



# Help make society sustainable

As an organisation our social impact is evident in a number of areas. In the **societies** in which we operate we continue to make a difference through both the integration of local businesses into our value chain and through direct investment in social projects. Our **workplaces** are the social fibre of our operations and we work on making them great places for our employees to work, develop and grow. The beverages that we produce provide refreshment everyday to millions of consumers and we take seriously our responsibility to provide them with **safe, quality products.**

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## Corporate Social Investment

We will continue to make significant contributions to the societies in which we operate through focused investment of our finances, time and expertise in meaningful community upliftment programmes.

In 2010 we spent 1% of our profit before interest and tax on various projects focusing on the areas of clean water programmes, recycling, education and welfare.

The annual Everest Challenge in which employees are challenged to donate their own time, skills and money to make a difference in the community above and beyond the Company CSR projects, again showed our employees' passion for improving the lives of others. The finalists for the 2009 Everest Award, as announced at the GMM conference in 2010, displayed a significant level of enthusiasm, creativity and ingenuity in the face of adversity. Coca-Cola Beverages Sri Lanka was crowned the winner of the Everest Challenge 2009 for their “Say We Care” project, while Century Bottling Company’s “Show Love” initiative was a close contender.

### SOUTH AFRICA | Coca-Cola Fortune

The joy and innocence of childhood is something each child should be allowed to experience. Unfortunately many children in South Africa don't have the opportunity to experience the thrills of childhood due to the devastating effects of life-threatening illnesses.

In 2006, Coca-Cola Sabco's Group Office devised a plan to turn their frequent flyer miles into childhood smiles through the establishment of Wings and Wishes, an initiative to transport critically ill children to the Red Cross Hospital in Cape Town or other appropriate medical facilities.

Though the initiative initially started as an employee funded project as an entry into the Everest Challenge 2006, Wings and Wishes has grown into a community supported initiative providing assistance to hundreds of children and their parents or guardians. In 2010 alone, Wings and Wishes transported over 100 children accompanied by their parents/guardians to medical facilities for life-saving treatments.

Coca-Cola Fortune and its employees are proud sponsors and partners of the project and ambassadors have been assigned in each of the Coca-Cola Fortune regions to help promote the growth of the project and assist children across the country. The project also aims at collecting goodies such as toiletries and comfort items to make the flights more comfortable for the kids.

To date, Wings and Wishes has helped 338 children receive urgent medical attention through organising a total of 1432 flights.

Members of the business community or public who would like to support Wings and Wishes can visit [www.wingsandwishes.org](http://www.wingsandwishes.org) for more information.

Together, transport will never again be a barrier to save the life of an ill child.



Committed to supporting critically ill children



**NAMIBIA | Innovation is key in Namibia Beverages CSR project**

Namibia Beverages used creative thinking to renovate an old Namibia Beverages company bus and convert it into a class room to be used at the Boas Ekandjo Pre-Primary. The school in the suburbs of Katutura in Windhoek, caters for 20 children of different age groups and is run by the very hard-working Alina whose passion is to give back to the community.



**KENYA | Nairobi Bottlers construct houses for displaced community members**

Nairobi Bottlers Limited in conjunction with Habitat for Humanity (Kenya), late in 2010 set out to Mai-Mahiu to help construct eight three-bedroom permanent houses, each with their own ablution block, for families displaced during the Kenya post-election violence from 2007.

Over 120 employees, led by Country Manager Segun Ogunsanya, participated in the project to help construct the houses. The team also provided refreshments and entertainment to the more than 200 families in the community who are still displaced. Nairobi Bottlers Limited also offered education scholarships to two needy children from the community.

**SRI LANKA | Saying is doing for Coca-Cola Beverages Sri Lanka**

Coca-Cola Beverages Sri Lanka's Say We Care team identified six projects in 2010 to help upgrade the Moragahapallama School in the war-torn Ampara district and help support its pupils. These included building a new fully-stocked library, renovating the existing building, providing a permanent pipe-borne water supply to the school, and improving its sanitary facilities. In addition, stationery and uniforms were supplied to the school's pupils. The initiative was funded by employees through a number of innovative fund-raising projects such as a PET recycling programme, karaoke nights and more.



