at least annually. Public disclosure engagements are realized in quarterly or in annual basis, however we also employ adhoc communication tools in case of a significant situation. Other engagement practices are realized on adhoc basis when a certain need is occurred.</i>	Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
4.17	Stakeholder Engagement at CCI 2012 Annual Report	19-20 45-46		Full
Management Approach				
DMA SC			<i>Our Environmental Approach pp. 59-61; Water Management p.70; Preserving Water Resources pp. 74-75; Product Safety and Quality pp. 24-25; Our Suppliers p. 28; Employee Rights p. 43; Equality and Diversity p. 44</i>	Full
DMA EC			<i>Economic and Corporate Governance Performance Indicators p.80; Message from the CEO pp. 2-3; Climate Protection and Emission Management pp. 62-63; Compensation and Benefits p. 39; Equality and Diversity pp. 44-45; Our Suppliers pp. 28-29; Employee Indicators p.84; Our Community pp. 53-57; Economic Development pp.52-53; 2012 Annual Report pp. 60-63, 96, 99-100.</i>	Full
DMA EN			<i>2012 Environmental Performance Indicators pp. 86, 88-89; Recycling of Product Packages p.79; Energy Efficiency pp. 63-66; Energy Efficiency in Office Design p.66; Green IT p. 69; Cooling Practices p. 68; Water Management p.73; Preserving Water Resources pp. 74-75; Wastewater Management and Reclamation pp. 73-74; Social Development pp. 54-57.</i> <i>Message from the CEO pp. 2-3; Life Plus Foundation and Life Plus Youth Program pp.54-55; Managing the Impact of Transportation and Logistic p. 67; Sustainable Packaging pp. 76-79; Standards and Policies p.17; GRI Indicators Table 106-107</i>	Full
DMA LA			<i>Employee Indicators pp. 82-83; Compensation and Benefits p. 39; Union Rights at CCI p .45; Employee Rights p. 43; Occupational Health and Safety p.49; 2012 Health and Safety Data pp. 80-81; Supported Social Projects pp. 55-57; Active Healthy Lifestyle pp. 34-35; Employee Development pp. 40-41; Talent Management at CCI pp. 39-40; Equality and Diversity p. 44; GRI Indicators Table 107-108</i>	Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
DMA HR			<i>Supplier Guiding Principles p .17; Our Suppliers p. 28; Corporate Governance and Risk Management p. 12; Employee Rights p. 43; Business Code of Ethics p. 16; Employee Engagement p. 46; GRI Indicators Table 108</i>	Full
DMA SO			<i>Preserving Water Resources pp. 74-75; Active Healthy Living pp. 34-35; Corporate Governance and Risk Management p.12; Business Code of Ethics p. 16; Our Suppliers p. 28; GRI Indicators Table 109</i>	Full
DMA PR			<i>Me pp. 24-26, 30-33; Sustainable Packaging pp. 76-79; Product Safety and Quality pp. 24-26; Our Consumers pp.31-32; The Coca-Cola Information Center p.33; Responsible Advertising and Marketing pp. 31-32; GRI Indicators Table 109-110</i>	Full
DMA AW			<i>Not Applicable</i>	Not
Performance Indicators				
FP1	GRI Indicators Table	105	<i>Product ingredients and packaging procurements in Turkey, Azerbaijan, Jordan and Kazakhstan are substantiated from TCCC authorized suppliers.</i>	Full
FP2	GRI Indicators Table	105	<i>Procurement criteria set by TCCC are international standards complied by all bottlers in Coca-Cola System.</i>	Full
EC1	Economic and Corporate Governance Performance Indicators 2012 Annual Report	80 60-63		Full
EC2	Message from the CEO Climate Protection and Emission Management	2-3 62-63		Full
EC3	Compensation and Benefits 2012 Annual Report	39 99-100	<i>Gender is definitely not a criterion for determining employee salaries.</i>	Full
EC4	2012 Annual Report	96		Full
EC5	Compensation and Benefits Equality and Diversity	39 44-45		Full Full
EC6	Our Suppliers	28		Full
EC7	Equality and Diversity Employee Indicators	44-45 84		Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
EC8	Our Community	53-57		Full
EC9	Economic Development	52-53		Full
EN1	2012 Environmental Performance Indicators	86		Full
EN2	Recycling of Product Packages 2012 Environmental Performance Indicators	79 86		Full
EN3	2012 Environmental Performance Indicators	88-89		Full
EN4	2012 Environmental Performance Indicators	89		Full
EN5	Energy Efficiency Energy Efficiency in Office Design Green IT Cooling Practices	63-66 66 69 68		Full
EN6	Energy Efficiency Cooling Practices	63-66 68		Full
EN7	Energy Efficiency	63-66		Full
EN8	Water Management	73		Full
EN9	Preserving Water Resources	74-75	<i>CCI operations do not have any facility in RAMSAR areas.</i>	Full
EN10	Wastewater Management and Reclamation 2012 Environmental Performance Indicators	73-74 87		Full
EN11	GRI Indicators Table	106	<i>CCI has no production plants in the protected areas.</i>	Full
EN12	GRI Indicators Table Preserving Water Resources Social Development	106 74-75 54-57	<i>Although CCI has no production plants in the protected areas information about natural resources use and biodiversity protection can be found on related parts.</i>	Full
EN13	GRI Indicators Table	106	<i>CCI has no production plants in the protected areas.</i>	Full
EN14	Message from the CEO Life Plus Foundation and Life Plus Youth Program Preserving Water Resources	2-3 54-55 74-75		Full
EN15	Not applicable		<i>Not applicable</i>	Not
EN16	2012 Environmental Performance Indicators	89-90		Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
EN17	2012 Environmental Performance Indicators	89-90		Full
EN18	Energy Efficiency Managing the Impact of Transportation and Logistic Cooling Practices Green IT	63-66 67 68 69		Full
EN19				Not
EN20	Managing the Impact of Transportation and Logistics	67		Full
EN21	Wastewater Management and Reclamation	73-74		Full
EN22	2012 Environmental Performance Indicators	86		Full
EN23	Wastewater Management and Reclamation	73-74	<i>There was no leakage resulting from our operations during the reporting period.</i>	Full
EN24			<i>Not applicable</i>	Not
EN25	GRI Indicators Table	107	<i>Since waste water is discharged only after the treatment process and reached to the quality level required by legal regulations, biodiversity value of receiving environment is not harmed.</i>	Full
EN26	Energy Efficiency Cooling Practices Water Management Sustainable Packaging	63-66 68 73-74 76-79		Full
EN27	Recycling of Product Packages	79		Full
EN28	Standards and Policies	17		Full
EN29	Managing the Impact of Transportation and Logistics Recycling of Product Packages 2012 Environmental Performance Indicators	67 79 89-91		Full
EN30	2012 Environmental Performance Indicators	91		Full
LA1	Employee Indicators	83	<i>All employees covered in the employee breakdown graphics are fulltime employees</i>	Full
LA2	Employee Indicators	82-83		Full
LA3	Compensation and Benefits	39		Full
LA15			<i>Data is not available</i>	Not

