



Coca-Cola HBC
Slovenia



 **Sustainability
Report 2019
and 2020**

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1 Welcome Statement¹

It is with great pleasure and pride that I present to you the Report on the sustainable operations of Coca-Cola HBC Slovenia. With this report for 2019 and 2020, we are showing our progress in important areas such as reducing the impact of our operations on the environment and creating opportunities for growth for stakeholders in our value chain. We are following the sustainability goals of the Coca-Cola HBC Group for the year 2025, and we are successfully reaching or exceeding them through unity in the vision of sustainable growth in all its markets. For years, Coca-Cola HBC has been firmly positioned as the most successful beverage producer in Europe and for the 11th year in a row among the top three beverage producers in the world according to the Dow-Jones Sustainability Index. It also regularly tops other recognized rankings such as CDP, MSCI ESG and FTSE4Good.

Although Coca-Cola HBC Slovenia does not have a direct impact on the sustainability of production, we are committed to reducing carbon dioxide emissions and the energy consumption of our fleet and refrigeration equipment. The packaging of all our drinks on the Slovenian market can be completely recycled, and through the global *World without waste plan*, we want to help collect the equivalent of 75% of the primary packaging we put on the market by 2030.

Our employees and ensuring their well-being are key to the successful application of sustainable practices in our operations. We encourage their development and ensure an equal and inclusive working environment in which our employees can fully fulfil their potential.

We are further strengthening partnerships with our customers and sharing opportunities for joint growth. Coca-Cola HBC Slovenia is one of the first markets of the Group where we introduced the Costa Coffee brand and marked our entry into the coffee market category. By expanding our offer, we are creating new value for our customers and responding to consumer needs at every moment of the day.

Through more than five decades of operating in the Slovenian market, we have become a true part of the local community to which we contribute through socially responsible projects and local partnerships. The secret to our long-term success lies in constantly adapting to changes, improving our products, the way we work, and the relationships we nurture with all our stakeholders. With the *You are my river* project, we raised awareness of the importance of environmental protection and carried out actions to clean up areas along rivers, lakes and the sea. In 2019, 11 thousand people participated in the project and 115 tons of waste were collected, and the project was continued after 2019 under the name *Recycle me, give me new life*. We provide support to young people through the education programs of our *Coca-Cola's Opportunity for Youth* program, which help them strengthen the skills needed for more successful inclusion in the labour market. The COVID-19 pandemic confirmed the strategic position of sustainability in the company's operations and brought us even closer to the local community. Strong partner relationships in our value chain have become a source of our stability and trust in challenging circumstances. Our company's long-standing true dedication to stimulating the growth of our stakeholders and the environment in which we operate is a strong foundation for facing all the challenges ahead, but also a motivation to work with even more dedication to achieve goals that lead us to a more sustainable common future.

Ruža Tomić Fontana



¹ GRI 102-14

2 About the Report ²

This is the first Sustainability Report for Coca-Cola HBC Slovenia.

We are pleased to present our first Sustainability Report for Coca-Cola HBC Slovenia (CCHBC Slovenia). Sustainability and social responsibility have been at the heart of the strategy of The Coca-Cola Company and its partner organisations across the world for a long time. Although we are a small entity compared to our Group and partner organisations, we believe that we have a significant impact on the Slovenian market. We want to present that impact and all the respective activities that have been carried by our Group, business unit and by ourselves to minimize our environmental impact and to maximize the positive impact on our employees, customers and the community.

Basic information about the report

Organisation covered

The report mainly covers Coca-Cola HBC Slovenia and sometimes references Group policies and practices.

Period covered

This report focuses on activities carried out between January 1, 2019 and December 31, 2020.

Last report

This is the first Sustainability Report for Coca-Cola HBC Slovenia.

Standards

This report was prepared in accordance with GRI standards (core option).

Report preparation

The report was prepared by the WISE Institute at IEDC Bled School of Management as an external consultant.

Contact for further information on the report

E-mail: infoslo@cchellenic.com

Other relevant reports

[COCA-COLA HBC INTEGRATED ANNUAL REPORT 2020](#)

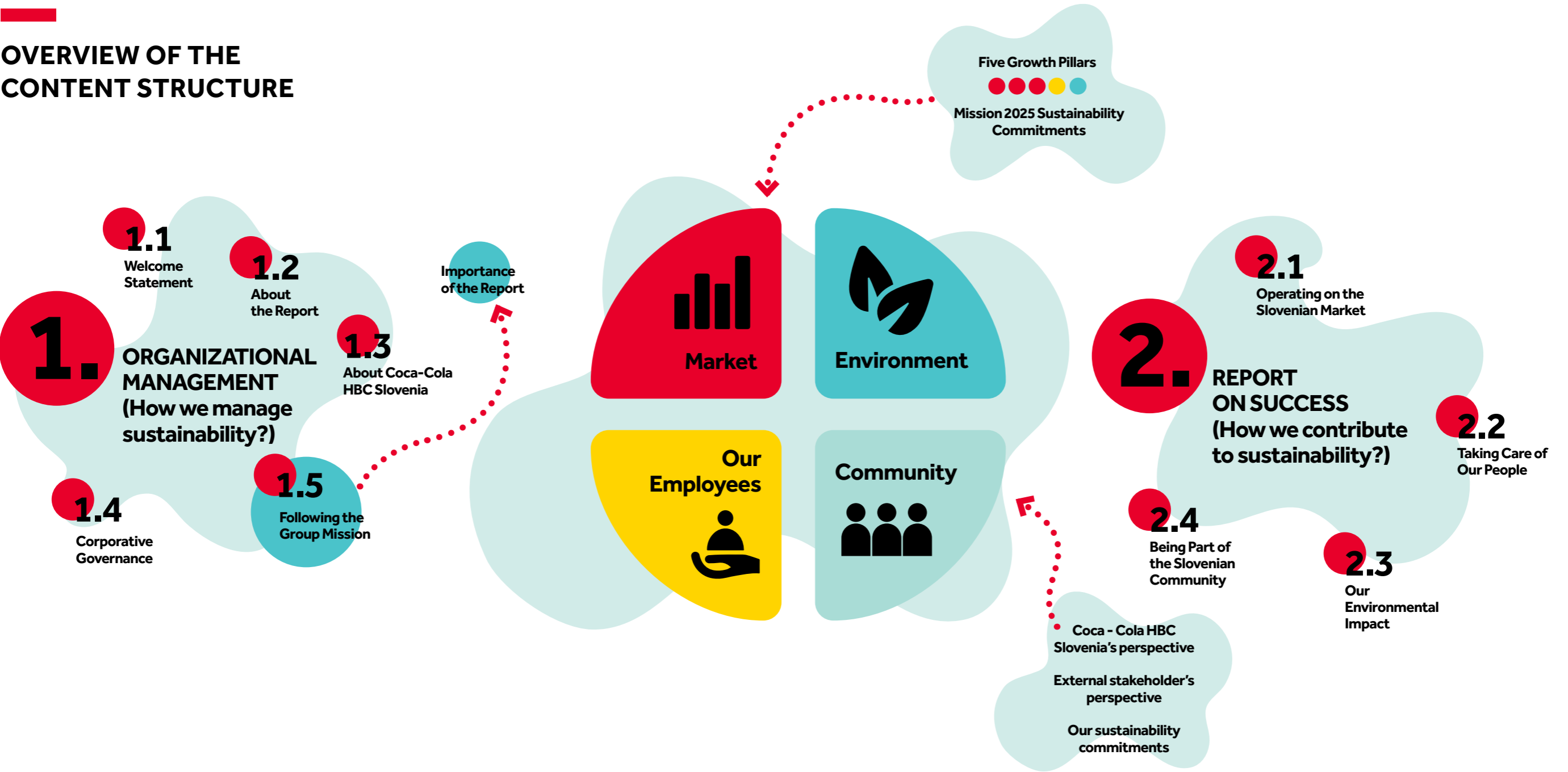
[COCA-COLA HBC CROATIA SUSTAINABILITY REPORT 2019](#)

[COCA-COLA HBC SARAJEVO SUSTAINABILITY REPORT 2018](#)



² GRI 102-46, 102-50, 102-51, 102-52, 102-53, 102-54

OVERVIEW OF THE
CONTENT STRUCTURE





3 About Coca-Cola HBC Slovenia³



WE ARE A MEDIUM-SIZED COMPANY THAT OPERATES LOCALLY WHILE BEING PART OF THE GLOBAL COCA-COLA STORY.

