

2017 GRI Content Index

Coca-Cola HBC 2017 GRI Content Index

This section provides more detail to internal and external stakeholders on Coca-Cola HBC's sustainability-related policies, programmes and performance. The report is in accordance with the Global Reporting Initiative (GRI) Standards, comprehensive option. In addition, in conjunction with our 2017 Integrated Annual Report, it complements and serves as part of our Communication on Progress (COP) to the United Nations Global Compact (UNGC).

GRI INDICATORS

We report according to the GRI Standards and the related general and specific disclosures as defined in 2016. Some data is provided directly in the Index, while for other we indicate where the data and a more detailed discussion of the topic can be found in the Integrated Annual Report (IAR). Unless stated otherwise, the period covered is the calendar year 2017 and the status described is as at 31 December 2017.

GENERAL DISCLOSURES

Disclosure number	Description	Reference to 2017 IAR	Additional content, reference, or reason for omission
Organisational profile			
102-1	Name of the organisation	234	Refer to the "About our report" section of the 2017 IAR
102-2	Primary brands, products and services	8-9, 38-43	Refer to the "Our business" and "Consumers" section of the 2017 IAR, as well as the Brands section of our website at: www.coca-colahellenic.com/en/brands Further note that none of our products are banned in the markets where we operate and we comply with all local legal requirements for the sale and marketing of those products. Wherever there is stakeholder concern expressed relating to beverage industry ingredients, we address those concerns through our industry associations and other alliances.
102-3	Location of the organisation's headquarters	-	Refer to the "About us" section of our website at: https://coca-colahellenic.com/en/about-us/coca-cola-hbc-at-a-glance/
102-4	Location of operations	9, 69, 142, 234	We operate in 28 countries in Europe, Asia and Africa. Refer to the "Our business", as well as the "Established", "Developing" and "Emerging" markets sections of the 2017 IAR. These three reporting segments constitute our significant areas of operations and form the basis of consolidation for reporting purposes.
102-5	Ownership and legal form	139, 234	Refer to the "About our report" section of the 2017 IAR, and the "Description of business" note, to the consolidated financial statements in the 2017 IAR.
102-6	Markets served	8-9, 68-69	Our main customers are wholesalers and mainly retail outlets, ranging from small cafes and grocery stores, to hypermarkets. These help us refresh our consumers across our 28 countries. Refer to the "Our business" overview, as well as the "Established", "Developing" and "Emerging" markets sections of the 2017 IAR. Further, refer to the "About us" section of our website at: https://coca-colahellenic.com/en/about-us/coca-cola-hbc-at-a-glance/ .
102-7	Scale of the organisation	8-9, 68-69, 132	Refer to the "Our business" and "Market highlights" sections, and the Financial statements sections of the 2017 IAR.

		a. Permanent FTE: 28.192 Temporary FTE: 1.234 Male FTE: 21.840 Female FTE: 7.586 Permanent male FTE: 20.942 Permanent female FTE: 7.249 Temporary male FTE: 898 Temporary female FTE: 337 b. Regions without BSO and CSC: Region 1 FTE: 5.433 Region 2 FTE: 12.688 Region 3 FTE: 10.167 Region 1 Permanent FTE: 5.341 Region 1 Temporary FTE: 92 Region 2 Permanent FTE: 12.133 Region 2 Temporary FTE: 555 Region 3 Permanent FTE: 9.596 Region 3 Temporary FTE: 571
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.	- Developing market segment FTE: 4.747 Emerging market segment FTE: 18.150 Established market segment FTE: 6.530 Developing permanent FTE: 4.597 Developing temporary FTE: 151 Emerging permanent FTE: 17.312 Emerging temporary FTE: 837 Established permanent FTE: 6.283 Established temporary FTE: 247 c. Full time FTE: 28.079 Part time FTE: 193 Full time FTE male: 20.925 Part time FTE male: 41 Full time FTE female: 7.153 Part time FTE female: 152 d. Contractors FTE: 4.478 Self-employed: 170 Seasonal: 552 % of Seasonal employees vs Total Group FTE: 2% f. All data present FTE (Full-time equivalent) calculation, and it's based on IFRS (international financial reporting standards).

102-9 Description of the organisation's Supply Chain

Our supply chain function plays a central role in our business, ensuring that in all our processes and activities we minimise our environmental impact and ensure sustainability in our value chain, all the way from sourcing raw materials to manufacturing the end-product and distributing it to our customers.

We operate in a territory stretching across 28 countries in three continents. While providing us with opportunity, this footprint also challenges us to constantly optimise our operational infrastructure. Our aim is to build a borderless supply chain that will serve our territory at optimum cost and will have the capability to embed innovative technologies fast. As we look for opportunities to optimise our infrastructure, we seek to build or transform existing plants into efficient mega-plants, where it makes sense, which can effectively serve a country or an entire region. Such optimisation takes into consideration the Group supply chain as a whole, in an integrated manner, from the number of plants and the number and nature of filling lines to the number of distribution centres and warehouses.

Under a unified procurement framework, we segment our supply base universe of approximately 35,000 suppliers into direct and indirect spend suppliers. Direct spend suppliers include ingredients and packaging suppliers. Indirect suppliers include categories such as IT, production equipment, spare parts, maintenance services, logistics providers, fleet vehicles, utilities and temporary labour. CCHBC also segments suppliers into three categories based on criticality and potential opportunities.

We define as Group critical suppliers those that fulfil all, or part of the following criteria: high percentage of spend; limited alternatives; and partnership supporting our business strategies. These suppliers are critical to the overall competitiveness and success of Coca-Cola HBC and of the total supply base. Country strategic suppliers are those which have strategic importance at a local or regional level. Tactical suppliers represent low-volume, low-spend suppliers where there are many alternative sources available, enabling a flexible supply base.

Total supplier spend reached €2,687m in 2017. Our practice is to source locally, provided that goods and services are available to meet our requirements and quality standards in an economically viable way. As of 2015, over 98% of our spending is local in our countries of operation or from within the European Union, which is considered local for EU countries.

We maintain transparency throughout our supply base through The Coca-Cola Company's Supplier Guiding Principles compliance audits and our membership in EcoVadis from 2017 onwards. We also recognise supplier certifications as per international standards including ISO 9001, 14001, 50001, FSSC 2200 and OHSAS 18001. For agricultural commodities, we are aligning with the wider industry to recognise the Rain Forest Alliance, Fair Trade, Bon Sucro and the Sustainable Agriculture Initiative Platform (SAI Platform).

Additional information can be found in the "Efficiencies" section of the 2017 IAR (pages 50-53).

102-10	<p>Significant changes to the organization's size, structure, ownership, or supply chain, including:</p> <ul style="list-style-type: none"> - Changes in the location of, or changes in, operations, including facility openings, closings, and expansions; - Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); - Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination. 	48-54, 231	<p>There were no significant changes in the supply chain. Further, refer to the "Efficiencies" and "Shareholder information" sections of the 2017 IAR, as well as the relevant notes to the consolidated financial statements.</p> <p>Also refer to GRI indicators 102-9.</p>
102-11	The precautionary approach or principle is addressed by the organisation	70	Refer to the Viability statement of the 2017 IAR.
102-12	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	8-9, 18-19, 68-69, 48-54, 55-63	Refer to the "Our business", "Market review", "Efficiencies" and "Materiality" sections, as well as the joint Q&A with the Chairman and the CEO, of the 2017 IAR.
102-13	list the main memberships of industry or other associations, and national or international advocacy organizations.	11-15, 38-46, 56	Refer to the joint Q&A with the Chairman and the CEO, as well as the "Our approach to materiality", "Consumers" and "Efficiencies" sections of the 2017 IAR. Also refer to our website: https://coca-colahellenic.com/en/sustainability/partnerships-and-memberships/?category=1614
Strategy			
102-14	A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	11	Refer to the joint Q&A with the Chairman and the CEO, as well as the Board Social Responsibility Committee Chairman letter and overview of the 2017 IAR.
102-15	Description of key impacts, risks, and opportunities	21-23, 58-63	Refer to "Focused on delivery" and "Energising our strategy", as well as the "Opportunities" section of the 2017 IAR.
Ethics and integrity			
102-16	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	11-15, 28-33, 77	Refer to the joint Q&A with the Chairman and the CEO, as well as the "People" section of the 2017 IAR.
102-17	<p>Describe the internal and external mechanisms for:</p> <ul style="list-style-type: none"> - Seeking advice about ethical and lawful behavior, and organizational integrity; - Reporting concerns about unethical or unlawful behavior, and organizational integrity 	31, 97	We have compliance officers from whom employees can seek advice on ethical and lawful behaviour. In addition, we have a Code of Business Conduct and specific processes related to that. We have also established a confidential whistle-blowing line which is available both internally and externally. Additionally, consumers can use the dedicated complaint lines, available in our countries. Refer to the relevant specific standard disclosures in the GRI Content Index for more details, as well as the Corporate Governance section of the 2017 IAR.
Governance			
102-18	Report the governance structure of the organization, including committees of the highest governance body. Report the Committees responsible for decision-making on economic, environmental, and social topics.	81-83	Refer to the "Corporate governance" section of the 2017 IAR.
102-19	Process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees.	81	Refer to the "Corporate governance" section and particularly the role and responsibilities of the Board's Social Responsibility Committee of the 2017 IAR.

102-20	Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	81	Refer to the "Corporate governance" section of the 2017 IAR.
102-21	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	55-57	Refer to the "Materiality" section of the 2016 IAR, as well as the "Stakeholder engagement" section of our website at http://coca-colahellenic.com/en/sustainability/sustainability-approach-and-performance/stakeholder-engagement/
102-22	Report the composition of the highest governance body and its committees by: <ul style="list-style-type: none"> - Executive or non-executive - Independence - Tenure on the governance body - Number of each individual's other significant positions and commitments, and the nature of the commitments - Gender - Membership of under-represented social groups - Competences relating to economic, environmental and social impacts - Stakeholder representation 	72-79	Refer to the "Corporate governance" section of the 2017 IAR.
102-23	Report whether the Chair of the highest governance body is also an executive officer	72	Refer to the "Corporate governance" section of the 2017 IAR.
102-24	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: <ul style="list-style-type: none"> - Whether and how diversity is considered - Whether and how independence is considered - Whether and how expertise and experience relating to economic, environmental and social topics are considered Whether and how stakeholders (including shareholders) are involved	77-79	Refer to the "Corporate governance" section of the 2017 IAR.
102-25	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: <ul style="list-style-type: none"> - Cross-board membership - Cross-shareholding with suppliers and other stakeholders - Existence of controlling shareholder - Related party disclosures 	76-81, 219	Refer to the Corporate governance framework and the Supplementary information section in our 2017 IAR.
102-26	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics.	81	Refer to the "Materiality" and "Corporate governance" sections of our 2017 IAR.