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
LA4	Union Rights at CCI	45		Full
LA5	Employee Rights	43	<i>We follow the legal time periods and procedures for dismissal notification.</i>	Full
FP3	Union Rights in CCI	45	<i>In reporting period no sectoral disputes, strikes and/or lockouts occurred in any of our operations.</i>	Full
LA6	Occupational Health and Safety	49		Full
LA7	2012 Health and Safety Data	80-81	<i>We can not keep this indicator with gender breakdown</i>	Partial
LA8	Supported Social Projects Active Healthy Living	55-57 34-35		Full
LA9	GRI Indicators Table	108	<i>Consensus is reached regarding health check-ups, sick leaves, work-related accidents and birth / maternity leaves, sick pays, first-aid, protective equipment, work wear and occupational health and safety via collective labor agreements concluded with the union.</i>	Full
LA10	Employee Development	40	<i>We keep average hours of training data for all employees. We plan to breakdown the data by employee category as of 2014.</i>	Partial
LA11	Talent Management at CCI Employee Development	39-40 40-41		Full
LA12	Talent Management at CCI	39-40		Full
LA13	Employee Indicators Equality and Diversity	84-85 44		Full
LA14	Compensation and Benefits	39	<i>Gender is definitely not a criterion for determining employee salaries.</i>	Full
HR1	Supplier Guiding Principles Our Suppliers	17 28		Full
HR2	Supplier Guiding Principles Our Suppliers	17 28		Full
HR3	Corporate Governance and Risk Management Employee Rights	12 43		Full
HR4	GRI Indicators Table	108	<i>There were no incidents of discrimination within the reporting period.</i>	Full
HR5	Supplier Guiding Principles Our Suppliers	17 28	<i>No occasion took place during the reporting period that posed a significant threat to the freedom of association and collective bargaining.</i>	Full
HR6	Supplier Guiding Principles Our Suppliers Employee Rights	17 28 43	<i>In line with our commitment to UNGC, our operations do not have risk for incidents of child labor</i>	Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
HR7	Supplier Guiding Principles Our Suppliers	17 28	<i>No occasion took place during the reporting period that posed a significant threat to the freedom of forced or compulsory labor.</i>	Full
HR8	Employee Rights	43		Full
HR9	GRI Indicators Table	108	<i>No such occasion took place during the reporting period</i>	Full
HR10	Supplier Guiding Principles Our Suppliers Employee Rights	17 28 43		Full
HR11	Business Code of Ethics Employee Engagement	16 46	<i>No such occasion took place during the reporting period</i>	Full
SO1	GRI Indicators Table	109	<i>We conduct environmental and financial impact analysis with regard to the area that we will operate before we start operation. We restore all natural qualifications and consider related stakeholder expectations.</i>	Full
SO9	Preserving Water Resources	74-75		Full
SO10	Preserving Water Resources	74-75		Full
FP4	Active Healthy Living	34-35		Full
SO2	Corporate Governance and Risk Management Business Code of Ethics Our Suppliers	12 16 28		Full
SO3	Corporate Governance and Risk Management Business Code of Ethics Our Suppliers	12 16 28		Full
SO4	Corporate Governance and Risk Management Business Code of Ethics Our Suppliers	12 16 28		Full
SO5	Code of Ethics	12		Full
SO6	Code of Ethics	12		Full
SO7	GRI Indicators Table	109		<i>Within the reporting period, no violation of conduct was determined against CCI with regards to uncompetitive behavior, monopolistic or similar practices. No penal sanctions were applied in this regard.</i>
SO8	GRI Indicators Table	109	<i>No significant fines charged during reporting period for non-compliance with laws and regulations.</i>	Full
PR1	Me Sustainable Packaging	24-26 76-79		Full