Coca-Cola HBC Slovenija d.o.o. is a private limited liability company registered in the Republic of Slovenia. It is wholly owned by Coca-Cola Beverages Holdings II B.V. based in the Netherlands and a member of Coca-Cola Hellenic Bottling Company (CCHBC Group), one of the biggest bottlers of The Coca-Cola Company products. Coca-Cola Hellenic Bottling Company operates across a broad geographic footprint of 29 countries on 3 continents. CCHBC Slovenia is part of Region 2 and forms a single business unit (BU Adria) together with Coca-Cola HBC Croatia and Coca-Cola HBC B-H Sarajevo.

³ GRI 102-1; 102-2; 102-3, 102-4, 102-5, 102-6, 102-7, 102-9, 102-12, 102-13, 102-16, 102-40, 102-42, 102-43, 102-44, 202-2



Basic information about Coca-Cola HBC Slovenia	
Name	Coca-Cola HBC Slovenija d.o.o.
Address	Motnica 9, Trzin 1236, Slovenia
Registration number	5092108
Tax ID number	59053283
Contact	infoslo@cchellenic.com
Number of employees	85



**Coca-Cola HBC
Slovenia
operates locally.**

BU Adria:

**Coca-Cola HBC
Croatia**

**Coca-Cola HBC
B-H Sarajevo**

Member:

**Coca-Cola
HBC AG
operates
in Europe,
Russia Nigeria
and Egypt.**

Strategic bottling partner:

**The Coca-Cola
Company operates
world-wide.**

WHAT WE DO?

We are the main distributor of The Coca-Cola Company products in Slovenia and have been present since 1968. Coca-Cola HBC Slovenia is one of the largest entities in Slovenia's soft drink industry and authorised to sell and distribute non-alcoholic beverages under The Coca-Cola Company trademark.

- **We sell carbonated, noncarbonated, plant-based and energy drinks.**
- **We sell and distribute spirits under the trademarks of The Edrington Group, Remy Cointreau, Campari Group (only gins) and MB Impex.**
- **We sell and distribute **Costa Coffee** and **Bambi** products.**



Coca-Cola
Fanta
Sprite
Schweppes
Römerquelle
Aquarius
Powerade
Fuze Tea
Cappy
AdeZ

UNDERSTANDING OUR STAKEHOLDERS AND CREATING VALUE FOR THEM

Engaging with our numerous and diverse stakeholders is a crucial part of our commitment to sustainability. They provide valuable insights into our business. Listening to them not only provides vital feedback, but also allows us to improve and make better informed decisions. Our key stakeholders, their significance, the ways how we address their concerns and work with them to create shared values for all are listed here.

Our stakeholders

THE COCA-COLA COMPANY	AREAS OF INTEREST:	MEANS OF DIALOGUE:
Parent organisation: Coca-Cola HBC AG	Profitable growth opportunities, value share in market, responsible business operations.	Daily communication and co-operation, shared policy and strategy.
Owner: Coca-Cola Beverages Holdings II B.V.		
Other regional units: Coca-Cola HBC Croatia, Coca-Cola HBC B-H Sarajevo		
COCA-COLA HBC SLOVENIA	AREAS OF INTEREST:	MEANS OF DIALOGUE:
SUPPLIERS AND CONTRACTORS	Fair operating practices, growth and collaboration, fair payment.	Info line and email channels, consultations and visits, policy documents, joint initiatives.
EMPLOYEES	Wellbeing, engagement, health and safety, fair operating practices and ethical behavior.	Regular dialogue and communication, works council, employee satisfaction surveys, individual development plans, training and education initiatives, employee hotlines.
POLICY-MAKERS IN GOVERNMENT AND REGULATORY AGENCIES	Industry and/or product-specific policies such as taxes and regulations, environmental policies, consumer health and public health policies.	Structured dialogue, advocacy (through business associations), project partnerships, best practice sharing.
CIVIL SOCIETY, NON-GOVERNMENTAL ORGANISATIONS AND COMMUNITIES	Energy and water use, packaging, waste reduction to human rights and diversity, responsible marketing.	Regular dialogue, partnerships, consultation over matters of mutual concern, round tables and forums, membership and leadership.
CUSTOMERS such as retailers, wholesalers, HoReCa, petrol shops and on-the-go channels	Identifying products, channels and other opportunities, offering growth and value creation for us and our customers, minimizing the environmental impact.	Regular consultations and visits, policy documents, joint initiatives, regular surveys and focus groups, round tables and forums, info line and email channels.
CONSUMERS	Health and safety, quality, taste, innovation, and convenience.	Free consumer info line, social media interactions, website, regular focus groups.

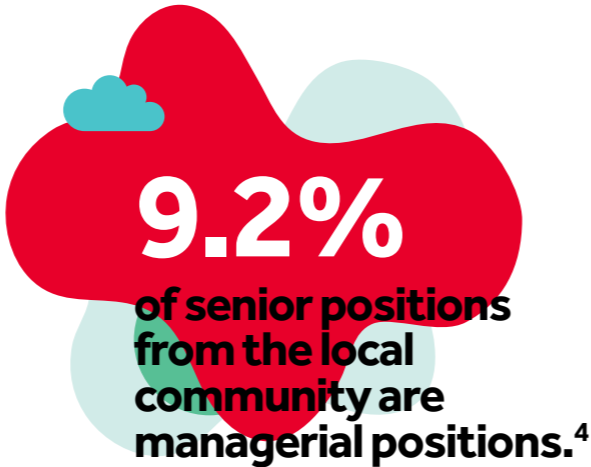
4 Corporate Governance

OUR LEADERSHIP

Coca-Cola HBC Slovenia is part of a single business unit called BU Adria which also includes Coca-Cola HBC Croatia and Coca-Cola HBC B-H Sarajevo. The management structure presented below applies only to Coca-Cola HBC Slovenia.

Responsibility for sustainability:
Sustainability responsibility is distributed across all management structures and functions, but the lead responsibility is shared between the Public Affairs and Communications Department, which reports directly to the general manager, and the Sustainability Service led by a sustainability manager reporting to the ICSC manager. Lines of responsibility can be national, regional, global and, indeed, on an intermediate level through sub-regional structures. In 2020, we formed the Diversity and Inclusion Committee which consists of members from different management levels in the organisation and is chaired by our general manager. The aim of the committee is to further promote the D&I agenda across the company focusing on gender equality, ethnical equality and age equality.

⁴ Management positions include manager contracts with special benefits and job grade 10+.



ASSEMBLY

CC Beverages Holdings II B.V.
Nizozemska je edini družbenik.

MANAGEMENT BOARD

Ruža Tomić Fontana (General Manager of
Coca-Cola HBC Adria)
Nina Juvanc (Sales Manager for Slovenia)

Although there are no processes to explicitly evaluate the general manager's performance with respect to economic, social and environmental topics, some environmental and social impact indicators are among the factors considered when appointing and rewarding top managers, including the general manager, and these are regularly assessed by the Supervisory Board. When a general manager is assessed on his/her performance, sustainability performance is also part of the overall assessment.

DEPARTMENTS

- Finance
- Integrated Competitive Supply Chain (ICSC)
- Sales
- Marketing
- Commercial Excellence
- Business Systems and Solutions (BSS)
- Public Affairs and Communications (PA&C)
- Legal
- Human Resources
- Premium Spirits, Coffee and HoReCa

WE FOLLOW STRICT RULES REGARDING ETHICS AND INTEGRITY.

Our Code of Business Conduct and Anti-Bribery Policy are at the heart of our values.