102-27	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	102-103	Refer to the "Corporate governance" section of our 2017 IAR.
102-28	a. Report the processes for evaluating the highest governance body's performance with respect to governance of economic, environmental, and social topics. b. Whether such evaluation is independent or not, and its frequency. c. Whether such evaluation is a self-assessment. d. Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental, and social topics, including, as a minimum, changes in membership and organizational practice.	81-101	Refer to the "Corporate governance" section of our 2017 IAR.
102-29	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	81	Refer to the "Corporate governance" section of our 2017 IAR.
102-30	Report the highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	81-82	Refer to the "Corporate governance" section of our 2017 IAR.
102-31	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	58, 81, 96	Refer to the "Effective management of risk" and "Corporate governance" sections of our 2017 IAR.
102-32	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	55-57, 102-103	Refer to the "Our approach to materiality" and "Corporate governance" sections of our 2017 IAR.
102-33	Report the process for communicating critical concerns to the highest governance body.	94-97	Refer to the "Corporate governance" section of our 2017 IAR.
102-34	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	-	There were no critical concerns communicated to the highest governance body in 2017.

102-35	<p>Remuneration policies for the highest governance body and senior executives for the following types of remuneration:</p> <ul style="list-style-type: none"> - Fixed pay and variable pay, including performance-based pay, equity-based pay, bonuses, and deferred or vested shares; - Sign-on bonuses or recruitment incentive payments; - Termination payments; - Clawbacks; - Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees. <p>How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics..</p>	104-125	Refer to the "Corporate governance" section of our 2017 IAR.
102-36	<p>Process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organisation.</p>	116	Refer to the "Corporate governance" section of our 2017 IAR.
102-37	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	104-125	Refer to the "Corporate governance" section of our 2017 IAR.
102-38	Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees, by segment	-	Ratio calculated in Euros: Established markets: 19.9 Developing markets: 46.4 Emerging markets: 96.1
102-39	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees, by segment	-	Rate of increase / (decrease) calculated with Euro-based ratios Established markets: 21.6% Developing markets: 9.3% Emerging markets: 4.9%
Stakeholder engagement			
102-40	List of stakeholder groups engaged by the organisation	56-63, 87-88	Refer to the "Our approach to materiality" section of the 2017 IAR, as well as the stakeholder engagement section of our website at: http://coca-colahellenic.com/en/sustainability/sustainability-approach-and-performance/stakeholder-engagement/
102-41	Percentage of total employees covered by collective bargaining agreements.	-	Refer to the Social data table of the GRI specific standard disclosures, and the Social Data Table of the GRI Content Index
102-42	The basis for identifying and selecting stakeholders with whom to engage.	56-63, 87-88	Refer to the "Our approach to materiality" section of the 2017 IAR, as well as the stakeholder engagement section of our website at: http://coca-colahellenic.com/en/sustainability/sustainability-approach-and-performance/stakeholder-engagement/ We identify and select all types of stakeholders that can have an impact or are affected by our business now and in the future. This process is done both at the Group and country levels and the overall input is consolidated and used for our materiality surveys. Specifically, for our thematic Annual Stakeholder Forum, we aim for at least 50% of our invited stakeholders to be directly relevant to the issues discussed each year, with the other 50% being from all other categories.

102-43	The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	56-63, 87-88	Refer to the "Our approach to materiality" and "Communities" sections of the 2017 IAR, as well as the stakeholder engagement section of our website at: http://coca-colahellenic.com/en/sustainability/sustainability-approach-and-performance/stakeholder-engagement/
102-44	The reporting organization shall report the following information: a. Key topics and concerns that have been raised through stakeholder engagement, including: - How the organization has responded to those key topics and concerns, including through its reporting; - the stakeholder groups that raised each of the key topics and concerns.	56-63	Refer to the "Our approach to Materiality" and "Communities" sections of the 2017 IAR, as well as the stakeholder engagement section of our website at: http://coca-colahellenic.com/en/sustainability/sustainability-approach-and-performance/stakeholder-engagement/
Reporting practice			
102-45	List all entities included in the organisation's consolidated financial statements or equivalent documents. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report.	158	Refer to the Financial statements, Swiss statutory reporting and Supplementary information sections of the 2017 IAR.
102-46	Explain the process for defining the report content and the topic Boundaries. Explain how the organization has implemented the Reporting Principles for defining report content.	56-63	Refer to the "Our approach to materiality" section of the 2017 IAR.
102-47	List all the material Aspects identified in the process for defining report content	56-63	Refer to the "Managing our material issues" section of the 2017 IAR, p. 57. Our materiality matrix includes all our material issues.
102-48	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	-	There was no restatement of information provided in previous reports.
102-49	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	-	There were no significant changes from previous reporting periods.
102-50	Reporting period for information provided	234	Refer to the "About our report" section of the 2017 IAR, as well as the introductory section of the GRI Content Index.
102-51	Date of most recent previous report	-	Our 2016 IAR was published on March 17, 2017.
102-52	Reporting cycle	234	Refer to the "About our report" section of the 2017 IAR, as well as the introductory section of the GRI Content Index.
102-53	Provide the contact point for questions regarding the report or its contents.	-	Refer to the in-cover of the 2017 IAR and the sustainability section of our website at http://coca-colahellenic.com/en/sustainability/ Contact us at: sustainability@cchellenic.com
102-54	This report has been prepared in accordance with the GRI Standards: Comprehensive option.	234	Refer to the "About our Report" section of the 2017 IAR.

102-55	<p>The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report. For each disclosure, the content index shall include:</p> <ul style="list-style-type: none"> - The number of the disclosure (for disclosures covered by the GRI Standards);ⁱ - the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; If applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made. 	-	<p>Refer to the GRI Content Index, which can be found on our website at: https://coca-colahellenic.com/en/investors/2017-integrated-annual-report/</p>
102-56	<p>The reporting organization shall report the following information:</p> <ol style="list-style-type: none"> a. A description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: <ol style="list-style-type: none"> I. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; II. The relationship between the organization and the assurance provider; III. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report. 	227-229, 234	<p>Coca-Cola HBC is publishing Integrated Annual Reports, which are externally verified by independent, professional assurance providers, since 2013. For more details regarding the assurance process of the 2017 IAR, refer to the "About our report" section, and the Sustainability assurance statement of the 2017 IAR, as well as the 2017 GRI Content Index.</p>

SPECIFIC STANDARD DISCLOSURES

ECONOMIC TOPICS

Disclosure number	Description	Reference to 2017 IAR	Additional content, reference, or reason for omission
Economic performance 2017			
103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	16-17 18-20, 64-70	Refer to the "Business model" and "Market review" sections, as well as the Financial review of the 2017 IAR.
201-1	Direct economic value generated and distributed on an accrual basis, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	16-17, 18-20, 34-37, 64-70, 142-153	Refer to the "Business model", "Market review" and "Communities" section, as well as the Financial review of the 2017 IAR.
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	56-63	Our comprehensive top-down, bottom-up approach to enterprise risk management ensures that all business risks and opportunities, including those relating to climate change, are identified and managed appropriately at both the operational and strategic levels. Specific programme details are available in the "Materiality" and "Risk management" sections of the 2017 IAR
201-3	Coverage of defined benefit plan obligations	-	12,189 of our total number of employees, employed on average in 2017, are eligible for benefit plans. Out of 7,799 employees eligible to be covered by defined contribution pension plans, 5,882 of them are covered. All of our 1,310 employees eligible to be covered by defined benefit pension plans are covered. Although, over time, we make efforts to increase coverage based on local market practices and prevalence of such benefits, legislation and affordability, at this time we do not have a timeframe by which we will achieve full coverage. The level of participation at the end of 2017 per market segment was: Established: 62%, Developing: 20%, Emerging: 22%
201-4	Significant financial assistance received from government	-	None
Market presence			
103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	8-28	Refer to the "Our business", "Business model", "Focused on delivery", "Energising our strategy", "A strong track record" and "Market reviews" sections, as well as the joint Q&A with the Chairman and the CEO of our 2017 IAR.
202-1	Range of ratios of standard entry-level wage by gender, compared to local minimum wage at significant locations of operation	-	In every country, the lowest paid employee categories (junior line operators and entry-level merchandisers) earn at least the minimum wage. We consider as significant areas of operation the externally reporting segments, which also form the basis of financial consolidation. On average, junior line operators and merchandisers earn approximately 1.5 times the local minimum wage in our Established markets, approximately 1.6 times in our Developing markets and approximately 3.0 times the local minimum wage in our Emerging markets. The range of ratios is similar for both male and female workers