GRI INDICATORS	REFERENCE	PAGE	NOTES	RESPONSE
PR2	GRI Indicators Table	110	<i>There are no court rulings against us related to any failure to comply with regulations on product and service information and labeling.</i>	Full
FP5	Product Safety and Quality	24-26		Full
FP6	GRI Indicators Table	110	<i>Coca-Cola Light (1.37%), Coca-Cola Zero (1.37%), SenSun (0.53%), Damla (18.28%), Damla Minera (0.31%), Damla Minera Sade (0.31%)</i>	Full
FP7	GRI Indicators Table	110		Partial
PR3	Our Consumers	30-31	<i>There are no court rulings against us related to any failure to comply with regulations on product and service information and labeling.</i>	Full
FP8	Our Consumers	30-31		Full
PR4	GRI Indicators Table	110		Full
PR5	Our Customers	30-31		Full
	The Coca-Cola Information Center	33		Full
PR6	Responsible Advertising and Marketing	31-32		Full
	The Coca-Cola Information Center	33		Full
PR7	GRI Indicators Table	110	<i>No lawsuits have been filed against CCI for failure to comply with laws related to marketing communications, advertising, promotions or sponsorships in 2012.</i>	Full
PR8	GRI Indicators Table	110	<i>Within the reporting period, no complaints were received to CCI regarding the violation of customers' personal privacy or the loss of customer data.</i>	Full
PR9	GRI Indicators Table	110	<i>"No significant penalties were charged against CCI for failure to comply with laws or regulations regarding the supply or use of products and services during the reporting period.</i>	Full
FP9			<i>Not applicable</i>	Not
FP10			<i>Not applicable</i>	Not
FP11			<i>Not applicable</i>	Not
FP12			<i>Not applicable</i>	Not
FP13			<i>Not applicable</i>	Not