Since our continued success as a business depends on the trust that our stakeholders place in us, we must do everything we can each day to earn and keep that trust. We have zero tolerance towards any form of bribery or corruption.

The Code of Business Conduct applies to all of us working for Coca-Cola, regardless of our location, role or level of seniority. This includes all employees, managers, members of the Operating Committee and directors of Coca-Cola HBC. Our suppliers, distributors, agents, consultants and contractors are also subject to many of the principles of our Code through our Supplier Guiding Principles.

Other policies:

We adhere to other policies on the Group level to do business with integrity. Our **Anti-Bribery Policy** covers our policy of zero tolerance for bribes in general and bribery in relation to government officials in particular.

We also have a **Gifts and Entertainment Policy**, a **"Whistleblower" Programme**, an **Anti-Corruption Policy** and a **Human Rights Policy**. Respecting human rights is an essential part of our licence to operate. Guided by international human rights principles, instruments and conventions, Coca-Cola HBC has a Human Rights Policy with ten components.

HOW DO WE USE THE CODE OF BUSINESS CONDUCT?

1. Seeking guidance from ethics and compliance officers
2. Obtaining approval using the Code of Business Conduct
3. Raising concerns
4. Non-retaliation
5. Related policies and legal requirements

WHICH ISSUES ARE COVERED BY THE CODE OF BUSINESS CONDUCT?

Human rights; diversity and inclusion; business records; reasonable use of Coca-Cola HBC assets; protection of information and operational assets; dealing with customers and suppliers; conflicts of interest; dealing with a potential customer, customer, supplier or public official; outside investments; outside employment; political activity; family or close personal relationships; anti-bribery; the environment; health and safety; competing honestly in the marketplace and complying with competition laws; privacy and protection of personal data; dealing with company security; sanctions; general; training; investigations

WHERE CAN I ACCESS THE CODE OF BUSINESS CONDUCT?

<https://si.coca-colahellenic.com/en/about-us/policies>

ETHICS AND COMPLIANCE MECHANISM:

Ethics and compliance officers decide on all rules, questions or concerns regarding the Code of Business Conduct and Anti-Bribery Policy. Our ethics and compliance officers can provide guidance on all questions regarding Code rules and how they apply to real-life situations. The compliance mechanism includes (1) the receipt, retention and treatment of complaints; (2) anonymity and confidentiality provisions and (3) investigations and disciplinary actions.

5 Following the Group Mission⁵

In all our markets, including Slovenia, we follow the Mission 2025 Sustainability Commitments, Growth Pillars and World Without Waste commitments which are aligned with The Coca-Cola Company.

Sustainability is integrated across every aspect of our business. It is fundamental to our business strategy, which aims to create and share value with all our stakeholders. To address key global challenges affecting our industry, communities and planet, we collaborate across all business functions with the aim of seeking solutions. **Values that support our mission: authenticity, excellence, learning, caring for our people, performing as one, winning with customers.**



⁵ GRI 102-46, 102-47

Our Purpose

We are committed to delivering growth for every customer and meeting the expectations of each consumer at any time of the day and at each training opportunities dedicated to our employees, while enriching community and caring for the environment.



Mission 2025 Sustainability Commitments

In 2018, Coca-Cola HBC AG introduced its Mission 2025 Sustainability Commitments. The mission focuses on 17 commitments in six key areas along our value chain, from reducing emissions to taking care of our communities. As a member of Coca-Cola HBC AG, Coca-Cola HBC Slovenia supports and contributes to the realization of these commitments. In this report we present how.

Business Values

that support our mission: authenticity, excellence, learning, caring for our people, performing as one, winning with customers.



Growth Story 2025

is built on five key growth pillars, each representing a core strength or competitive advantage. Growth Story values are defined centrally by Coca-Cola HBC Group for all 29 countries. Every country is responsible for transposing, implementing and achieving them locally.



World Without Waste

is an initiative by The Coca-Cola Company that aims to help collect and recycle a bottle or can for every bottle or can we sell by 2030. Together with our suppliers and partners we are working to design more sustainable packaging and taking action to ensure that our packaging does not end up as waste.

OUR GROWTH PILLARS

**Leverage our
unique 24/7 portfolio**

Win in the marketplace

**Fuel growth through
competitiveness
& investment**

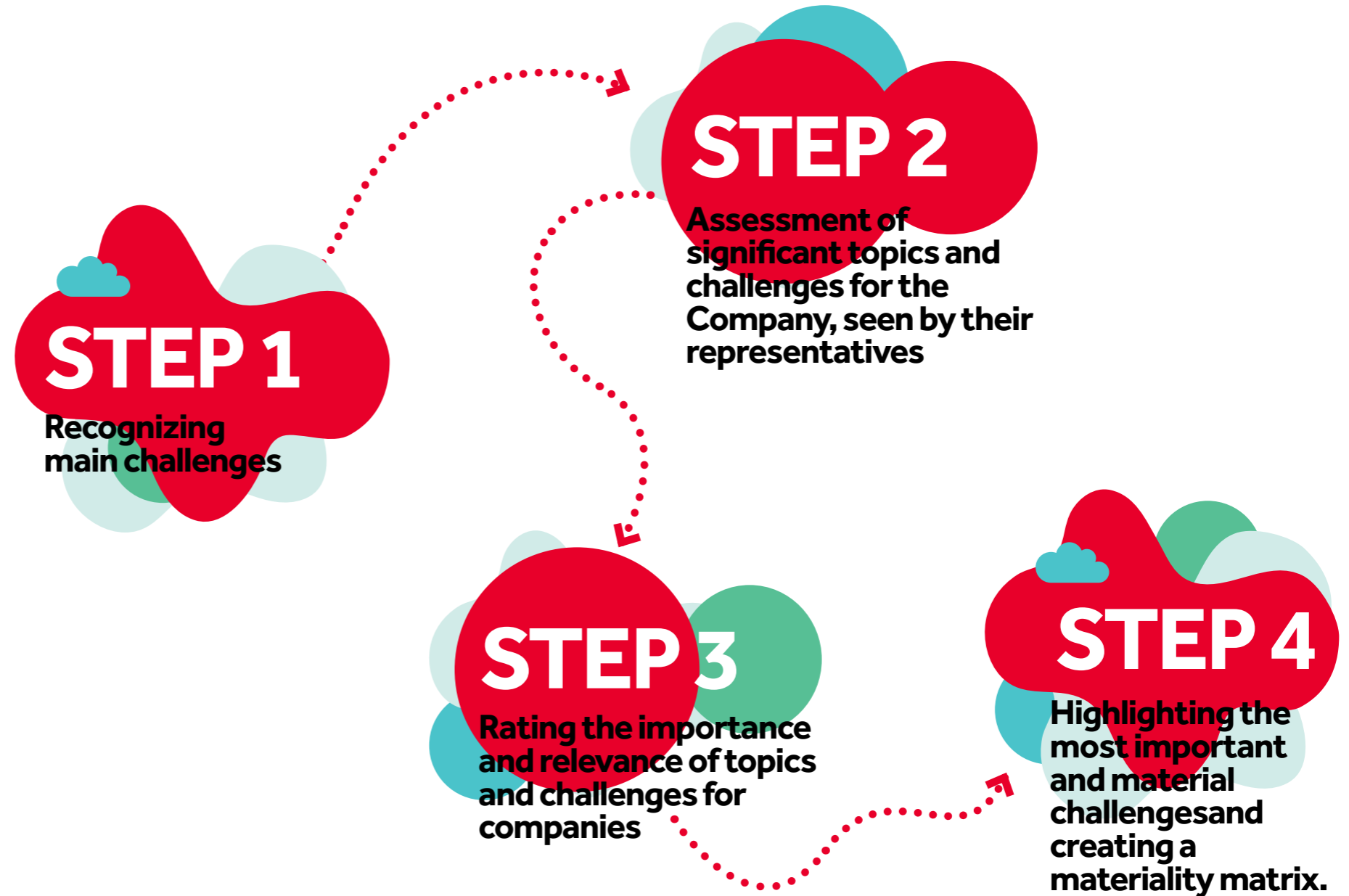
**Cultivate the potential
of our people**

**Earn our licence
to operate**

WHAT IS THE MATERIALITY FOR COCA-COLA HBC SLOVENIA?

