SUSTAINABILITY REPORT

ONON



SUSTAINABILITY, LEADERSHIP, PARTNERSHIP

The Coca-Cola System in Ukraine

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LADIES AND GENTLEMEN





Constantinos Spanoudis
General Manager
Coca-Cola HBC Ukraine, Armenia and Moldova

Kamran Iskandarov
General Director
Coca-Cola Ukraine Limited

We are pleased to present you the Sustainability Report of The Coca-Cola System in Ukraine for 2020.

2020 was unusual, as we all had to learn to live and work in a new reality defined by the pandemic. The concern for the health and safety of our employees, customers, partners and consumers has always been and remains our leading priority.

We make significant efforts to implement the necessary prevention and hygiene measures at the offices and across the industry in a timely manner, while following the recommendations of the government and health authorities. The Coca-Cola System in Ukraine is part of the community and always does everything it can to solve pressing issues. Overcoming the problems caused by COVID-19 has become a top public priority. That is why as soon as the quarantine started we suspended commercial advertising of all brands and directed resources to the protection and support of society.

To this end, The Coca-Cola Foundation has provided grants to NGOs around the world for more than $90 million. More than UAH 8 million was allocated to the Ukrainian Red Cross Society for the purchase of medical equipment for seven hospitals in different regions of Ukraine.

The pandemic has changed the lives of all people. The business has changed as well. We do not expect a return to "normalcy". The Coca-Cola System in Ukraine has launched a new #OpenLikeNeverBefore campaign, which encourages people to embrace change, to appreciate things from a new perspective and find opportunities in this "new reality". We rise to all the challenges of today and do not depart from our strategic priorities – to refresh and make a difference.

We are constantly researching the tastes of our consumers, which is why in 2020 we released 15 new products and increased the share of low-calorie low-sugar drinks in total sales to 26.5%.

We make considerable efforts to build a sustainable business and ensure economic development. In 2020, the total contribution to Ukraine's GDP amounted to UAH 11.3 billion, which is 20% more than in 2019. We have helped to create jobs in the Ukrainian economy – 18 jobs in the economy are supported by one job at Coca-Cola.

The Coca-Cola System in Ukraine continues to adhere to clear strategic priorities in the social area: to implement the World Without Waste strategy (in 2020, 43% of packaging was collected and recycled), water recovery projects and to work on youth and women empowerment programmes.

Read more about us and our achievements on the respective pages of this Report. We hope that in this report you will find answers to all your questions.

THE COCA-COLA SYSTEM IN UKRAINE 2020

Increased Ukraine's GDP



By **20%**

more compared to the previous year, with the total contribution to Ukraine's GDP being –

UAH 11,3 Bln

Supported the national economy



every **hryvnia** of value added generated by Coca-Cola created **10 hryvnias** in Ukraine's economy

71% of the total procurement budget was spent by Coca-Cola on local

Implemented the World Without Waste strategy

43% of the packaging released to the market was collected and recycled



100% of packaging is recyclable

Overcame the pandemic



8 UAH mln was contributed to provide vital equipment to **7 hospitals** across Ukraine with support of the Coca-Cola Foundation



200 k bottles were gifted to patients and doctors



63% COVID-19-related appeals submitted by Ukrainians to the Government hotline were processed by Coca-Cola Volunteers

Contributed to job creation



18 jobs in Ukrainian economy are supported by one job in Coca-Cola

Empowered youth and women's entrepreneurship

113 k high school students were preparing for graduation exams on the iLearn educational platform



97% graduates of sponsored boarding schools successfully passed the External independent evaluation

300 k women participated the «I Can Project»*



1.44 UAH mln received by women entrepreneurs as grant support

**Project information for 2017-2020.*



WE CREATE VALUE FOR CONSUMERS, IMPROVING PRODUCTS AND OFFERING A WIDE RANGE OF DRINKS, WHILE CONTRIBUTING TO THE DEVELOPMENT OF THE ECONOMY AND LOCAL COMMUNITIES.

THE COCA-COLA SYSTEM IN UKRAINE

›

The Coca-Cola System in Ukraine

The entire journey of world-famous drinks from production to presentation to end consumers in Ukraine is ensured by two companies – LLC "Coca-Cola Ukraine Limited"* and Foreign Enterprise "Coca-Cola Beverages Ukraine Limited", which together form The Coca-Cola System in Ukraine***.**

Priority areas for sustainable development:
- ***efficient waste management;***
- ***restoration of water resources;***
- ***strengthening the role of women and youth in society.***

Coca-Cola Ukraine Limited is responsible for the development of consumer marketing and brands. The Company carries out market analysis, marketing research and the development of marketing strategies to promote the products and brands of the parent company – The Coca-Cola Company.

Coca-Cola Beverages Ukraine Limited is responsible for the production, packaging, distribution and sale of ready-made soft drinks to customers, who then sell them to consumers. The Company is also responsible for customer-centric marketing. Within the business unit, Ukraine-Moldova-Armenia is part of Coca-Cola Hellenic Bottling Company (Coca-Cola HBC) – one of the world's largest bottling and distribution companies operating under the franchise of The Coca-Cola Company.

More details on our websites: www.coca-cola.ua ua.coca-colahellenic.com

**Hereinafter – Coca-Cola Ukraine Limited*
*** Coca-Cola Beverages Ukraine Limited*
**** Coca-Cola System in Ukraine, Coca-Cola in in Ukraine, Company*

Coca-Cola Ukraine Limited is represented by its head office in Kyiv. Coca-Cola Beverages Ukraine Limited consists of 12 branches. The production site, head office and plant are located near the village of Velyka Dymerka in the Kyiv region.



Vision and values

THE COCA-COLA COMPANY

The Coca-Cola Company has a clear purpose for its existence and understanding of the direction it is moving. Our vision is shared by our employees, customers and partners. We understand the importance of the vision for the Company and work relentlessly to implement it. The operations of The Coca-Cola Company are based on fundamental values, which we strictly comply with and spread across all employees. These are the main principles we use when interacting with other companies (suppliers), customers and employees.

WHO WE ARE



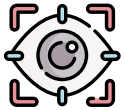
THE Coca-Cola COMPANY

PURPOSE



- **Refresh the world**
- **Make a difference**

VISION



- **Loved brands**
- **Done sustainably**
- **For a better shared future**

The Company's vision is to craft the brands and choice of drinks that people love, to refresh them in body and spirit. And done in ways that create a more sustainable business and better shared future that makes a difference in people's lives, communities, and our planet.

HOW WE DO IT



LOVED BRANDS

- Passion for people and their lives
- Cutting-edge excellence in ingredients, innovation, design and marketing
- Investment for leadership across categories in purposeful brands that consumers love
- Act globally and locally
- Powerful partnerships with our bottling system to bring brands to life in the market



DONE SUSTAINABLY

- Start with facts, based on science
- Grow our business, while reducing our sugar
- Make packaging a circular economy, with a focus on getting 100% collection to enable reuse for World Without Waste
- Be water balanced, improving water security where needed most
- Reduce our carbon footprint
- Source more sustainably and ethically



FOR A BETTER SHARED FUTURE

- Invest in employees' personal growth and talent
- Empower people's access to equal opportunities, build inclusion
- Create value for customers
- Support our local communities, both to achieve more and in times of need
- Deliver returns to our investors



BEHAVIORS WE FOCUS ON

We act with a growth mindset, take an expansive approach to what's possible and believe in continuous learning to improve our business and ourselves. We value how we work as much as what we achieve. The behaviours we focus on every day are being:

CURIOUS	EMPOWERED	INCLUSIVE	AGILE
• Always seek, never settle • Ask: **Why? Or why not? or what if, or I wonder...**	• Own it, take accountability • Each one of us can make a big difference	• Leverage our broad diversity of people, global network and learnings • Two brains are better than one	• Learn by doing, use Agile version 1.0, 2.0, 3.0 • Act with a sense of urgency

COCA-COLA BEVERAGES UKRAINE LIMITED

To deliver the vision of being the leading producer and distributor of beverages 24/7, in 2019 Coca-Cola Beverages Ukraine Limited introduced a new development strategy – Growth Story 2025. We seek to expand and improve the benefits of our products, build trusting relationships with customers and consumers, ensuring responsible business management on the path to sustainable development.

Our mission

We are devoted to growing every customer and delighting every consumer 24/7

- by nurturing passionate and empowered teams of people,
- while enriching our communities and caring for the environment.

GROWTH MINDSET VALUES





WINNING WITH CUSTOMERS
We are the selling organisation devoted to providing innovative solutions to create shared value.



NURTURING OUR PEOPLE
We believe in our people and have a passion to develop ourselves and others.



EXCELLENCE
We strive for unparalleled performance by amazing customers with our passion and speed.



INTEGRITY
We always do what is right, not what is easy, and we take responsibility for the results.



LEARNING
We listen, have a natural curiosity to learn and are empowered to take smart risks.



PERFORMING AS ONE
We collaborate with agility to unlock the unique strength of diverse teams.

KEY PILLARS OF GROWTH STORY 2025

How we grow



WIN IN THE MARKETPLACE
We build unrivalled teams of true partners for our customers Fast-forward critical capabilities for growth.



LEVERAGE OUR UNIQUE 24/7 PORTFOLIO
We offer the best 24/7 beverage portfolio on the planet in partnership with The Coca-Cola Company.



FUEL GROWTH THROUGH COMPETITIVENESS AND INVESTMENT
Transform, innovate and digitalise our business to ensure that we are fit for the future. We invest in building the best teams in the industry.



CULTIVATE THE POTENTIAL OF OUR PEOPLE
We develop an inclusive growth culture around our empowered people.



EARN OUR LICENCE TO OPERATE
We aim to be an environmental leader, engage our communities behind water and waste initiatives, and empower youth, together with our partners.

SUSTAINABILITY STRATEGY

The strategy of The Coca-Cola System in Ukraine for sustainable development is shaped by and implemented in accordance with the global principles of the United Nations. The principles of responsible business and sustainable development are integrated into all aspects of our business.

Sustainability and corporate social responsibility goals are reflected in the strategies of Coca-Cola Ukraine Limited and Coca-Cola Beverages Ukraine Limited. At each stage of our activities, a systematic approach is applied, on which different development options are modelled to choose the best option.





EFFECTS OF COVID-19 ON SUSTAINABLE DEVELOPMENT

The pandemic has affected our work, our marketing and social programmes, creating new pertinent goals and objectives. The Coca-Cola System in Ukraine has been actively involved in combating the spread of the virus, systematically supporting medical institutions, communities and conducting information work.

Read more about this matter in the Communities section.

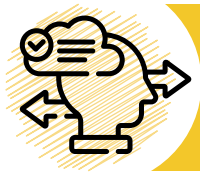
COCA-COLA UKRAINE LIMITED

The Coca-Cola strategy in Ukraine is shaped by and implemented in accordance with the global principles. Coca-Cola Ukraine Limited's sustainable development strategy aims to reduce packaging waste, use water efficiently, reduce carbon footprint and empower women and local communities.

For example, in 2019 we introduced a new science-based target of combating climate change as part of the Science Based Target initiative. It reaffirms our commitment to reducing CO_2 emissions to help limit global warming below 2 degrees in line with the goals of the Paris Agreement. The sustainable development goals set up to 2020 have prompted us to continuously improve. Their implementation period ended during the reporting period, and now we are analysing what has been achieved, devising new ambitious plans. For example, packaging targets by 2025 and climate targets by 2030.

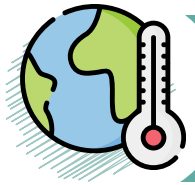
In addition to "external" goals, we strive for good corporate governance, which promotes the realisation of the long-term interests of shareholders, seek to strengthen the accountability of the board and management and build confidence in our company among the general public.

Global goals
THE COCA-COLA COMPANY



DRIVING CHOICE

- Increase the share of sales of low-sugar and zero-sugar beverages
- Increase the range of sparkling soft drink in packages of 250 ml or less
- Provide more drinks with additional nutrition benefits
- Provide transparent energy/calorie information right up front on our packages



CLIMATE

- Reduce greenhouse gas emissions (scopes 1, 2 and 3) 25% by 2030 from a 2015 base year.



WORLD WITHOUT WASTE

- By 2030, refill, collect and/or recycle the same amount of packaging we introduce to the market
- By 2025, 100% of our packaging will be recyclable globally
- By 2030, use at least 50% recycled material in our packaging
- Bring people together to support a healthy, debrisfree environment



WOMEN

- Enable the economic empowerment of 5 million women across our global value chain



GIVING BACK

- Give back at least 1 percent of the company's operating income annually



SUSTAINABLE AGRICULTURE

- Ensure that 100% of our key agricultural ingredients meet the requirements of the Sustainable Agriculture Guiding Principles (SAGP)



WATER SECURITY

- Return to nature and communities an amount of water equivalent to what is used in our finished beverages
- Increase the efficiency of water use during production



HUMAN RIGHTS

- Partners fully comply with the Supplier Guiding Principles (SGP)
- Direct suppliers fully comply with the Supplier Guiding Principles (SGP)

COCA-COLA BEVERAGES UKRAINE

Coca-Cola Beverages Ukraine Limited is systematically working to achieve the 2025 Sustainable Development Goals and creating the necessary conditions for all parties involved to be interested in their implementation. The implementation progress is constantly monitored.

CLIMATE AND RENEWABLE ENERGY

Sustainability area

- Affordable and Clean Energy: 7.2; 7.3
- Industry, Innovation and Infrastructure: 9.4
- Sustainable Cities and Communities: 11.6
- Responsible Consumption and Production: 12.2
- Climate Action: 13.1



Material topics

- Reduction of emissions from production
- Reduction of emissions from points of sale
- Increasing the share of renewable
- energy sources
- 100% renewable and clean energy

Targets by 2025

» Reduce carbon ratio in direct operations **30%**

» **50%** increase in energy-efficient refrigerators to half of our coolers in the market

» **50%** of our total energy from renewable and clean sources

» **100%** total electricity used in the EU and Switzerland from renewable and clean sources

WATER REDUCTION AND STEWARDSHIP

Sustainability area

- Clean Water and Sanitation: 6.1; 6.4; 6.5; 6.6
- Industry, Innovation and Infrastructure: 9.4
- Sustainable Cities and Communities: 11.6
- Responsible Consumption and Production: 12.1; 12.2; 12.4
- Life on Land: 15.1
- Partnerships for the Goals: 17.17



Material topics

- Decreasing water use in water-scarce regions
- 100% water supply in water-scarce regions

Targets by 2025

» Water reduction in plants located in water-risk areas (water priority locations **20%**

» Help secure water availability for all our communities in water-risk areas (water priority locations)

INGREDIENT SOURCING

Sustainability area

- Decent Work and Economic Growth: 8.3; 8.8
- Industry, Innovation and Infrastructure: 9.4
- Responsible Consumption and Production: 12.1; 12.2; 12.4; 12.6; 12.7
- Climate Action: 13.1



Material topics

- Sourcing

Targets by 2025

» Source **100%** of our key agricultural ingredients in line with sustainable agricultural principles

COCA-COLA BEVERAGES UKRAINE



WORLD WITHOUT WASTE

Sustainability area

- Decent Work and Economic Growth: 8.4
- Industry, Innovation and Infrastructure: 9.4
- Sustainable Cities and Communities: 11.6
- Responsible Consumption and Production: 12.1; 12.2; 12.4;12.6; 12.7
- Life on Land: 14.1
- Partnerships for the Goals: 17.17

Material topics

- 100% recyclable
- More recycled PET packaging
- Increased waste collection

Targets by 2025

» **100%** of consumer packaging to be recyclable

» **35%** of total PET used from recycled PET and/or PET from renewable material

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

NUTRITION

Sustainability area

- Good Health and Well-being: 3.4
- Responsible Consumption and Production: 12.8

Material topics

- Calorie reduction in sparkling soft drinks

Targets by 2025

» Reduce by **25%** the calories per 100ml of sparkling soft drinks

OUR PEOPLE AND COMMUNITIES

Sustainability area

- Good Health and Well-being: 3.4; 3.6
- Quality Education: 4.3; 4.4
- Gender Equality: 5.5
- Decent Work and Economic Growth: 8.5; 8.6; 8.8
- Reduced Inequalities: 10.2; 10.4
- Sustainable Cities and Communities: 11.6
- Responsible Consumption and Production: 12.2; 12.4
- Peace and Justice: 16.7
- Partnerships for the Goals: 17.16; 17.17

Material topics

- Promoting safety at work
- Full gender balance
- Supporting our communities in learning
- Expanding the youth empowerment programmes
- Partnership in Zero Waste Initiatives
- Volunteering

Targets by 2025

» Target zero fatalities among our workforce and reduce (lost time) accident rate by 50% per 100 FTE;

» 50% of manager positions are women;

» 10% community participants will join first-time managers' development programmes;

» Train one million young people through #YouthEmpowered;

» Engage in 20 Zero Waste partnerships (city and/or coast);

» 10% of employees will take part in volunteering initiatives.



POLICIES AND ANTI-CORRUPTION

We work regularly with suppliers, including as part of the Suppliers' open day.

Anti-corruption

> *The success of The Coca-Cola System in Ukraine depends on the level of development and prosperity of the country. Corruption is one of the biggest threats to such prosperity. Our position is clear: bribery and corruption in any form are absolutely unacceptable.*

The policies of The Coca-Cola System in Ukraine encompass various aspects of our activities and establish open rules in line with our values. Read more on these policies at:

https://www.coca-colacompany.com/policies-and-practices

https://ua.coca-colahellenic.com/ua/about-us/policies

All employees of Coca-Cola Beverages Ukraine Limited, including management, are required to familiarise themselves with all our policies and participate regularly in training sessions on their knowledge and practice. Appropriate schedules for attending these events are made and basic and intermediate control of employees is carried out. Training sessions may take various formats: online and offline, in the form of presentations and quizzes, or interactive online training via the Helo corporate platform.

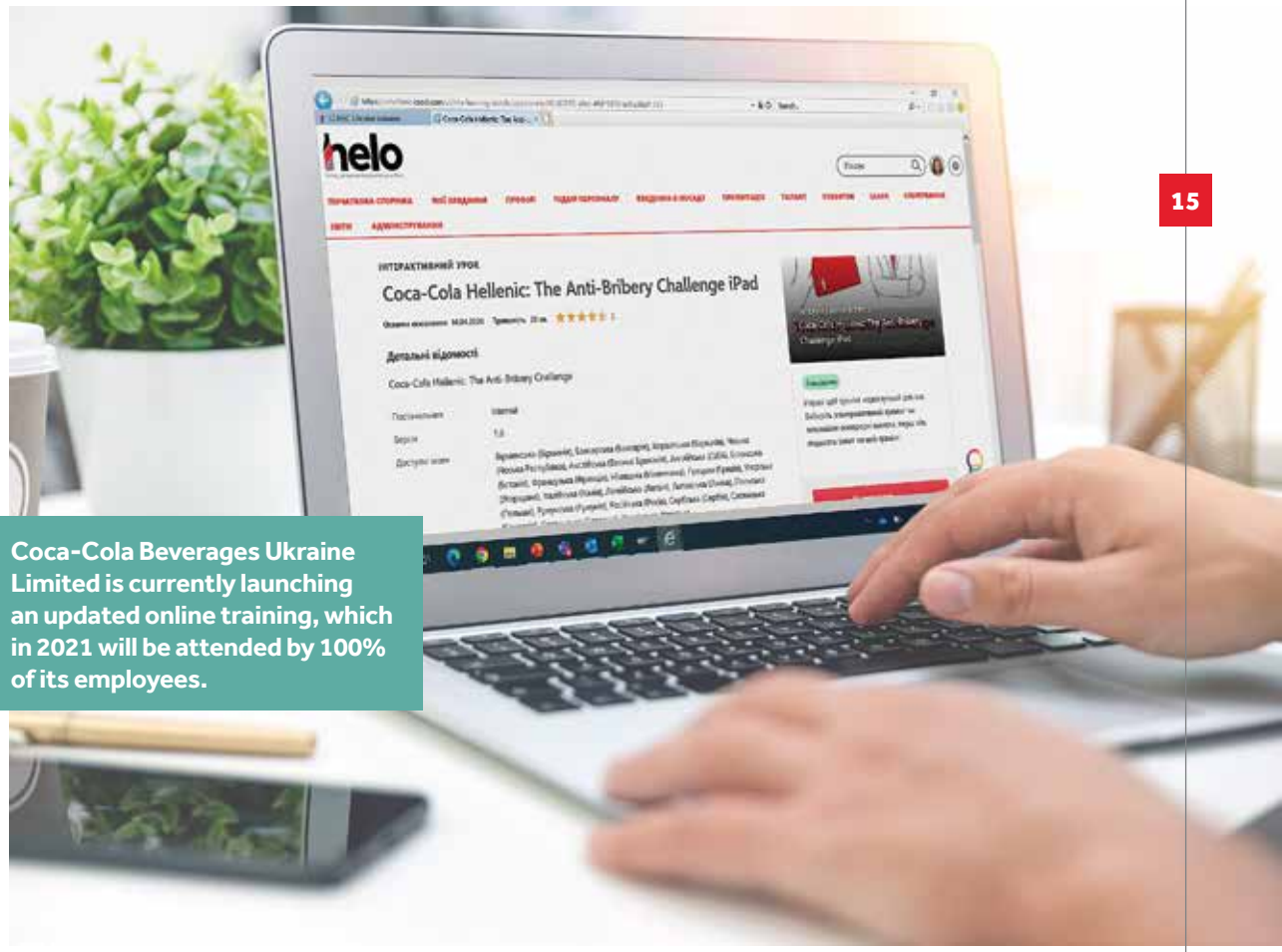
Coca-Cola Ukraine Limited employees are also subject to such training sessions, where they learn to recognise signs of potential bribes and corruption and deal with instances of corruption, if any, in real life. In 2020, 21 out of 23 (91.3%) employees, except for two employees who were on maternity leave, were briefed on anti-corruption policies and procedures.