202-2	Proportion of senior management hired from the local community at significant locations of operation	-	Employees are systematically hired from the local workforce. 95% of employees are local nationals.83% of managers are local nationals.
			In our Established markets, 85% of total employees and 65% of managers are local nationals.
			In Developing markets, 98% of total employees and 95% of managers are local nationals.
			Finally, in our Emerging markets, 98% of total employees and 94% of managers are local nationals
			As senior management, we consider our top 300 business leaders, which include country function heads, Group sub-function heads and the Group's Operating Committee, including the CEO As local hire, we consider employees of the same nationality as the operation they work for. We consider as significant areas of operation the externally reporting segments, which also form the basis of financial consolidation.
Indirect economic impacts			
103-1	Explanation of the material topic and its Boundary	18-20, 34-54	Refer to the "Business model", "Communities", "Customers" and "Efficiencies" sections of the 2017 IAR.
103-2	Explanation of management approach and its components		
103-3	Evaluation of the management approach		
203-1	Development and impact (current or expected) on local communities and economies of infrastructure investments and services supported	34-37	Refer to the "Communities" section of the 2017 IAR.
			In 2017, we invested €7.4 million in our communities. Approx. 13% was through charitable contribution (in-kind and pro-bono) and 8% through commercial initiatives. Further, we have engaged more than 726,331 participants in our community-related initiatives, of which close to 89,000 participants only Youth development initiatives organized or supported by us. We have reached more than 21,500 underprivileged youth in our flagship program #Youth Empowered. In the 1st year of the program launch, 138 youth already reported that have found employment after they completed the program.
203-2	Understanding and describing significant indirect economic impacts, including the extent of impacts	18-20	As a business, our primary contribution to the communities we are part of is through our core business activities, which generate income for employees, pay our suppliers and contribute to the public good through e.g. the payment of state taxes. In 2017, we paid a total of €313 million in taxes. During the year, we continued to consolidate our infrastructure to improve efficiency across the organisation. These projects can have an impact on local economies, when they involve the closing or consolidation of facilities. Within the European Union, the Coca-Cola System supports over 500,000 direct and indirect jobs throughout our value chain and contributes approximately €33 billion in value added (2014 data)
Procurement practices			
103-1	Explanation of the material topic and its Boundary	44-47	Refer to the "Customers" section of the 2017 IAR, as well as GRI Indicator 102-9.
103-2	Explanation of management approach and its components		Further information can be found on our website: https://coca-colahellenic.com/en/operations/supply-chain/our-suppliers/
103-3	Evaluation of the management approach		
204-1	Proportion of spending on local suppliers at significant locations of operation	-	Our practice is to source locally, provided that goods and services are available to meet our requirements and quality standards in an economically viable way. During 2017, over 98% of our spending is local in our countries of operation or from within the European Union, which is considered local for EU countries
Anti-Corruption			
103-1	Explanation of the material topic and its Boundary	50, 58, 97	Refer to the "Corporate governance, business ethics and anti-corruption" section at the end of the GRI Content Index, as well as the relevant section in the UNGC CoP document.
103-2	Explanation of management approach and its components		
103-3	Evaluation of the management approach		

205-1	Percentage and total number of business units analysed for risks related to corruption	- We have a zero-tolerance approach to corruption. Bi-annual mandatory training programmes ensure employees understand both applicable anti-bribery and anti-corruption laws and our Anti-Bribery Policy, and act in compliance with these. The 100% of our 28 operations are assessed in this process. Programmes are developed by the legal department with in-class training for risk-zone employees to target specific risks faced by each regional function. For further information please see the Anti-Bribery Policy and Compliance Handbook and Code of Business Conduct on our website: https://coca-colahellenic.com/en/about-us/policies/
205-2	<p>a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region.</p> <p>b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.</p> <p>c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations.</p> <p>d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.</p> <p>e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.</p>	<p>a. Anti-corruption policies and procedures have been communicated to the 13 Directors of CCHBC AG and to the 9 members of our Operating Committee, which represents the 100% of governance bodies members.</p> <p>b. CCHBC employees receive the COBC and Anti-Bribery Policy upon hiring and the COBC and Anti-Bribery Policy are also published on CCHBC Intranet and websites and are available in CCHBC local languages. Anti-corruption policies and procedures have been therefore communicated to n. 29.990 active employees, which corresponds to the 100% of our active employees in our 28 operations.</p> <p>c. Our Suppliers Guiding Principles, including a specific section on Anti-Bribery and relevant procedures, are regularly communicated to all our suppliers as part of their selection process, as well as during physical audits. We aim to achieve 100% of our suppliers to accept our SGP utilizing our "SGP Coverage Triangle" with three checkpoints throughout the procure-to-pay process, available on our website http://coca-colahellenic.com/en/operations/supply-chain/our-suppliers/ at:</p> <p>50-70 Detailed information on total number and % will be reported in the 2018 IAR.</p> <p>COBC, Anti-Bribery Policy and Suppliers Guiding Principles are also published on CCHBC websites and are available in local languages of our 28 operations.</p> <p>d. 8 out of 9 members of our Operating Committee (88.9%) have received a specific training on anti-corruption. The Board of Directors members of CCHBC AG, who are all non-executive, except the CEO, were kept updated about our ABAC program and are aware of our Anti-Bribery Policy.</p> <p>e. In trainings that took place in 2016 and 2017, 28,845 active permanent employees, accounting for 96.2% of the total, have been trained on anti-corruption</p> <p>In particular, we have trained: 6,132 employees in established markets (93.9%); 4,758 employees in developing markets (98.9%); 17,955 employees in emerging markets (96.3%). Per employee category 5,000 administrative employees (96.9%) 9,556 plant employees (95.0%) 2,608 transportation employees (97.0%) 11,681 sales employees (96.7%)</p>

205-3	The reporting organization shall report the following information:		
	a. Total number and nature of confirmed incidents of corruption.		a, b. There were two confirmed cases of corruption:
	b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.		As a result of an internal investigation launched in response to an allegation raised via the Speak Up! line, we confirmed that the Security Department of our Nigerian operation had authorized a 3rd party to make un-receipted cash payments to police officers and representatives of other governmental, with a value of under €10,000. Depending on the details of the transaction, un-receipted payments to police can indeed potentially be against local Nigerian legislation. As a result of the findings, three employees were dismissed.
	c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	-	CCHBC employees in our Russian operation were found to have made cash payments, and distributed Company product, to police in efforts to avoid technical inspection on fleet vehicles, with a value of under €5K. As a result of the investigation, four employees were dismissed and two received written warnings.
	d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.		c. There were no confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.
			d. There were no public legal cases regarding corruption brought against the organization or its employees during the reporting period

Anti-Competitive behaviour

103-1	Explanation of the material topic and its Boundary		
103-2	Explanation of management approach and its components	57, 97	Refer to the "Corporate governance, business ethics and anti-corruption" section at the end of the GRI Index.
103-3	Evaluation of the management approach		
206-1	a. Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	195	a. There is one pending legal action in FYROM, where CCHBC filed an appeal with the administrative court against a decision of the local competition authority.
	b. Main outcomes of completed legal actions, including any decisions or judgments.		b. None.

ENVIRONMENTAL TOPICS

Materials

103-1	Explanation of the material topic and its Boundary		
103-2	Explanation of management approach and its components	24-25, 48-54, 55-63	Refer to the "A strong track record", as well as the "Efficiencies" and "Materiality" sections of the 2017 IAR.
103-3	Evaluation of the management approach		
301-1	Materials used by weight or volume	-	Refer to the Environmental Data Table
FPSS and 301-1	Commentary added to specify wild-caught and farmed seafood	-	Not applicable, as we do not catch or farm any fish
301-2	Percentage of materials used that are recycled input materials	25	Percentage of recycled material from main packaging used in 2017: 5.1% recycled PET; 4.3% plant-based PET; 42.7% glass; 65.8% aluminium

301-3	Percentage of reclaimed products and their packaging materials for each product category. How the data for this disclosure have been collected.	25, 52	In the 19 countries with industry owned packaging recovery systems in place, the equivalent of 59% of packaging placed on the market was recovered for recycling in 2017. Hungary and Croatia have government owned packaging recovery systems, reporting to the European Commission compliance with 55% recycling targets set in EU PPWD. In the five countries (Armenia, Belarus, Nigeria, Moldova and Ukraine) where recycling targets are not set for compliance, we are aligning with stakeholders for the establishment of the packaging recovery system with specific targets. In Russia through our recovery project, we have managed to collect 20% of the packaging placed on the market in 2017. If all CCHBC markets are considered, the equivalent of 41% of total packaging placed on the market was recovered for recycling in 2017, through legally required and voluntary industry initiatives
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Energy

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	25, 46, 48-54, 57-63	Refer to the "A strong track record", as well as the "Customers", "Efficiencies" and "Materiality" sections of the 2017 IAR. Further refer to our Climate Change and Environmental policies on our website: https://coca-colahellenic.com/en/about-us/policies/
302-1	Energy consumption within the organisation	-	Refer to the Environmental Data Table. Further: All types of energy consumed (electricity, LPG, NG, light fuel oil, gasoline, diesel etc.) are reported separately, per type, per plant and country, on a monthly basis through a specialised software. Performance monitoring is also monthly. Conversion factors used are based on caloric value and are part of our manual. We don't sell any heating, steaming or cooling energy
302-2	Energy consumption outside the organisation	-	Refer to the Environmental Data Table. Further: We report the electricity consumed by our coolers in the marketplace: electricity consumption per cooler type if available from OEM. This is reported bi- annually via special software. Third party fleet (diesel fuel) is reported quarterly and litres fuel used for corporate flights are reported annually. Conversion factors are based on combustion tools available to convert fuel in energy.
302-3	Energy intensity	50	Refer to the Environmental Data Table
302-4	a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples. b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all. c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it. d. Standards, methodologies, assumptions, and/or calculation tools used.	52	In 2017, we invested €4.1 million in different energy efficiency initiatives in our plants which saved 92.3 million MJ of energy. The energy saved includes electricity and thermal energy we use in our plants. In addition, from our fleet optimization initiatives (own and leased fleet) we saved 177 million MJ of energy (from the fuel). Our energy use ratio in the plants improved by 4.0% in 2017 vs. 2016. Improved energy efficiency (per litre of produced beverage) by 26.5% in 2017 vs. 2010; the reduction in 2017 vs. 2004 is 42.8%. (2004 figure: 0.73) We have installed (in a partnership) 11 CHP plants in our production sites in Nigeria, Ukraine, Romania, Poland, Hungary, Italy, Northern Ireland. 2010 is our baseline, used for all Environmental commitments. Previous baseline year was 2004. 2010 is chosen because it is the year of the introduction of a good tracking process per country and activity. We get primary data for all energy types, on monthly basis. We also use specialised software and we monitor monthly the progress towards the energy targets per country, per activity and per plant.
302-5	a. Reductions in energy requirements of sold products and services achieved during the reporting period, in joules or multiples. b. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it. c. Standards, methodologies, assumptions, and/or calculation tools used.	46-47	We invested €84.7 million in new energy-efficient and HFC-free cold drink equipment in 2017, which helped our customers save 735.2 million kWh of electricity - a 26% increase vs. 2016; the respective carbon emissions saving was 330,605 tonnes of CO2 eq. Energy saved: electricity at customer side. The saving is calculated year on year. The coolers represent 39% of total value chain carbon footprint and we calculate not only the respective electricity saved but also the CO2 eq saving. We have a commitment for the whole value chain: to decrease the CO2 eq per litre of beverage by 25% by 2020 vs. 2010. 2010 is chosen because it is the year of the introduction of a good tracking process per country and activity (SAP). We use primary data for calculation of the electricity saved: number of coolers, per type, per refrigerant gas are available in our system at country level. They are reported bi-annually. The electricity of each cooler type is coming from OEM data.