To analyse the level of sustainability in our business, it is vital to define the crucial topics and issues of concern for our company and its stakeholders. To identify materially important economic, social and environmental topics, we carried out a survey in October 2021, which included 6 internal and 10 external stakeholders. External stakeholders included customers, trading partners, partners, suppliers, economic and industrial associations, representatives of the public sector and NGOs who were selected based on their interest in our actual and potential social, environmental and/or economic impacts. The selection of internal stakeholders included the collaboration of all CCHBC BU Adria departments and took into account an appropriate representation across the organisation. The external stakeholders were asked to rank thirteen different aspects of our business from 1 (not at all important) to 10 (very important). The same topics were ranked in the same manner by the internal stakeholders in relation to their potential impact on our business. By combining the average scores of both stakeholder groups, we were able to compile a materiality matrix.

Operating in the Slovenian market
Taking care of our people
Our environmental impact
Being part of Slovenian communities



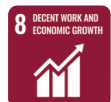
All thirteen topics were rated as important and having a significant impact since almost all of them were ranked above 8.0 in both dimensions. However, we identified several areas of very high importance that are highly significant both for the company and the stakeholders. These issues relate to the core business of CCHBC Slovenia, which is selling products, the product healthiness and quality as well as questions related to water and waste treatment. All significant issues are covered in this report in four main chapters as presented below and in the Sustainability Report.



**WHAT WE NEED TO DO TO BE
SUSTAINABLE BUSINESS LEADERS
AND PARTNER FOR EVERY CUSTOMER
AND CONSUMER AT ANY TIME OF
THE DAY AND IN ANY
OPPORTUNITY?**

Operating on the Slovenian Market

- Management Approach
- Economic Impact
- Responsible Marketing
& Consumer Health



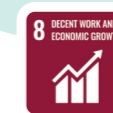
Taking Care of Our People

- Employee Wellbeing & Development
- "Safety is Everyone's Business"
- Human Rights, Inclusion and Diversity



Being Part of Slovenian Communities

- Our Community Projects



Our Environmental Impact

- The Environmental Aspect of Our Products
and Their Production
- Water Stewardship
- Carbon Emissions And Energy Consumption
by Our Fleet, Offices and Cooling Equipment
- World Without Waste and Our Impact



6 Operating on the Slovenian Market

WHAT IT TAKES TO DELIVER 24/7

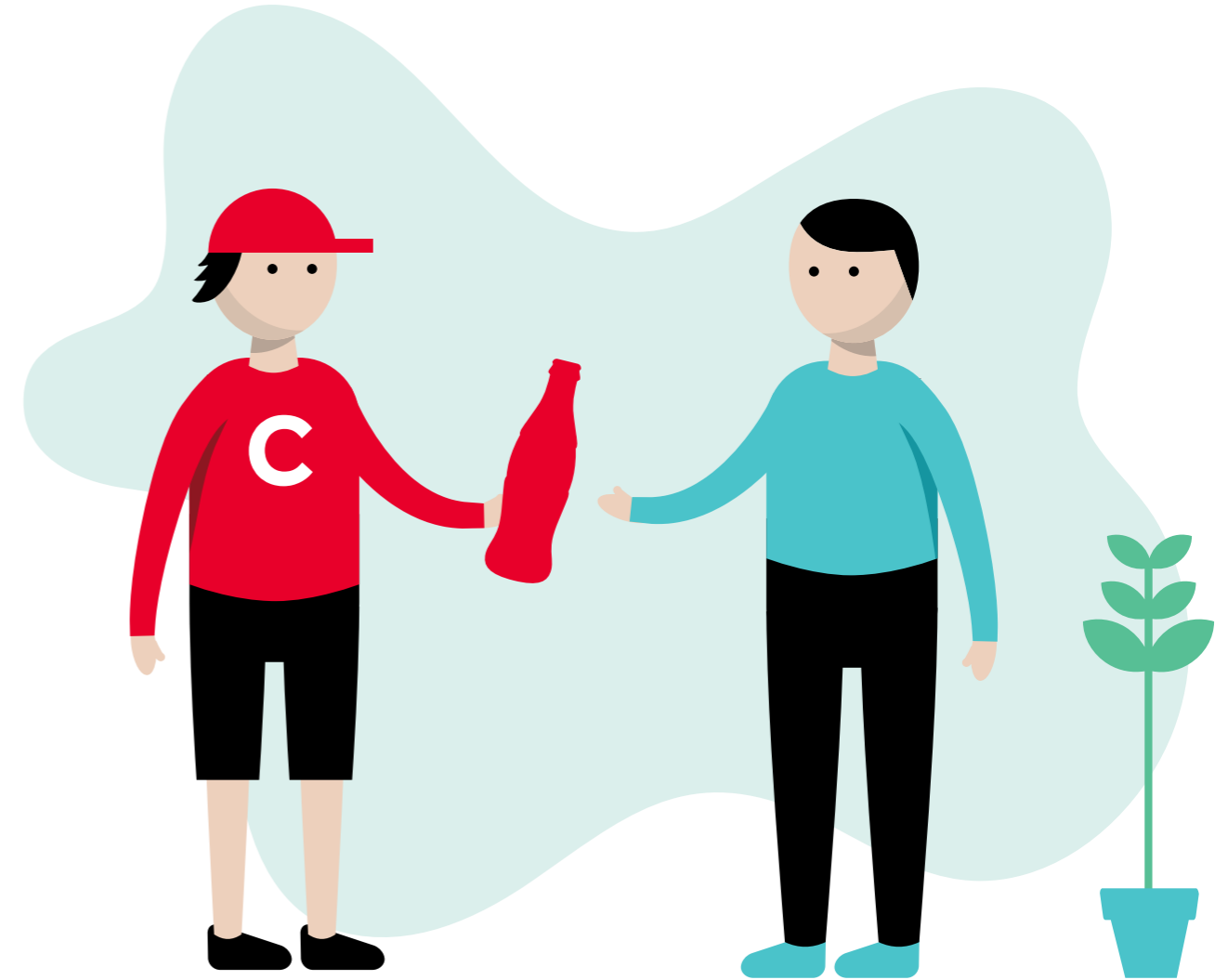
We have been present in Slovenia for more than fifty years. Maintaining a leading position in the market, our revenues, reputation and trust depends on the quality and integrity of our products. We must continue to meet the changing demands and expectations of our consumers in a highly competitive and dynamic market. The brand value of our products depends on their availability, design, presentation, quality, taste and safety.

Recognised material issues related to the economic performance and responsible behaviour in the market are:

- Economic impact
- Responsible marketing and health of our consumers

Through our operations in Slovenia we are creating a positive socioeconomic contribution and improving the quality of life in our communities. We measure impact in terms of the income we generate in the communities, including the wages and salaries of our workforce, taxes paid, payments to suppliers and contractors and investments in community-based partnerships in support of social and environmental topics. We strive to adapt the most successful business practices and to apply them to the specific market context in which we operate.

CCHBC Slovenia does not have its own bottling plant or warehouse for finished products, so it imports products from Coca-Cola bottling plants. Given the quality and integrity of our products, we are able to offer products of the highest quality and to satisfy the needs of our customers and consumers at any moment. The trust of our consumers is based on our continuous investment in health, safety and product quality.



ECONOMIC IMPACT ⁶

Economic performance is of high significance for the company and regularly tracked at board meetings and presented once a year in an annual report.

In terms of our economic bottom line, our revenues and profit increased in 2019 compared to 2018, but decreased in the reporting period in 2020. The latter was in accordance with forecasts due to COVID-19. Our profit increased by 16.09% in 2019 compared to 2018 and decreased by 25.8% in 2020 compared to 2019.