INDEPENDENT ASSURANCE LETTER



Independent Assurance Statement

To,
The Board of Directors and Management
Coca-Cola İçecek A.Ş., Istanbul, Turkey

The Coca-Cola İçecek A.Ş. Sustainability Report 2012 ("the Report") has been prepared by the Management of Coca-Cola İçecek A.Ş. ("the Company"), which is responsible for the collection and presentation of information contained in the Report. Our responsibility, in accordance with the instructions of Coca-Cola İçecek A.Ş. Management, is to provide independent assurance on the Report in accordance with the International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000). The assurance statement should not be taken as a basis for interpreting the performance of Coca-Cola İçecek A.Ş. across the scope of issues covered in the Report.

Our responsibility in performing our assurance activities is to the Management of Coca-Cola İçecek A.Ş. only and in accordance with the terms of reference agreed with them. We do not therefore accept or assume any responsibility for any other purpose or to any other person or organization.

What did we do to form our conclusion

Our assurance engagement has been planned and performed in accordance with the International Federation of Accountants' International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000). Our evidence-gathering procedures were designed to obtain a 'limited' level of assurance (as set out in ISAE 3000) on reporting principles.

The scope of our assurance

The scope of our assurance is limited to the information marked with ("****") as set out in the Report on pages 86, 87, 88 and 89, and comprising the relevant on-site operations in Turkey, Jordan, Kazakhstan and Azerbaijan (together "the Selected Information") which has been prepared based on the Reporting Guidance document set out in pages 97 and 98 of the Report, that consists of:

- Total mega joules of energy used, energy use ratio (mega joules of energy used per liter of product);
- Total liters of water used and water use ratio (liters of water used per liter of product);
- Total kilograms of waste generated, total waste ratio (grams of total waste generated per liter of product produced).

In order to form our conclusions we undertook the key steps outlined below:

We planned and performed our work, as summarized below, to obtain the evidence we considered necessary to reach our limited assurance conclusion on the Selected Information:

1. Interviewed select key senior personnel of Coca-Cola İçecek A.Ş. to understand the current processes in place for capturing the Selected Information pertaining to the reporting period;
2. Reviewed Selected Information on site covering Coca-Cola İçecek A.Ş. Corporate Office at Turkey and three bottling plants at Ankara, Çorlu and Izmir as well as off site review of Selected Information pertaining to the Company's international plants in Kazakhstan, Azerbaijan and Jordan, against evidence, on a sample basis;
3. Used Coca-Cola İçecek A.Ş.'s Reporting Guidance document (given within the Report) to evaluate and measure the Selected Information¹;

¹ The conversion of different energy measures to megawatt-hour (mwh) is based upon, inter alia, information and factors generated internally and/or derived by independent third parties as explained in the Reporting Guidance. Our assurance work has not included

4. Evaluated the design and implementation of key processes and controls over the Selected Information;
5. Re-performed, on a sample basis, calculations used to prepare the Selected Information for the reporting period;
6. Assessed the disclosure and presentation of the Selected Information in the Report.

The limitations of our review

Our assurance scope excludes:

- Aspects of the Report and data/information other than those mentioned above;
- Data and information outside the defined reporting period i.e. 1st January 2012 to 31st December 2012;
- The Company's statements that describe expression of opinion, belief, aspiration, expectation, aim or future intention provided by the Company;
- Review of the data and information on economic and financial performance included in the Report, which we understand, are derived from the Company's audited financial records.