Anti-corruption clauses are contained in the Supplier Guiding Principles, which are a mandatory appendix to all sourcing contracts. According to this appendix, contractors shall comply with the regulations and take all possible anti-corruption measures. All suppliers of The Coca-Cola System in Ukraine know our anti-corruption policies and procedures, and their implementation is monitored.

GOOD TO KNOW

In 2019, Coca-Cola Beverages Ukraine Limited updated its Anti-Corruption Policy and Code of Business Conduct, which was improved and harmonised with our current needs.

Coca-Cola Beverages Ukraine Limited's values require openness, fairness, honesty and integrity. For this purpose, the updated Code of Business Conduct specifies the principles of daily conduct and practical application of values, enabling Coca-Cola Beverages Ukraine Limited to continue as one of the market's most reliable and renowned companies.



Coca-Cola Beverages Ukraine Limited is currently launching an updated online training, which in 2021 will be attended by 100% of its employees.

Compliance projects

Every year, Coca-Cola Beverages Ukraine Limited hosts an Ethics and Compliance Week where it conducts information campaigns, training, quizzes for employees. Once every two years, all employees are trained on the Code of Business Conduct and Anti-Corruption Policy. There is also a separate annual training for top management and employees in the risk zone (those who are in direct contact with public officials or represent the company to third parties).

The monitoring compliance with the Code of Business Conduct and Anti-Corruption Policy is carried out at the level of the Coca-Cola HBC group. More specifically, the internal control department annually tests the knowledge of individual employees selected randomly to confirm the high level of anti-corruption.

The Coca-Cola System in Ukraine assesses corruption risks on a regular basis. The assessment conducted in 2020 identified no corruption risks, and there were no confirmed cases of corruption related to the activities of The Coca-Cola System in Ukraine. In 2020, there were no legal cases regarding anti-competitive behaviour or violation of anti-trust and monopoly legislation.



Complaints and anti-corruption proposals at Coca-Cola Beverages Ukraine Limited can be made directly to the Ethics and Compliance Manager or via the Speak Up! line, which allows doing so in confidence. To receive feedback from employees, Coca-Cola Ukraine Limited has an internal KO Ethics line. With these resources, you can leave inquiries and messages about the ethical standards of conduct in the Companies, in particular, regarding anti-corruption.

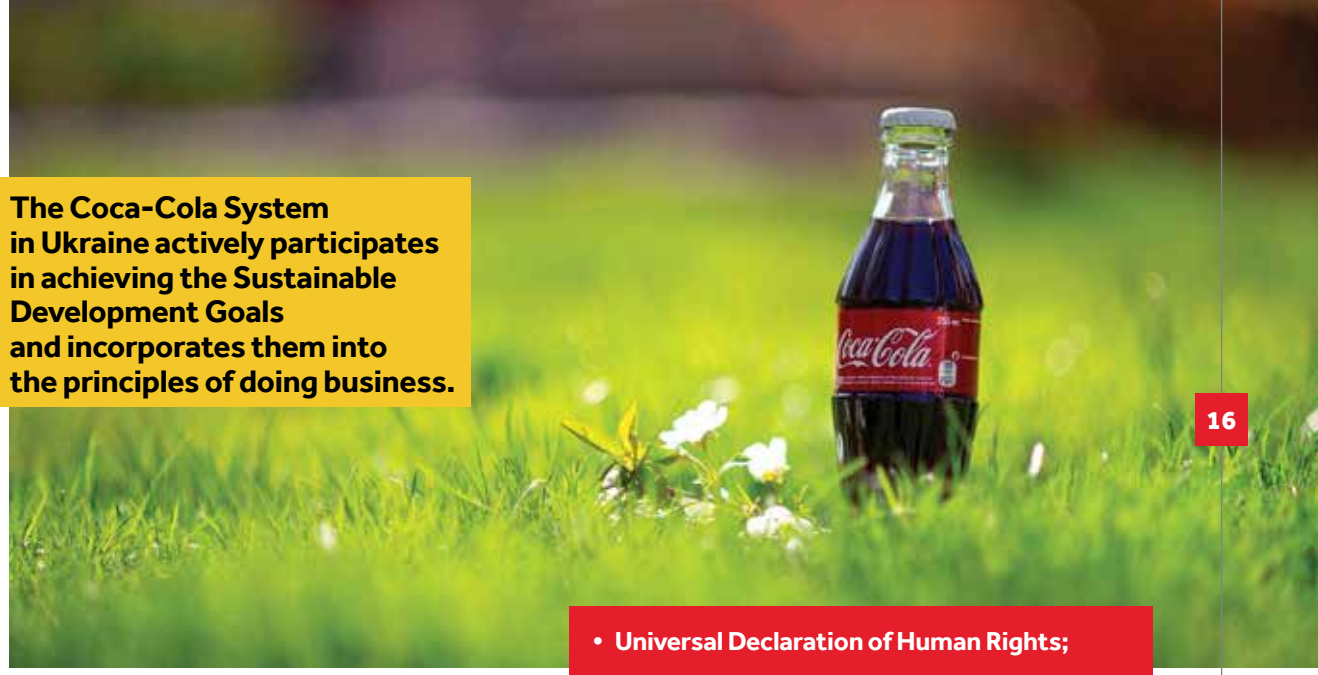
Strategic initiatives

THE GLOBAL GOALS
For Sustainable Development

PREVENTATIVE ACTIONS

The Coca-Cola System in Ukraine makes efforts to prevent the potential negative impact it might have on the environment, for which it regularly assesses financial, operational and strategic risks, and constantly monitors the impacts of its activities. The precautionary principle, which we apply in practice, is to use a well-established mechanism for identification, assessment, development and implementation of measures aimed at preventing negative impacts on the environment. The continuous monitoring of environmental risks allows minimising the negative effects of The Coca-Cola System in Ukraine on nature and optimising costs.

The Coca-Cola System in Ukraine actively participates in achieving the Sustainable Development Goals and incorporates them into the principles of doing business.



- **Universal Declaration of Human Rights;**
- **ILO Declaration on Fundamental Principles and Rights at Work;**
- **Union of European Soft Drinks Associations (UNESDA);**
- **UN Global Compact;**
- **UN Sustainable Development Goals;**
- **Dow Jones Sustainability Index (DJSI).**

PARTICIPATION IN EXTERNAL INITIATIVES

To promote sustainable development, The Coca-Cola System in Ukraine goes beyond internal programmes and policies and contributes to external initiatives, being a current member of associations and unions:

MEMBERSHIP IN ASSOCIATIONS AND UNIONS:

- European Business Association
- American Chamber of Commerce in Ukraine
- Ukrainian Packaging and Ecological Coalition (UkrPEC)
- Chamber of Commerce and Industry of Ukraine
- Private JSC "Ukrpivo"
- Charitable organisation "League of Food Producers"
- Center for Corporate Social Responsibility Development

Portfolio-2020

The Coca-Cola System in Ukraine offers a wide variety of world beverage brands to satisfy the most diverse consumer preferences.





CARBONATED SOFT DRINKS:

- Coca-Cola Original ®
- Coca-Cola Light ®, Coca-Cola Zero ®
- Coca-Cola Zero ® Lemon
- Coca-Cola Zero® Vanilla
- Coca-Cola Zero® Orange
- Coca-Cola® Coffee
- Coca-Cola® Coffee Caramel
- Fanta® with Orange Juice
- Fanta ® with Lemon Juice
- Fanta ® Mandarin
- Fanta ® Shokata
- Fanta ® Mango Guava
- Fanta ® What The Fanta
- Sprite ®
- Schweppes ® Bitter Lemon
- Schweppes Indian Tonic ®
- Schweppes ® Mojito
- Schweppes ® Pink Grapefruit
- Schweppes ® Pomegranate
- Schweppes ® Gentle Ginger
- Schweppes ® Premium Tonic
- Schweppes ® Pina Colada

JUICES, NECTARS AND JUICE DRINKS:

- Rich ® (15 flavours)
- Rich kids ® (6 flavours)



WATER:



Natural drinking water BonAqua ®:

- carbonated,
- non-carbonated,
- medium carbonated.



SPORT DRINKS:

- Powerade ® Mountain Blast
- Powerade ® with Lemon Flavour

ENERGY DRINKS:

- Coca-Cola® Energy
- Burn Original®
- Burn® Apple-Kiwi
- Burn® Fruit Punch
- Burn® Pineapple
- Burn® Mango
- Burn® Peach
- Gladiator ®





TEA:

- FUZE TEA ® 4 black tea flavours: lemon; wild berries and hibiscus; peach and rose; plum and clove, as well as green tea with mango and chamomile taste.

In addition to its own products, Coca-Cola Beverages Ukraine Limited is a distributor of elite alcoholic beverages, low-alcohol beverages Topo Chico® and energy drinks Monster®.



NEW DRINKS

The Coca-Cola System in Ukraine regularly conducts marketing research to best meet the consumer demand, their expectations and preferences. During 2020, the Company continued to expand its product portfolio and introduced 15 new products:



- Coca-Cola Zero® Orange
- Coca-Cola® Coffee Caramel
- Coca-Cola® Energy
- Fanta® What The Fanta
- Schweppes® Gentle Ginger
- Schweppes® Premium Tonic
- Schweppes® Pina Colada
- Rich® Pink Sunrise (apple, strawberry, watermelon)
- Rich® Tropic Sunset (mango, peach, passion fruit)
- Monster® Citrus Ultra**
- Monster® Citrus Doctor
- Topo Chico® Tangy Lemon-Lime
- Topo Chico® Cherry-Acai
- Topo Chico® Tropical Mango
- Burn® Peach

*** TCCC does not own the Monster brand, however it owns a number of shares in the brand.*



Responsible marketing

The Coca-Cola System in Ukraine offers consumers a wide range of beverages for any need, occasion and taste. Marketing campaigns and new product launches are conducted regularly in order to improve sales and increase brand loyalty.

The Coca-Cola System in Ukraine's responsible marketing policy is in line with The Coca-Cola Company's global policies in this area.

We do not advertise to children under the age of 12. In particular, we do not place advertisements in the media that targets this audience directly, together with TV programmes, print materials, websites, social networks, etc.

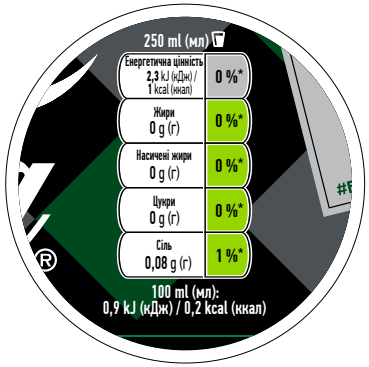
In order to actively implement undertaken commitments, The Coca-Cola System in Ukraine regularly monitors media for any data that contains advertising. In 2020, no cases of non-compliance with marketing communication regulations were identified.

Consumer complaints and suggestions with regard to responsible marketing of The Coca-Cola System in Ukraine are filed via the consumer helpline at 0800-30-80-08.

Labelling

The Coca-Cola System in Ukraine has regulations on product design and protection of intellectual property rights. All new product names and brands undergo the Trademark Search procedure to prevent infringement of intellectual property rights.

100% of the products of The Coca-Cola System in Ukraine meet the requirements of the Companies' practices and policies regarding labelling and informing customers, consumers and stakeholders. Product labels specify information about the actual content of ingredients in a standard portion (250 ml) along with the colour-coded ENL (Evolved Nutrition Labelling) in accordance with the rules of The Coca-Cola System in Ukraine. Each colour represents a percentage of the daily reference intake (according to WHO recommendations):



GREEN – low nutrient content.

AMBER – average nutrient content (approx. 15% of the recommended daily intake).

RED – high nutrient content (it is preferred to consume the product in limited amounts).

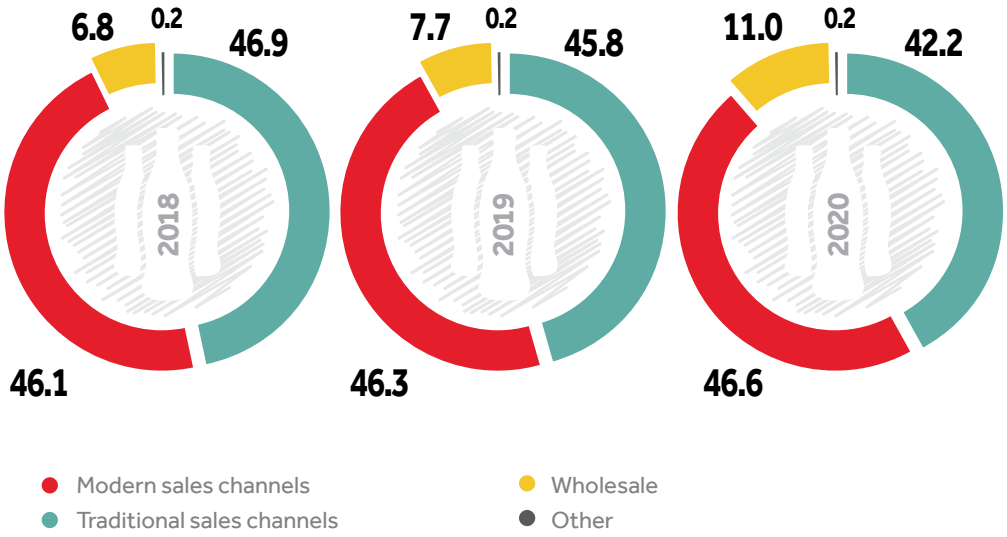
It is obligatory that energy and nutritional value is provided on all front-of-package labels: content of proteins, fats, carbohydrates, dietary fibre and sodium.

In addition, each product package contains an abbreviation indicating the type of packaging material and a special code indicating whether it is recyclable.

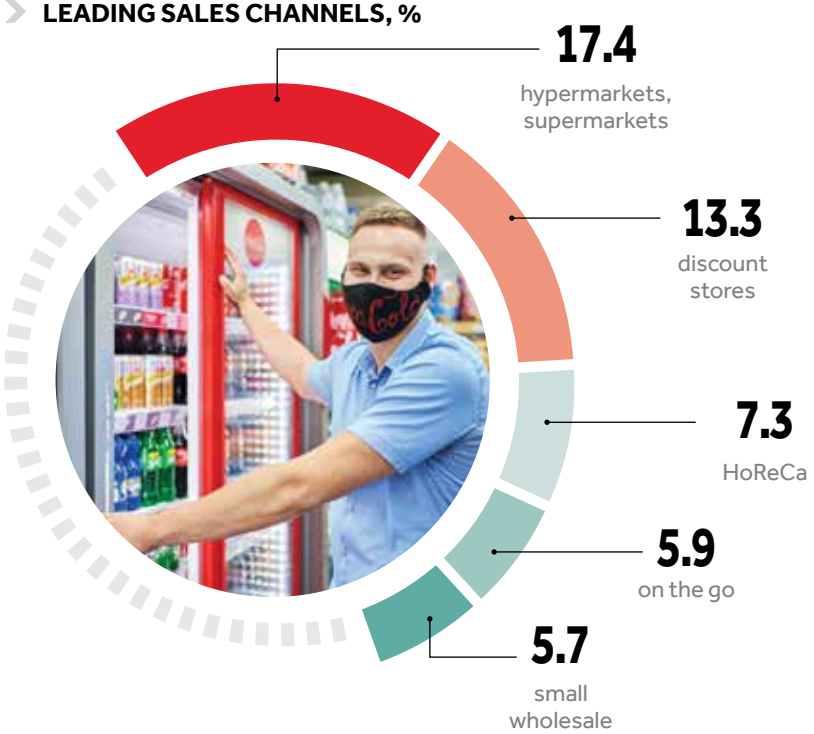
Sales channels

In 2020, the products of The Coca-Cola System in Ukraine were sold on the Ukrainian domestic market, as well as exported to Moldova, Armenia and Belarus.

SALES VOLUME, %



LEADING SALES CHANNELS, %



Products are sold through three main channels:

- **modern sales channels** allow for direct contact of the consumer with the product (chains of supermarkets and hypermarkets, cinemas, filling stations, catering establishments, including hotels, cafés, restaurants);
- **traditional sales channels** allow for the receipt of products "over the counter" (small chain stores, temporary kiosks, as well as small cafés and fast food restaurants);
- **whole sale** allows to sell products in large batches to distributors rather than to end consumers.

Traditional and modern sales channels of The Coca-Cola System in Ukraine remain the main ones as far as the volume of products sold. The ratio between the three main sales channels during 2017-2020 remained relatively stable. However, in 2020 the trend of higher wholesale sales continued driven by the reduction of beverages sold through modern sales channels.

PRODUCT QUALITY AND SAFETY

The Coca-Cola System in Ukraine maintains a relationship of trust with its consumers by fulfilling our main commitment to them – to ensure the quality and safety of beverages. We have adopted corporate and international standards and control procedures to verify the safety and quality of water, ingredients and final product at all stages of production.



Production processes

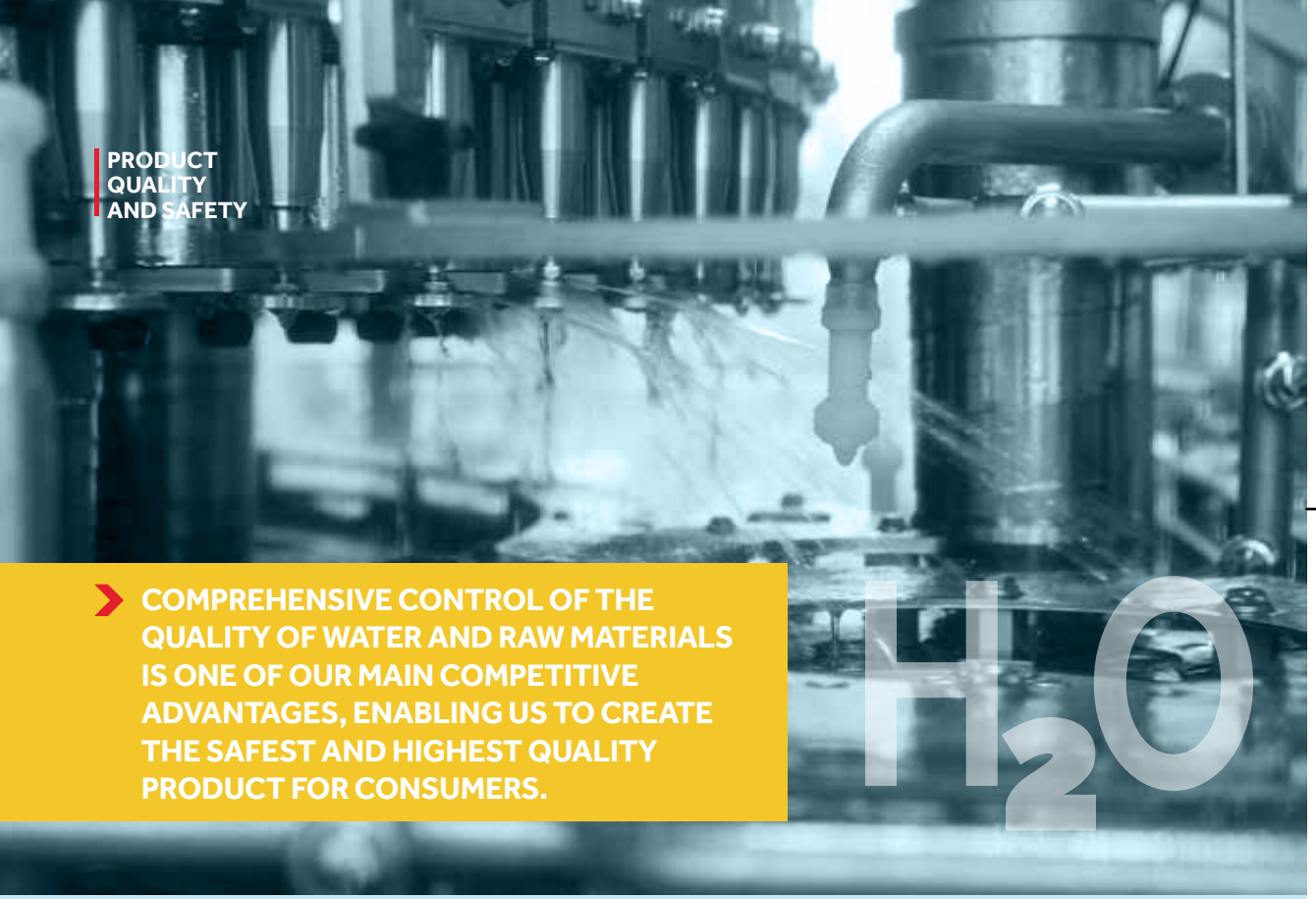
Our processes for beverage production meet the requirements of Coca-Cola Beverages Ukraine Limited's internal Quality and Food Safety Policy, international and corporate standards of the Coca-Cola System and Ukrainian legislation.

Our Company applies a systematic approach to product quality and safety management, which is why we regularly conduct independent annual audits. In 2020, our product quality and safety management system was successfully audited for compliance with the new version of the ISO 22000: 2018 standard and the additional requirements of FSSC 22000 v5.0.

We comply with all requirements for the quality of incoming raw materials, packaging materials and ensure the appropriate quality of produced products. Adherence to high standards is the cornerstone of the success of Coca-Cola Beverages Ukraine Limited.