⁶ GRI 201, 201-1, 201-4, 202, 202-1

GENERATED ECONOMIC VALUE

all amounts are expressed in EUR

	2019	2020
REVENUES	35,532,338	31,562,714
Other operating revenue	50,607	32,740
Cost of goods and materials sold and costs of materials used	17,840,658	16,512,786
Cost of materials used	322,308	201,431
Cost of services	7,631,395	6,538,172
EMPLOYEE WAGES	2,833,728	2,728,675
Depreciation, amortization and revaluatory operating expenses	1,069,276	922,174
Revaluatory operating expenses of current assets	21,863	317,490
Other operating expenses	0	0
Financial revenue from loans granted	312,576	371,358
Financial expenses	11,749	19,668
Finance income net	300,827	351,690
Profit before tax	6,413,630	4,743,178
Income tax	1,238,759	967,585
Net profit	5,169,862	3,835,784

SHARE CAPITAL STRUCTURE AND OTHER CAPITAL FORMATION (ALL AMOUNTS ARE EXPRESSED IN EUR)

all amounts are expressed in EUR

	Balance on December 31, 2019	Balance on December 31, 2020
Share capital	10,407,486	10,407,486
Revaluation surplus	122,058	97,134
Legal reserves	1,040,749	1,040,749
Retained net profit	6,337,612	-1
Total	17,907,905	11,545,368

Coca-Cola HBC Slovenia did not benefit from any Covid-19-related package compensations granted by the Government of the Republic of Slovenia in 2020. In any case, the company would not be able to use this type of subsidy, as it paid out a dividend during 2020. In May 2020, a profit of EUR 6,337,613.03 was paid out to the sole owner Coca-Cola Beverages Holding II B.V. Netherlands. The mentioned amount represents the 2018 net profit of EUR 4,207,367.10 and retained earnings from previous years of EUR 2,130,245.94.

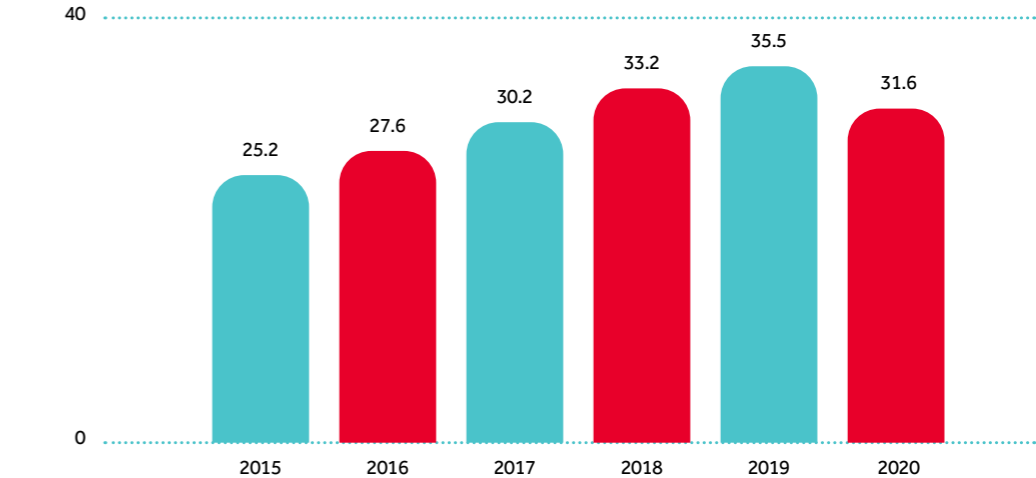
In 2020, the total cost of wages and salaries amounted to EUR 2,828,384. At the end of 2020, Coca-Cola HBC Slovenija d.o.o. had 85 employees, of which 46 (54.12%) were men and 39 (45.88%) women, including 3 employees (3.53%) with the status of disabled person. As the average number of employees based on working hours in 2020 amounted to 84.59, the average gross salary in 2020 amounted to EUR 2,678.63, which is significantly higher than the national average for 2020 (EUR 1,856.20⁷).

2,678.63 EUR

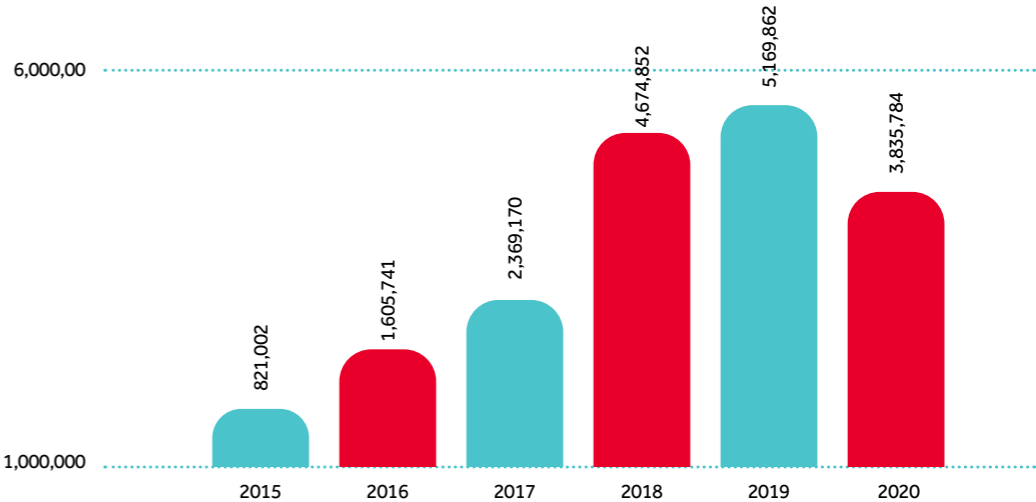
The average gross salary in 2020 amounted to EUR 2,678.63, which is significantly higher than the national average for 2020 (EUR 1,856.20)

⁷ Source: stat.si

Graf:
Revenue
in mio EUR



Graf:
Net profit
in EUR



RESPONSIBLE MARKETING & CONSUMER HEALTH ⁸

RESPONSIBLE MARKETING AND LABELING: Advertising our brands is truly one of the most important business activities across the entire Coca-Cola Company. Our responsible marketing policies regulate the ways in which we engage in commercial activities and in particular how and where we advertise. We respect the role of parents and caregivers as primary decision-makers as to what their children drink and for this reason we do not market our products directly to children under the age of 12 . This also means that we will not design our marketing communications in a way that directly appeals to children under the age of 12 and we will not offer our beverages for sale in primary schools. To ensure compliance with these requirements, we follow the Responsible Marketing and Global School Beverage Guidelines of The Coca-Cola Company. In addition to our internal commitment to responsible marketing, as of 2019 we are fully supporting the European Soft Drinks Association (UNESDA) pledge to remove all added-sugar beverages from secondary schools, thereby continuing our efforts to help people of all ages make informed and responsible beverage choices. This commitment with regard to secondary schools is further evidence of our wider strategy to evolve and give people the drinks they want while reducing sugar and calories across our brands, offering new drinks, making smaller packages and giving people the information they need to make informed choices.

In accordance with our Quality and Food Safety Policy, upon request by a vendor, customer, consumer or any other relevant interested party we provide specifications on:

- the origin of ingredients (raw materials),
- the composition of products, including ingredients (raw materials) that may have an impact on the environment or people,
- the safe use of the product,
- the safe storage of the product and
- the impact of waste disposal on the environment or people.

In addition to the information provided on the company’s website, end users can also view the most important product information on product labels.

Coca-Cola HBC Slovenia adheres to all local legal requirements related to product labelling and making product information available to consumers, therefore the packaging of all our products contains information on the average nutritional value (energy, fat and saturated fatty acids, carbohydrates and sugars, proteins and salt) per 100 ml and per one serving of our drink. There have been no incidents of non-compliance concerning product and service information and labelling.


CONSUMER HEALTH AND SAFETY: CCHBC Slovenia does not have its own bottling plant or warehouse for finished products, so it imports from Coca-Cola bottling plants. Given the quality and integrity of our products, we are able to offer products of the highest quality and satisfy the needs of our customers and consumers at any moment.

⁸ GRI 103-1, 103-2, 103-3, 416-1, 416-2, 417-1, 417-2
⁹ We changed the age limit to 13 in 2021.