Our conclusion

As a result of our procedures, nothing has come to our attention that indicates the Selected Information reviewed for the year ended 31 December 2012 is not prepared in all material respects in accordance with the Company's Reporting Guidance.

Our assurance team and independence

Our assurance team, comprising of multidisciplinary professionals, has been drawn from our climate change and sustainability network and undertakes similar engagements with a number of significant international businesses. As an assurance provider, we are required to comply with the independence requirements set out in International Federation of Accountants (IFAC) Code of Ethics² for Professional Accountants. Our independence policies and procedures ensure compliance with the Code.

We permit this report to be disclosed in the Coca-Cola İçecek A.Ş. Sustainability Report for the year ended 31 December 2012, to enable the Directors of Coca-Cola İçecek A.Ş. to show they have addressed their governance responsibilities by obtaining an independent assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Directors as a body and Coca-Cola İçecek A.Ş. for our work or this report except where terms are expressly agreed between us in writing.

for Güney Bağımsız Denetim ve Serbest Muhasebeci Mali Müşavirlik A. Ş.
A member firm of Ernst & Young Global Limited

Zeynep Okuyan Gökylmaz, SMMM
Partner
Istanbul, 26 November 2013

examination of the derivation of those factors and other third party information.

² International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. This Code establishes ethical requirements for professional accountants. The guidance related to network firms was updated in July 2006.

GREENHOUSE GAS VERIFICATION STATEMENT



**Greenhouse Gas Verification Statement Number
CCP177882/1/2012/06/2013**

The inventory of Greenhouse Gas emissions in the period
01/01/2012 – 31/12/2012 for
COCA-COLA İÇECEK A.Ş.

Esenkent Mah
Deniz Feneri Sok
No:4 Ümraniye 34776
Turkey

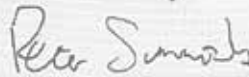
has been verified in accordance with ISO 14064-3:2006 as
meeting the requirements of

ISO 14064-1

To represent a total amount of:
113,656 tCO₂e

For the following activities
soft drinks manufacture, sales and distribution

Lead Assessor: Peter Anderson
Technical Reviewer: Peter Simmonds



Verification Statement Date: 21st June 2013

This Statement is not valid without the full verification scope, objectives, criteria and conclusion available
on pages 2 to 3 of this Statement.



**Schedule Accompanying Greenhouse Gas Verification Statement
Number CCP177882/1/2012/06/2013**

Brief Description of Verification Process

SGS has been contracted by Coca-Cola İçecek A.Ş. for the verification of direct and indirect carbon dioxide (CO₂) equivalent emissions as provided by Coca-Cola İçecek A.Ş., Esenkent Mah, Deniz Feneri Sok, No:4 Ümraniye 3477, Turkey in their GHG Assertion in the form of a Greenhouse Gas Emissions Report covering CO₂ equivalent emissions.

Roles and responsibilities

The management of Coca-Cola İçecek A.Ş. is responsible for the organization's GHG information system, the development and maintenance of records and reporting procedures in accordance with that system, including the calculation and determination of GHG emissions information and the reported GHG emissions.

It is SGS' responsibility to express an independent GHG verification opinion on the emissions as provided in the Coca-Cola İçecek A.Ş. GHG Assertion for the period 01/01/2012 – 31/12/2012.

SGS conducted a third party verification following the requirements of ISO 14064-3: 2006 of the provided CO₂ equivalent assertion in the period April to June 2013.

The assessment included a desk review and site visits at the Coca-Cola İçecek A.Ş. head office in Dudullu and two facilities in Çorlu and Bursa. The verification was based on the verification scope, objectives and criteria as agreed between Coca-Cola İçecek A.Ş. and SGS on insert contract date 31/01/2013.

Level of Assurance

The level of assurance agreed is reasonable.

Scope

Coca-Cola İçecek A.Ş. has commissioned an independent verification by SGS of reported CO₂ equivalent emissions arising from their activities, to establish conformance with the requirements of ISO 14064-1 within the scope of the verification as outlined below. Data and information supporting the CO₂ equivalent assertion were historical in nature and proven by evidence.