Water

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	25, 34-37, 48-54, 55-63	Refer to the "A strong track record", the "Communities", "Efficiencies" and "Materiality" sections of the 2017 IAR, as well as the "Water" topic indicators below. Also refer to our Water Stewardship policy on our website: https://coca-colahellenic.com/en/about-us/policies/
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303-1	<p>Total volume of water withdrawn, with a breakdown by the following sources:</p> <ul style="list-style-type: none"> - Surface water, including water from wetlands, rivers, lakes, and oceans; - Ground water; - Rainwater collected directly and stored by the organization; - Waste water from another organization; - Municipal water supplies or other public or private water utilities. <p>b. Standards, methodologies, and assumptions used.</p>	69	<p>Total water withdrawal amounted to 21.75 billion litres in 2017: 6.94 billion litres from municipalities; 14.3 billion litres from wells; 0.5 billion litres from surface waters. We don't use waste water from other organizations (See also the Environmental data table).</p> <p>We get primary data for water extraction, per source, on monthly basis. By using specialised software we monitor the progress towards the water usage targets monthly.</p>
303-2	<p>a. Total number of water sources significantly affected by withdrawal by type:</p> <ul style="list-style-type: none"> - Size of the water source; - Whether the source is designated as a nationally or internationally protected area; - Biodiversity value (such as species diversity and endemism, and total number of protected species); - Value or importance of the water source to local communities and indigenous peoples. <p>b. Standards, methodologies, and assumptions used.</p>	-	<p>None – every bottling plant undertakes a Source Vulnerability Assessment (done in collaboration with independent experts and consultants) to ensure the sustainability of water supply, and has an established Source Water Protection Programme to ensure future sustainability of water use. Moreover, we have committed to have all of our sites certified by European Water Stewardship (EWS) or Alliance for Water Stewardship (AWS) by 2020. As at the end of 2017, we have 26 sites with a Gold certification in EWS in 15 countries.</p>
303-3	<p>a. Total volume of water recycled and reused by the organization.</p> <p>b. Total volume of water recycled and reused as a percentage of the total water withdrawal as specified in Disclosure 303-1.</p> <p>c. Standards, methodologies, and assumptions used.</p>	-	<p>See the Environmental Data Table.</p> <p>100% of wastewater treated since 2011 through intensive investment in own waste water treatment plants.</p> <p>All bottling plants undertake the following reviews: annual water footprint assessment, Water map and water balances; bi-annual risk assessments; source vulnerability assessments; and source water protection programmes. All are subject to internal audit.</p> <p>Each plant evaluates the water reused per process and equipment. We have a tool for facilitating the calculation. Among the mandatory Top 10 Water saving initiatives there are many water reusing ones, with a clear explanation how to reuse and how to calculate the reuse.</p>
Biodiversity			
304-1	<p>For each operational site owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas, the following information:</p> <ul style="list-style-type: none"> - Geographic location; - Subsurface and underground land that may be owned, leased, or managed by the organization; - Position in relation to the protected area (in the area, adjacent to, or containing portions of the protected area) or the high biodiversity value area outside protected areas; - Type of operation (office, manufacturing or production, or extractive); - Size of operational site in km2 (or another unit, if appropriate); - Biodiversity value characterized by the attribute of the protected area or area of high biodiversity value outside the protected area (terrestrial, freshwater, or maritime ecosystem); - Biodiversity value characterized by listing of protected status (such as IUCN Protected Area Management Categories, Ramsar Convention, national legislation). 	-	<p>Our Tylicz plant in Poland is located in Natura 2000 area (habitat area). The total area of plant property is 53 561 m2.</p> <p>Our Kykkos plant in Cyprus is located approximately to 7.8km from the National Park Forest of Troodos. The total area of plant property: 7 120m2.</p> <p>A protected landscape "Vlasina" (wetland) is located to 13km from our plant Rosa in Serbia. Total area of plant property: 18 628m2.</p> <p>We have a few plants which use wells for their water supply and these wells, according to the local regulation, are considered protected area. These are: Edelstal plant in Austria (area of the well covered is 58.3 m2); Rionero in Italy, covered 8 wells with pipes to the plant, the longest pipe is 3.5km from the plant. Total area of the plant: 35 453m2.</p> <p>Zalaszentgrot plant in Hungary is adjacent to Natura 2000. Total plant area: 10 000m2</p> <p>Biodiversity-related topics are covered in the certification process for the European Water Stewardship (EWS) standard and reported accordingly. Afore-mentioned plants are certified with Gold (highest level) EWS and the reports prove that any negative impact on Environment.</p> <p>Water sanitary protection zone in our plant in Vladivostok in Russia includes the water protection zone of the "5 Klyuch" stream of federal significance status. There is a legal document claiming that the plant doesn't have any negative effect on the eco-systems of the stream. Total area of plant: 25 613m2.</p> <p>All the protected areas are monitored regularly by local Authorities and no deviation found.</p>

304-2	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	-	None
304-3	<p>a. Describe the size and location of all habitat areas protected or restored, and whether the success of the restoration measure was or is approved by independent external professionals.</p> <p>b. Whether partnerships exist with third parties to protect or restore habitat areas distinct from where the organization has overseen and implemented restoration or protection measures.</p> <p>c. Status of each area based on its condition at the close of the reporting period.</p> <p>d. Standards, methodologies, and assumptions used.</p>	-	<p>In 2017, we have implemented environmental protection and water stewardship projects in 23 of our countries. In 10 of those countries, we have implemented afforestation activities, planting more than 109,000 trees in over 203,400 m² of land. Of those projects, more than 95% of the results were validated or confirmed by a 3rd party, incl. an NGO partner, governmental bodies, and municipal environmental departments. The biggest afforested territories were in Romania, across the Danube river banks threatened by floods; in Poland, in areas indicated by the partner Our Earth Foundation; in Belarus, where the Minsk Forestry agency indicated the number of planted trees and areas in need; in Bulgaria, where the NGO partners and Ministry of environment based on local reports identified and indicated the areas in need of restoration.</p> <p>In 16 programs across 10 countries we have implemented clean-up initiatives, collecting more than 2747 tons of waste. All activities were implemented in close cooperation with local authorities and/or NGOs. The amounts collected were validated by the partners.</p> <p>In 1 of our countries- Armenia- we have implemented a water efficiency program in partnership with USAID which helped reduce more than 1.1 million cubic meters of water use and benefitted local community. For more details, refer to p. 37 of the 2017 IAR.</p> <p>Reports and methodologies used by the validating parties- NGOs; letters of confirmation from governmental bodies/municipalities, status reports, surveys.</p>
304-4	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	-	None
Emissions			
103-1 103-2 103-3	<p>Explanation of the material topic and its Boundary</p> <p>Explanation of management approach and its components</p> <p>Evaluation of the management approach</p>	25, 44-63	Refer to the "A strong track record", as well as the "Customers", "Efficiencies" and "Our approach to materiality" sections of the 2017 IAR.
305-1	Direct Greenhouse Gas (GHG) emissions (Scope 1)	69	<p>Refer to the Environmental Data Table for figures. Scope 1 includes the activities under our operational control, mentioned in our Carbon footprint manual. In our CO₂eq factor are included: CO₂, NH₄, N₂O, HFCs, PFCs. We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO₂eq factors: mobile and stationary combustion: GHG tool; Refrigerants: GWP IPCC 2007. Biogenic CO₂ is not used and reported in 2017.</p>
305-2	Energy indirect Greenhouse Gas (GHG) emissions (Scope 2)	69	<p>Refer to the Environmental Data Table for figures. Scope 2 includes the activities under our operational control, mentioned in our Carbon footprint manual. In our CO₂eq factor are included: CO₂, NH₄, N₂O, HFCs, PFCs. We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO₂eq factors: mobile and stationary combustion: GHG tool; electricity: following GHGP Scope 2 Guidance for Dual reporting (Location-based factors from IEA Location-based, Market-based: from Suppliers and GOs).</p>
305-3	Other indirect Greenhouse Gas (GHG) emissions (Scope 3)	-	<p>Refer to the Environmental Data Table for figures. In our CO₂eq factor are included: CO₂, NH₄, N₂O, HFCs, PFCs. We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO₂eq factors: mobile and stationary combustion: GHG tool; electricity: from IEA Location-based; Ingredients/Pack materials: LCA studies made by TCCC. Biogenic CO₂: not used and reported in 2017.</p>

305-4	Greenhouse Gas emissions intensity	51	Refer to the Environmental Data Table for the figures. In our COeq factor are included: CO ₂ , NH ₄ , N ₂ O, HFCs, PFCs. We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
305-5	Reduction of Greenhouse Gas (GHG) emissions	25, 51	In 2017 we have reduced 40,844 tonnes of CO ₂ eq of Scope 1 and 2 carbon emissions (market based) vs. 2016 due to: <ul style="list-style-type: none"> - Energy optimizations projects in our plants - Purchasing of certain % renewable energy in 16 of our plants - Fleet and routes optimizations initiatives in our own/leased fleet We have avoided 330,605 tonnes of CO ₂ eq at our customers due to the new energy efficient coolers we provide to them (electricity saving is 735.2 million kWh). In our COeq factor are included: CO ₂ , NH ₄ , N ₂ O, HFCs, PFCs. We use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
305-6	Emissions of ozone-depleting substances by weight	-	Please see the Environmental table. Further, we use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO ₂ eq factors: mobile and stationary combustion: GHG tool;
305-7	NOx, SOx, and other significant air emissions by type and weight	-	Please see the Environmental table. Further, we use Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. CO ₂ eq factors: mobile and stationary combustion: GHG tool;
Effluents and waste			
103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	25, 48, 52, 55-63	Refer to the "A strong track record", the "Efficiencies" and "Materiality" sections of the 2017 IAR, as well as the related indicators below.
306-1	a. Total volume of planned and unplanned water discharges by: - destination; - quality of the water, including treatment method; - whether the water was reused by another organization. b. Standards, methodologies, and assumptions used.	-	Refer to the Environmental Data Table. 100% of wastewater treated since 2011 through intensive investment in own waste water treatment plants (treatment method: Full aerobic treatment that assures the water is suitable for aquatic life). In the areas, where there are municipal waste water treatment facilities, we discharge in them with a permit/contract. All bottling plants we undertake the following reviews: annual water footprint assessment, Water map and water balances; bi-annual risk assessments; source vulnerability assessments; and source water protection programmes. All are subject to internal audit.
306-2	Total Waste by type and disposal method	48, 52	Refer to the Environmental Data Table. We work with authorised waste contractors in each country. We strive to minimise the landfilled waste and we actively search for solutions for reusing or recycling of each type of waste we generate in our direct operations. The biggest part of our waste is reused/recycled.
306-3	Total number and volume of significant spills	-	- 160 kg of Chemical Spill (paracetic acid) in Novosibirsk - 2,311 litres of AGO Fuel Spill in Ikeja - 21,500 litres of LPFO spill in Abuja All measures have been taken to eliminate any negative environmental impact.
306-4	a. Total weight for each of the following: - Hazardous waste transported - Hazardous waste imported - Hazardous waste exported - Hazardous waste treated b. Percentage of hazardous waste shipped internationally. c. Standards, methodologies, and assumptions used.	-	Refer to the Environmental Data Table. Further, please note that CCHBC does not transport, import, export, treat hazardous waste itself, nor ship it internationally.