QUALITY MANAGEMENT AT COCA-COLA BEVERAGES UKRAINE LIMITED IS GOVERNED BY:

- **International Standard ISO 9001:2015;**
- **FSSC 22000 food safety certification scheme;**
- **ISO 22000 standards: 2018, ISO / TS 22002-1-2009, ISO / TS 22002-4-2013 and additional requirements of FSSC 22000 ver.5.0.**



COMPREHENSIVE CONTROL OF THE QUALITY OF WATER AND RAW MATERIALS IS ONE OF OUR MAIN COMPETITIVE ADVANTAGES, ENABLING US TO CREATE THE SAFEST AND HIGHEST QUALITY PRODUCT FOR CONSUMERS.

Quality of water and raw materials

Water is the key ingredient of all our products and the central element of the production process.

Water is essential to our business, we understand its importance and consider it one of the most valuable shared global resources. For this reason, our goals are always aimed at its preservation during production. The continuous process of optimising the use of water resources and comprehensive analysis of its quality allows us to ensure the high quality of produced products and satisfy the most demanding consumers. Water withdrawal process is carried out within the limits approved by state bodies.

All key raw materials and water used in production are annually subjected to extensive research in European laboratories on organoleptic, physicochemical, microbiological, toxicological properties. We look into 30 to 100 quality and safety indicators, depending on the type of raw material.

100

water quality indicators

used to manufacture products are analysed for compliance with the European food law at SGS Institut Fresenius

Furthermore, under the approved monitoring programme, water treatment site operators and specialists of our own measuring production laboratory control the quality indicators and organoleptic profile of water. For a more thorough control, we use sensors to measure the most important parameters.

Quality and safety of drinks

All products of The Coca-Cola System in Ukraine are annually subjected to laboratory studies on a number of safety indicators, including analysis of heavy metal salts and radionuclides, as well as monthly studies on pathogenic microflora in Ukrainian independent laboratories certified to ISO 17025 / EAC 17025.

Coca-Cola Beverages Ukraine Limited has its own measuring production laboratory, certified in the Ukrainian system of voluntary assessment of the status of measurements for compliance with DSTU ISO 10012: 2005, which includes:

- quality laboratory;
- microbiology laboratory;
- thermal process control laboratory.

Throughout the production process – from the control of incoming raw and packaging materials to the production of produced products – quality is ensured by selective instrumental laboratory control performed by our laboratory staff and online monitoring of the quality of produced products during the bottling process via COBRIX/ DEVIS system and SPC Quality Monitoring – statistical system for calculating the probability of maximum and minimum departures from the target value within the admissible values. Operational monitoring allows the Company to keep finger on the pulse of the production process. It is an effective quality control tool that minimises the cost of eliminating deficiencies.

The 2020 product quality and safety studies revealed that the entire assortment of beverages met corporate, international and legal standards.







26.5%

the share of no-calorie and low-sugar beverages in the total sales of The Coca-Cola System in Ukraine in 2020 (in 2019 – 26.2%)

The company has two new products without added sugar: Coca-Cola® Plus Coffee Caramel and Fanta ® What the Fanta.





Decreasing the caloric content in beverages is achieved through the use of sugar substitutes, which are tested and assessed as safe by reputable global organisations, approved for use in the food industry in Ukraine. More specifically, these substitutes are potassium acesulfame, sodium cyclamate, aspartame, sodium saccharin, steviol glycoside, sucralose, neohesperidin dihydrochalcone, stevia extract. Labels always specify which sugar substitutes are present in the drink.

Reducing sugar

The Coca-Cola System in Ukraine supports the people's desire to consume food consciously. Therefore, in 2020 we continued to broaden our portfolio of low-calorie products.

ZERO-CALORIE AND LOW-SUGAR DRINKS:

- Fanta® with Orange Juice, Fanta® Shokata, Fanta® Mango Guava, Sprite®, Schweppes® Bitter Lemon, Schweppes® Pink Grapefruit, Schweppes® Pomegranate, Schweppes Gentle Ginger, Schweppes Premium Tonic Water, Schweppes Pina Colada – **low-sugar**;
- Coca-Cola Light®, Coca-Cola Zero®, Coca-Cola Zero® Lemon, Coca-Cola Zero® Vanilla, Coca Cola® Plus Coffee, Coca-Cola Caramel & Coffee No Sugar, Coca-Cola Zero Orange, Fanta ® What the Fanta – **zero-calorie**.

DRINKS WITH VITAMINS

The Coca-Cola System in Ukraine also offers consumers drinks that contain vitamins. In 2020, their share in total sales was 12.9%. These drinks are:

- Fanta® with Orange Juice, Fanta® with Lemon Juice – **with vitamin C;**
- Burn Original®, Burn Passion Punch®, Burn Lemon Ice®, Burn Apple Kiwi®, Burn Mango®, Powerade® Mountain Blast, Powerade® with Lemon Flavour – **with vitamins B3, B5, B6, B12.**

SUPPLY CHAIN

Growth based on sustainable development requires responsible supply chain management, which is especially important for production.



100% ***suppliers of The Coca-Cola System in Ukraine have put their signatures under the Supplier Guiding Principles in 2020.***

Sourcing management

When working with suppliers, Coca-Cola Beverages Ukraine Limited and Coca-Cola Ukraine Limited are governed by the Supplier Guiding Principles, which are necessary to ensure that sourcing practices systematically meet the values and standards of The Coca-Cola System in Ukraine. In addition, Coca-Cola Beverages Ukraine Limited has introduced Sourcing Policy and Procedures and Supplier Evaluation Procedures to support the sourcing and work with suppliers.

Purchasing of key ingredients from producers that meet the corporate principles of sustainable agriculture is one of the strategic goals of The Coca-Cola System in Ukraine. Consecutively, interaction practices require suppliers to adhere to the Sustainable Agriculture Guiding Principles, which meets the global corporate standards.

Efficiency, cost optimisation and further standardisation of sourcing processes are the bedrock of the supply chain management of The Coca-Cola System in Ukraine. To assess the quality of sourcing management, departments and their reporting are subjected to internal audits in accordance with requests of Coca-Cola HBC.

Supplier selection

The sourcing process is initiated with a clear specification of the scope of procurement, equal treatment of all qualified suppliers, timely provision of sufficient information on the rules and progress of the procurement and the results of tender procedures, periodic inspection of suppliers.

The Coca-Cola System in Ukraine requires its suppliers to comply with the rules and regulations set out in the Supplier Guiding Principles. Suppliers undertake to comply with the Guidelines on Human Rights, Occupational Safety, Child Labour and Forced Labour, Environmental Impact, Bribery, and Information Protection. This is a mandatory condition for concluding contracts.

SUPPLIER QUALIFICATION CRITERIA:

- ☑ **COMMERCIAL**
  (price, terms and period of payment, price fixing, etc.)
- ☑ **TECHNICAL**
  (terms and period of supply, compliance with the specification, quality requirements, etc.)
- ☑ **SUSTAINABLE DEVELOPMENT CRITERIA**
  (EcoVadis certification or compliance with ESG criteria for strategic suppliers)

ecovadis



An EcoVadis certification of a supplier can materially mitigate the risk of violating the sustainable development principles across the supply chain, protect the brand and prevent reputational risks, reduce costs through joint solutions and ensure competitive edge in the market. The EcoVadis' methodology is to assess how successful has been the Company's integration of the sustainable development and corporate social responsibility principles into its own practices and management system in the main areas – environment, labour and human rights, ethics and sustainable sourcing. The Coca-Cola System in Ukraine encourages suppliers to obtain EcoVadis certification.

To effectively manage supply chain risks, Coca-Cola Beverages Ukraine Limited constantly conducts audits, tests and evaluation of suppliers.





The certification of the food safety management system to **FSSC 22000** or **GFSI** is a mandatory for the suppliers of raw materials and primary packaging to work with Coca-Cola Beverages Ukraine Limited. An additional advantage when considering a potential supplier is their current certification to **ISO 9001/14001 / ISO 22001 / FSSC 22000 / OHSAS 18001** or **ISO 45001** or compliance of their management systems with equivalent standards.

Supplier evaluation

In order to ensure that suppliers meet the highest standards of ethics, quality and safety, Coca-Cola Beverages Ukraine Limited regularly conducts:

- ☑ annual supplier evaluation to Coca-Cola HBC standards;
- ☑ compliance audits with the engagement of third parties (standards of The Coca-Cola Company, SEDEX SMETA 6.0);
- ☑ audits of suppliers' production capabilities by the Company's specialists;
- ☑ testing of alternative and / or new suppliers, testing of new and alternative materials;
- ☑ If supplier audits identify any discrepancies, the development and deployment of corrective actions is mandatory for continuing cooperation.

Coca-Cola Ukraine Limited does not conduct its own local evaluation of suppliers, since their verification is ensured by the parent company. In case of complaints, suggestions and clarifications, suppliers can contact us at the hotline 0800308008 and directly reach out to the managers responsible for communication within a specific tender procedure.

During 2020, no significant negative social or environmental impact (realised or potential) was identified in the supply chain. Similarly, there were no suppliers with a high risk of child and forced labour identified.



Types of suppliers and changes in the supply chain

THE COCA-COLA SYSTEM IN UKRAINE INTERACTS WITH A WIDE RANGE OF SUPPLIERS FROM DIFFERENT SECTORS OF THE ECONOMY:

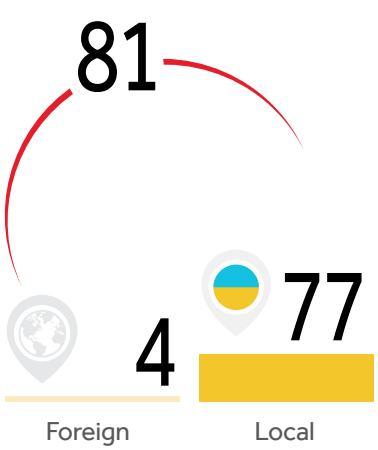


SUPPLY CHAIN

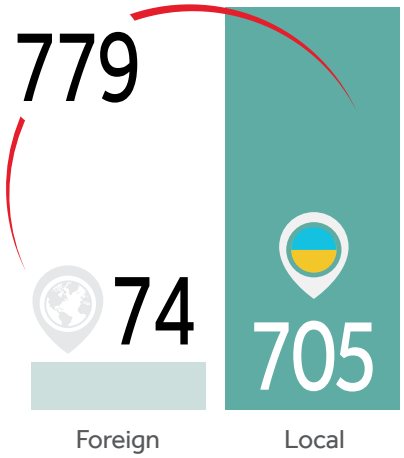
The supply chain of The Coca-Cola System in Ukraine is contingent upon suppliers based in Ukraine. In general, the company's supply chain is quite stable, even though it has seen some changes. As such, in 2020 Coca-Cola Ukraine Limited reviewed and significantly reduced the engagement of marketing service providers due to the curtailment of marketing campaigns in response to the COVID-19 pandemic. The principles and approaches to selecting suppliers and terminating cooperation remained unchanged.

SUPPLIERS:

COCA-COLA UKRAINE LIMITED



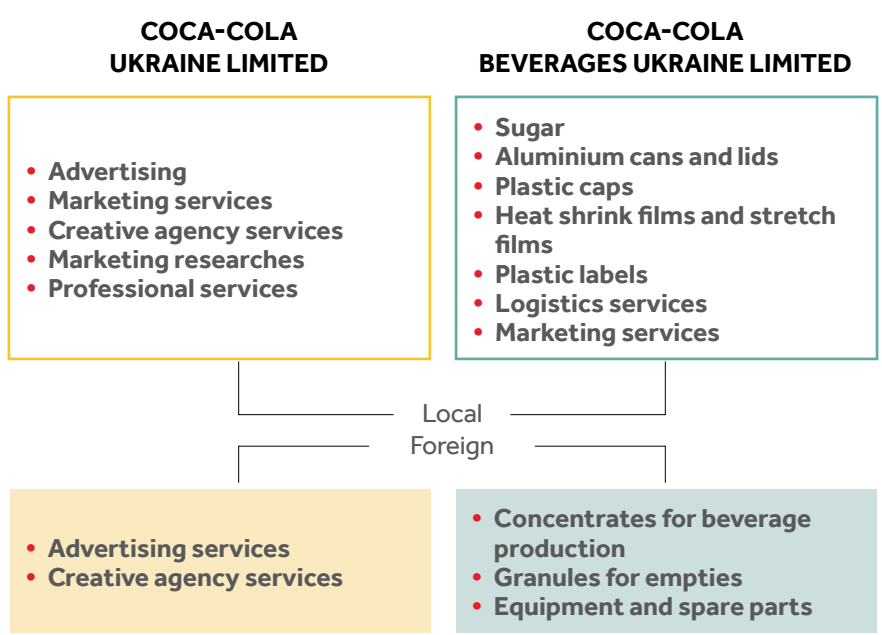
COCA-COLA BEVERAGES UKRAINE LIMITED



By purchasing the lion's share of goods and services from local suppliers, The Coca-Cola System in Ukraine invests in the development of Ukraine's economy on a national scale *(for more details, refer to the section "the section "Economy").*



MAIN CATEGORIES OF GOODS AND SERVICES PURCHASED FROM SUPPLIERS IN 2020





71%

of the total sourcing budget was spent by The Coca-Cola System on domestic suppliers

Achievements

IMPORTANT ACHIEVEMENTS OF COCA-COLA BEVERAGES UKRAINE LIMITED IN SOURCING MANAGEMENT IN 2020 WERE THE FOLLOWING:

- transition to a lightweight plastic cap for a plastic bottle and reduced thickness of the heat shrink film, which reduces the amount of plastic used and saves money;
- successful testing of products from alternative suppliers of granulate and aluminium cans and lids to ensure uninterrupted supply.

Key indicators

COCA-COLA UKRAINE LIMITED

95% of all suppliers with which the Company cooperated in 2020 were local suppliers

98% of the total sourcing budget was spent by the Company on domestic suppliers

100% of suppliers of The Coca-Cola System in Ukraine System in Ukraine signed the Supplier Supplier Guiding Principles in 2020

COCA-COLA BEVERAGES UKRAINE LIMITED

90.5% of all suppliers in 2020 were local suppliers

70% of the total sourcing budget was spent by the Company on domestic suppliers

100% of the main sugar suppliers in the reporting year were certified to the Sustainable Agriculture Guiding Principles

Plans for 2021

The 2021 priorities with regard to sourcing are as follows:

- Search for alternative suppliers to ensure uninterrupted supply at the best value for money.
- Increasing the number of EcoVadis certified local suppliers.
- Facilitating the implementation of the best procurement solutions for Coca-Cola Beverages Ukraine Limited through a proactive partnership with domestic customers.

ECONOMY



The Coca-Cola System in Ukraine is an important factor in the development of the national economy. The value added generated by The Coca-Cola System and its partners through cooperation with Coca-Cola, in its entirety, forms an important share of Ukraine's GDP. Also, the activities of Coca-Cola secure a considerable number of jobs in Ukraine, contribute to the growth of tax revenues proceeding to the national budget, have a positive effect on investments, exports and household income.



CONTRIBUTION TO UKRAINE ECONOMY

The study assesses the overall impact of The Coca-Cola System on economic development and determines the amount of contributions to:

- ***gross domestic product (GDP),***
- ***household income,***
- ***employment,***
- ***taxes,***
- ***investment and exports.***

To ensure production and sales, The Coca-Cola System hires and pays for the work, pays taxes, and purchases goods and services from local suppliers. Trading partners receive revenue from selling the products of The Coca-Cola System. The expenditures of The Coca-Cola System and the revenue of trading companies from selling the products generate additional added value, which becomes part of Ukraine's GDP.

ABOUT METHODOLOGY

In order to measure our contribution to the economic development of Ukraine in 2020, a socio-economic impact (SEIS) study was conducted. This study examined the total gross value added that occurred in the economy as a consequence of the Company's operations and expenses inside the country and became a contribution to GDP. This is an added value that was created directly by The Coca-Cola System in Ukraine as a result of paying wages and salaries to its employees and taxes to the national budget, as well as the added value generated by the Company's local suppliers and trading partners as a consequence of additional revenue earned from cooperating with us.

Furthermore, the economic contribution included the added value that is linked to consumer demand through the payment of wages and the redistribution of taxes of the Company and its business partners across the entire economic chain. Gross value added comprised wages and salaries, taxes paid and profits attributable to owners.

CONTRIBUTION TO GDP



When broken down by each specific indicator, the total contribution comprises indirect and induced types of contribution in addition to the direct effect of The Coca-Cola System in Ukraine.

- **Direct contribution** reflects the direct contribution to the GDP of Ukraine in the form of remuneration paid to employees and payment of taxes to the budget.
- **Indirect contribution** represents the amount of wages and salaries, taxes and profits of direct suppliers and trading partners related to the Company's sourcing activities and the margin from selling its products.

11.3BN UAH

is the total contribution to the GDP made by The Coca-Cola System in Ukraine in 2020, which corresponds to 0.27% of GDP, of which:

10.3BN UAH

is the value added generated in the economy as a result of activities of The Coca-Cola System in Ukraine through sourcing, trading margin of partners and additional consumer expenditures in the economy;

1BN UAH

is the value added directly generated by The Coca-Cola System in Ukraine.

- **indirect (1st round) contribution** arises from the costs of purchasing goods and services from local suppliers and the revenue of trading partners from selling our products. As a result, local service providers and trading partners earn revenue. From these revenues, the Company's direct partners pay wages and salaries to their employees, taxes and receive a profit.
- **Indirect (2nd and 3rd round) contribution** arises from the fact that the direct business partners of the Company purchase goods and services from other entities, and those entities – from other entities. Consequently, the effect of the Company's costs and trade margin extends across the input-output chain in the Ukrainian economy.
- **Induced contribution** – arises from additional demand from households. The Company employees, as well as employees of 1st, 2nd and 3rd round partners spend the received wages and salaries on the consumer market.

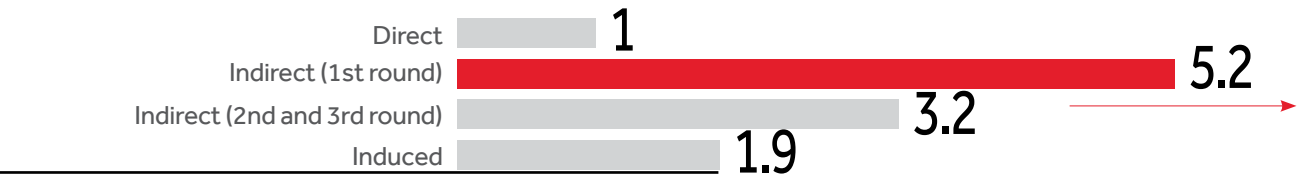
Furthermore, a significant portion of taxes paid to the budget directly by the Company and its business partners on income from cooperation is also redistributed through the budget to pay wages and salaries and social assistance to households. Household expenditures create additional demand for production in the economy and thus contribute to GDP, which is an induced effect.

The contribution of The Coca-Cola System to the economic development of Ukraine has been measured for 2020. The measurement is based on the Company's data on wages and salaries, taxes, purchase of goods and services from local suppliers, estimates of margins of trading companies from the sale of products of The Coca-Cola System in Ukraine. To analyse how the Company's initial costs are distributed in the economy of Ukraine, we used the input-output model in the basic prices for 2018 (the last available spreadsheets at the time of preparing the report).

CONTRIBUTION TO UKRAINE ECONOMY

In the structure of the overall economic impact, the largest share falls on the 1st round indirect effect, which reflects the added value of direct suppliers, as well as partners of The Coca-Cola System in the trade and HoReCa sectors.

DIRECT, INDIRECT AND INDUCED CONTRIBUTION OF THE COCA-COLA SYSTEM IN UKRAINE (UAH BILLION)



UAH 0.5 BN

contribution of direct customers of The Coca-Cola System in Ukraine from the HoReCa sector

UAH 1.2 BN

contribution of the Company's direct suppliers in GDP as a result of fulfilling sourcing orders from The Coca-Cola System in Ukraine

UAH 5.2 BN

indirect **1st round contribution**

UAH 3.5 BN

contribution of distributors and retail trading partners directly involved in the distribution and sale of The Coca-Cola System products in Ukraine



DISTRIBUTION OF 1ST ROUND INDIRECT CONTRIBUTION BY INDUSTRIES





THE PARTNERS OF THE COCA-COLA SYSTEM IN UKRAINE ARE:

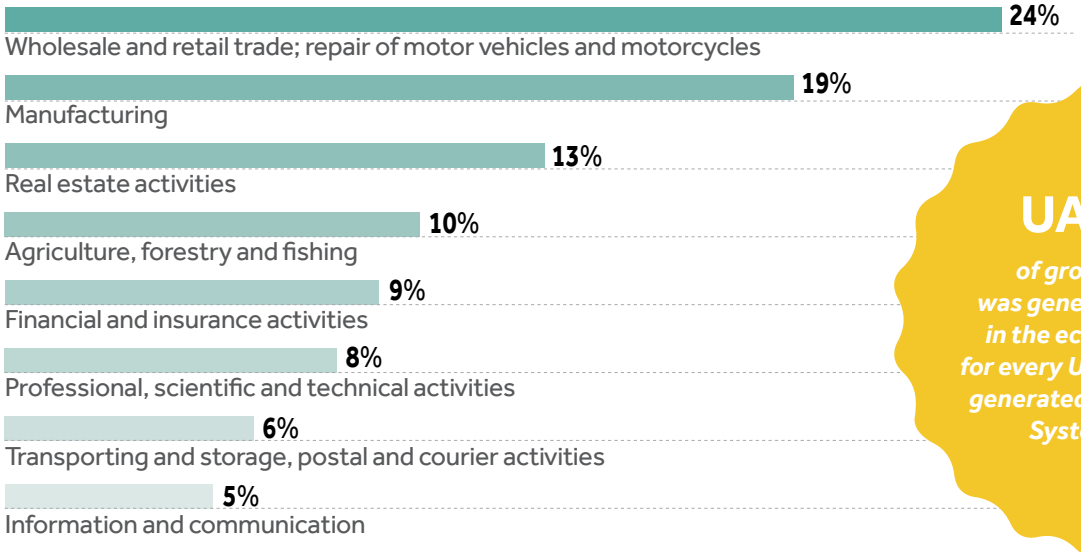
110 000 customers

18 693 trading companies

5506 HoReCa companies

782 local suppliers

DISTRIBUTION OF 2ND AND 3RD ROUND INDIRECT CONTRIBUTION BY INDUSTRIES



UAH 10

of gross value added was generated additionally in the economy of Ukraine for every UAH 1 of value added generated by The Coca-Cola System in Ukraine in 2020.