**CAMBODIA | Bringing water to villages in Cambodia**

After raising funds at the plant, a team of volunteers from various departments of Cambodia Beverage Company travelled to the Takeo province to help build two pump wells for two villages as part of their employee-funded Everest Challenge project. The new wells are a big help to the women and children from the villages as they spend most of their days fetching water for their families from far-off water points during the dry season.



**UGANDA | Ugandan team Shows Love to disabled children**

In a commendable project to give back to the community, employees from Century Bottling Company's Namanve, Mbarara and Kampala plants decided to "adopt" each of the 108 pupils from the Tukore Invalids Salvation Stream Association to give the children, many of whom have been abandoned, much needed family love. Becoming "Coca-Cola" parents to these children meant that the employees had to learn to communicate with the children, which in some instances even meant learning sign language. The children were treated to visitation days at the school, and the employees spent their own money shopping for the children to help meet their needs. Employees and the children wrote letters to each other and even checked home work assignments.



To improve the facilities at the school, employees bought and installed a 10 000 litre water tank for rain water harvesting at the school, and built brick partitioning between the classrooms to improve the learning environment. Medical supplies were also donated to the school's clinic as many of the children need medicines due to their disabilities.



**VIETNAM | Coca-Cola Beverages Vietnam cleans up the coast**

Coca-Cola Beverages Vietnam Limited coordinated their yearly Coastal Clean-up efforts with Coca-Cola South East Asia Inc. and organised three teams to clean up areas in Hai Phong, Da Nang and Vung Tau. More than 150 CCBVL employees registered to be volunteers on the day. The International Coastal Clean-up has become the biggest single day global volunteer effort for the eradication of litter on beaches and waterways and continues to grow each year.

During the 2009 International Coastal Cleanup, 498 818 global volunteers picked up 7.4 million pounds of marine debris, in 108 countries and locations around the world and 45 U.S. states. Nearly 42 000 Coca-Cola system associates, their friends and families in 32 markets around the world participated, contributing nearly 265 000 hours of volunteer time. The impact of the 2010 ICC is yet to be calculated.



"Becoming "Coca-Cola" parents to these children meant that the employees had to learn to communicate with the children..."

## Enterprise Development

Coca-Cola Sabco is a recognised emerging market specialist in the Coca-Cola System. Our role in the Coca-Cola System is that of expanding the reach of The Coca-Cola Company's products to the world's toughest markets. Key to this strategy is an innovative route to market system that mitigates the challenges of incomplete infrastructure in developing areas.

Our growth is achieved through doing what we do best in markets where others are reluctant to enter.

Our social responsibility therefore includes a focus on enterprise development within our value chain. We will continue to stimulate local economic development through partnerships with local small and medium enterprises, specifically in the areas of our distribution network and retail base.

In 2010 Coca-Cola Sabco's investment in Manual Distribution Centres (MDCs) and Micro Distributors continued with MDCs remaining a core sales channel in East Africa. At present, Coca-Cola Sabco services 1 925 MDCs (excluding South Africa), while the direct employment offered as a result of the MDCs totals approximately 8 572 (excluding South Africa). Coca-Cola Sabco currently services over 703 440 retail outlets and continues to assist in growing our distribution network across our territories.

We believe in empowering our local community and partnering with them in advancing our products and brands and will therefore continue to improve our effectiveness and invest in this area of sustainability well into 2014.

### Ambitious TCCC/Gates Foundation Fruit Project launched in Kenya

Coca-Cola Sabco, in cooperation with The Coca-Cola Company and the Bill and Melinda Gates Foundation in 2010 launched the pilot of their TCCC/Gates Foundation Fruit Project at the Embakasi Garrison Primary School in Kenya.