306-5	<p>Water bodies and related habitats that are significantly affected by water discharges and/or runoff, including information on:</p> <ul style="list-style-type: none"> - the size of the water body and related habitat; - whether the water body and related habitat is designated as a nationally or internationally protected area; - the biodiversity value, such as total number of protected species. 	<p>- Since the completion of our wastewater treatment programme in 2011 – with 44 on-site wastewater treatment plants – no natural habitat is significantly affected by wastewater discharge, as 100% of our waste water is treated to levels supporting aquatic life.</p>
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Environmental compliance

103-1 103-2 103-3	<p>Explanation of the material topic and its Boundary</p> <p>Explanation of management approach and its components</p> <p>Evaluation of the management approach</p>	<p>24-25, 51-52, 56-63</p> <p>Refer to the “A strong track record”, as well as the “Efficiencies” and “Materiality” sections of the 2017 IAR. In addition, refer to our UNGC CoP, as well as to our environmental policies: https://coca-colahellenic.com/en/about-us/policies/</p>
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307-1	<p>Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations in terms of:</p> <ul style="list-style-type: none"> - total monetary value of significant fines; - total number of non-monetary sanctions; - cases brought through dispute resolution mechanisms. <p>If the organization has not identified any non-compliance with environmental laws and/or regulations, a brief statement of this fact is sufficient.</p>	<p>- There are no significant fines in 2017.</p>
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Supplier Environmental assessment

103-1 103-2 103-3	<p>Explanation of the material topic and its Boundary</p> <p>Explanation of management approach and its components</p> <p>Evaluation of the management approach</p>	<p>50-51, 57-63</p> <p>Refer to the “Efficiencies” and “Materiality” sections of the 2017 IAR, in addition to the GRI 308 topic.</p>
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308-1	<p>Percentage of new suppliers that were screened using environmental criteria</p>	<p>50</p> <p>We registered more than 6,000 new suppliers in 2017. Our Supplier Guiding Principles (SGPs), are the principal tools to monitor the actual performance of our suppliers in terms of environmental practices. Suppliers contractually confirm adherence to CCHBC SGPs. Moreover, the SGPs are part of all issued tenders and purchase orders sent to suppliers. As of 2015, all new suppliers have agreed to adhere to our SGPs. ESG Self-Assessment Tools is used in our strategic sourcing tenders and is part of sourcing strategy and selection factors (5% sustainability weight) as per our Procurement Guidelines.</p>
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308-2

Significant actual and potential negative environmental impacts in the supply chain and actions taken

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We maintain transparency throughout our supply base through The Coca-Cola Company' Supplier Guiding Principles compliance audits and our membership of EcoVadis.

In 2017, 74 of our Group Critical Suppliers were audited against SGP by third party auditors. Findings (non-compliances) were mainly in area of Health and Safety. There were no findings in the area of Environment.

Further, through Ecovadis in 2017, we assessed 136 of our group critical suppliers. The assessment is based on 21 criteria grouped in 4 themes – Environment, Social, Ethics, Suppliers/Supply Chain. Suppliers in scope obtain a score for each theme and overall score out of 100 (high score = 100).

The average score (51.5) for assessed CCHBC suppliers is above the average score (42.2) of supply base assessed by EcoVadis. In Area of Environment our suppliers in scope reached 57 points vs. average of 43 for EcoVadis' panel.

We identified 10 suppliers with low score (<30) in the area of Environment and outcomes have been addressed. CAPs are expected to be agreed through the platform.

We identified 10 suppliers with low score (<30) in the area of Environment and outcomes have been addressed. Main findings are related to expired or lack of supporting documentation (e.g. ISO 14001, measures on energy consumptions & GHG emissions), no endorsement of external CSR initiatives or principles (e.g. Global Compact), not adequate reporting on environmental issues.

In 2018 we are extending the scope of the platform inviting more than 450 of our Country Strategic Suppliers.

Information regarding the % of suppliers with negative impacts, with which improvements were agreed and/or relationships were terminated will be available in the 2018 IAR.

SOCIAL TOPICS

Employment

Disclosure number	Description	Reference to 2017 IAR	Additional content, reference, or reason for omission
103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	24-25, 28-33, 55-63	Refer to the "A strong track record", as well as the "People" and "Materiality" sections of the 2017 IAR.
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and market segment. b. Total number and rate of employee turnover during the reporting period, by age group, gender and market segment.	-	<p>We employed 29,427 people in 2017, of whom over 96% were permanent employees. Women accounted for 26% of our workforce, and 35% of management.</p> <p>Total number of hires: 3,435 Total number of new hires under the age of 30: 2,093 % of new hires under the age of 30: 61% Total number of new hires for ages between 30-50: 1,289 % of new hires for ages between 30-50: 38% Total number of new hires over the age of 50: 35 % of new hires over the age of 50: 1%</p> <p>Number of female hires (entire workforce): 1,275 % of female hires (entire workforce): 37% Number of male hires (entire workforce): 2,160 % of male hires (entire workforce): 63%</p> <p>Established markets number of hires: 482 % of new hires: established markets: 7% Developing markets number of hires: 432 % of new hires: developing markets: 9% Emerging markets number of hires: 2,521 % of new hires: emerging markets: 13%</p> <p>Total turnover rate: 12.8%</p> <p>Turnover under the age of 30: 24.4% Turnover for ages between 30-50: 11.6% Turnover over the age of 50: 8.0%</p> <p>Male employees turnover: 12.6% Female employees turnover: 13.5%</p> <p>Established markets total turnover: 7.6% Developing markets total turnover: 13.1% Emerging markets total turnover: 14.7%</p>
401-2	Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: i. life insurance; ii. health care; iii. disability and invalidity coverage; iv. parental leave; v. retirement provision; vi. stock ownership; vii. others. b. The definition used for 'significant locations of operation'.	-	<p>In all Established, Developing and Emerging markets, basic benefits may be provided to both full-time and temporary employees, in particular in relation to labour rights and safety.</p> <p>Stock ownership plans, where these are offered, they do not apply to temporary employees due to the vesting periods (one year or more).</p>

401-3	Return to work and retention rates after parental leave, by gender	-		Total return to work rate: 71.1%
				Female employees return to work rate: 67.8%
				Male employees return to work rate: 87.5%
				Total retention rate: 96.2%
				Female employees retention rate: 96.4%
				Male employees retention rate: 95.6%
				Total number of employees that were entitled to parental leave: 16,021
				Total number of female employees that were entitled to parental leave: 5,308
				Total number of male employees that were entitled to parental leave: 10,713
				Total number of employees that took parental leave: 1,579
				Total number of female employees that took parental leave: 1,437
				Total number of male employees that took parental leave: 142
				Total number of employees who returned to work after parental leave ended: 471
				Total number of female employees who returned to work after parental leave ended: 373
				Total number of male employees who returned to work after parental leave ended: 98
				Total number of employees retained 12 months after returning to work following a period of parental leave: 431
				Total number of female employees retained 12 months after returning to work following a period of parental leave: 322
				Total number of male employees retained 12 months after returning to work following a period of parental leave: 109
Labour/management relations				
103-1	Explanation of the material topic and its Boundary	24-25, 28-33, 55-63		Refer to the “Strong track record” “People” and “Materiality” sections of the 2017 IAR, as well as the relevant indicators below.
103-2	Explanation of management approach and its components			
103-3	Evaluation of the management approach			
402-1	Minimum number of weeks’ notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	-		On average, the minimum notice period is 5.7 weeks for employees and 6.4 weeks for employee representatives, with variations between countries. In 2017, we held 315 consultations with unions, including meetings on organisational changes. When collective bargaining agreements are available, the notice period and provisions for consultation and negotiation are specified in these agreements..
Occupational health and safety				
103-1	Explanation of the material topic and its Boundary	32, 55-63		Refer to the “People” and “Materiality” sections of the 2017 IAR, as well as the relevant indicators below.
103-2	Explanation of management approach and its components			
103-3	Evaluation of the management approach			
403-1	a. The level at which each formal joint management-worker health and safety committee typically operates within the organization. b. Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.	-		Formal Health and Safety committees mostly operate at country level; some countries have the committees also operating at plant level, reporting to Plant manager. For 69% of our employees, work is controlled by the organization and they represented by formal joint management-worker health and safety committees.