MULTIPLICATION EFFECT is an increase in the primary effect due to the fact that the direct contribution causes the emergence of indirect and induced contributions.

The Coca-Cola System in Ukraine, in addition to its direct contribution, cooperates with suppliers and partners. Having this cooperation as their main source of income, they manufacture products, hire labour, pay taxes and generate added value. They also purchase goods and services on the domestic market for their own needs, which extends the effect to their suppliers, these suppliers repeat the cycle and so on. We have a high multiplication effect that ensures the functioning of associated sectors.

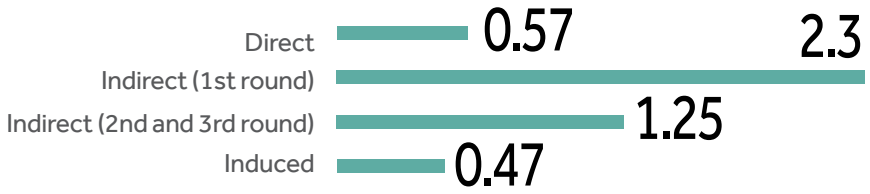
CONTRIBUTION TO HOUSEHOLD INCOME



570 BN UAH
are wages and salaries of the Coca-Cola System in Ukraine in 2020

4.6 BN UAH
is the total contribution to the household income from the wages and salaries of The Coca-Cola System in Ukraine in 2020, which corresponds to 0.25% of the total wages and salaries in the economy

DISTRIBUTION OF CONTRIBUTION TO WAGES AND SALARY BY DIRECT, INDIRECT AND INDUCED EFFECTS (UAH BILLION)



The largest share in the total contribution to wages and salaries in the economy falls on the wages and salaries of direct suppliers and trading partners of The Coca-Cola System in Ukraine – **UAH 2.3 billion**.

Wages and salaries of the contractors of suppliers and trading partners further down the economic chain amounts to **UAH 1.25 billion**. In addition, there is **UAH 0.47 billion** in induced effect. This induced effect is the wages and salaries of consumer goods producers who respond to the additional consumer demand of households generated in the economy.

For each hryvnia of wages and salaries paid directly to employees of The Coca-Cola System, there are 7 hryvnias of wages and salaries in the economy

The multiplier effect of wages and salaries is slightly smaller than that of GDP due to uneven levels of wages and salaries across different sectors. Furthermore, most of the income in the economy is redistributed to gross profit and mixed income (income of self-employed, private entrepreneurs) rather than to wages and salaries.

CONTRIBUTION TO EMPLOYMENT

In order to fulfil the orders of The Coca-Cola System and to sell products, the suppliers and partners of the System create and support jobs. Therefore, The Coca-Cola System supports employment in the economy, in particular in industries such as trade, HoReCa, manufacturing, transport.

1365
own employees*

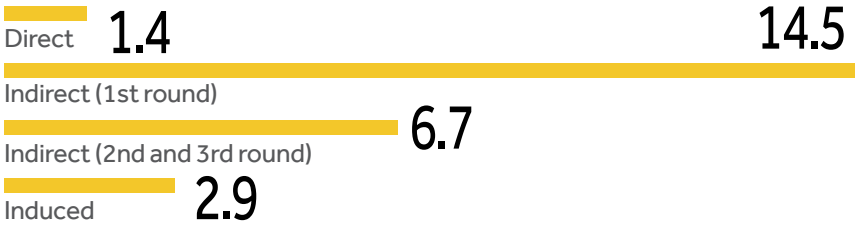


24 103
additional jobs – indirect and induced contribution to employment

The Coca-Cola System in Ukraine, taking into account indirect and induced contributions to employment, has helped to support 25,468 permanent jobs in Ukraine's economy in 2020.

**Average number of employees in 2020.*

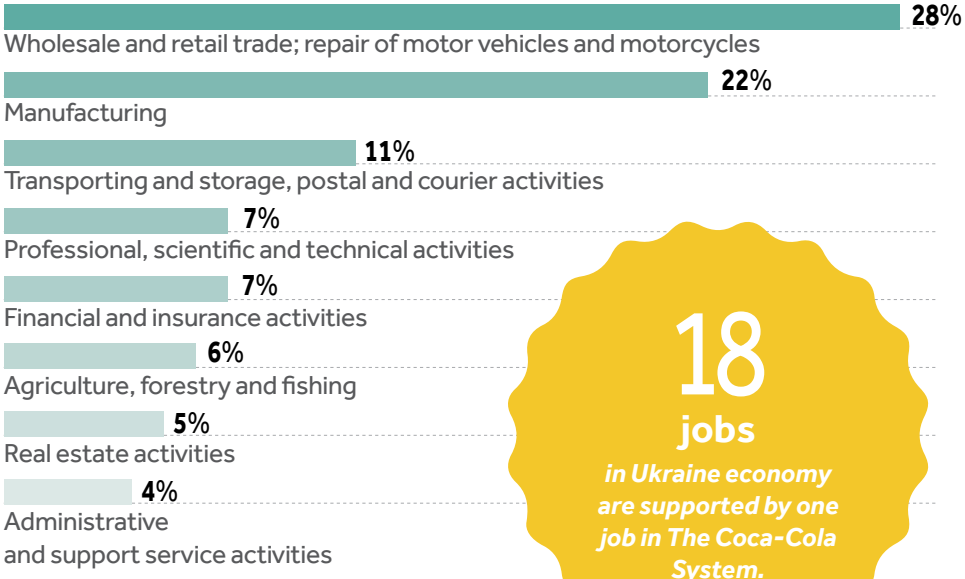
DISTRIBUTION OF JOBS BY DIRECT, INDIRECT AND INDUCED EFFECTS (IN THOUSANDS)



INDIRECT (1ST ROUND) CONTRIBUTION JOBS BY INDUSTRIES



INDIRECT (2ND AND 3RD ROUND) CONTRIBUTION JOBS BY INDUSTRIES



18 jobs
in Ukraine economy are supported by one job in The Coca-Cola System.

CONTRIBUTION TO UKRAINE ECONOMY

CONTRIBUTION TO TAXES

570 M UAH

in taxes and fees

were paid by The Coca-Cola System in Ukraine to the budgets in 2020. This amount corresponds to 0.05% of tax revenue of the Consolidated Budget of Ukraine. Another **UAH 93 million** was the payment of the unified social tax.

1.4 BN UAH

is the overall impact of the System on the payment of taxes on production and consumption in the economy, which corresponds to **0.23%** of all taxes on production and consumption in the GDP structure of 2020. These are taxes of the Company's suppliers and trading partners, their counterparties, producers of consumer goods, who through indirect and induced contributions are linked to the Company's business.



The Coca-Cola System in Ukraine exports beverages to Moldova, Belarus and Armenia.

CONTRIBUTION TO INVESTMENT AND EXPORT

We care about the introduction of cutting-edge technologies and ensuring high-quality of products, which is why we are constantly investing in upgrades and modernisation of plant and equipment.

364 M UAH

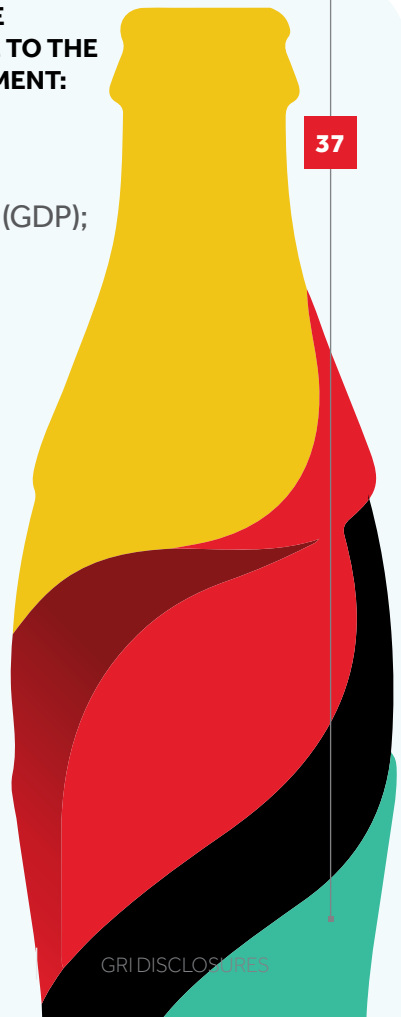
worth of capital investments made by the Company in 2020, which comprised 0.1% of total capital investments in the economy in 2020 and 1.8% of capital investments in the food and beverage industry.

243 BN UAH

was the product export in 2020, which comprises 6% of total exports of non-alcoholic beverages from Ukraine

OVERALL CONTRIBUTION OF THE COCA-COLA SYSTEM IN UKRAINE TO THE NATIONAL ECONOMIC DEVELOPMENT:

- **0.27%** contribution to the gross domestic product (GDP);
- **0.25%** contribution to household income;
- **0.35%** contribution to employment;
- **0.23%** contribution to taxes;
- **0.1%** contribution to investments;
- **6%** contribution to export.



EMPLOYEES

Employees of The Coca-Cola System in Ukraine are its most valuable resource, which is why we strive to attract talented people to our teams and reward them accordingly to the results they achieve.



PRINCIPLES OF PERSONNEL MANAGEMENT

The Coca-Cola System in Ukraine provides its employees with opportunities to realise themselves as professionals and gain international experience. The Company guarantees safe working conditions, invests in the professional development of its personnel, guarantees respect for human rights in the workplace and provides equal opportunities for all.



The Company values every employee and makes every effort to create a safe and healthy work environment where employees are able to work without endangering their health and will not be subjected to harassment or any form of discrimination.

The Codes of Business Conduct of Coca-Cola Beverages Ukraine Limited and Coca-Cola Ukraine Limited define respect for human rights and employee diversity as core values. The requirements for respect for human rights of The Coca-Cola System in Ukraine also apply to its suppliers. In its relations with employees, The Coca-Cola System in Ukraine strictly complies with all legal requirements and international standards.

DOCUMENTS GOVERNING EMPLOYMENT RELATIONS:

- ☑ collective agreement;
- ☑ internal labour regulations;
- ☑ procedure for registration of labour relations;
- ☑ termination policy;
- ☑ employee transfer and relocation procedure;
- ☑ working hours and leisure policy;
- ☑ procedure for accrual and payment of wages;
- ☑ health and well-being policy.

The Coca-Cola System in Ukraine values and safeguards the confidentiality of personal data of its employees and job applicants.

Child labour and any form of forced labour, discrimination, harassment or pressure are unacceptable in our Company. More information on the responsibilities, tasks and objectives of personnel management is set out in the relevant policies and posted on corporate websites.

These policies, as well as other internal documents of The Coca-Cola System in Ukraine on human rights and labour relations, are based on international principles set out in the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the UN Global Compact and the UN Guiding Principles on Business and Human Rights.

PRINCIPLES OF PERSONNEL MANAGEMENT

Collective agreement is an important tool for social dialogue between the Company's management and the team. We update this document regularly during the negotiation process. The result is an agreement on employment, various nuances of labour relations, pay and rate setting, work and leisure, health and safety, a system of social guarantees, benefits and compensations, etc.



100%

of the System's employees are covered by the collective agreement.

Coca-Cola Beverages Ukraine Limited has three trade unions representing sales personnel, plant workers and administrative personnel. Since 2010, the Company has had a Labour Council to protect the interests of employees. It is headed by a representative elected by the labour collective through voting. We notify employees on significant changes in operating activities that may affect them 2-3 months in advance, as required by applicable law and the collective agreement.

HUMAN RIGHTS AND INCLUSIVE ENVIRONMENT

The Coca-Cola System in Ukraine provides equal rights and opportunities to all employees, regardless of age, gender, ethnicity, race, nationality, etc. We treat employees at all levels fairly and honestly, assessing them according to their abilities, qualifications and performance.

For the Company, respect for human rights is one of the most essential responsibilities that applies to relationships with employees as much as business partners, suppliers and local communities. Any inappropriate behaviour and disrespect towards and from employees is unacceptable.

The System organises annual training sessions for all employees on human rights policies and procedures. In 2020, 100% of employees passed such training.

One of our strategic goals is to achieve gender balance and economic empowerment of women. In 2020, equal opportunities for people of all ages, genders and experiences have been included in strategic personnel planning sessions during development of a business plan, communication campaigns and other activities.

The Company's policy on human rights also applies to contractors. Adherence to the Supplier Guiding Principles, which are an integral part of all contracts, is a prerequisite for cooperation. These principles contemplate the necessity to respect human rights, guarantee safe working environment for employees and suppliers, and the inadmissibility of all forms of forced and child labour, and so on. In 2020, all suppliers were covered by the Supplier Guiding Principles.

PRINCIPLES OF PERSONNEL MANAGEMENT

The Coca-Cola System in Ukraine works to ensure equal employment opportunities regardless of gender, age, experience and other signs of diversity. Applicants can count on an impartial consideration of their job application for any position.

Seven people with disabilities joined the Company in 2020.

Coca-Cola Beverages Ukraine Limited makes every effort to provide equal opportunities to people with disabilities. The Company regularly cooperates with organisations and participates in special activities to promote the employment of people with disabilities, in particular at the local community level.

For more information, refer to the following policies:

Policy on Human Rights;

Equal Opportunity Policy;

Supplier Guiding Principles;



It is important for us to communicate openly with employees and receive feedback from them. For any communications of behaviours that violate the rules and policies, Coca-Cola Beverages Ukraine Limited has a Speak-UP line. Communications received via this line are anonymous and are reviewed in accordance with approved complaint procedures. As results of the line's work in 2020, no cases of discrimination were identified.



GENERAL INFORMATION ABOUT PERSONNEL

In 2020, the total number of personnel was 1271* people, which is 5.1% less compared to the previous year. The personnel of Coca-Cola Beverages Ukraine Limited amounts to 98.2%, Coca-Cola Ukraine Limited – 1.8% of the total number. The decline was driven by the COVID-19 pandemic, namely the suspended hiring of new people in light of quarantine restrictions.

NUMBER OF PERSONNEL

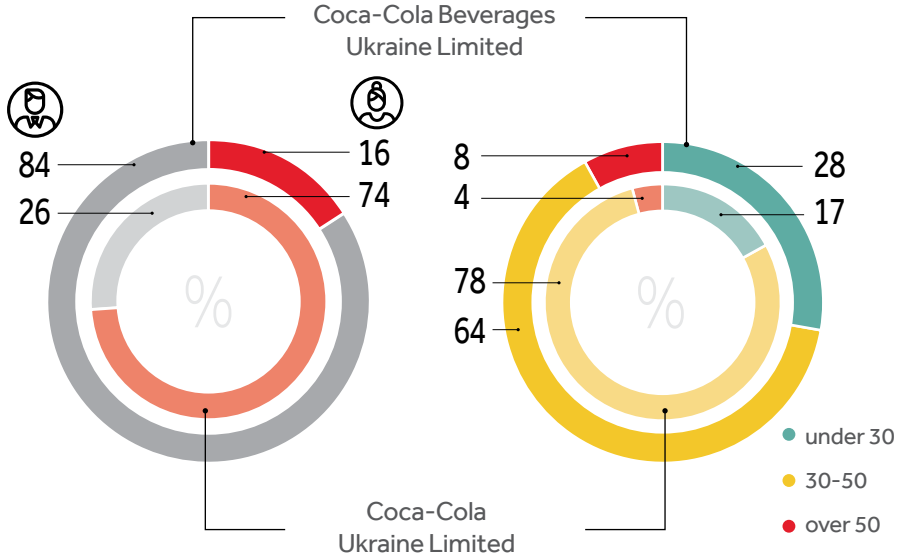
	2018	2019	2020
Coca-Cola Beverages Ukraine Limited	1306	1320	1248
Coca-Cola Ukraine Limited	20	20	23
Total	**1326**	**1340**	**1271**

**Information on the number of personnel is relevant as at 31 December of the respective year, unless otherwise stated.*



PERSONNEL STRUCTURE BY GENDER OR AGE CATEGORY, %

	Women	Men	under 30	30-50	over 50
Coca-Cola Beverages Ukraine Limited					
Top management	**27**	**73**	**0**	**73**	**27**
Middle management	**21**	**79**	**14**	**82**	**4**
Office employees	**15**	**85**	**38**	**58**	**4**
Plant workers	**13**	**87**	**19**	**62**	**19**
Coca-Cola Ukraine Limited					
Top management	**0**	**100**	**0**	**100**	**0**
Middle management	**80**	**20**	**7**	**87**	**7**
Office employees	**71**	**29**	**43**	**57**	**0**



DISTRIBUTION OF PERSONNEL BY GENDER AND AGE CATEGORIES

		Type of employment contract		Type of employment	
		Permanent	Temporary	Full-time	Part-time
Coca-Cola Beverages Ukraine Limited					
Office (Kyiv region)	Men	**144**	**1**	**145**	**0**
	Women	**105**	**1**	**106**	**0**
Plant (Kyiv region)	Men	**296**	**7**	**303**	**0**
	Women	**48**	**5**	**52**	**1**
Regions	Men	**568**	**29**	**597**	**0**
	Women	**41**	**3**	**44**	**0**
Coca-Cola Ukraine Limited					
Office (Kyiv)	Men	**6**	**0**	**5**	**0**
	Women	**17**	**0**	**18**	**0**

There are 45% of Ukrainian citizens among top management of Coca-Cola Beverages Ukraine Limited, Coca-Cola Ukraine Limited – 0%.

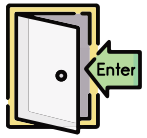
PRINCIPLES OF PERSONNEL MANAGEMENT

96.4%

of the System's employees are working under permanent employment contracts

We provide equal terms for the payment of wages and salaries, additional remuneration and benefits to employees working full-time and under a permanent employment contract, as well as for other categories of employees.

EMPLOYEE TURNOVER:



129 new employees were hired (10.1% of the total number of the System's employees at the end of 2020), including:

- **126** at Coca-Cola Beverages Ukraine Limited,
- **3** at Coca-Cola Beverages Ukraine.



200 employees were dismissed (17.3% of the number of the System's employees at year-end), of which:

- **200** at Coca-Cola Beverages Ukraine Limited.

Employee turnover in 2020 at Coca-Cola Beverages Ukraine Limited was **16%**, and at Coca-Cola Ukraine Limited – **0%**.

INDICATORS OF EMPLOYMENT AND TURNOVER OF THE COCA-COLA SYSTEM IN UKRAINE

Diversity category		Hires		Dismissals	
		Number of hires, people	Hiring rate, %	Number of dissmissals, people	Turnover rate, %
Age group	under 30	**78**	**6**	92	7
	30-50	**50**	**4**	90	7
	over 50	**1**	**0**	18	1
	Total	**129**	**10**	200	15.7
Gender	Men	**101**	**8**	176	13
	Women	**28**	**2**	44	2
	Total	**129**	**10**	220	15.7
Regional distribution	Offices (Kyiv and Kyiv region)	**18**	**1**	40	3
	Plant (Kyiv region)	**34**	**3**	56	4
	Regions	**77**	**6**	104	8
	Total	**129**	**10**	200	15.7

**Employment and turnover rates are calculated for each diversity category based on the data on dismissals and hires and hires as at 31 December 2020 and the total number of personnel as at that date in The Coca-Cola System in Ukraine. Detailed data on the number of dismissals and hires and hires are presented in the appendices to this report.*

99.9%

work full-time

The Coca-Cola System in Ukraine also engages contractors to carry out cargo operations, product delivery services, planning, process organisation and delivery, sales coordination, security and cleaning services, etc.



REMUNERATION AND INCENTIVES

The Coca-Cola System in Ukraine guarantees decent pay for employees as one of the ways to motivate and ensure fair remuneration. The System for determining the amount of salaries and remuneration and compensation is regularly reviewed and updated.

Part-time employees are paid salary in proportion to the time worked. Other payments, reimbursements, bonuses and indirect costs (free products, financial assistance, voluntary life and health insurance, food compensation, sick pay, leave) are provided to employees on equal terms, regardless of the type of employment.

RATIO OF STANDARD ENTRY WAGE TO MINIMUM WAGE ESTABLISHED BY LEGISLATION*, %

Coca-Cola Beverages Ukraine Limited		
Office (Kyiv region)	Men	**228**
	Women	**204**
Plant (Kyiv region)	Men	**231**
	Women	**258**
Regions	Men	**228**
	Women	**228**
Coca-Cola Ukraine Limited		
Office (Kyiv)	Men	**697**
	Women	**355**

**The indicator is calculated in comparison to the average annual value of the monthly minimum salary for the reporting period established by the national legislation. The minimum salary for the Company is indicated at the minimum salary level for the lowest grade position in the regional distribution.*

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO THAT OF MEN**,%

Employee category	Coca-Cola Ukraine Limited	Coca-Cola Beverages Ukraine Limited
Top management	**0**	**133**
Middle management	**64**	**148**
Office employees	**64**	**131**
Plant workers	**–**	**115**

***Data are obtained as the ratio of the average annual indicator on the basic salary and remuneration of women in relation to that of men.*

NON-MONETARY MOTIVATION

The Coca-Cola System in Ukraine uses a large number of non-monetary incentives that promote employee involvement and loyalty, as well as the development of corporate culture.