THE RESPONSIBILITY OF ENSURING THE HIGHEST PRODUCT QUALITY FROM PRODUCTION TO END CONSUMERS

The production process requires several steps to ensure the health and safety of all products by applying strict quality control criteria. Regardless of local legislation, The Coca-Cola Company’s HBC bottling partners must follow the principles and requirements of Coca-Cola HBC or The Coca-Cola Company’s KORE requirements. We perform internal as well as external quality and safety controls.

THE RESPONSIBILITY OF COCA-COLA BOTTLING PLANTS	INTERNAL CONTROL	
	INTERNAL CONTROL	INTERNAL CONTROL
THE RESPONSIBILITY OF COCA-COLA HBC SLOVENIA	Analyses and quality controls and inspections take place in all production process phases, from input control of all raw materials, packaging materials, verification of compliance with the standards of all received raw materials (concentrate, CO2, sugar, fructose-glucose syrup, water), over semi-finished products and packaging materials (PET bottles, preforms for bottles, bottles, cans) all the way to the final inspection of the finished products.	
	Coca-Cola bottling plants operate according to the following international standards: <ul style="list-style-type: none">• ISO 9001:2015 (quality management system),• FSSC 22000 (version 5.1) (certification of food safety systems in the supply chain),• ISO 14001:2015 (environmental management system),• ISO 45001:2018 (occupational safety standard) and others.	
COMPLAINTS MECHANISM AT COCA-COLA HBC SLOVENIA	We monitor finished products by submitting them for external analyses at the National Laboratory of Health, Environment and Food in Slovenia, where various analyses are performed in accordance with local and EU legislation and with regard to compliance with product declarations to ensure that consumers and customers are adequately informed.	
	In 2019, Coca-Cola HBC Slovenia obtained an organic certificate that was successfully renewed in 2020 for all organic products that are delivered and sold on the Slovenian market. The certification is performed by an external audit company in Slovenia (TÜV-SÜD Sava d.o.o.).	
SYSTEM FOR REPORTING AND RESOLVING CONSUMER AND CUSTOMER ISSUES AND COMPLAINTS	Contact information for complaints and questions:	
	Number of complaints	Number of complaints
In case of complaints regarding product quality, the manufacturer is required to carry out the necessary analyses and notifications to ensure an appropriate solution. Trends are monitored on a monthly basis and results reported to both CCH Group and the management of Adria.	2019	2020
	29 complaints were reported.	25 complaints were reported.
• via the free info line 080 1230 • via e-mail: infoslo@cchellenic.com	5 consumer and 24 customer complaints, of which 19 were justified	6 consumer and 19 customer complaints, of which 16 were justified



There were
14%

fewer complaints in 2020 compared to 2019. In the reporting period 2019 and 2020, we had a lower percentage of complaints, which confirms that our consumers trust us as our business is based on this trust.

In the reporting period we recalled in cooperation with the Slovenian Food Safety Authority the 0.5L Monster Lewis Hamilton 44 products in December 2020 in light of EU regulations regarding the additive propylene glycol. There were no other incidents related to consumer health and safety.

There were no reports of regulation and code violations related to product health and safety.

There were also no findings and inspections, warnings or fines related to product quality and consumer health and safety in the reporting period.



Inside the Bottle

Reduces sugar

Develops new recipes

Offers various drinks

Outside the Bottle

Smaller packs for sugar intake control

Transparent presentation of product's composition

We do not market our products directly to children under the age of 12



7 Taking Care of Our People

**CULTIVATING THE
POTENTIAL OF OUR PEOPLE**





MANAGEMENT
APPROACH¹⁰

Cultivating the potential of our people is one of the five pillars of our Growth Story 2025. We know that in order to achieve our vision and growth objectives we need to contribute to the development potential of our people, our culture and our critical organisational capabilities with greater speed and effectiveness.

The care for our employees is entrusted to the Human Resources Department. Coca-Cola HBC Slovenia had one trade union in the reporting period. Although all employees are eligible to be trade union members, 38% of all employees were trade union members in 2020.

Three material issues related to human relations were identified at CCHBC Slovenia:

- Employee wellbeing & development
- “Safety is everyone’s business” culture
- Human rights, inclusion & diversity

CCHBC Slovenia follows CCHBC Group policies with regard to:

- Human rights
- Equality
- HIV/AIDS
- Health & safety
- Quality
- Code of Business Conduct
- Anti-Bribery Policy
- Consumer health & wellbeing
- Fleet safety

NUMBER OF EMPLOYEES	
Total number of employees at CCHBC Slovenia as of December 31, 2020	85
Number of women/men	39/46

GOALS (GROUP 2025 COMMITMENTS)	
PROMOTING SAFETY FOR OUR PEOPLE	FULL GENDER BALANCE
Target zero fatalities and reduce (lost time) accident by 50%	50% of manager positions to be held by women

COCA-COLA HBC SLOVENIA CONTRIBUTION (2019, 2020)	
Zero fatalities during reporting period	47% of management positions occupied by women ¹¹

¹⁰ GRI 102-8, 103-1, 103-2
¹¹ 47% of management positions occupied by women in 2020 (3,5/7,5 FTE=47%). Data applies to BU Adria.

EMPLOYEE WELLBEING & DEVELOPMENT ¹²

Striving for employee wellbeing from recruitment until retirement.

The wellbeing of our employees is very important to us from the moment they join our company. Recruitment and selection procedures are based on rules and procedures relating to the employment, transfer and dismissal of employees. Prior to the first workday, all employees receive health and safety (H&S) training and are acquainted with the company's policies and procedures such as the Coca-Cola HBC Code of Business Conduct, the Anti-Corruption Policy, etc.

Benefits for our employees:

The standard benefits for full-time employees include disability coverage, parental leave and retirement provisions. Employees entitled to parental leave are those employees who are covered by organizational policies, agreements or contracts containing parental leave entitlements. Parental leave is an important part of the care for our employees. Under the Family-Friendly Enterprise Certificate, employees are entitled to additional leaves for their kids' first day at school and/or kindergarten as well as parent-teacher meetings.

Minimum notice periods due to operational changes:

In compliance with laws and regulations related to notice periods and consultation provisions, we typically give four weeks notice to employees and elected employee representatives before implementing significant operational changes that could substantially affect them. We are compliant with law and regulation related to notice periods and provisions for consultations.

Training and education:

Depending on the needs of particular time periods and business needs, all employees have the opportunity to undergo training. All employees covered by the People Development Forum (PDF) have a detailed individual development plan that sets out the trainings planned for the employees in the current year and which can be updated during the year. Training quality and offers (internal and external) are constantly evaluated and adjusted according to corporate quality standards and based on the short- and long-term needs of employees. The company offers employees a diverse training programmes catalogue.

All employees undergo some form of training during the year, while the company's approach to employee development is to place the greatest emphasis on on-the-job learning.

¹² GRI 102-8, 401-1, 401-3, 402-1, 404-1, 404-2, 404-3

TURNOVER RATE IN 2020

TOTAL NUMBER OF NEW EMPLOYEES IN 2020		7	TOTAL TURNOVER RATE	TOTAL NUMBER OF EMPLOYEES WHO LEFT THE COMPANY	8
By gender	Male	2	11,09 %	Male	6
	Female	5		Female	2
By age group	Under 30	6		Under 30	0
	30-50	1		30-50	7
	Over 50	0		Over 50	1

PARENTAL LEAVE

Total number of employees entitled to parental leave		85
Total number of employees on parental leave	Female	3
	Male	9
Total number of employees who returned to work in the reporting period after parental leave	Female	1
	Male	9