			<p>In 2017, the number of lost-time incidents was 120, a 13% improvement over 2016 and Lost-time incident rate dropped to 0.40 (7% improvement vs. 2016). The absolute number of workplace accidents results from absence from work for more or equal to 1 day absence. Average sickness days per FTE decreased to 4.17. While we continue to improve our focus on safety, we regret that four employees and four contractors lost their lives in fatal road traffic accidents in 2017. While we have worked hard to strengthen our vehicle safety programmes, each of these tragedies was caused by other drivers and CCHBC could not have influenced any. The contractor lost-time accidents frequency rate increased to 1.57. We recorded no occupational ill health incidents in 2017.</p> <p>Data by segment:</p> <p>Lost-time incident rate Established markets: 0.93 Developing markets: 0.36 Emerging markets: 0.26</p> <p>Average sickness days per FTE employees Established markets: 2.35 Developing markets: 3.79 Emerging markets: 0.89</p>
403-2	<p>a. Types of injury, injury rate (IR), occupational disease rate (ODR), lost day rate (LDR), absentee rate (AR), and work-related fatalities, for all employees, with a breakdown by gender and market segment</p> <p>b. Types of injury, injury rate (IR), and work-related fatalities, for all workers (excluding employees) whose work, or workplace, is controlled by the organization, with a breakdown by gender and market segment</p> <p>c. The system of rules applied in recording and reporting accident statistics</p>	-	<p>Fatalities Established markets: 0 Developing markets: 0 Emerging markets: 8</p> <p>Contractors' LTA frequency rate Established markets: 7.38 Developing markets: 1.47 Emerging markets: 0.97</p> <p>Data by gender: Lost-time incident rate Male: 0.45 Female: 0.29</p> <p>Average sickness days per FTE Male: 3.49 Female: 6.24</p> <p>Fatalities Male: 7 Female: 1</p> <p>Contractors' LTAs frequency rate Male: 1.53 Female: 1,94 We currently do not report contractor average sickness days</p>
403-3	Workers whose work, or workplace, is controlled by the organization, involved in occupational activities who have a high incidence or high risk of specific diseases.	-	<p>3,482 FTE employees operate in Nigeria, where the risk of exposure to communicable diseases (such as malaria, HIV etc.) is generally higher than the average for our Group employees.</p> <p>Among these, there is a higher exposure risk for the 99 employees who work at our wastewater treatment facilities, where in addition to wastewater from production, communal wastewater is also treated.</p>
403-4	Health and safety topics covered in formal agreements with trade unions	-	In 12 countries, health and safety topics are part of trade union agreements, covering a total of 12,283 employees.
Training and education			
103-1	Explanation of the material topic and its Boundary	30-31, 55-63	Refer to the "People" and "Materiality" sections of the 2017 IAR, as well as the relevant indicators below.
103-2	Explanation of management approach and its components		
103-3	Evaluation of the management approach		

404-1	Average hours of training per year per full-time equivalent (FTE) employee by gender, and by employee category	-	<p>Average training hours per FTE: 20.3 Female average training hours per FTE: 23.0 Male average training hours per FTE: 19.3</p> <p>Training hours/FTE for manage-self layer: 15.8 Training hours/FTE for manager of others layer: 29.6 Training hours/FTE for manager of managers layer: 38.1 Training hours/FTE for function head layer: 41.1 Training hours/FTE for general managers and above: 6.8</p>
404-2	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	30	<p>We provide training and development opportunities for all our employees reflecting one of our corporate values: Learning. In 2017, our training programmes covering leadership, functional training and general business training included 175,277 participants, across all management layers.</p> <p>In the overwhelming majority of redundancy cases, severance packages significantly exceeded legal minimum payments. Other measures taken to lessen the impact on affected employees included provision of redeployment opportunities, outplacement services and additional support to find other job opportunities outside the company such as organizing job fairs with other local employers.</p>
404-3	Percentage of employees receiving regular performance and career development reviews by gender and by employee category	-	<p>16,324 employees participated in our annual people review People Development Forum, which is 53% out of total number of employees. 20,391 employees received performance and career feedback as part of our People Development Forums in 2017. 12,121 employees had formal annual objectives for 2017.</p> <p>% of employees who have performance review (total): 65.9% % of employees who have performance review (male): 63.9% % employees who have performance review (female): 71.5%</p> <p>By management layer as % of total employees for certain layer: % of employees who have performance review (manage-self & self-professional layer): 56.3% % of employees who have performance review (manager of others layer): 91.0% % of employees who have performance review (manager of managers layer): 100% % of employees who have performance review (function head layer): 100% % of employees who have performance review (general manager and above layer): 100%</p>
Diversity and equal opportunity			
103-1 103-2 103-3	<p>Explanation of the material topic and its Boundary</p> <p>Explanation of management approach and its components</p> <p>Evaluation of the management approach</p>	31, 55-63	Refer to the "People" and "Materiality" sections of the 2017 IAR, as well as the relevant GRI indicators below.

- a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:
- Gender;
 - Age group: under 30 years old, 30-50 years old, over 50 years old;
 - Other indicators of diversity where relevant (such as minority or vulnerable groups).
- b. Percentage of employees per employee category in each of the following diversity categories:
- Gender;
 - Age group: under 30 years old, 30-50 years old, over 50 years old;
 - Other indicators of diversity where relevant (such as minority or vulnerable groups).

a. 30% of OPCO members and group function heads were female employees in 2016. 44% of OPCO members are between the age of 30 and 50. 56% are over the age 50.

b. Women accounted for 26% of our workforce and 35% of management and 35% of Senior Leaders ("Top 300").
Under the age of 30: 35.6% of female employees vs total number of employees in this age
Between the ages of 30-50: 23.5% of female employees vs total number of employees in this age
Over the age of 50: 20.2% of female employees vs total number of employees in this age

Under the age of 30: 23.3% of employees vs total number of employees
Between the ages of 30-50: 67.3% of employees vs total number of employees
Over the age of 50: 9.9% of employees vs total number of employees

Female employees with disabilities vs total: 0.6%
Female employees with disabilities as % of total employees with disabilities 30.2%
Male employees with disabilities as % of total employees with disabilities 69.8%

Total number of nationalities: 76 vs 73 in 2016

% of female Plant employees vs total Plant employees: 17.89%
% of male Plant employees vs total Plant employees: 82.11%
% of female Admin employees vs total Admin employees: 63.52%
% of male Admin employees vs total Admin employees: 36.48%
% of female Transportation employees vs total Transportation employees: 9.47%
% of male Transportation employees vs total Transportation employees: 90.53%
% of female Sales employees vs total Sales employees: 21.67%
% of male Sales employees vs total Sales employees: 78.33%

% of female Plant employees with disabilities vs total Plant employees with disabilities: 18.75%
% of female Plant employees with disabilities vs total Plant employees: 0.12%
% of male Plant employees with disabilities vs total Plant employees with disabilities: 81.25%

% of female Admin employees with disabilities vs total Admin employees with disabilities: 53.19%
% of female Admin employees with disabilities vs total Admin employees: 0.52%
% of male Admin employees with disabilities vs total Admin employees with disabilities: 46.81%

% of female Transportation employees with disabilities vs total Transportation employees with disabilities: 22.22%
% of female Transportation employees with disabilities vs total Transportation employees: 0.08%
% of male Transportation employees with disabilities vs total Transportation employees with disabilities: 77.78%

% of female Sales employees with disabilities vs total Sales employees with disabilities: 26.19%
% of female Sales employees with disabilities vs total Sales employees: 0.09%
% of male Sales employees with disabilities vs total Sales employees with disabilities: 73.81%

% of Plant employees under the age of 30 vs total Plant employees in this age: 14.87%
% of Admin employees under the age of 30 vs total Admin employees in this age: 28.67%
% of Transportation employees under the age of 30 vs total Transportation employees in this age: 16.34%
% of Sales employees under the age of 30 vs total Sales employees in this age: 29.29%

% of Plant employees between the ages of 30-50 vs total Plant employees in this age: 68.49%
% of Admin employees between the ages of 30-50 vs total Admin employees in this age: 63.32%
% of Transportation employees between the ages of 30-50 vs total Transportation employees in this age: 72.59%
% of Sales employees between the ages of 30-50 vs total Sales employees in this age: 65.89%

% of Plant over the age of 50 vs total Plant employees in this age: 16.62%
% of Admin employees over the age of 50 vs total Admin employees in this age: 7.96%
% of Transportation employees over the age of 50 vs total Transportation employees in this age: 10.99%
% of Sales employees over the age of 50 vs total Sales employees in this age: 4.78%

Plant number of nationalities: 56
Admin number of nationalities: 55
Transportation number of nationalities: 40
Sales number of nationalities: 57

405-2	Ratio of basic salary and remuneration women to men by employee category, and market segment	-	Basic salary ratio (women/men) by market segment and management layer	
			Established markets: Senior leaders: 130% Management positions: 93% Managers of others: 108% Management trainees: 112%	
			Developing markets: Senior leaders: 101% Management positions: 85% Managers of others: 111% Management trainees: 89%	
			Emerging markets: Senior leaders: 91% Management positions: 101% Managers of others: 91% Management trainees: 106%	
			Remuneration ratio (women/men) by market segment and management layer	
		Established: Senior leaders: 99% Management positions: 93% Managers of others: 112% Management trainees: 111%		
		Developing: Senior leaders: 69% Management positions: 98% Managers of others: 94% Management trainees: 74%		
		Emerging: Senior leaders: 85% Management positions: 102% Managers of others: 89% Management trainees: 105%		
Non-discrimination				
103-1	Explanation of the material topic and its Boundary	31, 55-63	Refer to the “People” and “Materiality” sections of the 2017 IAR, as well as the relevant GRI indicators below.	
103-2	Explanation of management approach and its components			
103-3	Evaluation of the management approach			
406-1	Total number of incidents of discrimination and corrective actions taken	-	None	
Freedom of association and collective bargaining				
103-1	Explanation of the material topic and its Boundary	31, 55-63	Refer to the “People” and “Materiality” sections of the 2017 IAR, as well as the relevant GRI indicators.	
103-2	Explanation of management approach and its components			
103-3	Evaluation of the management approach			
407-1	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	-	None	
Child Labour				
103-1	Explanation of the material topic and its Boundary	31, 57-63	Refer to the “People” and “Risk” sections of the 2017 IAR, as well as the relevant GRI indicators.	
103-2	Explanation of management approach and its components			
103-3	Evaluation of the management approach			
408-1	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	-	None	

Forced or compulsory labour

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	31, 50, 57-63	Refer to the "People" and "Risk" sections of the 2017 IAR, as well as the relevant GRI indicators.
409-1	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	-	None

Security practices

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	50, 57-63	Refer to the "People" and "Risk" sections of the 2017 IAR, as well as the relevant GRI indicators.
410-1	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations	-	The Code of Business Conduct emphasises that compliance is our way of doing business with integrity. All new employees, including national security leaders and managers, receive Code of Business Conduct and anti-corruption training, which is refreshed every two years. Most on-site security personnel are employees of contracted partners, who also have to abide by CCHBC's Supplier Guiding Principles and all other applicable Company policies as per their contract, and receive relevant information as part of their induction.