At Coca-Cola Beverages Ukraine Limited, in addition to additional paid vacation days prescribed by the law, employees have the right to additional paid three days of family leave. They can also receive financial assistance for family reasons, relocation assistance, free transportation to the plant and free meals in the canteen.

Our employees can use the system of voluntary health and life insurance, receive free products and food subsidies.

Coca Cola Beverages Ukraine Limited organises various corporate events to maintain a high level of employee motivation and involvement. In the reporting year, due to quarantine restrictions, we held far fewer functional workshops, mass corporate and social events in offline mode. Family Day was celebrated online in all regions of Ukraine, as well as in Armenia and Moldova. Those who have been loyal to the Coca-Cola family for 5, 10, 15, 20 and 25 years, were traditionally rewarded in 2020.

TOOLS FOR NON-MONETARY MOTIVATION:

- employee recognition programmes;
- functional conferences;
- workshops on personnel involvement in every department;
- Family Day;
- celebration of national and corporate holidays;
- giving holiday gifts to employees and their families.

The Coca-Cola System in Ukraine provides and encourages employees to seize the opportunities for promoting a healthy lifestyle.



PARENTAL LEAVE

All employees of the System, regardless of gender, type of employment and type of employment contract, are entitled to parental leave in accordance with the law. In 2020, four employees took this opportunity out of 17 Coca-Cola Beverages Ukraine Limited employees who could potentially exercise their right to parental leave. At Coca-Cola Ukraine Limited, one employee took parental leave. Among the Coca-Cola Beverages Ukraine Limited employees, whose parental leave was expiring in 2020, five (30%) returned to working. In 2020, 100% of employees who returned from parental leave in prior periods continued to work for the next 12 months.

EMPLOYEE DEVELOPMENT AND ENGAGEMENT

The Coca-Cola System in Ukraine defines training as an integral part of personnel development and involvement. The company makes considerable efforts to develop training programmes.

Coca-Cola Ukraine Limited

Every Coca-Cola Ukraine Limited employee, together with the personnel training and development department, prepared a personal development plan. This is an individual plan for participation in educational projects, trainings and programmes. All information about this plan and the employee's career growth, including planned and completed training, is recorded in the internal online system Workday.
Most of the training is conducted online, which became particularly relevant in 2020. Employees have constant access to the online platforms Coca-Cola University, LinkedIn, Harvard Business School and can be trained at any time convenient for them.

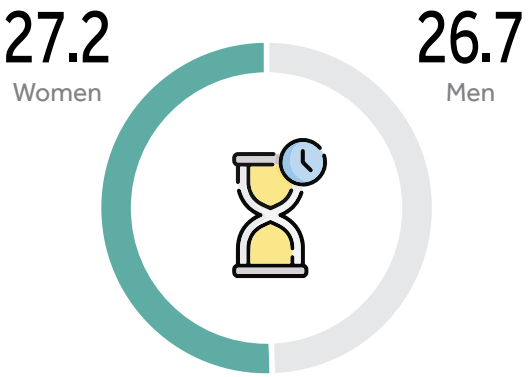
Programmes and trainings aimed at improving the knowledge of the Company's internal systems, policies and rules are held regularly:

- Code of Business Conduct;
- prevention of discriminatory and unethical practices or behaviour;
- compliance;
- anti-corruption.

Additionally, training is conducted on:

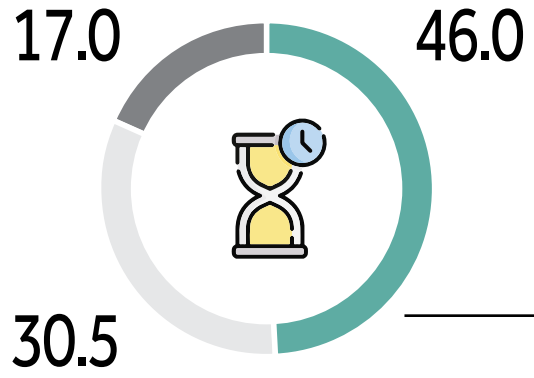
- κuse of IT infrastructure;
- financial processes (P2P training);
- presentation skills (Presentation Skills, Storytelling);
- leadership skills (LEAP, Leading in a moment of crisis, Leading in the Network);
- effective cooperation;
- teamwork.

AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE, BY GENDER



Employees who took managerial positions for the first time are trained in the five-day STEP programme: First Step in Leadership at Coke. Its purpose is to improve leadership and management skills, make effective decisions to achieve high business results.

AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE, BY EMPLOYEE CATEGORIES



27.1 hours
spent on training by all Coca-Cola Ukraine Limited employees on average during 2020

To support the further career development of employees who leave their jobs at Coca-Cola Ukraine Limited, the Outplacement Programme has been introduced. Qualified specialists help navigate through the labour market, develop and correctly implement a personalised job search plan.



Coca-Cola Beverages Ukraine Limited

In 2020, the main focus of Coca-Cola Beverages Ukraine Limited, as far as employee development and training, was to develop a culture of online learning through the Personal Learning Cloud and personal responsibility of employees for their own development.

The approach to training contemplates 10% of theory, 20% of support from other employees and 70% of practical assignments as part of both core and booster training programmes.

Employees are involved in the training starting on the first days of work in a new position (onboarding). The new employee receives all the necessary information to perform job functions through functional, cross-functional and corporate trainings, mentoring, briefings and interactive courses. Training and briefing on corporate policies and health and safety legislation are mandatory for new employees. Long-term employees are also required to complete these programmes from time to time.

In 2020, Coca-Cola Beverages Ukraine Limited conducted a My Voice survey on the culture and involvement. 79% of employees participated in the survey. The involvement index was 94%.

CORE PROGRAMMES

The purpose of core programmes is to train new leaders and develop leadership skills, technical knowledge and skills needed to achieve high performance in a new position faster.

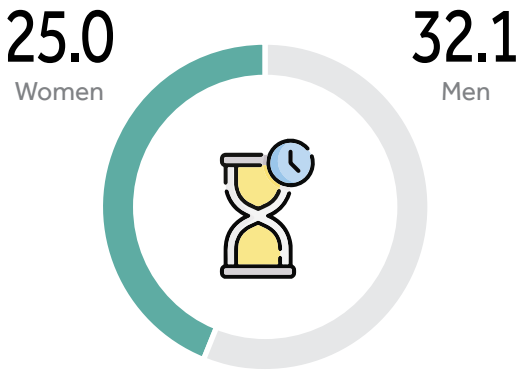
BOOSTER PROGRAMMES

The purpose is to improve employee performance and develop communication and leadership skills, individual effectiveness, team management skills, mentoring (coaching), the art of presentation, learning the English language and more.

FAST FORWARD PROGRAMMES

The purpose is to help talented employees with high potential to move up the career ladder. The programme relies on the development of practical skills through the completion of business projects.

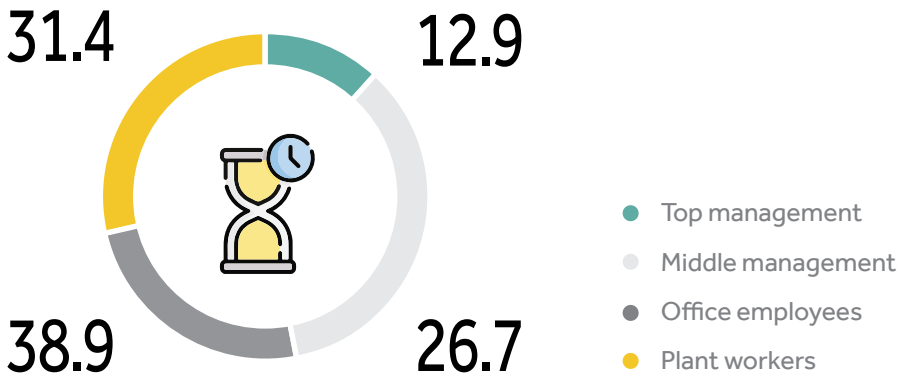
AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE, BY GENDER



30.9 hours

spent on training by all Coca-Cola Beverages Ukraine Limited employees on average during 2020

AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE, BY EMPLOYEE CATEGORIES



In 2020, Coca-Cola Beverages Ukraine Limited employees were trained in the following core and booster programmes:

11 leadership training programmes to support the accelerated development of talents and their transition to a higher level of leadership, the acquisition of basic management skills to improve efficiency and the ability to increase the involvement of their teams.

20 business training programmes and 14 sales programmes for the development of functional knowledge and skills.

11 sustainable development training programmes to acquire knowledge and skills to ensure the Company's compliance with standards, norms and best practices for sustainable development and the implementation of the Company's plans in this area.

5 training programmes on compliance with legislation and corporate policies.

PERFORMANCE REVIEW

For the second year in a row, Coca-Cola Beverages Ukraine Limited is implementing a wide-ranging initiative to introduce a performance culture – Performance for Growth (P4G).



This programme involves an assessment of the employee's achievements and behavioural responses by reference to seven core skills / competencies. As a result of the comprehensive assessment, a decision is made on training, fast-forward development, career development, promotion, cross-functional relocation, and an individual development plan is developed. In 2020, 100% of senior and middle management underwent a work quality performance review and a career development review under the P4G programme.

P4G
PERFORMANCE FOR GROWTH

SHARE OF COCA-COLA BEVERAGES UKRAINE LIMITED EMPLOYEES TO HAVE COMPLETED A REGULAR WORK QUALITY PERFORMANCE REVIEW AND CAREER DEVELOPMENT REVIEW IN 2020, %

Top management	Men	**100.0**
	Women	**100.0**
Office employees	Men	**85.9**
	Women	**75.7**
Middle management	Men	**97.6**
	Women	**108.9**
Plant workers	Men	**11.4**
	Women	**97.6**

Coca-Cola Ukraine Limited has also implemented the Performance Enablement programme, which provides monthly reviews of performance and career planning. Among the programme constituents are the People Development Forums, the focus of which is to enhance productivity, prospects and employee development. In 2020, 100% of Coca-Cola Ukraine Limited employees have been regularly reviewed for performance and career prospects under the Performance Enablement programme.

REWARDS



In 2020, Coca-Cola Beverages Ukraine was recognised as the best employer in national rankings, including:

According to the international study Randstad Employer Brand Research Ukraine, the Company was recognised as the most attractive employer in the FMCG on the Ukrainian market.	The Company is ranked in the top 3 best employers in the FMCG sector in Ukraine according to FOCUS magazine.
The company ranked in the top 20 best employers in 2019-2020 according to a study held by grc.ua, an international job portal.	The Company is ranked in the top 25 best employers in the rating "TOP-100. Rankings of the Largest", organised by delo.ua, an online resource.
The Company was recognised as one of the best employers for experienced professionals according to the study conducted by the Best Employer Survey by EY.	The Company is ranked in the top 20 employers of the year according to Business magazine.
The Company is ranked in the top 25 best employers in Ukraine according to the Vlast Deneg the Vlast Deneg magazine.	We received an award for a significant contribution into the development of the Ukrainian employment market from rabota.ua.

PLANS FOR THE NEXT YEAR

- Increase employee involvement and productivity.
- Further expand online learning, develop a Personal Learning Cloud to increase employee responsibility for their own development and further implement a leadership culture through coaching.
- Expand communication initiatives to support the equal opportunity policy for employing representatives of various population categories by gender, age, experience and people with disabilities at the Company.

HEALTH AND SAFETY AT WORK

Adherence to high standards of health and safety is an integral part of the corporate culture of The Coca-Cola System in Ukraine. The Company strives to systematically and consistently implement the best practices of safe working conditions.



>90%

employees were insured under the health insurance programme in 2020.

The development of a culture of responsible attitude to safety in the workplace and the promotion of a healthy lifestyle are among the priorities of The Coca-Cola System in Ukraine. We take all the necessary precautions to mitigate the risk of accidents, injuries and occupational disease. The operations of The Coca-Cola System in Ukraine are carried out on the grounds of mandatory compliance with the requirements of the Ukrainian law, international standards and internal corporate rules.

Coca-Cola Beverages Ukraine Limited and Coca-Cola Ukraine Limited have a voluntary health and life insurance programmes.

Coca-Cola Beverages Ukraine Limited has an Occupational Health and Safety Policy. It identifies the need to develop and implement effective occupational health and safety (OH&S) systems, standards and methodologies responsive to the hazards associated with the Company's operations. The Company is required to constantly assess and control the risk factors for accidents and occupational diseases. OH&S aspects are harmonised with other operational areas and are included in the overall annual planning of Coca-Cola Beverages Ukraine Limited.



Occupational health and safety management system

The key risks related to occupational health & safety manifest themselves during production processes and transportation of products. For this reason, Coca-Cola Beverages Ukraine Limited has implemented an OH&S management system that is certified to the international standard ISO 45001. The system is based on international requirements and Ukrainian regulations on occupational and industrial safety, civil protection, technogenic and fire safety. The system applies to all the Company's plant workers, office employees and contractors. Compliance with the provisions of the system is ensured by daily inspections by qualified personnel.

To continuously improve the OH&S management system, the following measures are carried out regularly:

- external audit of compliance with ISO 45001;
- internal audits of compliance with corporate requirements, Ukrainian legislation and international standards;
- audit of compliance with international standards on fire safety and engineering specifications (Property Loss Prevention (PLP) audit).

Improving the OH&S system is possible only under conditions of continuous improvement. That is why Coca-Cola Beverages Ukraine Limited has implemented motivational programmes since 2012 to encourage employees to behave actively and responsibly and work safely. The Company has an online platform Innovation for Growth, where each employee can submit ideas for improving working conditions. All ideas are considered and evaluated independently, and the best are implemented by voting.

Key provisions underlying the OH&S system are set out in policies and standards that meet the global corporate standards of The Coca-Cola Company (KORE). These standards define the basic principles and requirements for workplace safety, practices for the prevention of injuries and occupational diseases, and the creation of a culture where health and safety are its core values.

Risk assessment

Coca-Cola Beverages Ukraine Limited engages a contractor to independently assess workplace risks and develop internal documents (instructions, briefings, etc.).

Coca-Cola Beverages Ukraine Limited identifies, assesses and monitors the risks of injuries and occupational diseases in accordance with the Workplace Risk Assessment Programme, which is reviewed annually by senior management.

Risk assessment involves interviewing employees, reviewing the technical condition of equipment and territory. Regular internal and external audits and inspections by state bodies are conducted. To assess the risks efficiently, the Company has implemented a new approach to analysis, developed by The Coca-Cola Company, – Life Saving Rules. These essential rules comprise 14 separate modules. Each module requires a detailed analysis, evaluation, action plan to further enhance the system.

The necessary measures depend on the level of danger of the identified situation, for which there is a specific technique with a grading scale to assess the impact:

- **from 50 to 100** – measures to immediately stop the production process and develop a plan to eliminate the emergency situation;
- **from 10 to 50** – urgent actions to stop the risk factor, installation of blocking devices;
- **less than 10** – operational control.

Employees undergo medical checkups every year throughout their employment. All workplaces at the production shop are certified to the requirements of the legislation. Employees can take advantage of health and life insurance services. There is a 24-hour medical centre for first aid and emergency care at work.



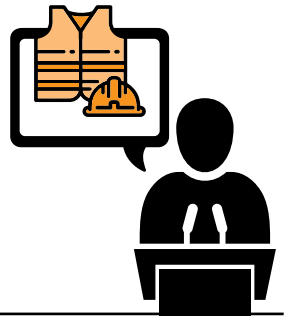
Involvement of employees in risk management

BEHAVIOUR BASED SAFETY

The Company has implemented the Behaviour Based Safety (BBS) programme to improve the OH&S culture among employees. The programme contemplates the daily involvement of employees to identify cases of work or behaviour that goes against safety rules, the monitoring of hazardous working conditions that may cause adverse effects on health and safety of personnel, with their subsequent recording, assessment and elimination of risk factors.

Any dangerous situations detected by office or plant employees of Coca-Cola Beverages Ukraine Limited are recorded in the operational control logs on site, as well as in the BBS and Near Miss* protocols. The Company encourages employees to report any potential or actual hazards and risks of disease while on duty. Whenever employees feel that work is endangering their health or life, they have the obligation / full right to stop work and immediately inform the responsible party without any consequences for them.

**A potentially dangerous event that did not result in an accident.*



Occupational health and safety training

The policies of The Coca-Cola System in Ukraine provide for regular training and informing employees about health and safety at work. To update and expand knowledge, as well as keep focus on the need to comply with safety rules at work, Coca-Cola Beverages Ukraine Limited conducts many activities and trainings – from onboarding training on workplace safety to annual health weeks, thematic trainings, seminars.

In 2020, we traditionally held the **Health & Safety Week** – a campaign aimed at raising awareness of employees on health and safety. Thematic offline and online seminars, fire safety training sessions took place. The All-Ukrainian Union of paramedics conducted an online training on first aid for the Company's employees.

VARIOUS COMMUNICATION CHANNELS ARE USED TO INFORM EMPLOYEES ABOUT HEALTH AND SAFETY:

- internal / external website
- corporate mail
- information stands
- meetings, personal consultations

In 2020, much attention was paid to ergonomics. We have introduced 10 golden rules of ergonomics for office workers, which play an important role in creating safe working conditions and preventing musculoskeletal disorders.

Due to the lockdown and remote work, the Company put its focus on mental health. During the quarantine restrictions, additional cognitive seminars and lectures, online yoga classes and functional trainings were held. We have created 10 golden rules of work from home and 10 golden rules of safe movement. All the Company employees involved in high-risk work undergo training and instruction programmes prescribed by law.



Accident investigation

The mechanism for investigating workplace accidents introduced in the Company fully meets the requirements of the applicable law of Ukraine. In case of an accident that resulted in minor injuries*, the incident is investigated by the company's commission. In the event of serious injuries or group accidents, the OH&S department representative is to communicate information about such cases to the State Service of Ukraine on Labour in Kyiv region ("Derzhpratsi") and to the Social Insurance Fund. In these cases, the investigation is conducted by a commission of state bodies together with the Company representatives and trade unions. The investigation, among other things, clarifies all the circumstances of the accident, identifies hazards and risk assessments. Based on the investigation findings, the necessary measures are developed for prevention of such cases.

**The severity of injuries is determined on the basis of a physician statement.*



Care for employees' health

The Coca-Cola System in Ukraine encourages its employees to lead a healthy lifestyle outside of work. Coca-Cola Beverages Ukraine Limited promotes a healthy lifestyle by providing the opportunity to work out in the fitness room with a trainer, offering discounts at the gym, creating recreation areas. The use of such services in 2020 was limited due to quarantine, some activities shifted to online.

Coca-Cola Ukraine Limited provides employees with access to resources and programmes that encourage sports and healthy lifestyle. More specifically, the Company compensates for gym membership and sports equipment, provides the opportunity to have a massage or consultation with a nutritionist, organises recreation areas in the office. The Company provides employees with access to a mobile platform with tips on well-being, activity and healthy habits, the opportunity to learn self-awareness and track their sports activities.

Occupational health and safety in business relationships

The requirements of The Coca-Cola System in Ukraine for the OH&S management apply not only to its own personnel, but also to contractors' employees who perform work for the Company in the area within its operational control. The record-keeping of work-related injuries and accidents also extends to the contractors' employees on the same grounds as the Company's personnel.

Coca-Cola Beverages Ukraine Limited has developed and implemented a number of procedures and mechanisms for efficient briefing of contractors on the Company's health and safety requirements and compliance monitoring. In particular, to be admitted to the Company's territory, all employees have to complete a mandatory introductory OH&S training. Before the work starts, risks are assessed, permits for high-risk work are verified, on-the-job training on OH&S is conducted, and the necessary work orders are prepared. During the performance of works, the authorised personnel carries out regular monitoring over the compliance with OH&S and fire safety requirements. The health of employees is also checked, in particular by way of temperature screening for the timely detection and prevention of the spread of COVID-19.

Risk factors and occupational injuries



In all years of the Company's operation, no occupational diseases have been identified among employees.

Coca-Cola Beverages Ukraine Limited's main sources of risk of occupational injuries are communications / pipelines with air, water, steam, CO_2 and chemicals. All these communications and pipelines are accordingly marked. During the repair and adjustment works, the programme for blocking the sources of dangerous energy for safe work of employees is applied.

Production workers are at high risk of developing occupational diseases due to working in high-noise environments, which is why newcomers undergo a mandatory medical checkup as part of their onboarding. During the mandatory annual medical checkup, a hearing test is performed, and in case of a 10% deterioration or more, the employee is transferred to a less noisy environment. The Company always provides employees with personal protective equipment, including hearing protection (earphones, headphones), and monitors their use.

Thanks to a systematic approach to risk management and a high level of occupational safety culture in 2020, no accidents or injuries were identified among employees and contractors.

The operations of Coca-Cola Ukraine Limited are not related to production, so there are no sources of dangers threatening the occurrence of industrial injuries and occupational diseases. In 2020, same as in all prior periods, no occupational diseases were identified among employees.

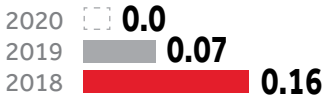
ACCIDENTS PER MILLION VEHICLE KILOMETERS



For transport safety, the Company monitors the APMK (accident per million kilometers) rate across car accidents involving a company vehicle.

In 2020, the figure was 3.43, which is 0.6% less compared to the previous year (3.45 accidents / million km).

LOST TIME ACCIDENTS RATE (LTA)*



**Lost Time Accidents Rate (LTA) is calculated as follows: Lost Time Accident Rate (LTA) = Number of accidents resulting in lost time for 1 or more days in a 12-month period * 100 / Average number of full-time employees.*

Occupational safety in a COVID-19 pandemic



In a pandemic, The Coca-Cola System in Ukraine is taking all necessary measures to ensure the health and safety of employees. During 2020, we have undertaken measures to combat COVID-19 in full compliance with the national legislation on quarantine restrictions, sanitary and hygienic standards and taking into account other recommendations of relevant public authorities. As a result, it became possible to minimise the risks of employee morbidity and provide psychological support amid the unprecedented challenges.