The Fruit Project, part of Project Nurture, is a highly ambitious initiative aimed at providing US\$ 13 million in funding and education to 54 000 smallholder farmers in Kenya and Uganda in order to help them grow a sustainable harvest of high quality mango and passion fruit trees. The fruit from these trees will be bought by TCCC bottlers such as Coca-Cola Sabco for use in the production of Minute Maid juice products, thus providing a local supplier, local production cycle.

The impetus for the project is that of creating a mutually beneficial relationship between TCCC, Coca-Cola Sabco and the farmers. Through financial and educational support the farmers are taught to grow healthy, high quality crops which can be sold to Coca-Cola Sabco, thus providing an increased income



for the farmers. Simultaneously the use of local products will cut costs for the production of juice products in Kenya and Uganda, and help ensure a stable supply of high quality fruits needed to produce The Coca-Cola Company's juice products.

## Make our workplace socially sustainable



Engaging the hearts and minds of all of our people is a top priority for Coca-Cola Sabco and is included in every manager's objectives, starting with our CEO and cascading down to every manager throughout the group.

Annual Engagement surveys have been conducted with all staff since 2007 and we have been making steady progress. Based on the results of the survey, each country develops and implements specific Employee Engagement action plans which are aimed at improving the working experience of each of our employees.

To support these efforts a practical Employee Engagement toolkit has been developed to help managers to better engage their staff. A training program called "Appreciative Conversations" has been developed to equip managers with skills required to manage performance and handle difficult conversations. However, most important in our quest to engage our employees is the work being done to entrench a culture of dignity and respect where we are "Hard-Headed on results, Soft-Hearted on people."

"Engaging the hearts and minds of all of our people is a top priority for Coca-Cola Sabco . . ."



### Coca-Cola Beverages Sri Lanka bags two prestigious awards at HRM Awards 2010

Coca-Cola Beverages Sri Lanka Ltd (CCBSL) was bestowed with two prestigious awards at the HRM Awards 2010 organised by the Association of Human Resource Professionals.

The Special Award for Best Employee Relationship and People Management and the Silver Award for Overall HR Performance demonstrates the proactive approach the company has adopted in creating a healthy and progressive employee relations atmosphere, in line with Coca-Cola Sabco's Created Future goals.

According to Rohitha Amarapala, Employee Relations and Human Resources Development Manager for CCBSL, the successful level of employee engagement in the company is largely due to their continuous focus on promoting a value-based culture. Country Manager Patrick Pech added that the company will keep striving for an environment in which all employees can contribute their best to the organisation.

In addition to the awards, Coca-Cola Beverages Sri Lanka was invited to share their approach to Human Resources and Employee Engagement with the delegates of the HRM Awards Knowledge Sharing Forum 2010.

CCBSL's approach to adapting Coca-Cola Sabco's HR best practices to their local environment received particular acclaim.

## Learning and Development

We strive for the development of our employees at all levels. Our learning and development goals are aimed at providing world-class individual and organisational capability development and growth opportunities to staff, regardless of their employment level.

We believe that the development and retention of our employees, as well as ongoing talent development is critical to the future of our organisation. We want our territories to increase their investment in learning and development and ensure the highest possible quality of training to all employees.

Three criteria were used to evaluate the success of the 2010 learning and development initiatives at Coca-Cola Sabco, including the percentage training spend to Net Sales Revenue (NSR), the quality of training, as well as the increase in the amount of delegates trained during the year.

In 2010, a total spend of 0.3% of NSR was applied to learning and development programmes across the Group. Our target for 2014 will see this figure increased to a total spend of 0.4% of NSR. Training quality results from Level 1 to 3 showed a satisfaction level of over 80%. As a result of training, the uptake of knowledge was over 38%. After attending the training, we have noted a 30% improvement in job applications.

Improving our learning and development results will be a key target area for workplace sustainability in 2014. We are determined to increase the Level 1 satisfaction with training target to 85%, while the Level 2 knowledge enhancement target is set at 50% and the Level 3 improvement in job application target is also set at 50%.