Rights of indigenous people

411-1	Total number of incidents of violations involving rights of indigenous people and actions taken	-	None
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Human rights assessment

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	31, 50, 57-63	Refer to the "People" and "Risk" sections of the 2017 IAR, as well as the relevant GRI indicators.
412-1	Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by market segment.	-	During 2017, 12 (22%) of the bottling plants operating were audited. We have a three-year audit plan with 20 plants scheduled for 2018.
412-2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	-	All new employees undergo mandatory training and certification in the Code of Business Conduct, which includes reference to human rights and which is refreshed every two years. In 2017, 14,385 hours were devoted to trainings on Code of Business Conduct.
412-3	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	-	Our total 2017 CAPEX investment was €378 million. Of this, 73% constituted production equipment, cold drink equipment, refillable containers and fleet, all of which were covered by contracts that included supplier guiding principles covering human rights. Any investment in excess of €100,000 is considered significant.

Local communities

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	18-20, 34-37, 55-63	Refer to the "Business model", "Communities" and "Materiality" sections of the 2017 IAR.
413-1	Percentage of operations with implemented local community engagement, impact assessments and development programmes	34-37	All our operations implement community engagement and developmental programmes. In 2017, seven of our countries implemented socio-economic impact assessments (SEIAs), while publicly disclosed information with SEIA studies is currently underway in six more Coca-Cola HBC countries
413-2	Operations with significant actual and potential negative impacts on local communities	-	During 2017, we continued to consolidate our infrastructure in order to improve efficiency across the organisation, closing one manufacturing site. Overall, these projects involved the majority of the countries in which we operate and the resulting restructuring initiatives can have an impact on local communities, when they involve the closing or consolidation of facilities. In all such cases, we have taken actions to minimise the impact, for example by providing those people affected with other employment opportunities within the organisation, relocation support, or voluntary exit packages and professional support to facilitate employment elsewhere.

Supplier social assessment

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	50-51, 55-63	Refer to the "Efficiencies" and "Materiality" sections of the 2017 IAR, as well as the relevant GRI indicators.
414-1	Percentage of new suppliers that were screened using social criteria	50	Our Supplier Guiding Principles ("SGPs") are the principal tools to monitor actual and negative performance of our suppliers in terms of labour practices. As of 2015, our SGPs are updated to include explicit reference to the obligation of suppliers to be able to demonstrate, as a minimum, their compliance with our SGPs and with the eight Core Conventions of the International Labour Organisation if these set higher standards than local law. Suppliers contractually confirm adherence to CCHBC SGPs. Moreover, the SGPs are part of all issued tenders and purchase orders sent to suppliers. As of 2015, all new suppliers have agreed to adhere to our SGPs.
414-2	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	-	We maintain transparency throughout our supply base through The Coca-Cola Company' Supplier Guiding Principles compliance audits and our membership of EcoVadis from 2017 onwards. In 2017, 74 of our Group Critical Suppliers were audited against SGP by third party auditors. Instances of non-compliance in Social areas are 12 9 of which are in area of Health & Safety, 2 for Work Hours and Overtime and 1 related to Salary and Wages. In one case we have CAP agreed and follow-up audit planned. For the rest instances we are expecting CAP to be submitted and agreed with auditors and follow-up audits duly planned. We introduced Ecovadis platform in 2017 and assessed 136 of our group critical suppliers. The assessment is based on 21 criteria grouped in 4 themes – Environment, Social, Ethics, Suppliers/Supply Chain. Suppliers in scope obtain a score for each theme and overall score out of 100 (high score = 100). In Area of Social and Ethics scores are 51.3 & 46.9 vs. the average of 43.9 & 39.9 for EcoVais' panel. We identified 47 suppliers with low score (<30) in both areas and results will be addressed to all suppliers. Main findings are related to lack of supporting documentation (e.g. labour and business ethics policies, OHSAS 18001 certification), no endorsement of external CSR initiatives or principles (e.g. Global Compact), no measures in place regarding anti-corruption & bribery, no reporting on employees health and safety issues. CAPs are expected to be agreed through the platform. In 2018 we are extending the scope of the platform inviting more than 450 of our Country Strategic Suppliers.

Public policy

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	55-63, 87	Refer to our "Corporate Governance" and "Materiality" sections of the 2017, as well as the relevant GRI indicators.
415-1	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	-	None (as per CCH Code of Business Conduct policy)

Customer health safety

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	38-39, 50, 55-63	Refer to the "Consumers", "Efficiencies" and "Materiality" sections of the 2017 IAR, as well as the relevant GRI indicators.
416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	-	There are no safety impacts associated with our products and all health impacts are always assessed for all products.

416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	-	There was one isolated incidence in 2017 with a potential health and safety impact. The incidence was addressed and closed in a timely manner with no actual food safety issue.
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Marketing and labelling

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components Evaluation of the management approach	38-43, 44-47, 55-63	Refer to the "Consumers", "Customers" and "Materiality" sections of the 2017 IAR, as well as the relevant GRI indicators.
417-1	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	-	The printed packs and labels of all products sold in 2017 had front-of-pack calorie and sugar information, and back-of-pack Guideline Daily Amounts (GDA) information in the EU. All of significant product or service categories are covered by and assessed for compliance with such procedures. We also include in the labels signs for the safe disposal of our products.
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	-	No such incidents related to product information and labelling
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	-	None

Customer privacy

418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	-	None
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Socio-economic compliance

103-1 103-2 103-3	Explanation of the material topic and its Boundary Explanation of management approach and its components	55-63, 80-83, 89, 94-97	Refer to the "Corporate Governance" and "Materiality" sections of the 2017 IAR, as well as the relevant GRI indicators.
419-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	-	CCHBC FYROM operation was fined by the local competition authority for Euro 5.8 M. CCHBC filed an appeal against this decision (please also refer to 206-1). We collect reports from countries at Group level on contingencies, including fines, that are over a specific threshold, for the purpose of submitting these to our external financial auditors

Environmental Data Table

PRODUCTION		2017		2016	
Total beverage production (m litres)	301-1	11,961		11,660	
MATERIALS					
Materials used	301-1	Tonnes	g/lpb	Tonnes	g/lpb
Sugar and fructose syrup		887,028	74.2	919,994	78.9
Concentrate		64,700	5.4	58,512	5.0
Carbon dioxide		110,469	9.2	111,382	9.6
Nitrogen		9,624	0.8	10,320	0.9
PET (bottles)		257,028	21.5	258,134	22.1
Plant-PET		11,050	0.9	12,855	1.1
Plastic (closures)		25,065	2.1	24,193	2.1
Metal (crowns)		6,421	0.5	7,558	0.6
PE (labels and stretch / shrink film)		39,891	3.3	37,316	3.2
Glass (bottles)		134,691	11.3	130,691	11.2
Aluminium (cans)		36,325	3.0	38,871	3.3
Paper (labels)		2,059	0.2	1,131	0.1
Composite Carton (tetra pack, bricks)		45,536	3.8	40,366	3.5
Cardboard		47,212	3.9	42,918	3.7
Wood (palettes)		67,630	5.7	62,727	5.4
Total renewable materials		1,235,684	103.3	1,249,885	107.2
Total non-renewable materials		497,996	41.6	494,229	42.4
Percentage of materials from recycled sources	301-2	5.1% recycled PET; 4.3% plant-based PET; 42.7% glass; 65.8% aluminium		4.5% for PET; 30% for glass; 32% for aluminium	
ENERGY					
Energy consumption within the organisation (all energy used in manufacturing, own fleet and remote locations)	302-1	million MJ		MJ/lpb	
		6,756	0.6	7,085	0.6
Fuel Consumption		1,792		1,937	
Light heating oil		130	0.01	163	0.01
Heavy heating oil		77	0.01	70	0.01
Natural gas		1,444	0.12	1,559	0.13
LPG		140	0.01	145	0.01
Fuel for Own Fleet		1,456		1,632	
Fuels for own fleet - Renewable		0		0	
Total energy from remote locations		305		382	
Total Electricity Consumption		2,828		2,871	
Electricity from renewable sources		648		466	
Electricity from non-renewable sources		2,180		2,405	
Heating Consumption		140		107	
Cooling consumption		0		0	
Steam Consumption		236		156	
Renewable Thermal Energy Used		0		0	
Biogenic Energy Used		0		0	
Electricity sold		n/a		n/a	
Energy consumption outside the organisation	302-2	15,251	1.3	16,096	1.4
Electricity Use in Cold Drink Equipment		12,849		13,376	
Fuels Consumption from Corporate Flights		26		13	
Energy (Fuel) Consumption from 3rd party Fleet		2,376		2,706	
Energy intensity (all electricity, fossil fuels, steam, heating and cooling used in bottling plants)	302-3	0.42 MJ/lbp			0.43 MJ/lbp