The workflow has undergone significant changes. Those employees, whose work allows for it, switched to remote work format. The Company has introduced a shift working practice for department representatives whose presence is mandatory. It also ensured compliance with the distancing requirements. The number of cleanings was increased, disinfection was organised, and protective screens were installed. Workers are provided with disinfectants and personal protection. The company has installed electronic antiseptic sprays, organised mandatory temperature screening of all visitors and employees. There are additional charter buses for plant employees, the schedule and routes have been changed to reduce the number of contacts.

Lunch breaks within the territory were organised in full compliance with the recommended sanitary norms. Furthermore, we limited face-to-face meetings in offices and at the plant with the transition to an online format whenever possible. We restricted third-party visits to the Company, cancelled mass events and, where possible, business trips.

For employees who use the voluntary health insurance programme, an additional option "Coronavirus" is granted free of charge, which covers the costs of consultative, outpatient, inpatient, emergency services, examination and testing, treatment and medication.

In order to provide prompt information and sound communication on security measures, in addition to traditional internal communication channels, information channels were created in messengers, dedicated bulk mailing was organised, and the necessary information materials were posted inside the Company's premises and transport.

The Company has implemented a 24/7 employee and family assistance programme (EAP), which provides professional, confidential, advisory and practical support services in general life situations and help in solving life problems to support the mental, physical, social and financial well-being of employees. Control over compliance with safety rules is ensured by managers and colleagues, specialists of the labour protection department, security service at the entry checkpoint.

HEALTH AND SAFETY PLANS FOR THE NEXT YEAR

Priority for the following years – Zero is possible, i.e. the absence of accidents at work.

Implementation of projects to modernise the plant's fire system, produced goods warehouse and quadrogeneration plant.

ENVIRONMENT



It is important for The Coca-Cola System in Ukraine to create a safe business environment at all times. And adhere to the principle of preventing the environmental impact and minimising the cost of natural resources, creating a fair, healthy and environmentally friendly system of production, preservation and restoration of ecosystems, the commitment to zero pollution without toxic substances.

CARE ABOUT ENVIRONMENT



In its activities, the Coca-Cola System in Ukraine is governed by a number of policies and standards that define the way of doing business in compliance with the sustainable development principles.

Coca-Cola Beverages Ukraine Limited has approved policies for environmental protection, climate change, water management, packaging waste management and environmental regulations for suppliers. We have ambitious environmental goals. Environment protection targets are incorporated into our strategic goals:



waste management (increasing their recycling and reducing the weight of packaging materials)



conservation and restoration of water resources



reduction of greenhouse gas emissions



implementation of energy efficiency programmes

We also conduct environmental risk assessments, develop environmental goals and strategies that we factor in during business planning. We constantly evaluate their implementation. We have established cooperation with stakeholders on environmental protection and communicate with them, in particular through public reporting.

Coca-Cola Beverages Ukraine Limited has implemented an environmental management system certified to ISO 14001: 2015.

The Coca-Cola System in Ukraine responsibly conducts its environmental protection activities in accordance with the Ukrainian legislation. There were no cases of violation of such legislation in 2020.

More information on the Company's policies and standards: ua.coca-colahellenic.com/ua/about-us/policies

Waste

The Coca-Cola System has introduced globally the World Without Waste strategy. The purpose of the strategy is to help collect and recycle the equivalent of 100% of primary packaging we introduce to the market and to use at least 50% recycled material in our packaging by 2030. The key element that will help deliver on this goal is the introduction of extended producer responsibility. The global World Without Waste strategy contemplates adherence to the following packaging commitments:

- Innovative packaging design, which by 2030 will contain at least 50% recycled materials. 100% of our packaging to be recyclable by 2025.
- Collection, recycling, reuse. Every package to have more than one life.
- Partnership for a better shared future. Partnership between business and stakeholders (nonprofits, business associations, communities, governments, producer communities, etc.) to achieve goals.
- From bottle to bottle and beyond. Implementation of the circular economy principles through the production of bottles made using 100% bottle-to-bottle recycled PET plastic, fully recyclable materials, plant materials and hybrid innovative materials.

43%
(9297 tonnes)
of packaging was collected and recycled in 2020, which is 8% more than the previous year.

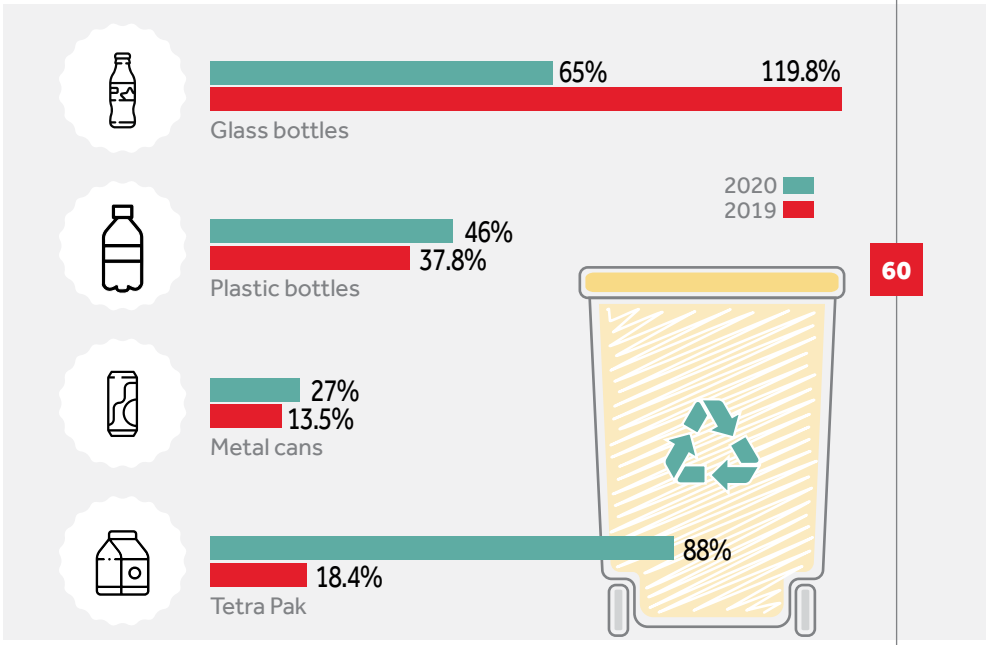


100%
of packaging
is recyclable

35%
of glass packaging
consisted
of recycled
materials

4.3%
share
of reusable
materials*

SHARE OF RETURNED PACKAGING FROM PACKAGING INTRODUCED TO THE UKRAINIAN MARKET

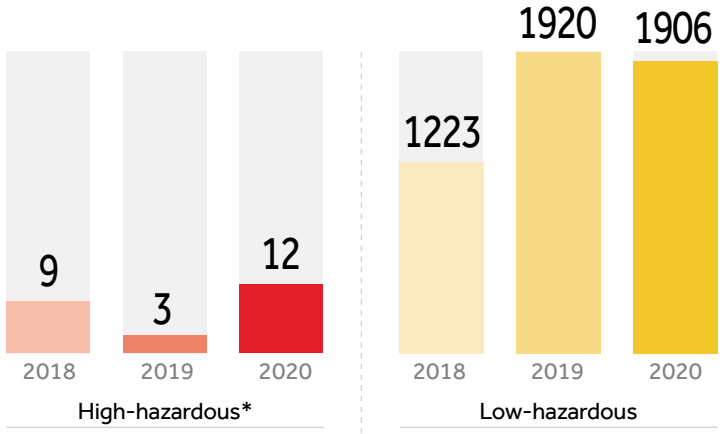


*Share of the total number
of packaging materials used.

Production waste

The Company handles waste responsibly. Waste is utilised in the most efficient and safe ways in compliance with the Ukrainian legislation on waste management, protection of air and environment as a whole.

VOLUME OF WASTE, TONNES



*3rd (moderately hazardous waste) and 4th (low-hazardous waste) hazard class according to the national legislation on waste management.

Relative rate of production waste going to landfill as a result of activities of the Coca-Cola System in Ukraine in 2020 was 0.29 g/L of produced beverage (in 2019 – 0.34 g/L). In 2020, we chose a new reliable provider of services for the safe disposal of such waste.

When choosing a waste disposal company during the tender, we check for the availability of relevant valid waste management licences, experience and sufficient waste collection facilities, staff experience and qualifications, and whether the waste is stored and disposed of in accordance with the needs of The Coca-Cola System in Ukraine.



The amount of waste remained virtually unchanged compared to the previous year amid the increasing production output. The amount of hazardous waste was only 0.6% of the total generated waste. In 2020, 89.6% of the generated waste was disposed of in accordance with the environmental legislation of Ukraine by way of recycling. The remaining 10.4% of waste (household waste) was disposed.

Materials

The Coca-Cola System in Ukraine strives to constantly improve the efficient use of packaging materials, ensure complete recycling of packaging and increase the share of recycling. These goals and objectives are identified in the Packaging Waste Management Policy.

USE OF PACKAGING MATERIALS, TONNES

	Type of material	2018	2019	2020
NON-RECYCLABLES	PET preforms	18 321	16 504	15 296
	Glass	3775	4291	3222
	Film	1919	2229	2297
	Aluminium	1704	1984	2596
	Plastic caps	1302	880	1027
	Composite cardboard	772	697	567
	Plastic labels	259	259	261
	Steel	44	56	42
	Total	**28 096**	**26 900**	**25 308**
RECYCLABLES	Paper labels	9	10	7
	Cardboard	774	888	895
	Total	**783**	**898**	**902**
Total materials used*		**28 879**	**27 798**	**26 210**

*Excluding 22,408 tonnes of wooden pellets.

5.7%
is the increase in the use of recyclables compared to 2019.



Implementing the World Without Waste

In December 2020, Coca-Cola Beverages Ukraine Limited and 10 representatives of international companies committed to create the First Producer Responsibility Organization (PRO) and signed a memorandum of cooperation.

Waste sorting pilot project in Vyshhorod



Since 2017, the pilot project has been implemented by the Ukrainian Packaging and Environmental Coalition (UkrPEC) with the support of Coca-Cola Beverages Ukraine Limited and four other companies. It is based on the extended producer responsibility system, which exists in many European countries. This system is a key element of the World Without Waste initiative, which The Coca-Cola System in Ukraine intends to support with significant investments in the coming years. Vyshhorod has created an infrastructure for sustainable management of packaging waste at the cost of business, namely: installation of containers for separate collection, removal, sorting and sending for recycling. In addition, the project provides for educational initiatives for the people on efficient waste management.

280
installed containers (+40 in 2020)

86%
of residents support the project

530 T of collected recycled materials (38% of all packaging waste generated in the city).



Zero Waste School

Zero Waste School is a project for students, teachers and school principals from the Klitschko Foundation, implemented with the support of The Coca-Cola Foundation. It aims to raise public awareness of the importance of sorting and waste management methods in Ukraine and aims to develop communities in cities and villages through non-formal learning.

RESULTS FOR 2020:

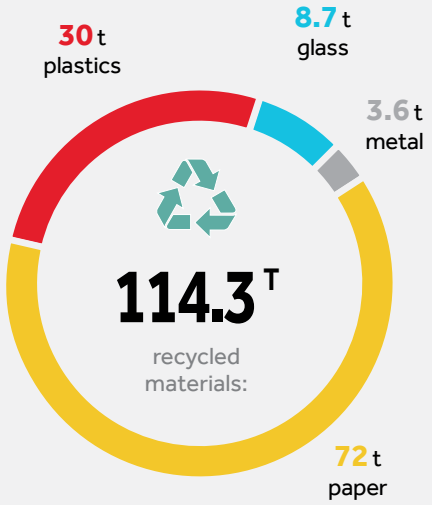
- An ecology lesson dedicated to World Environment Day was launched on eight TV channels and on the YouTube channel of the Ministry of Education and Science of Ukraine.
- An online course "Ecoacademy" was launched. More than 9,000 participants took the course, passed the exam and received a certificate.
- The book "Supercompany eco-adventures" was published for children to teach kids to care about the environment.
- The culture of waste sorting and eco-conscious lifestyle habits was spread to our communities.





Zero Waste School received the 2020 Energy Globe Award for innovation in educational processes. This award is considered one of the most prestigious environmental awards. Furthermore, the project programme was recognised by the Ministry of Education and Science. From now on, every educational institution in Ukraine has access to the curriculum for extracurricular education in environmental and natural sciences called "Ecostyle: waste management" and can join the study of the zero waste concept.

IN 2020, WE COLLECTED AND RECYCLED:



IN 2020 ZERO WASTE SCHOOL WAS JOINED BY:

75
schools

225
students





ECObench "KOLO"

Street furniture from recycled plastics

Agents of Change NGO, with the support of The Coca-Cola Foundation, has implemented a project to collect and recycle plastic beverage caps produced by our Company.

Using the collected and recycled caps, benches were constructed in the Square of Kyiv Intellectuals at the crossing of Honchara Street and Velyka Zhytomyrska Street in Kyiv. The caps were collected in October and November in Kyiv establishments, and the plastic was recycled in collaboration with the No Waste Ukraine project.

KEY PROJECT DELIVERABLES:

- **9** restaurants have installed containers for collecting plastic caps.
- **1** tonne of plastic waste was collected within two months.
- **315 kg** of plastic, as well as wood and metal were used to create two benches.
- Launched an online course "Urban Objects", which elaborated on the process of making benches from recycled plastic.



Waste sorting at Velyka Dymerka ATC

Our partner NGO "ZOO VEL", with the support of The Coca-Cola Foundation, has launched a project to create a system for separate collection and sorting of packaging waste for Velyka Dymerka ATC (amalgamated territorial community). The project covers 13 villages within the ATC, which have more than 18 thousand residents. The project envisages the installation of tanks for separate collection of packaging waste, testing of the model of individual sorting bags for private sector residents, installation of the first sorting line in Brovary region for eight jobs, as well as educational work with ATC residents.



In autumn, we organised a competition "New Year's plastic treasures" among the students of Velyka Dymerka ATC to collect plastic bottles.

873 STUDENTS FROM 36 TEAMS COLLECTED:

9900 KG plastic bottles

4200 KG paper and cardboard

2000 KG cans

KEY ACHIEVEMENTS:

- **35** containers (1100 L) were purchased and installed in apartment buildings.
- Gave out **10000** reusable bags for separate collection of packaging waste in the private sector, as well as information leaflets about sorting rules.
- A sorting line was installed for eight new jobs, enabling the sorting by 11 fractions of recycled material with a production capacity of 180 m^3 / day of sorted waste.
- **7400** households were informed that all schools are covered by the project.



Green Day

On 19 September 2020, on the World Cleanup Day, employees of The Coca-Cola System in Ukraine together with their relatives in different parts of Ukraine joined the cleanup as part of the Green Day campaign, which the Company is holding for the 15th consecutive year.

As a rule, the event is held annually in the format of cleaning the coastal zone, when all employees gather together and work as a team. This year, due to the pandemic, we upheld our traditions and organised individual cleanups, while our colleagues decorated the parks, streets and squares of their city.

We also organised a campaign among employees "Sort waste at home!", whereby we encouraged to collect and recycle household waste.

3 т
of waste was collected and sorted

76
locations were cleaned up in **23** Ukrainian cities

395
volunteers were engaged

OlympicLab

Since 2018, with the support of The Coca-Cola Foundation, the OlympicLab project is being implemented. In the reporting year, this all-Ukrainian educational project of the National Olympic Committee of Ukraine, led by Serhii Bubka, included the "Olympic Eco-Module" – ECOlympic.

**Students of sports schools, Olympic education schools, schoolchildren, youth and activists.*

The project is implemented across all regions of Ukraine with the participation of foresters, ecologists, Olympians, volunteers, who reveal to the younger generation the problems of environmental protection, fire fighting, flood control, deforestation, water and air pollution, waste.

KEY ACHIEVEMENTS:

IN 5
cities of Luhansk region cleanups were carried out

180
volunteers engaged*

500 KG
of waste collected



Water

For The Coca-Cola System in Ukraine, water is a key resource. This is our primary ingredient for creating beverages, the key resource for farms that supply us with raw materials. Water resources are equally important for local communities and public health.

Rational use of water is one of the Company's priorities. Water is the basis of our business, we understand its value, we respect it as one of the most valuable shared global resources, which is why the Company's goals are always aimed at preserving it during production. For this reason, The Coca-Cola System in Ukraine pays considerable attention to the rational use and mitigating the impact on water resources, as well as to the support of thematic social projects in cooperation with local communities. Our main goal is to make the beverage production process as environmentally friendly as possible, which largely affects the state of water resources in the communities in which the Company operates.



In 2020, The Coca-Cola System in Ukraine once again passed an independent international audit of compliance of the water management system with the AWS requirements (Alliance for Water Stewardship Standard) and received a gold certificate of compliance. Compliance with the standard confirms our commitment to continuously improve water management processes in all areas and the effectiveness of initiatives to successfully implement best international practices.

RECOVERY OF BOBROVE LAKE



The Coca-Cola System in Ukraine in cooperation with various organisations implements projects to restore water resources. In 2020, the Ukrainian Society for the Protection of Birds together with The Coca-Cola Foundation implemented a project to restore water in Bobrove Lake of the National Natural Park Natural Park " Nyzhnodniprovskyi ". The project resulted in the restoration of the ecosystem of Bobrove Lake and the following results:

THE COCA-COLA SYSTEM IN UKRAINE CONTINUOUSLY WORKS ON:

- ☑ Assessing the vulnerability of water resources at the beverage plant and developing a water protection plan.
- ☑ Reducing the use of water for the production of beverages and wastewater treatment to the level necessary for the life of aquatic flora and fauna.
- ☑ Establishing cooperation with suppliers to reduce the water footprint throughout the value chain.
- ☑ Investing in water conservation projects of local communities: restoration of the water supply used by the Company with the help of innovative technologies that advance sustainable development.
- ☑ Ensuring compliance with AWS (Alliance for Water Stewardship Standard).



Water withdrawal

To produce beverages, Coca-Cola Beverages Ukraine Limited withdraws artesian water near the village of Velyka Dymerka, Kyiv region.

Water is withdrawn using 10 water wells with a capacity of 40 to 50 cubic meters per hour at the depth ranging from 226 m to 384 m.

Withdrawal is based on a permit for special water use, which defines the procedure, admissible limits and conditions for groundwater use, as determined on the basis of scientific data of geological and economic assessment of reserves of the Velyka Dymerka deposit. Accounting for water withdrawal and use is ensured using conformed meters in the manner prescribed by law, which are equipped at each well. The company withdraws water in an area with low to medium risk for water resources*.

VOLUME OF WITHDRAWN WATER

ML/year



*Risk related to the quantity and quality of water resources, regulatory and reputational risk categories, as defined and assessed by WRI Aqueduct 2019.

The volume of water withdrawn in 2020 was 1172 megalitres, which is 13 megalitres less than in the previous year. Water withdrawal is carried out within the Licence and in accordance with the Subsoil Code of Ukraine. The average rate of water mineralisation did not exceed 1000 mg/L.

Usage

584 ML

of water was used to produce beverage

Following withdrawal, water is subjected to a series of procedures for its conformity with the global quality and composition standards to produce the beverage. The 2020 water usage for this purpose was 11.3% less compared to the previous year – 584 megalitres. The reduction in water use is due to increased production efficiency.

VOLUME OF WATER USE

ML/year



SPECIFIC VOLUME OF WATER USE PER LITER OF PRODUCED BEVERAGE, LITRES



The Company systematically implements the best practices of water use to increase the efficiency of production processes. To assess the effectiveness of such measures, a specific indicator of water use per litre of produced beverage is used. In 2020, this figure improved. The volume of water use per litre of produced beverage decreased by **4.4%** compared to 2019 and by **5.8%** compared to 2018.

Wastewater

For a safe return of wastewater to the environment, we carry out the necessary treatment of used water in accordance with corporate quality standards.



The key purpose is to maintain a level of wastewater treatment that will be suitable for the life of aquatic flora and fauna. Discharge standards and wastewater quality criteria are determined by a special water use permit issued by government agencies and the internal corporate KORE standard, which contains much more requirements for the quality of water discharged into surface waters.

The project documentation provides for two separate sewer systems: industrial and domestic.

A dedicated system for rainwater treatment has been installed. Eight wells are used to check the quality of groundwater in the stream before and after passing through the territory of the plant. Coca-Cola Beverages Ukraine Limited performs two-stage mechanical and biological treatment of return waters and their further biological treatment. The GUSS sewage treatment plant with final gravel treatment and aerobic sludge treatment is also used for this purpose.

VOLUME OF WASTEWATER, MEGALITRES



The contractor with an accredited laboratory monitors daily compliance with legal and corporate requirements for wastewater discharge, as well as their chemical and biological parameters. If the indicators do not comply with the standards, the treatment will be repeated.

The treated wastewater is discharged into a specially equipped place of the Trubizh River. Wastewater that should not enter into the drainage systems accumulates in the tank and is regularly disposed of by the service organisation.

To monitor the characteristics of the water body, to which the wastewater is discharged, measurements are made quarterly 500 meters below and 500 meters above the discharge point. In 2020, there were no cases of exceeding the wastewater quality and quantity norms. The best evidence of the high wastewater treatment quality is the fact that the treated effluents meet the requirements for their discharge into fishery reservoirs.

Some wastewater after treatment is reused for a car wash station, which also has its own water treatment system, and to fill a decorative pond with fish, which is a bioindicator of the high quality of wastewater treatment processes. No uncontrolled sewage spills were identified in 2020.