A notable improvement in the number of delegates trained was recorded in 2010 with 17% more delegates trained across the Group than in 2009. By 2014 a significant number of new delegates will be included in the learning and development programmes in Coca-Cola Sabco as our target will be set at an increase of 25% on the number of delegates trained throughout the Company.

### 2010 Initiatives

A number of new initiatives were introduced in 2010 which has greatly contributed to knowledge sharing within the Company.

### Sharepoint Learning Zone

By utilising technology, Coca-Cola Sabco has introduced the SharePoint Learning Zone for staff which offers blended learning and training at arm's reach through the intranet. An online Learning Management System is used to track, record and coordinate all employee learning from a central point and ensure that learning and development activities can be consistently monitored.

### CAP Programme

World Class Capability Development programmes have been introduced to the Commercial and Supply Chain functions to ensure that all our employees receive on-going training according to industry best practice standards. The CAP programme is Coca-Cola Sabco's primary capability driver in Commercial and Supply Chain development and learning. The programme is used to manage high quality training across the Group within these important functions.

### Coca-Cola Sabco Leadership Pipeline

Leadership development is a highly valued facet of learning and development within the Company and various programmes exist to help nurture leadership in the organisation. The aim is to present meaningful talent and leadership development programmes that advance our leadership talent in the Company. The key enabler for this element of our leadership and development initiatives is the Coca-Cola Sabco Leadership Pipeline suite of programmes. A number of leadership courses and talent development programmes are included such as the Management Talent Development Programme (MTDP) and more.

These initiatives engaged in 2010 will continue to be expanded towards 2014 to help improve the quality of learning and development in the Company.



### SENIOR MANAGERS: Why Finance Matters

"The programme provides the skills managers need to overcome their anxieties and fears around managing the business from a financial perspective."

*Why finance matters*  
INVESTING TIME IN OUR PEOPLE



Growing our business greatly depends on the ability of our senior managers to understand, predict and interpret the financial markets in which we operate. Developing a business in complex and often volatile emerging markets requires a special understanding of finances and economies, which is why Coca-Cola Sabco has developed the Why Finance Matters programmes for senior managers.

The programme provides the skills managers need to overcome their anxieties and fears around managing the business from a financial perspective.

The aim of the Why Finance Matters programme is for all participants to:

- Address every aspect of financial acumen from understanding income statements and balance sheets, to calculating return on investment and constructing "what if" scenarios.

- Broaden business and financial acumen at Coca-Cola Sabco and enhancing financial information.
- Understand the trade-offs between certain financials and business decisions.
- Use sensitivity analysis and financial ratios to drive margin improvements.
- Develop action plans incorporating financial improvement to drive sustainable future results.

The programme features both web based modules and experiential business simulation training interventions as part of the module. A total of 12 to 20 employees are grouped per simulation workshop and each workshop is followed up by an intensive six-month application project in the delegate's country. The project must be linked to the annual business and financial plan and must be signed off by the divisional manager.





**Learning and Development in Coca-Cola Sabco from new recruits to senior management**

New members of our management team: Inside Track Employees who join the Coca-Cola Sabco team are sometimes overwhelmed by the way of working and thinking in our Company. The high expectations held for our employees and management requires that employees become comfortable with Coca-Cola Sabco practices as soon as possible and come to understand the who, what, why and how of the Company.

“ The aim is to present meaningful talent and leadership development programmes that advance our leadership talent in the Company. ”

The two-week long Inside Track induction programme assists in “Sabconising” new members of our team and building the capability of new Coca-Cola Sabco managers. During the first week of the programme, employees undergo business orientation at the Group Office in Port Elizabeth, while the second week features best practice visits as arranged by the country in which the candidate is based. During the programme candidates are exposed to a complete overview of how we do business from Exco’s broad strategy to understanding various pertinent business areas.