TRAINING AND EDUCATION

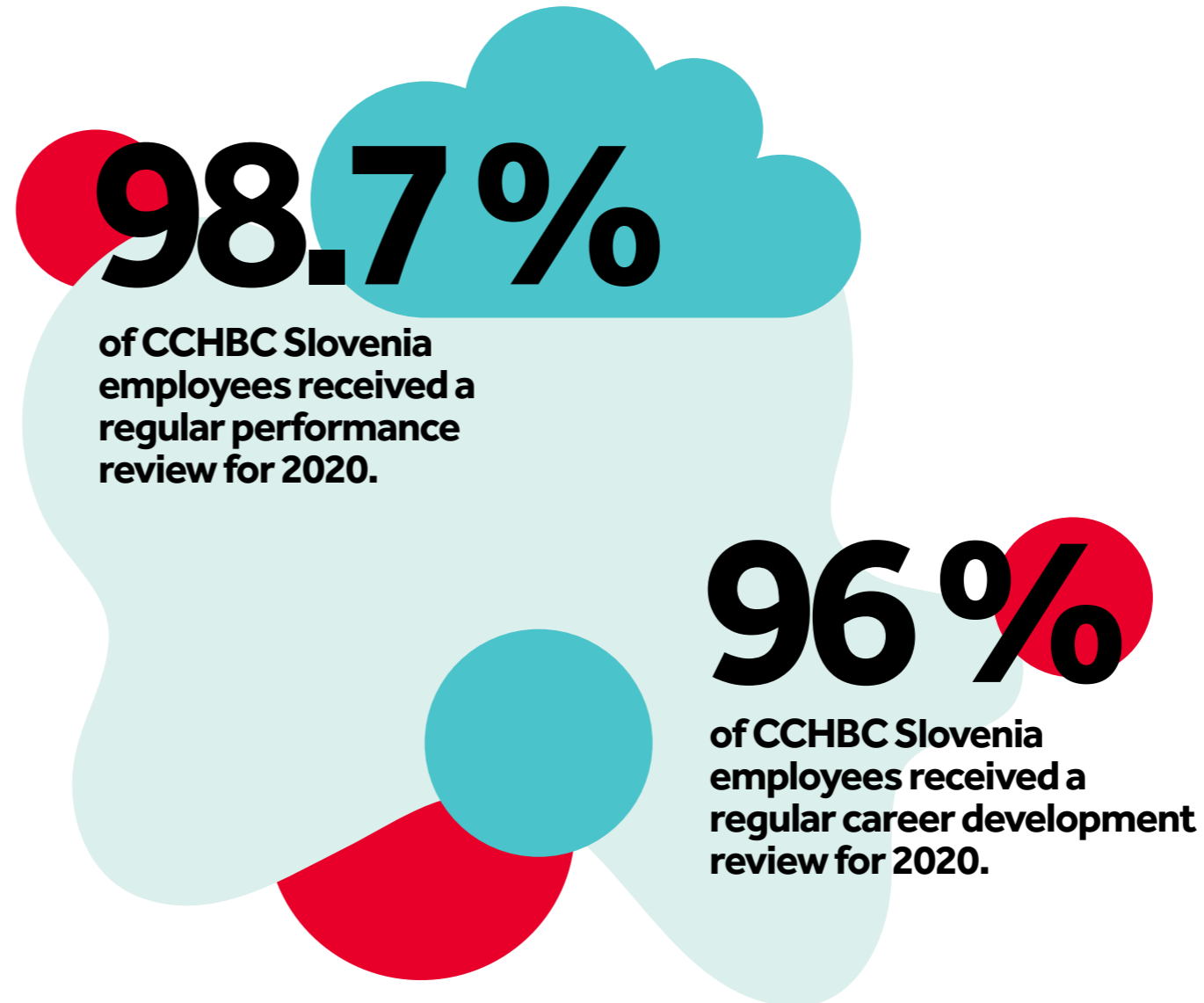
Training hours		On average 17 hours of training per employee
Internal training hours: 1,387	1387	
External training hours: 42	42	

INFORMATION ON EMPLOYEES AND OTHER TYPES OF EMPLOYMENT

Total number of employees by employment contract type (permanent and temporary)	72 permanent and 13 temporary
Total number of employees by employment type (full-time and part-time), by gender	100% full – time (39 female, 46 male)
Other workers	12 workers hired via an agency for seasonal workers

**What we offer to upgrade employee skills
(available to all employees):**

- Hundreds of eLearning courses, video playlists, external materials via an internal learning platform (Personal Learning Cloud) in our internal HR system HELO provided by Cornerstone OnDemand. HELO (Hiring, Empowering, Learning, Online) is a learning platform where all functional training hours are recorded and made available.
- Classroom trainings focusing on a particular skill delivered internally by our Leadership & Culture team.
- Mentoring and coaching platform. In the HELO system employees can choose from a pool of available international internal mentors and coaches and start a mentoring/coaching relationship to work on particular skills.
- External trainings & coaches on demand. Every employee can request a specific external training or coach in agreement with their line manager and HR business partner.
- Mandatory legally required trainings (mainly relates to supply chain & legal functions)



"SAFETY IS EVERYONE'S BUSINESS" ¹³

Management system and responsibilities related to H&S:
CCHBC Slovenia has no production plant and it is a relatively small entity with business limited to marketing, warehousing, transport and offices. However, the organization still follows different H&S-related regulations such as the H&S Policy, the Fleet Safety Policy and the Stop-the-work Procedure.

Hazard identification, risk assessment and incident investigation:
Together with the external H&S specialist Komplast, the organization has conducted risk assessments for all work to be done, specific tasks and working environments/ conditions for each position. The risk assessments are shared with employees to make sure that all employees are familiar with job-related risks.

Responsibility on management level:

- Surveilling and controlling a safe work environment for subordinates.
- Making sure that H&S projects and operative costs are planned and sponsored as per risk assessments.

Responsibility on employee level:

- All employees are trained and will respect and act in alignment with safety instructions for specific job descriptions. In 2019 and 2020, 100% of employees were included in the H&S system.

Responsibility of contractors when working on CCHBC Slovenia premises:

- Understanding the H&S culture.
- Permanent contractors are involved in the CCHBC H&S system and part of our program and procedures.

HAZARD IDENTIFICATION, RISK ASSESSMENT AND INCIDENT INVESTIGATION		
INCIDENTS occurred (injuries on premises or during work-related travels)	UNSAFE BEHAVIOR OR RISK is recognized	Regular H&S SUPERVISION
<div>1. Incident is reported to the nearest colleague, line manager or person in charge of occupational safety.</div> <div>2. First aid is provided and a medical institution contacted.</div> <div>3. A local investigation takes place.</div> <div>4. Outcome: Corrective Action Plan (CAP) with root cause analysis and a remedial action plan for each injury.</div>	<div>Channels to report:</div> <ul style="list-style-type: none">• Directly to a line manager and the H&S supervisor• Behaviour-based safety observers• Near-miss report via email• H&S supervisor while performing checks with external H&S expert (Komplast)• H&S survey (internal audit at the end of the year)	<div>There are robust internal and external controls, inspections and regular monitoring of employees' behaviour to ensure that prescribed safety procedures are respected.</div>
Information on injuries is sent to all relevant departments including senior management, relevant public authorities (Labour Inspectorate) as well as the CCHBC AG Work Safety Manager.	All supervision program findings are collected, a Corrective Action Plan is developed and assigned to relevant responsible persons plus monthly follow-ups.	

HEALTH AND SAFETY is priority number one. Zero (injuries) is possible!

¹³ GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-9

Health and safety programmes:

Programmes implemented in relation to health and safety include two annual campaigns for health and safety at work, the Top 10 Fatality Programme, the Fall Prevention Programme, Occupational Safety Discussions, the Almost-an-Accident Programme, the Safe Driving Programme, Axonify, the Behaviour-Based Safety Programme and the Employee Reward Programme.

Employee participation, consultation and communication with regard to occupational health and safety:

- Quarterly meetings held between H&S representatives and trade union.
- Employees can express their opinions via H&S surveys.
- A group of employees (committee) responsible for safety at work is a group of employees established for safety-at-work purposes that constitutes a link between the employer and employees.
- Monthly meetings between employees and the company’s top management (assemblies) where all employees have the opportunity to share their opinion or ask a question, receive an immediate response. Assemblies became standard procedure during the COVID-19 pandemic and were used to share information and instructions on pandemic-related measures.