This engagement covers verification of emissions from anthropogenic sources of greenhouse gases included within the organization's boundary and meets the requirements of ISO 14064-1.

- The organizational boundary was established following the operational control approach.
- Title or description of activities: soft drinks manufacture and distribution
 - Location/boundary of the activities: Turkey
 - Physical infrastructure, activities, technologies and processes of the organization: Manufacturing facilities, offices, transport.
 - GHG sources, sinks and/or reservoirs included:

Scope 1 - stationary combustion, mobile combustion, process emissions, fugitive emissions;
Scope 2 – purchased electricity;

- Types of GHGs included where appropriate: CO₂, N₂O, CH₄, HFCs, PFCs and SF₆
 - Directed actions: none.
- GHG information for the following period was verified: 01/01/2012 – 31/12/2012.
 - Intended user of the verification statement: general public.

Objective

The purposes of this verification exercise are, by review of objective evidence, to independently review:

- Whether the CO₂ equivalent emissions are as declared by the organization's CO₂ equivalent assertion
- That the data reported are accurate, complete, consistent, transparent and free of material error or omission.

Criteria

Criteria against which the verification assessment is undertaken are the requirements of ISO 14064-1.

Materiality

The materiality required of the verification was considered by SGS to be below 5%, based on the needs of the intended user of the GHG Assertion

Conclusion

Coca-Cola İçecek A.Ş. provided the GHG assertion based on the requirements of ISO 14064-1. The GHG information for the period 01/01/2012 – 31/12/2012 disclosing gross emissions of 113,656 metric tonnes of CO₂ equivalent which are verified by SGS to a reasonable level of assurance, consistent with the agreed verification scope, objectives and criteria.

SGS' approach is risk-based, drawing on an understanding of the risks associated with modeling GHG emission information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of emission information.

SGS concludes with reasonable assurance that the presented CO₂ equivalent assertion is materially correct and is a fair representation of the CO₂ equivalent data and information, and is prepared following the requirements of ISO 14064-1.

We planned and performed our work to obtain the information, explanations and evidence that we considered necessary to provide a reasonable level of assurance that the CO₂ equivalent emissions for the period 01/01/2012 – 31/12/2012 are fairly stated.

This statement shall be interpreted with the CO₂ equivalent assertion of Coca-Cola İçecek A.Ş. as a whole.

Note: This Statement is issued, on behalf of Client, by SGS United Kingdom Ltd, Rossmore Business Park, Inward Way, Ellesmere Port, Cheshire, CH65 3EN ("SGS") under its General Conditions for GHG Validation and Verification Services. The findings recorded hereon are based upon an audit performed by SGS. A full copy of this statement and the supporting GHG Assertion may be consulted at the Coca-Cola İçecek A.Ş. website (www.ccl.com.tr) and via the Coca-Cola İçecek A.Ş. response on the Carbon Disclosure Project Website. This Statement does not relieve Client from compliance with any bylaws, federal, national or regional acts and regulations or with any guidelines issued pursuant to such regulations. Stipulations to the contrary are not binding on SGS and SGS shall have no responsibility vis-à-vis parties other than its Client.



Statement GRI Application Level Check

GRI hereby states that **Coca-Cola İçecek** has presented its report "Coca-Cola İçecek 2012 Sustainability Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 29 November 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because **Coca-Cola İçecek** has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 27 November 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

LEGAL DISCLAIMER

The Sustainability Report (the Report) has been prepared by Coca-Cola İçecek A.Ş. (CCI) within the principles of GRI (Global Reporting Initiative) and United Nations Global Compact. This report has been prepared solely for informative purposes and does not aim to form the basis for any investment decision. No information in this report constitutes a proposal or part of a proposal relating to the sale of CCI shares, or an invitation to this kind of sales process, and the publishing of this report does not mean that a legal relationship of this kind has been established. All featured information and related documents are believed to be accurate at the time of this report's preparation, and all information has been provided in good faith and relies on trustworthy sources. However, CCI does not make any kind of declaration, guarantee or promise in relation to this information.

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