**SUPPLY CHAIN LEARNING: Best Practice**

Due to the vast nature of the learning requirements for the Supply Chain function in Coca-Cola Sabco, Supply Chain learning has traditionally taken place in a classroom setting. However, the innovative use of technology in the introduction of the Supply Chain Academy online has helped the Company cut significant costs, reduce time lost travelling and cut the carbon footprint of flying our delegates from various countries in the world to Group Office.

The Supply Chain Academy, in partnership with Accenture, offers relevant and practical training to a very wide staffing population across our eleven territories at a significantly lower cost. A number of learnings from the Supply Chain Academy have now been adopted as a best practice throughout the Group. In recognition of the project’s success Coca-Cola Sabco has been recognised as a Best Practice example of the implementation of a Supply Chain Academy by both Accenture and The Coca-Cola Company and will continue to develop the programme in the future.

**JUNIOR – MIDDLE MANAGERS: Management Talent Development Programme accelerates capabilities**

The viability of Coca-Cola Sabco is partly dependent on the capability of its employees, at all levels of the organisation. The Management Talent Development Programme (MTDP) serves as a development tool which accelerates the capabilities of selected employees to ensure that the appropriate skill sets are in place to build our talent pipeline.

MTDP essentially aims to build the confidence and competence of selected junior and middle managers by offering an intense developmental mentorship programme where candidates are exposed to the broader operations of our business. Candidates are expected to practice self-management and complete and submit various projects as part of their learning to graduate from the programme. A special highlight of the programme is the mentorship relationships between the candidates and a credible leader within the organisation. The candidates are given the opportunity to learn from the experiences of their mentors for both personal and professional development.

Workplace rights

Coca-Cola Sabco’s workplace rights policy is designed to provide all stakeholders with clear guidelines and internally accepted standards for the way in which we treat our employees. We are spirited fighters for both human and workplace rights and strictly adhere to the various policies and guidelines that regulate international workplace standards. The adherence to our workplace policies is audited on a regular basis.

Our workplace rights policy is guided by international human rights standards including the Universal Declaration of Human Rights, the International Labour Organisation’s declaration on Fundamental Principles and Rights at work and the United Nations Global Compact.

Equal Opportunities

At Coca-Cola Sabco we foster an inclusive workplace in which all members of the community have equal opportunities for employment and development regardless of race, gender, religion or disability. In countries where there is specific legislation in place to address past discriminatory practices (for instance South Africa and Namibia), we are fully committed to meeting these requirements in a sustainable manner.

Within South Africa we follow Broadbased Black Economic Empowerment (BBBEE) legislation and are currently a Level 5 contributor.

Coca-Cola Fortune has taken aggressive steps to ensure that the Company complies with the legislation within the country. Embracing the spirit and intent of BBBEE is one of our priorities and in line with the seven BBBEE elements of the Generic Scorecard, Coca-Cola Fortune has appointed coordinators for each of the elements.

## Health and Safety

The Occupational Health and Safety of our workforce is of utmost importance to us. We believe that we can manage the health and safety of our employees by putting good practices into place and continually monitoring our working cultures. We approach health and safety as a mindset and fundamental business requirement. This culture is not only reflected in our day to day operations but also in our Total Productive Management (TPM) and CAPEX projects where safety forms an integral part of our programmes.

Our Health and Safety performance in 2010 is measured by a Lost Time Incident Rate (LTIR) during the year. A Lost Time Incident refers to a work-related incident which results in an employee not being able to perform his or her job. The LTIR then reflects the number of disabling injuries in our operations that have resulted in lost days in relation to hours worked.

In order to improve our LTIR, we will continue to drive the implementation of KO Safety Requirements and audit our plants against these requirements annually. To date, four plants have been certified against OSHAS 18001 and our goal is for the remaining plants to be certified by the end of 2012. One of our key safety and production management systems, TPM, will continue to be expanded to all our plants.