Climate

The introduction of new technologies, the reduction of energy use and the reduction of production emissions are important aspects of The Coca-Cola System in Ukraine for mitigating the effects of climate change.

Direct greenhouse gas emissions resulting from the Company's operations are mainly associated with energy consumption during production and transport operations, while indirect emissions are associated with the use of raw materials and refrigeration equipment.

When introducing new technologies and modernising existing equipment, we consider in detail the amount of greenhouse gas emissions and analyse ways to improve the efficiency of energy resource use. Through this analysis, we ensure sustainable production processes that have the least impact on climate change.

The policy of The Coca-Cola System in Ukraine to prevent climate change seeks to reduce energy use, increase the share of energy from renewable sources, cooperate with stakeholders to achieve a shared goal. The Company is aware of its responsibilities and sets targets for reducing carbon emissions.

0.5%
is the share of renewable fuels in the total amount of fuel used during the year.



The Coca-Cola System in Ukraine is interested in active cooperation with stakeholders to mitigate the effects of climate change not only as a result of its own activities, but also across the value chain.

188.4 TJ
of fuel energy was consumed in 2020, which is **23% less** than in the previous year (243.2 TJ)

The largest share was natural gas, which is used for its own quadrogeneration plant, which generates heat and electricity, as well as meets the production needs for cooling and carbon dioxide (CO_2).

FUEL CONSUMPTION FROM NON-RENEWABLE AND RENEWABLE SOURCES, GJ

Indicator	2018	2019	2020
From non-renewable sources	**228 042**	**243 252**	**187 455**
Petrol	86 586	84 744	48 337
Diesel	9372	8902	9683
Liquefied natural gas (LNG)	11 391	13 352	14 046
Gas	120 693	136 254	115 389
From renewable sources	**0**	**1 344**	**973**



8.4%
decrease of consumption of energy generated at our own quadrogeneration plant in 2020.

We self-generate most of our electricity using our own energy production capacity (up to 70%), while the other 30% of electricity is purchased from the public grid to cover for all production needs.

ENERGY CONSUMPTION BY SOURCE AND TYPE*, GJ

Source	Energy type	2019	2020
Self-generation	Electricity	124 999	97 238
	Thermal energy	94 379	97 324
	Cold energy	3317	8023
	Cold energy	27 071	26 200
	Total	**249 766**	**228 785**
Purchased from the grid	Electricity	68 067	64 132
	Total	**68 067**	**64 132**

9.5%
decrease in energy use in 2020 compared to 2019.

Total energy consumption** of Coca-Cola Beverages Ukraine Limited in 2020 amounted to **298 TJ**, which is **9.5% less** than in the previous year.



Amid a general decrease in energy use, the energy use in 2020 decreased by 14% compared to the previous year due to the reconstruction of bottling lines, modernisation of the ventilation system, warehousing expansion and launch of a new modern line.

INDICATORS OF ENERGY INTENSITY***, MJ / LITRE OF PRODUCED BEVERAGE

Year	Indicator
2018	**0.50**
2019	**0.50**
2020	**0.43**

*Indicators of consumption of self-generated energy are taken into account in the indicator of total energy used only once as fuel used for their production.

**The information provided was obtained in accordance with the methodology of energy consumption record-keeping of Coca-Cola Beverages Ukraine Limited. According to the calculation of the total amount of energy used under the GRI 302-1 standard, energy consumption in the organisation amounted to 252.6 million MJ in 2020.

*** The calculation of energy intensity takes into account the electricity acquired from the grid, self-generated electricity, cooled water obtained from CHP, natural gas, liquefied natural gas.

Emissions



8.9%
decrease in greenhouse gas emissions in 2020, or 23% decrease per litre of beverage.

Quantitative data on the record-keeping and monitoring of emissions of Coca-Cola Beverages Ukraine Limited allows us to track the actual impact of the Company on climate change and the environment as a whole.

Greenhouse gas emissions are automatically registered by the Coca-Cola Beverages Ukraine Limited in its data management system by reference to energy consumption, uncontrolled natural gas emissions, ozone depleting substances and the use of the obtained carbon dioxide for production purposes.

DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS, TONNES CO_2EQ.

Indicator		2018	2019	2020
Scope 1 (direct emissions)**	Emissions from the combustion of fossil fuels	22 960	23 557	22 083
	Emissions from transportation in vehicles owned	5090	4864	3938
	Emissions from refrigerants and air-conditioning equipment	606	574	760
	Direct emissions from products (CO_2 in beverages)	555	867	870
	Total direct emissions	**29 211**	**29 862**	**27 651**
Scope 2 (indirect emissions)***	Emissions from purchased electricity	12 739	13 584	11 915
	Emissions from electricity consumed outside the owned generation facilities	160	173	154
	Total indirect emissions	**12 899**	**13 757**	**12 069**
Grand total emissions		**42 110**	**43 619**	**39 720**

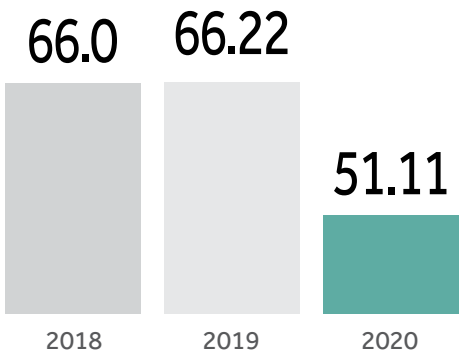
We reduced greenhouse gas emissions to **39.7 thousand tonnes** of CO_2eq in 2020 by **8.9%** compared to the previous year (**43.6 thousand tonnes** of CO_2-eq.) while increasing the production output.

**Scope 1 emissions contain activities under the Company's operational control as defined in the Carbon Footprint Guide. CO_2, NH_4, N_2O, HFC, PFC are included in the CO_2e calculation. The calculations are based on the GHG Protocol: Corporate Standard for Accounting and Reporting. CO_2e calculation factors: mobile and stationary sources: GHG Protocol tools; refrigerants: GWP IPCC 2007. Biogenic CO_2 was not used and was not generated in 2020.

***Scope 2 emissions contain activities under the Company's operational control as defined in the Carbon Footprint Guide. CO_2, NH_4, N_2O, HFC, PFC are included in the CO_2e calculation. The calculations are based on the GHG Protocol: Corporate Standard for Accounting and Reporting. CO_2e calculation factors: mobile and stationary sources: GHG Protocol tools; electricity: GHG Scope 2 Guidance on dual reporting.



INDICATORS OF EMISSIONS, GRAM CO_2-EQ PER LITRE OF PRODUCED BEVERAGE



In addition to reducing GHG emissions, the Company makes significant efforts to decrease its negative environmental impact by reducing emissions of ozone depleting substances from its owned refrigeration equipment, which it provides to its customers for use. As such, in 2020, out of 77,538 refrigerators on the market, 37% work on Freons with a lower negative environmental impact.

15.9%
reduction in emissions of other pollutants in 2020 compared to 2019.

EMISSIONS OF POLLUTANTS INTO THE ATMOSPHERE, TONNES

Pollutants	2019	2020
Carbon dioxide (CO_2) emissions	88.7	74.3
Emissions of nitrogen compounds (NO_2), without N_2O	9.1	8.76
Emissions of dioxide (SO_2) and other sulphur compounds	0.095	0.08
Substances in the form of suspended solids	0.065	0.08
Other types of pollutants	6.4	4.5
Total pollutants	**104.3**	**87.7**

COMMUNITIES

The Coca-Cola System in Ukraine is an active member of society in every country where it operates. Our mission requires us to improve the quality of life and invest in local communities. We have integrated corporate responsibility and sustainable development into our business.





SUPPORT FOR LOCAL COMMUNITIES

Year 2020 was unprecedented for both communities and the business. The coronavirus pandemic proved to be an unprecedented global challenge that required an immediate response from companies and a focus on the lives of the communities for which they work.

Fighting COVID-19 has become a top public priority. Many regions of Ukraine lacked the necessary resources and personal protective equipment for health workers in health care facilities. From the first days of quarantine, we have teamed up with partners to address the urgent community needs related to the spread of COVID-19.



>200 k

bottles of product were gifted to healthcare professionals, patients with COVID-19 and vulnerable groups.

7 key hospitals

across Ukraine were equipped with life-saving equipment:

- ☑ **3** lung **ventilators;**
- ☑ **13** patient **monitors;**
- ☑ **7** arterial blood gas/ electrolyte **analysers;**
- ☑ **1** blood / pH / electrolyte / metabolite **analyser;**
- ☑ **1 biochemical** auto analyser for metabolic profile IVD.

$90 M

has been donated worldwide by The Coca-Cola Foundation as grants to COVID-19 NGOs

8 M UAH

has been donated by The Coca-Cola Foundation in cooperation with the Ukrainian Red Cross Society

COVID-19

In April 2020, The Coca-Cola System in Ukraine suspended its planned marketing activities around the world, particularly in Ukraine, and focused its resources on supporting communities in their fight against the pandemic and overcoming its consequences.





HOSPITAL SUPPORT

Since the beginning of the pandemic, in partnership with the Ukrainian Red Cross Society, the Company has supported 15 hospitals in 5 regions and delivered drinking water and beverages to doctors and patients, elderly people, orphans and other vulnerable groups on a weekly basis.

HORECA PARTNER SUPPORT

To support the HoReCa sector amid the pandemic, The Coca-Cola System in Ukraine has launched the #OpenLikeNeverBefore campaign. Together with the Edera educational platform, we launched a free course that helped hotel and restaurant business owners overcome the crisis and adapt to new reality.



RESULTS:

- **1500** volunteer hours;
- **63%** of the total calls (during May-June) were answered by our employees;
- **2500** Ukrainian citizens received consultations, informational and psychological support.

VOLUNTEERING AT THE GOVERNMENT HOTLINE

Since the first days of quarantine, the Government Contact Center has been receiving thousands of requests from citizens every day, with their number steadily growing. That is why Coca-Cola Beverages Ukraine offered its help in working on the COVID-19 hotline.

We provided an opportunity for our employees to help the centre advise citizens during working hours on a voluntary basis (while preserving their salaries). Representatives of the Government Contact Center organised a week-long intensive training for the Company's employees and helped during the first days of work as volunteers.

People who contacted the hotline mostly needed clarification on medical and protective measures to combat the spread of the coronavirus, provide advice on medical care and psychological support. For two months (May-June 2020), 17 of the Company's volunteers worked remotely on a shift schedule on weekdays from 9am to 5pm.

The Coca-Cola System in Ukraine received an award for its project "Our response to the challenges of COVID-19" in the category "Business that changes the country" at the All-Ukrainian XI CSR Case Contest, organised by the Centre for CSR Development, and became a finalist in the Partnership for Sustainability Award 2020 from the UN Global Compact in Ukraine.





The Company's volunteers were specially commended by the Government Contact Center.

In 2020, The Coca-Cola System in Ukraine continued to implement projects in pursuit of its strategic targets, namely programmes on responsible packaging management, water recovery, youth and women empowerment.

As part of the World Without Waste strategy, The Coca-Cola System in Ukraine is implementing a series of socio-environmental projects. We are committed to creating and funding a separate waste collection and sorting system. We strive to ensure a closed and sustainable cycle of packaging materials "collection – sorting – processing". Furthermore, we take responsibility for educating the public on waste sorting to help collect and recycle waste more efficiently.

CARE ABOUT ENVIRONMENT

IN 2020, THE COMPANY SUPPORTED AND IMPLEMENTED THE FOLLOWING PROJECTS:

- **Waste sorting pilot in Vyshhorod** initiated by the Ukrainian Packaging and Ecological Coalition (UkrPEC).
- **Project to create a system for separate collection and sorting of packaging waste in Velyka Dymerka ATC.**
- **Zero Waste School** from the Klitschko Foundation.
- **ECObench "KOLO"** in cooperation with the Agents of Change NGO.
- **OlimpicLab.**
- **Green Day Coca-Cola.**
- **Recovery of Bobrove Lake.**

The goal of the World Without Waste strategy is to become by 2030 a company that collects and recycles as much packaging as it generates –

100%



More information on these projects and results read in the Environment section.

YOUTH EMPOWERED

Youth development has been a strategic priority of The Coca-Cola System in Ukraine for a long time. Every year we support youth projects and fully promote the development and realisation of young people. The pandemic has affected everyone, but life did not stop. The Company was looking for ways to implement initiatives under the new conditions.

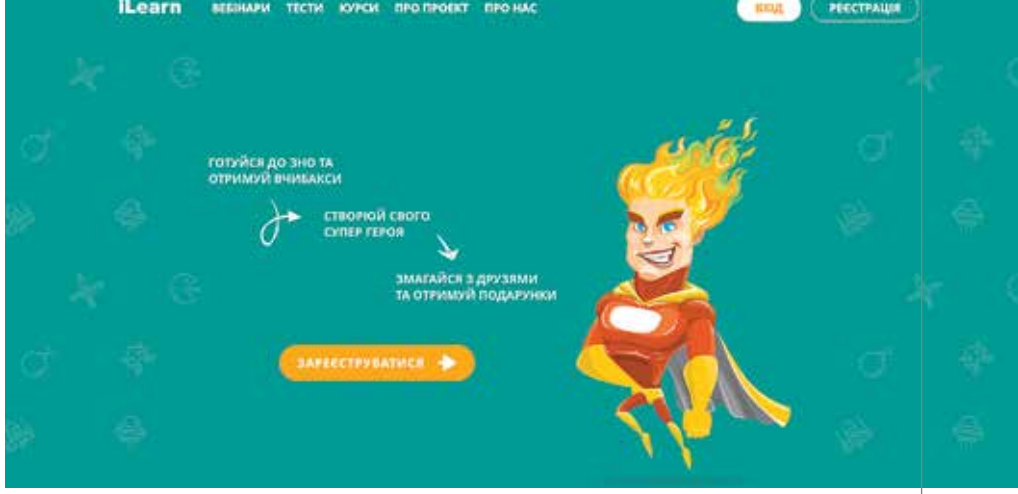
iLearn

Support for the iLearn online platform

iLearn is a free online educational platform where people can prepare for university, developed by Osvitoria with the support of Coca-Cola Beverages Ukraine Limited. In a quarantine setting, the platform has become a very popular and effective online learning tool.

Through quality preparation for external independent evaluation (ZNO), students gain access to higher education and lay the groundwork for their future successful careers, regardless of their residence or social status. Among the users of the platform are children studying in boarding schools or living in the temporarily occupied territories.

Professional school teachers who understand the specifics of online learning were involved in the creation of educational materials. The uniqueness of the platform is that the education process resembles a game. Every student has an avatar that can receive virtual currency for achievements. This makes the learning process effective and interesting.



iLearn has courses and tests allowing to prepare for external evaluation in:

- Ukrainian language and literature;
- History of Ukraine;
- English language;
- Math;
- Biology.

Also during the school year, free webinars on core subjects are held on the platform four times a week.

97%

graduates of sponsored boarding schools successfully passed the external evaluation In 2020

RESULTS FOR 2020:

- **more than 113 thousand** students used the platform at the end of the year, which is three times more than at the beginning;
- **every third** entrant in Ukraine used the platform to prepare for admission to universities.

Cooperation between Coca-Cola Beverages Ukraine Limited and the Osvitoria, a non-profit public organisation, has been going on since 2015. Together, we have implemented a Youth Development Programme to support kids in boarding schools, which encourages graduates to study, helps them prepare for external evaluation, choose a future profession, enter university and have faith in themselves. In 2020, the programme covered 19 boarding schools in 10 regions of Ukraine.

You Camp – Youth, Opportunities, Unity

You Camp has been held in Kyiv for three consecutive years. However, in 2020, due to quarantine restrictions, it was held online for the first time. To improve interaction between the participants, the duration of the camp was extended from the traditional five to nine days.

The participants of the camp were 1-6-year students. Half of the participants were from temporarily relocated universities from the occupied territories of eastern Ukraine, the rest – from universities in other regions.

As a rule, 100 students participate in the camp every year. In 2020, the online format allowed to increase the number of participants up to 200 students.

In 2020, participants worked on projects in the following areas listed in the Sustainable Development Goals: Ukraine:

- overcoming poverty;
- good health and well-being;
- quality eduction;
- decent work and economic growth;
- innovation and infrastructure;
- sustainable cities and communities;
- peace and justice.



RESULTS FOR 2020:

- **20** days, **200** participants, **30** speakers;
- **16** projects were developed by participants;
- **3** winners received grant support.

You Camp is a summer camp for talented and active Ukrainian students, organised by the Zavtra.UA scholarship programme of the Victor Pinchuk Foundation with the support of The Coca-Cola Foundation.

YOU Camp provides participants with skills in project development and implementation, mentoring support from experts in various fields, the opportunity to find new friends and useful contacts for the future. Participants also have the opportunity to receive financial support for the implementation of winning projects. In 2020, 30 speakers, mentors and lecturers, including representatives of The Coca-Cola Foundation, were involved in student training.

Students developed project ideas independently and submitted them during registration for the camp. 16 ideas qualified for participation, eight of them were presented by the jury. The winners were three project ideas that are being implemented. There were many other interesting projects that students plan to implement on their own.

WOMEN EMPOWERMENT

The Coca-Cola System in Ukraine provides equal opportunities for all its employees, as well as supports a number of social projects to help empower the social and economic role of women in Ukraine.

The 'I Can Project' seeks to create new opportunities for women, stimulate the development of women's entrepreneurship and increase women's economic independence. Implemented since 2017 by the Elena Pinchuk Foundation with the support of The Coca-Cola Foundation.

1 M UAH

was allocated to support businesses created and run by women

Out of almost 200 applications, 19 companies were selected, which received 5 grants worth of UAH 100,000, 4 grants of UAH 50,000 and 10 grants of UAH 30,000. These funds allowed to broaden the range of services, create online services, add new product lines, improve the service and more.

I Can!

In 2020, project primarily focused on supporting women's entrepreneurship and women's career growth, which was especially relevant during the COVID-19 pandemic, which had a significant impact on the business environment in Ukraine.



Also as part of the 'I Can! Project' almost 50 mentoring meetings took place online, during which successful entrepreneurs shared their stories and experiences on the following topics:

- starting and managing your own business;
- creating your own brand and identity;
- stimulating or supporting business during a crisis;
- creating a successful digital plan;
- reforming production and sales channels;
- compliance with safety requirements.



300 k women *participated in the 'I Can Project'**

**Project information for 2017-2020.*

To stimulate the professional realisation of women and search for new career opportunities in 2020, two flagship projects "Strides into Uncharted Careers" and "Deserved Better" were created and implemented, which were joined by more than 70 thousand participants.

The online education course "Strides into Uncharted Careers" was created in partnership with the online education studio EdEra. The eight lectures of the course are devoted to the rules of a successful interview, time management, protection of rights at work, mentoring, the ability to learn and find new development opportunities.

As part of the online course "Deserved Better", participants worked on their thinking, habits, energy levels, self-confidence and other skills under the guidance of happiness coach, psychologist and founder of the Upgrade project Alla Klimenko.

The project was created to provide women with opportunities for professional growth, to teach them to be effective and brave in implementing their own ideas, to support them in times of crisis.

During the most difficult period of the lockdown and in response to the challenges of the COVID-19 pandemic, the 'I Can Project!' supported the crisis hotline, which provided 1,240 Ukrainian women with psychological help and counselling, and developed a special series of lectures aimed at relieving emotional state in times of uncertainty, reducing stress, learning to build relationships with family members, calmly accept circumstances and respond timely to change. The course of lectures covered more than 30 thousand users.

To raise awareness around the problems of gender equality, strengthening the role of women in social, economic, political and other areas of life, the 'I Can! Project' supported the holding of the annual Ukrainian Women's Congress, and also organised two collaborations accompanied by media campaigns: "March 8. Rethink" in partnership with the OLIZ brand and #When-IWasNotAfraid together with the Marsala brand.

The Ukrainian Women's Congress is a permanent public platform that forms the gender policy agenda for the Verkhovna Rada of Ukraine, the government, local communities, the private and public sectors, and the media community.

In 2020, the congress was held online, consisting of three panel discussions and 26 addresses, during which participants discussed the need to promote economic opportunities for women in the face of the negative effects of COVID-19 and empower them during a pandemic.

It is worth emphasising that the 'I Can! Project' also supported 940 women from vulnerable groups, including those returning from prisons, women with disabilities, and girls with disabilities who study in boarding schools.

RESULTS IN FIGURES:

- **66.101** women participated in the project directly;
- **26.097** participants joined mentoring meetings;
- **50** new business mentors joined the project;
- **67.969** women participated in training programmes and training courses;
- **200** grant applications were received during the competition;
- **UAH 1 million** of grant funds were received by 19 enterprises;
- **560 thousand** people covered by the media;
- **2 million** was the online audience of the project.

In the future, we plan to continue to support women by focusing on online education, sharing stories and providing grant support.

SUPPORT FOR ORPHANAGES



On the eve of the New Year holidays, Coca-Cola Beverages Ukraine Limited held a charity event among employees to support boarding schools throughout Ukraine.

In just two weeks, we raised funds for 175 gifts. The Company tripled the amount raised, as a result of which 500 children in 12 sponsored boarding schools received surprise gifts. Due to the quarantine, it was not possible to visit boarding schools in person and communicate with children. The Company's volunteers delivered gifts and products to children's homes throughout Ukraine.

28
orphanages
were supported by the Company in 2020

CORPORATE VOLUNTEERING

In 2020, despite the restrictions caused by COVID-19, The Coca-Cola System in Ukraine continued to actively involve employees in volunteer initiatives, transforming well-established projects and creating new formats taking into account all safety standards for colleagues.

One of the global goals of the Company as part of its sustainable development strategy is to engage 10% of employees into volunteer initiatives.