Reduction of energy consumption in bottling plants (vs. Baseline 2004)	302-4	1,802m MJ	1,567m MJ		
Initiatives to reduce direct energy consumption		Refer to the specific indicator's narrative	See the text part in the tables above		
Reductions in energy requirements of products and services:	302-5	Refer to the specific indicator's narrative	See the text part in the tables above		
Energy Reduction from Cold Drink equipment at marketplace (vs. Baseline 2010)		2,916		2,176	
WATER		Million Litres	l/lpb	Million Litres	l/lpb
Total water withdrawal by source	303-1	21,753		22,537	1.93
Water received from municipalities		6,942	0.58	7,342	0.62
Water received from wells		14,301	1.20	15,554	1.32
Water received from surface waters		511	0.04		
Water Sources Significantly affected by Withdrawal of Water	303-2	None		None	
Percentage and total volume water recycled and reused:	303-3				
Total recycling and reuse of water		1,968mL		1,386mL	
Percentage Recycled/Reused in total water withdrawal		9.0%		6.2%	
BIODIVERSITY					
Total amount of land owned		632ha		656 ha	
EMISSIONS, EFFLUENTS AND WASTE					
Direct greenhouse gas (GHG) emissions		Tonnes	g/lpb	Tonnes	g/lpb
Greenhouse gas emissions from operations (Scope 1)	305-1	263,238	22.0	291,098	25.0
CO ₂ from energy used in plants	305-1	95,837	8.0	108,222	9.3
CO ₂ from fuel used in company vehicles	305-1	101,518	8.5	112,653	9.7
Coolant emissions from Cold Drink Equipment (CO ₂ eq)	305-1	13,222	1.1	13,432	1.2
CO ₂ for product carbonation (CO ₂ losses)	305-1	42,313	3.5	44,367	3.8
CO ₂ from Remote Properties Fuel Consumption	305-1	10,348	0.9	12,424	1.1
Energy Indirect GHG Emissions (Scope 2 – Market based)	305-2	283,349	23.7	296,157	25.4
CO ₂ from electricity used in plants (scope 2, market based)	305-2	230,522	19.3	248,471	21.3
CO ₂ from electricity used in plants (scope 2, location based)	305-2	306,022	25.6	271,425	23.3
CO ₂ from supplied heating & cooling (scope 2)	305-2	39,788	3.3	34,054	2.9
CO ₂ from electricity consumption in Remote Properties (market based)	305-2	13,038	1.1	13,632	1.2
CO ₂ from electricity consumption in Remote Properties (location based)	305-2	15,989	1.3	13,936	1.2
Total emissions (scope 1 and 2, market based)		546,587	45.7	587,255	50.4
Total emissions (scope 1 and 2, location based)		625,038	52.3	610,514	52.4
Other Indirect greenhouse gas emissions (Scope 3)	305-3	3,509,888	293.4	3,507,034	300.8
CO ₂ from electricity use of cold drink equipment	305-3	1,569,224	131.2	1,516,002	130.0
CO ₂ embedded in packaging (Cradle-to-gate)	305-3	1,268,623	106.1	1,277,631	109.6
CO ₂ from sugar	305-3	417,867	34.9	434,747	37.3
CO ₂ from 3rd-party transports	305-3	171,430	14.3	196,959	16.9
CO ₂ from head office flights	305-3	1,748	0.1	877	0.1
CO ₂ from product carbonation	305-3	80,997	6.8	80,820	6.9
GHG emissions intensity (Scope 1, 2 & 3, market based)	305-4		339.1/lpb		351.1/lpb

GHG emissions intensity (Scope 1, 2 & 3, location based)	305-4	345.7/lpb			353.1/lpb
Programmes to reduce greenhouse gas emissions	305-5	Refer to the specific indicator's narrative			
Ozone-depleting substance emissions	305-6	Tonnes		Tonnes	
CFCs and HCFCs		0.005	0.00	0.030	0.00
Other significant air emissions	305-7	Tonnes		Tonnes	
NOx		4,905	0.41	5,558	0.48
SO ₂		3,667	0.31	3,929	0.34
Particulate matter		544	0.05	587	0.05
EFFLUENTS		Million Litres	l/lpb	Million Litres	l/lpb
Total Water Discharge by Quality and Destination	306-1	Since 2011 all quantity if the waste water of our plants is treated to levels supporting aquatic life. In 2016, we had a total of 40 plants with their own waste water treatment plants (most of them using full aerobic process) and the rest plants are discharging to municipal waste water treatment plant.			
Quantity of wastewater discharged	306-1	9.679 mL	0.8 l/lbp	9,978mL	0.9 l/lbp
Total COD (Chemical Oxygen Demand) produced	306-1	3,285t O2	275 mgO ₂ /lpb	2,963 t O ₂	254 mgO ₂ /lpb
Total COD reaching the environment	306-1	547 t O2	46 mgO ₂ /l	589 t O2	50 mgO ₂ /l
Water discharged to our own waste water treatment plants (WWTP)	306-1	7,538mL	0.6 l/lbp	7,487mL	0.6 l/lbp
Water discharged to municipally owned WWTP	306-1	2,141mL	0.2 l/lbp	2,490mL	0.2 l/lbp
Water habitats affected by water discharges	306-5	0		0	
WASTE					
Amount of solid waste	306-2	Tonnes		Tonnes	
Total amount	306-2	93,093	7.8 g/lbp	99,369	8.5 g/lbp
Waste Recycled	306-2	66,217		63,801	
Waste Reused	306-2	9,979		14,813	
Waste incinerated without energy recovery	306-2	0		2	
Waste incinerated with energy recovery	306-2	2,771		4,623	
Waste composed	306-2	7,260		8,438	
Waste disposed of in landfills	306-2	4,654		5,961	
Recycling and energy recovery	306-2	86,227		91,675	94%
Hazardous waste generated	306-2	2,212	0.2 g/lbg	1,732	0.1 g/lpb
Recycled Hazardous Waste	306-2	2,094		1,346	
Non-recycled hazardous waste	306-2	118		386	
Spills of chemicals, oils, fuels	306-3	24 t	0.002 g/lbp	0 t	0.000 g/lpb
Hazardous waste	306-4	CCHBC does not transport, import, export, treat hazardous waste itself, nor ship it internationally			
COMPLIANCE					
Incidents and fines	307-1	EUR		EUR	
Monetary value of significant fines		0		0	
Number of significant fines		0		1	

*We include in the carbon emission calculations the energy from remote properties
energy ratio was recalculated including thermal energy from CHP

Social Data Table

		2017	2016
EMPLOYEE DEVELOPMENT			
401-1	Average no. of employees	29,427	31,083
	Permanent employees	>96%	>96%
	Employee engagement score	89%	88%
	Values index score	91%	90%
	Hires by age group, gender and region	See data at GRI Content index	See data at GRI Content index
401-1	Employee turnover	12.8%	12.4 %
	Turnover by age group, gender and market segment	See data at GRI Content index	See data at GRI Content index
401-3	Return to work and retention rate after parental leave by gender	See data at GRI Content index	See data at GRI Content index
TRAINING AND DEVELOPMENT			
404-1	Average training hours per employee, by gender and employee category	See data at GRI Content index	See data at GRI Content index
	Key People in Key Positions	92%	87%
HUMAN RIGHTS			
407-1	No. of workplace accountability audits	12	13
407-1	No. of human rights violations resulting in litigation against the Company	0	0
EQUALITY AND DIVERSITY			
405-2	Women in management	35%	33%
407-1	Breaches of equality legislation	0	0
LABOUR RIGHTS			
102-41	Employees covered by collective bargaining	54%	54%
LA4	Employees belonging to independent trade unions	28%	30%
HEALTH AND SAFETY			
403-2	Fatalities (including contractors)	8	4
403-2	Accident incidence (accidents with >1 day absence per 100 employees)	0.40	0.45
403-2	Employee LTA	120	138
	Contractor LTIFR	1.57	1.53
	OIFR	0.00	0.00
403-2	Data by gender and market segment	See data at GRI Content index	See data at GRI Content index
	No. of plants with OHSAS 18001 certification % of production volume covered	54 out of 56 plants that were operational in 2018 were certified, covering 99.6% of production volume	59 plants that were operational in 2016 were certified, covering 99.7% of production volume
ECONOMIC BENEFITS			
201-1	Income taxes	€138.4 million	€113.8 million
	Salaries & benefits	€992.3 million	€984 million

Corporate governance, business ethics and anti-corruption

Conducting all business activities with integrity and respect for society is of primary importance for us. Being a good corporate citizen means having a strong foundation in business ethics and maintaining well-established processes and systems for managing financial and non-financial dimensions of performance, which in turn builds our trust and reputation of. It is no coincidence that our stakeholders consistently rank this as the top material issue year after year.

We address corporate governance holistically, maintaining a zero-tolerance culture related to breaches of our Code of Business Conduct (COBC) and Anti-Bribery policies and to any attempts of retaliation against individuals who report in good faith potential violations. To that effect we have regular COBC and Anti-bribery online and classroom trainings for all our employees and targeted Anti-bribery trainings for what we consider “risk zone” employees. We have also established an anti-bribery due diligence process on third parties representing us with government authorities.

We have established grievance mechanisms, including an independently operated whistle-blower “Speak-Up!” line, available in all Coca-Cola HBC countries in local languages. Allegations received related to issues not covered under the Code of Business Conduct were routed to the appropriate department for appropriate handling. All allegations involving potential COBC violations were investigated in accordance with the Group Code of Business Conduct Handling Guidelines.

Each year, we hold our Annual “Ethics and Compliance Week” across all Group operations. In 2017, our Ethics and Compliance Week emphasized our unwavering commitment to respect Human Rights.

Through our strategic approach towards business ethics and anti-corruption, we contribute to the UN's SDG 8 (Decent work and economic growth) and SDG 16 (Peace, justice and strong institutions).

2017 Code of Business Contact violations and allegations received through the Whistleblower hotline

In 2017, 292 allegations of violations of the Group's Code of Business Conduct were received. Of the 292 allegations investigated, 124 were substantiated as violations of the Code of Business Conduct. 35 of the violations involved an employee in a management position or involved a loss greater than Euro 10,000. Of the 292 reported matters, 87 matters were reviewed and then referred to the appropriate department for further handling.

As a result of the 124 matters substantiated as violations of the Code of Business Conduct, 71 employees were terminated. An additional 162 employees received discipline in the form of written warnings, financial penalties (unpaid suspension or loss of bonus) or voluntary resignation from the Company.

Violations by Code of Business Conduct Sections.

• Safeguarding company asset	52
• Business and financial records	48
• Conflict of interest	7
• Fair treatment of employees	7
• Anti-bribery and corruption	5
• Other	4
• Workplace health & safety	1

Whistle-blower hotline

Speak Up! line is managed by a third party and is available to all employees, customers and suppliers and can be accessed at any time via phone or internet. In 2017, we added two local Nigerian languages, Hausa and Yoruba, now making the Speak Up! line available in 25 languages.

In 2017, we ran a standalone Speak Up! Awareness campaign, tailored to reach our off-line employee population, aimed to raise awareness of how to use the Speak Up! line to report concerns and violations of the Code Business of Conduct or ask questions regarding any of our compliance policies. Additionally, throughout the year we communicated the importance of reporting potential violations of the Code of Business Conduct and encourage all employees to ask their managers, Code Compliance Officers or the Internal Audit Department questions.

In 2017, we received 98 allegations through our Speak Up! line and legacy whistle-blower hotline. Allegations received related to issues not covered under the Code of Business Conduct were routed to the appropriate department for appropriate handling. All allegations involving potential Code of Business Conduct violations were investigated in accordance with the Group Code of Business Conduct Handling Guidelines. Importantly, we make sure that the learnings from both the Code of Business Conduct violations and allegations reported through the whistle-blower hotline are drawn and result in relevant decision-making and procedural changes; for example the re-evaluation of our procedures in connection with incidents and the review, adjustment or update of related policies. We also undertake measures to improve our systems and use them to prevent as many of these violations as possible from happening, learning from our experience and that of others.