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### Total Productive Management shows positive results

Coca-Cola Sabco's Total Productive Management (TPM) continuous improvement programme has been gaining momentum since its introduction at Group Office in 2007. TPM continues to be a key driver in achieving manufacturing excellence across Coca-Cola Sabco bottling plants.

TPM has been successfully implemented in diverse businesses around the world, with some of the most cited benefits being that TPM guarantees dramatic results; visibly transforms the plant; raises the level of knowledge and skill of production and maintenance personnel; creates the environment for a sustainable culture change; and offers a consistent audit and a global benchmarking/recognition process.

TPM is implemented in a single bottling line in each of the forerunner plants, which then sets stretch targets for productivity, quality, cost, delivery, safety and morale known as PQCDMS targets. The rollout of TPM to the other bottling lines and utilities in a plant, known as TPM Kick Off, occurs when the PQCDMS targets have been met in the forerunner line.

Coca-Cola Beverages Sri Lanka's Biyagama plant in 2010 became the first plant in the Group to achieve TPM Kick-Off. Other plants on the radar to Kick-Off TPM include Ho Chi Minh City (Vietnam) in November 2010 and, Port Elizabeth and Bloemfontein in South Africa, in early 2011.



## Produce safe, high quality products



Product and Package quality is one of the fundamental aspects of the Coca-Cola brand and is a key priority in Coca-Cola Sabco's operations. We invest in new production and testing technologies not only to improve our efficiency, but also to improve our product and package quality.

We strive to consistently produce and distribute quality products that conform wholly to The Coca-Cola Company's quality specifications. In addition, we ensure that each and every product produced in our manufacturing facilities, distributed in our network and sold to our consumers is safe to consume for the duration of the product's shelf life.

### Produce Quality Products

Our mission is to produce the highest quality products and uphold the good name of The Coca-Cola Company's brands. Coca-Cola Sabco holds high standards and goals for quality compliance within the Group which includes:

- Ensuring all factories are compliant and certified on the ISO 9000 Quality Management System.
- Ensuring that all plants are operating an automated DMS system.
- Conducting equipment process capability studies, and entrenching Statistical Process Control (Infinity QS).
- The standardisation of Quality Monitoring and Testing across the Group.
- Developing and entrenching Group Packaging Standards across the Group.
- Ensuring that the Total Product Management process is incorporated in all manufacturing and distribution sites.
- Implementing Quality Maintenance pillar of TPM.

## TOWARDS 2014

One of our 2014 Created Future objectives is that every plant will feature in the Top 100 in the Coca-Cola system on Product and Package quality. In order to help us on our journey towards achieving unblemished package and product quality ratings by 2014, various measures have been put in place to help ensure a superior product and package quality standard in our plants. This includes implementing all compliance requirements in all our plants as mandated by The Coca-Cola Company and auditing our plants against these requirements on an annual basis.

The Coca-Cola Company, as well as a team from our Group Office, visits our plants regularly to focus on quality issues and the respective corrective action plans. The Coca-Cola Company then awards quality compliance certifications to plants that have achieved certain product and package quality goals within the Group.

KPIs	Benchmark
Product Quality Index	Top 100
Package Quality Index	Top 100
Equipment Process Capability Studies	Conducted & results for CpK >1.33
SPC through Infinity software.	All production lines, WTP & Syrup Rooms.
ISO 9001: 2008	All Factories Certified

“ One of our 2014 Created Future objectives is that every plant will feature in the Top 100 in the Coca-Cola system on Product and Package quality. ”

### Nairobi and Mbarara plants receive a Gold Quality Award for 2010 from East and Central Africa Business Unit

Kenya's Nairobi Bottler's Nairobi plant, as well as Uganda's Century Bottling Company's Mbarara plant received a Gold Quality Award from The Coca-Cola Company's East and Central Africa Business Unit. The award recognises excellence in product and package quality, as well as compliance ratings in the Coca-Cola Quality, Safety and Environmental management systems. Plants are also required to achieve full ISO certification against ISO 22 000: 2005, PAS 220: 2008, ISO 9001: 2008, ISO 14001: 2004 and OSHAS 18001: 2007 standards to qualify for this award, as well as achieving improvement targets for Water and Energy Usage. They join an elite group of only four plants out of 55 operations in the East and Central Africa Business Unit to achieve Gold in 2010.