RESULTS:

- **575** employees and family members took part in the Company's volunteer initiatives;
- **1840** volunteer hours;
- **12%** of employees joined them during working hours.



SUPPORT FOR BLOOD DONATION

In 2020, the problem of donor blood has become particularly acute. Due to quarantine restrictions in Ukrainian medical institutions, there was a severe shortage of blood. According to the Ministry of Health, there were twice as many blood donors as usual, but the need for blood increased due to the need for planned operations.

91
employees
became donors in 2020

That is why The Coca-Cola System in Ukraine together with the Ukrainian Red Cross Society initiated a campaign to support blood donation in Ukraine. During the project, an information campaign was held on the importance and necessity of donating blood during the pandemic. The Company supported each of the 15,000 donors, who came to the blood centre in their city, by gifting a bottle of drink and also provided drinks to donors from 35 city blood centres in all regions of Ukraine.

Furthermore, in 2020 there was a traditional blood donation campaign for employees of The Coca-Cola System in Ukraine called “Be a Donor – Be a Hero!”, which has been held for eight consecutive years by now.

15 000
donors
provided support to 35 blood centres across Ukraine



ABOUT THIS REPORT



This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. The document contains general information broken down by material topics on the progress towards sustainable development made by The Coca-Cola System in Ukraine, which consists of Foreign Enterprise "Coca-Cola Beverages Ukraine Limited" and Limited Liability Company "Coca-Cola Ukraine Limited", in the period from 1 January 2020 to 31 December 2020. The previous report on the sustainable development of The Coca-Cola System in Ukraine for 2019 was published in 2020.

The Global Reporting Initiative is an independent international organisation that has been developing approaches to preparing non-financial reporting since 1997.

This report is prepared with the participation of **Baker Tilly Consulting Ukraine**, which provides non-financial reporting services in accordance with the Global Reporting Initiative standards.

PRINCIPLES FOR DETERMINING THE CONTENT OF THE REPORT

STAKEHOLDER ENGAGEMENT

The Coca-Cola System in Ukraine has identified the key stakeholder groups and ways to interact with them. The report involved key representatives from each of the stakeholder groups in an online survey format. Identification and evaluation of material topics of the report were conducted on the basis of survey findings.

SUSTAINABILITY CONTEXT

The report reflects the main information on the strategy, goals, key achievements and results of the sustainable development of The Coca-Cola System in Ukraine. The report provides information on the main economic, social and environmental impact of the Company in terms of industry specifics, its size and the extent of its impact in the regions of presence.

MATERIALITY

The report is based on the list of material economic, social and environmental topics of The Coca-Cola System in Ukraine, covering the most important topics for internal and external stakeholders, within which the Company's influence is most significant. Relevant topics are listed in the matrix of material topics.

COMPLETENESS

The information on material topics presented in the report fully discloses the path of The Coca-Cola System in Ukraine to sustainable development and provides an opportunity to assess its impact on society and the environment.

STAKEHOLDERS

An important constituent of The Coca-Cola System in Ukraine is cooperation with stakeholders that seeks to unite efforts in implementing sustainable development practices. The Company is constantly communicating and interacting with those stakeholders who are most involved in its activities.

To better understand the needs, expectations and interests of stakeholders, representatives of each group are regularly involved by the Company through various formats: personal meetings, conferences, consultations and joint programmes. In 2020, due to quarantine, we made changes to the format of interaction with stakeholders. In particular, we have significantly limited face-to-face formats of interaction, mass events and plant tours.



COOPERATION WITH STAKEHOLDERS AND ENGAGEMENT METHODS

Employees	Involvement and commitment study, goal-setting and evaluation of results in key strategic areas, ethics and compliance weeks, quarterly meetings with CEOs, annual leaders' conferences, hotline, intranet, face-to-face meetings with management
Business partners	Participation in joint programmes and activities, planning of production tasks, involvement as part of their implementation, training programmes, implementation of shared policies and rules
Non-government organisations, opinion leaders	Conferences, consultations, public discussions, partnership in joint programs (youth and women empowerment, environmental protection, healthy eating, community support programmes), membership in industry and business associations
Government organisations, deputies	Consultations, public discussions, dialogue with food safety, labour and environmental agencies, dialogue with the Foreign Investment Advisory Council, embassies, etc.
Consumers	Consumer hotline, corporate website, plant tours (before quarantine), research, focus groups, segmented integrated communication via social media
Suppliers	Joint value creation programmes, industry associations, responsible sourcing workshops
Customers	Joint value creation programmes, trade marketing activations, collaboration on health and sustainable development programmes, regular team meetings to work with key customers, joint business planning, customer and customer service centres, satisfaction survey
Media, bloggers	Information and consultation, public discussions and events, meetings, interviews and opinion polls

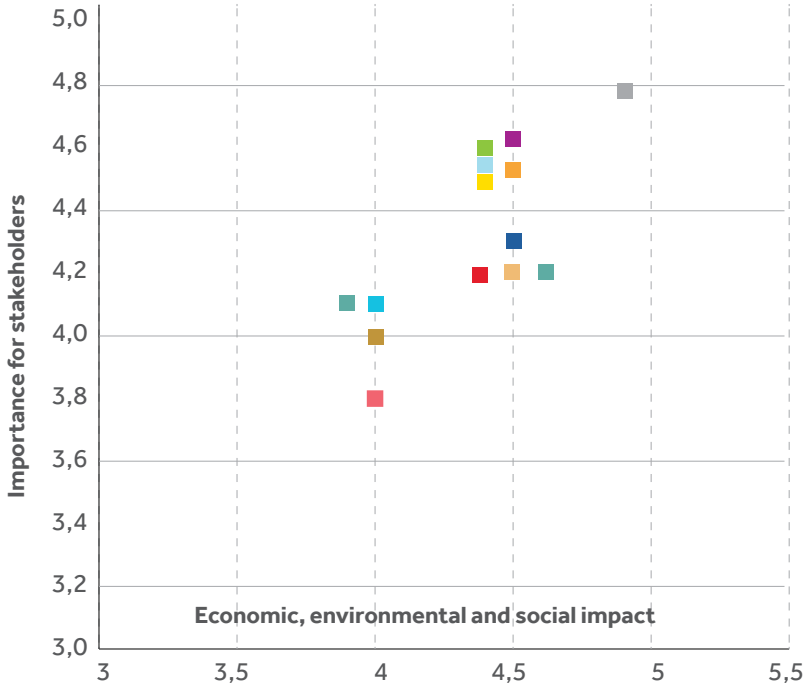
STAKEHOLDER SURVEY

To prepare the 2020 Sustainability Report, we conducted a stakeholder survey, the primary purpose of which was to clarify the list of material topics to be disclosed in the report, assess the impact of the Company's operations on the economy, environment and society with a breakdown by material topics and determine the importance of these topics for stakeholders during 2020.

We have formed a list of material topics based on the list approved at the global level of the Companies. The findings of the survey, which was joined by representatives of all stakeholder groups, are presented in the materiality matrix.



MATERIALITY MATRIX



- Climate change, emissions, energy use and efficiency
- Packaging, recycling and waste management
- Water stewardship
- Sustainable sourcing and supply chain management
- Corporate governance, business ethics and anti-corruption
- Responsible marketing
- Involvement of local communities and investments in their development
- Human rights, diversity and equal opportunity
- Well-being, development and engagement of employees
- Product quality
- Health and safety of products
- Direct and indirect economic impacts
- Women's economic empowerment
- Occupational health and safety
- Counteracting the COVID-19

GRI CONTENT INDEX

Standard	Number of disclosure	Name of disclosure	Page	Explanations, references and/or reasons for omission
		General disclosures		
GRI 102: General Disclosures 2016	102-1	Name of the organisation	6	Limited Liability Company "Coca-Cola Ukraine Limited", Foreign Enterprise "Coca-Cola Beverages Ukraine"
	102-2	Activities, brands, products, and services	6, 17-18	–
	102-3	Location of headquarters	99	–
	102-4	Location of operations	6, 99	–
	102-5	Ownership and legal form	–	100% of the capital of Coca-Cola Ukraine Limited Limited belongs to two founders: Coca-Cola Export Corporation (USA, 99.9997%) and Refreshment Product Services Corporation, Inc (USA, 0003%). 100% of the capital of FE "Coca-Cola Beverages Ukraine" belongs to CC Beverages Holdings II B.V. (Netherlands)
	102-6	Markets served	20	–
	102-7	Scale of the organisation	6,41	Information, the disclosure of which will cause significant commercial risks, is not provided. More details on financial indicators are provided in the management report for 2020
	102-8	Information on employees and other workers	42-43	–
	102-9	Supply chain	25-29	–
	102-10	Significant changes to the organisation and its supply chain	28	–
	102-11	Precautionary Principle or approach	16	–
	102-12	External initiatives	16	–
	102-13	Membership of associations	16	–
	102-14	Statement from senior decision-maker	3	–
	102-16	Values, principles, standards, and norms of behavior	7-15	–
	102-18	Governance structure	–	Sustainability report of The Coca-Cola System in Ukraine 2018 (p. 21, 23), More details on financial indicators are provided in the management report for 2020
	102-40	List of stakeholder groups	86	–
	102-41	Collective bargaining agreements	40	–
	102-42	Identifying and selecting stakeholders	86-88	–
	102-43	Approach to stakeholder engagement	86-88	–

GRI 102: General Disclosures 2016	102-44	Key topics and concerns raised	87	–
	102-45	Entities included in the consolidated financial statements	–	FE "Coca-Cola Beverages Ukraine" and LLC "Coca-Cola Ukraine Limited", as separate entities, submit separate financial statements in accordance with Ukrainian law
	102-46	Defining report content and topic Boundaries	86-88	–
	102-47	List of material topics	87	–
	102-48	Restatements of information	–	No information was restated
	102-49	Changes in reporting	–	No reporting was changed
	102-50	Reporting period	88	-
	102-51	Date of most recent report	-	23 September 2020
	102-52	Reporting cycle	88	–
	102-53	Contact point for questions regarding the report	99	–
	102-54	Claims of reporting in accordance with the GRI Standards	88	This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option
	102-55	GRI content index	89-69	
	102-56	External assurance	–	External confirmation was not carried out by independent parties

Material topics and relevant disclosures

Direct and indirect economic impacts

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	4, 7, 10-13, 31-37, 87	Material topic is disclosed through specific disclosure elements of standards 201,202 and 203. For more information, refer to Local Impact section of the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 201: Economic Performance 2016	201-4	Financial assistance received from government	–	The Coca-Cola System in Ukraine did not receive financial assistance from the government in the reporting period
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	44	–
	202-2	Proportion of senior management hired from the local community	42	–

GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	63-67, 75-85	–
	203-2	Significant indirect economic impacts	31-37	–
Corporate governance, business ethics and anti-corruption				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	5-15, 87	Material topic is disclosed through specific disclosure elements of standard 205. For more information, refer to the Handbook on Anti-Corruption Policy and Compliance and the Code of Business Conduct in the Policy section of the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	14-15	–
	205-2	Communication and training about anti-corruption policies and procedures	14-15	100% of personnel of The Coca-Cola System in Ukraine in all regions were informed, and online trainings were held on anti-corruption policies and procedures
	205-3	Confirmed incidents of corruption and actions taken	–	No confirmed cases of corruption, employee dismissal as a result of corrupt practices, termination of contracts with contractors due to violations of corruption or ongoing lawsuits against or with the participation of The Coca-Cola System in Ukraine during the reporting period.
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	15	The Coca-Cola System in Ukraine is committed to fair and transparent conditions and practices of doing business, which is why it has zero tolerance to any anti-competitive practices and does not support them
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	59	No cases of violation of environmental legislation have been recorded
GRI 415: Public Policy 2016	415-1	Political contributions	–	The Coca-Cola System in Ukraine did not make any political contributions
Sustainable sourcing and supply chain management				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 25-29, 87	The material topic is disclosed through specific disclosure elements of standards 204, 308, 414 and indicators of the food production sector GRI G4 FP1. For more information, refer to sections "Policies", "Supplier Guiding Principles" and "Our Suppliers" on the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	29	–
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	26-27	100%
	308-2	Negative environmental impacts in the supply chain and actions taken	27	–

GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	26-27	100%
	414-2	Negative social impacts in the supply chain and actions taken	27	–
GRI G4: Sector Disclosures	G4 FP1	Percentage of purchased volume from suppliers compliant with company's sourcing policy		100%
Packaging, recycling and waste management				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	4, 7, 9-13, 58-67, 87	Material topic is disclosed through specific disclosure elements of standards 301 and 306. For more information, refer to sections "Policies", "Packaging Waste Management Policy" and "World Without Waste" on The Coca-Cola System in Ukraine websites https://ua.coca-colahellenic.com and https://www.coca-colaukraine.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 301: Materials 2016	301-1	Materials used by weight or volume	62	-
	301-2	Recycled input materials used	60	-
	301-3	Reclaimed products and their packaging materials	60	-
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	60-61	-
	306-4	Transport of hazardous waste	-	The Company does not transport hazardous waste
Water stewardship				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 58-59, 68-70, 87	Material topic is disclosed through specific disclosure elements of standard 303. For more information, refer to sections "Policies" in, "Water Management Policy" and "World Without Waste" on The Coca-Cola System in Ukraine websites https://ua.coca-colahellenic.com and https://www.coca-colaukraine.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	68-70	–
	303-2	Management of water discharge-related impacts	68-70	–
	303-3	Water withdrawal	69	–
	303-4	Water discharge	70	–
	303-5	Water consumption	69	–
Climate change, emissions, energy use and efficiency				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 58-59, 71-74, 87	Material topic is disclosed through specific disclosure elements of standards 302 and 305. For more information, refer to sections "Policies", "Climate Change Policy" at the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		

GRI 302: Energy 2016	302-1	Energy consumption within the organization	72	
	302-3	Energy intensity	72	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	73	
	305-2	Energy indirect (Scope 2) GHG emissions	73	
	305-4	GHG emissions intensity	74	
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	74	–
Well-being, development and engagement of employees				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 37-50, 87	The material topic is disclosed through specific disclosure elements of standards 401, 402 and sector indicators GRI G4. For more information, refer to sections "Policies" in, "Policy on Human Rights" and "#WEAREALLINTHESAMEBOAT" on The Coca-Cola System in Ukraine websites https://ua.coca-colahellenic.com and https://www.coca-colaukraine.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	43, 97-98	–
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	44	–
	401-3	Parental leave	45	–
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	40	–
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	46,48	–
	404-2	Programs for upgrading employee skills and transition assistance programs	46	–
	404-3	Percentage of employees receiving regular performance and career development reviews	49	–
GRI G4: Sector Disclosures	G4 FP3	Percentage of working time lost due to industrial disputes, strikes, and/or lock-outs	–	In 2020, there were no cases of working time lost due to industrial disputes, strikes and/or lock-outs

		Occupational health and safety		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 51-57, 87	Material topic is disclosed through specific disclosure elements of standard 403. For more information, refer to sections "Policies", "Occupational Health and Safety Policy" at the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	51-52	–
	403-2	Hazard identification, risk assessment, and incident investigation	53, 56	–
	403-3	Occupational health services	54-57	–
	403-4	Worker participation, consultation, and communication on occupational health and safety	53-54	–
	403-5	Worker training on occupational health and safety	52-54	–
	403-6	Promotion of worker health	54-55	–
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	55	–
	403-8	Workers covered by an occupational health and safety management system	52	–
	403-9	Work-related injuries	56	
	403-10	Work-related ill health	56	–
		Human rights, diversity and equal opportunity		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 27, 39-44, 87	Material topic is disclosed through specific disclosure elements of standards 405, 406, 408, 409 and 412. For more information, refer to sections "Policies" in, "Equal Opportunity Policy" and "Women Leaders" on The Coca-Cola System in Ukraine websites https://ua.coca-colahellenic.com and https://www.coca-colaukraine.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	42	–
	405-2	Ratio of basic salary and remuneration of women to men	44	–
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	–	No confirmed cases of discrimination were identified
GRI 408: Child Labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labour	27	–

GRI 409: Forced or Compulsory Labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	27	–
GRI 412: Human Rights Assessment 2016	412-2	Employee training on human rights policies or procedures	40	–
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	–	The Supplier Guiding Principles are a mandatory annex to all sourcing contracts, which bind suppliers to comply with regulations on human rights, occupational health and safety, child and forced labour, environmental impact, bribery, information protection, etc.
Involvement of local communities and investments in their development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7,9-13,75-85, 87	Material topic is disclosed through specific disclosure elements of standard 413. For more information, refer to sections "Sustainable Development", "Development for Local Communities" and "Make a Difference" at the Company website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	63-67,75-85	–
	413-2	Operations with significant actual and potential negative impacts on local communities	–	The Company has no operations that might have a significant actual or potential negative impact on local communities
Health and safety of products				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7,9-13,21-24, 87	The material topic is disclosed through disclosure elements of standard 416 and disclosures of the food production sector GRI G4 FP5, FP6, FP7. For more information, refer to the relevant section https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	21-23	–
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	21-23	–
GRI 416: Customer Health and Safety 2016	G4 FP6	Percentage of total sales volume of consumer products, by product category, that are lowered in saturated fat, trans fats, sodium and added sugars	24	–
GRI 416: Customer Health and Safety 2016	G4 FP7	Percentage of total sales volume of consumer products, by product category, that contain increased nutritious ingredients like fiber, vitamins, minerals, phytochemicals or functional food additives.	24	–

Responsible marketing				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 19, 87	Material topic is disclosed through specific disclosure elements of standard 417. For more information, refer to sections "Policies", "Responsible Marketing Policy" at the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 417: Marketing and Labelling 2016	417-1	Requirements for product and service information and labelling	19	All products of the Company are labelled in accordance with national legislation and international codes and norms
	417-2	Incidents of non-compliance concerning product and service information and labelling	–	No incidents of non-compliance concerning product and service information and labelling during the reporting period were identified
	417-3	Incidents of non-compliance concerning marketing communications	–	No incidents of non-compliance concerning marketing communications during the reporting period were identified
Product quality				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	7, 9-13, 21-23, 87	The material topic is disclosed through specific disclosure elements of standard 103 Management Approach and disclosures of the food production sector GRI G4. For more details, refer to sections "Activities in Ukraine" and "Plant and Processes" at website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	G4 FP5	Percentage of production volume manufactured in sites certified by an independent third party according to internationally recognised food safety management system standards	23	100%
Women's economic empowerment				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	4, 7, 9-13, 82-83, 87	The material topic is disclosed through disclosure element 103 Management Approach. For more information, refer to section "Women Leaders" on the Coca-Cola Ukraine Limited website https://www.coca-colaukraine.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
Counteracting the COVID-19				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	4, 7, 9-13, 41, 55, 57, 76-78, 83, 87	The material topic is disclosed through disclosure element 103 Management Approach. For more information, refer to sections "COVID-19", "#ThanksToQuarantine" at the Coca-Cola Beverages Ukraine website https://ua.coca-colahellenic.com
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		

APPENDICES TO SECTION “EMPLOYEES”

NUMBER OF EMPLOYEES HIRED IN 2020, PEOPLE

			Employee category							
			Top management		Middle management		Office employees		Plant workers	
	Територіальний підрозділ	Age group	Men	Women	Men	Women	Men	Women	Men	Women
Coca-Cola Beverages Ukraine Limited	**Total**	–	**0**	**0**	**4**	**1**	**71**	**17**	**26**	**7**
	Office (Kyiv region)	under 30	0	0	1	1	2	4	0	0
		30-50	0	0	2	0	2	3	0	0
		over 50	0	0	0	0	0	0	0	0
	Plant (Kyiv region)	under 30	0	0	0	0	0	0	10	5
		30-50	0	0	1	0	0	0	15	2
		over 50	0	0	0	0	0	0	1	0
	Regions	under 30	0	0	0	0	47	6	0	0
		30-50	0	0	0	0	20	4	0	0
		over 50	0	0	0	0	0	0	0	0
Coca-Cola Ukraine Limited	**Total**	–	**0**	**0**	**0**	**1**	**0**	**2**	**0**	**0**
	Office (Kyiv)	under 30	0	0	0	0	0	2	–	–
		30-50	0	0	0	1	0	0	–	–
		over 50	0	0	0	0	0	0	–	–
Total across The Coca-Cola System in Ukraine			**0**	**0**	**4**	**2**	**71**	**19**	**26**	**7**

APPENDICES TO SECTION "EMPLOYEES"

NUMBER OF EMPLOYEES LAID OFF IN 2020, PEOPLE

			Employee category							
			Top management		Middle management		Office employees		Plant workers	
	Територіальний підрозділ	Age group	Men	Women	Men	Women	Men	Women	Men	Women
Coca-Cola Beverages Ukraine Limited	**Total**	**–**	**0**	**0**	**24**	**11**	**105**	**12**	**41**	**7**
	Office (Kyiv region)	under 30	0	0	7	6	8	4	0	0
		30-50	0	0	0	2	6	3	0	0
		over 50	0	0	2	0	2	0	0	0
	Plant (Kyiv region)	under 30	0	0	0	0	0	0	14	0
		30-50	0	0	3	3	0	0	22	2
		over 50	0	0	2	0	0	0	5	5
	Regions	under 30	0	0	3	0	46	4	0	0
		30-50	0	0	7	0	41	1	0	0
		over 50	0	0	0	0	2	0	0	0
Coca-Cola Ukraine Limited	**Total**	**–**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Office (Kyiv)	under 30	0	0	0	0	0	0	–	–
		30-50	0	0	0	0	0	0	–	–
		over 50	0	0	0	0	0	0	–	–
Total across The Coca-Cola System in Ukraine			**0**	**0**	**24**	**11**	**105**	**12**	**41**	**12**

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TOUR BOOKING
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