### Nelspruit and Polokwane plants receive Quality Awards from the South African Business Unit

Nelspruit manufacturing plant received a Gold Quality Award for 2010 from the South African Business Unit. The Award criteria included passing the TCCC Quality Audit facet, full ISO certification against ISO 22000: 2005, PAS 220: 2008, ISO 9001: 2008, ISO 14001: 2004 and OSHAS 18001: 2007 as well as Total Product Management systems to be in place. Nelspruit plants was one of 10 plants to receive a Gold Quality Award within SABU. Polokwane Manufacturing plant received a Silver Quality Award for 2010. They were the only SABU plant to receive a Silver Award.

### Phnom Penh plant achieves the Highest Quality Measures Score in the Group for 2010

According to the Coca-Cola Company's Quality World Ranking Report, the Phnom Penh plant received a 100% score in Product Quality and shared first place with 37 other plants. Our Phnom Penh and Mbarara plants also received 100% for Package Quality and shared first place with 52 other plants. The report ranks the product and package quality scores of all the Coca-Cola plants across the world and is seen as a good reflection of a plant's competitiveness in terms of global KO standards.

“ Coca-Cola Sabco is unwavering in its commitment to produce products that are safe for human consumption for the entire shelf life of our products. ”

## Produce Safe Products

Coca-Cola Sabco is unwavering in its commitment to produce products that are safe for human consumption for the entire shelf life of our products. A number of initiatives and measures have been set in place to ensure this goal is realised. These include:

- Ensuring all factories are compliant and certified for the FSSC 22000 Food Safety System.
- Ensuring that no High Risk or Critical Risk scenarios are reported during compliance audits.
- Ensuring all factories are compliant and certified for the ISO 9001: 2008 Quality Management System.

Our key KPIs for 2010 included the number of food safety related incidents, as well as our goal of ensuring that all our plants are PAS 220: 2008 and ISO 22000: 2005 certified by the end of 2011. Publicly Available Specifications (PAS) 220: 2005 is a Global standard which specifies the requirements for food safety programmes within the manufacturing process of international food supply chains.

An encouraging result from our product safety perspective was that zero food-related safety incidents were reported in 2010. Fifteen of our 25 plants have been certified against PAS 220: 2008 and the remainder of our plants will be certified before the end of December 2011.

KPIs	Benchmark
FSSC 22000 or PAS 220 and ISO 22000: 2005	All facilities Certified by an accredited body
Food Safety Risk Incidents (as per definition)	Zero
Compliance to TCCC Food Safety Standard	No High Risk & Critical Risks for Food Safety

### Food safety recognised in Coca-Cola Sabco as 10 plants achieve ISO 22000:2005 certification

The certification which focuses on preventative and corrective action, monitoring and verification plans for the food industry is an important step towards meeting The Coca-Cola Company's operating requirements. Coca-Cola Sabco's Phnom Penh, Port Shepstone, Port Elizabeth, Windhoek, Oshakati, Maputo, Dar es Salaam, Kampala, Kathmandu and Terai plants all achieved ISO 22000:2005 Food Safety System certification by the end of 2010 bringing the total number of certifications to 25.



According to the International Organisation for Standardisation's (ISO) website, ISO 22000:2005 sets out requirements for food management systems applicable to each and every organisation involved in any aspect of the food chain. The regulation ensures, amongst others, that the food products are safe at the time of human consumption and in order to be awarded this certification, organisations must demonstrate that they are able to plan, implement, operate, maintain and update a reliable food safety management system that provides products that are safe for consumption. In addition, the organisation needs to demonstrate transparent business operations and conformity to ISO 22000:2005 regulations.