COVID-19 and dealing with the crisis

The Incident Management and Crisis Response Team met on a regular basis to assess the Covid-19 crisis and developments and to decide on steps to prevent the virus from spreading on our premises. Decisions on purchasing personal protective gear were made centrally and safe behaviour instructions were prepared and shared with all employees.

Risk assessments and health risk assessments prepared together with external H&S partners were updated following local government instructions and Group guidelines. The company put together a COVID-19 protocol based on various risk assessment scenarios.

Programmes and initiatives by departments

LOGISTICS	SALES	WORKING FROM HOME	
H&S training	<ul style="list-style-type: none">• H&S minutes in HGMM (monthly)• Online refreshment training for salespeople	<ul style="list-style-type: none">• Risk assessment• Communication training regarding safe work from home• Ergonomic office chairs and computer setups available for employees	<ul style="list-style-type: none">• Life-Saving Rules (Pravila, ki rešujejo življenje) is a project that is implemented in all departments.

NUMBER OF H&S-RELATED INCIDENTS

	2019	2020	INCIDENT DESCRIPTION	EMPLOYEE INVOLVED
Number of fatalities	0	0	-	
Number of severe injuries	0	0	-	
Number of light Injuries	2 (LTA rate: 1.06)	0	Traffic accident	Business developer (BD) in sales
Number of incidents related to contractors ¹⁴	0	0	-	

As described above, a Corrective Action Plan is created, communicated and followed up on for each injury. The top management is involved in creating and communicating Corrective Action Plans.

¹⁴ Total working hours of contractors in 2019: 48,488 hours, in 2020: 51,029 hours



HUMAN RIGHTS, INCLUSION & DIVERSITY ¹⁵

HUMAN RIGHTS are an essential part of our licence to operate. Guided by international human rights principles, instruments and conventions, Coca-Cola HBC has a Human Rights Policy as well as an Inclusion and Diversity Policy in place. More about these policies can be found in the chapter on compliance.

DIVERSITY AND EQUAL OPPORTUNITY:

We value the diversity of our people and the contributions they make. We are dedicated to maintaining workplaces that are free from discrimination or harassment based on race, sex, colour, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace. These principles apply not only to company employees but also to the business partners we work with. Related policies are: Human Rights Policy (including Managers' Guide), Inclusion and Diversity and Anti-Harassment Policy, Code of Business Conduct.

Several key strategic initiatives related to diversity & equal opportunity have been implemented:

1. Signing of Diversity & Inclusion (D&I) Mission and Vision Statement (November 2020) and agreement on our priorities and targets.
2. We established a cross-functional Diversity & Inclusion Council in 2020 to ensure that all our employees are treated with respect with regards to all their individual differences in terms of gender, age, culture, skin colour, disability, family or marital status, sexual orientation, religion, race, political affiliation or any other characteristic making them unique (two employees from Slovenia are part of the D&I Council).
3. Quarterly D&I dashboard review routine established with the council.
4. Diversity and equal opportunities are regularly featured in our monthly external communication & employer branding plans enhancing our narratives and key achievements and a regular part of our youth internship programmes.
5. Improved gender balance ratio during selection process.
6. We have developed the diversity & inclusion slogan "Unique Together" to respect our people's individual needs and differences and to foster an environment where each employee is respected and included.

Incidents of non-compliance with the D&I Policy or any other conduct that affects inclusivity and diversity should ordinarily be reported to line managers in the first instance. Such incidents may alternatively be reported to one level above or to a member of the Legal Department in Croatia or the Human Resources team for Bosnia-Herzegovina and Slovenia. We are committed to dealing with any such complaints promptly and thoroughly and with as much confidentiality and sensitivity as possible.

¹⁵ GRI 405-1, 405-2

8 Our Environmental Impact

**EARNING OUR LICENCE
TO OPERATE**



MANAGEMENT APPROACH

Environmental protection and the sustainable use of natural resources, improving environmental management and preventing environmental pollution are some of the more significant challenges for all companies on the path to a sustainable business. Having in mind the most significant impacts of our business on a global level as well as in Slovenia, we are mostly focused on the following areas:

The environmental aspect of our products and their production

The carbon emissions and energy consumption of our fleet and cooling equipment

The world without waste

GOALS (GROUP 2025 COMMITMENTS)

Less emissions in our operations	Less emissions in customer outlets	100% recyclable packaging	More recycled PET	More waste collection	Sourcing
Reduce direct carbon emissions ratio by 30%.	50% of our cooling equipment in customer outlets will be energy-efficient.	100% of our consumer packaging will be recyclable.	Source 35% of the total PET we use from recycled PET and/or PET from renewable materials.	Help collect the equivalent of 75% of our primary packaging.	Source 100% of key agricultural ingredients in line with sustainable agricultural principles.

COCA-COLA HBC SLOVENIA CONTRIBUTION (2019, 2020)

7% reduction of total emissions	54% of our cooling equipment in customer outlets are energy-efficient.	All our beverage packaging is 100% recyclable.	The share of recycled PET material in soft drinks packaging increased from 10% to 18% in 2020 (for products imported from Croatia).	Coca-Cola HBC Slovenia is involved in a collection system (Slopak) and pays a packaging fee for packaging placed on the market to this recovery organisation responsible for packaging waste management.	This goal is calculated at the group level, which is why there is no country-specific data. The group result is 82% in 2020.
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THE ENVIRONMENTAL ASPECT OF OUR PRODUCTS AND THEIR PRODUCTION ¹⁶

Since there is no production plant in Slovenia, we do not have a direct impact on the environmental aspects of the production and packaging of the Coca-Cola products and other products that we distribute. However, as we are part of the Coca-Cola HBC Adria business unit and CCHBC AG, we sell products that follow high environmental standards and policies. In our environmental management we apply internal procedural rules and policies such as the Environmental Policy, the Climate Change Policy, the Packaging Waste Management Policy, the Water Resources Protection and Conservation Policy and the Fleet Safety Policy. Our beverage suppliers are applying the internationally recognized ISO 14001 system, the EWS (European Water and Water Resources Management System) or the AWS (Alliance for Water Stewardship). Our business is also fully compliant with applicable laws and regulations regarding environmental protection. We did not have any inspections or penalties related to environmental protection in 2019 and 2020. The main environmental aspects of our products are:

SUSTAINABLE PACKAGING

Packaging plays a key role in maintaining the top quality and safety of our products in the supply chain for end consumers. The focus is on:

Using packaging with less weight

Using recycled/recoverable product packaging materials

Encouraging consumers to properly dispose of packaging and raising awareness of the importance of separately collecting packaging materials

Based on the Lightweighting Programme, the weight of 2L PET packaging for finished products imported from Coca-Cola HBC Croatia has been reduced by 22% since 2004 and the weight of 0.5L PET bottles by 19% since 2006. Thanks to the Lightweighting Programme, our products have a new, shorter threaded part of the PET bottle "1881", which allowed us to reduce the weight of the plastic caps used on these bottles by up to 15%. The weight of returnable glass bottles for key product categories was reduced by 9%.

As of 2020, the Forest Stewardship Council (FSC) symbol and the message "Carton from proven responsible sources" can be found on KeelClip packaging. Products with this symbol are made from a mixture of FSC-certified forest materials, recycled materials and/or wood under FSC supervision.

Under Directive (EU) 2019/904 of the European Parliament and of the Council of 5 June 2019 on the reduction of the impact of certain plastic products on the environment, producers are required to visibly state the following on the labels of all PET bottles and cans: "RECYCLE ME 100% READY FOR RECYCLING". The aim of providing information on the essential characteristics of packaging or the appropriate waste disposal method is to raise awareness to prevent the generation of and reduce such waste to ensure the circular use of PET bottles and cans. This will have a direct positive impact on the collection rate, the quality of the material collected and the quality of the recyclable, creating time for industrial recycling and the recycling market and supporting the achievement of packaging waste recycling targets set out in Directive 94/62/EC.

the weight of 2L PET packaging has been reduced by

22 %

since 2004

the weight of 0.5L PET bottles has been reduced by

19 %

since 2006

¹⁶ GRI 303-1

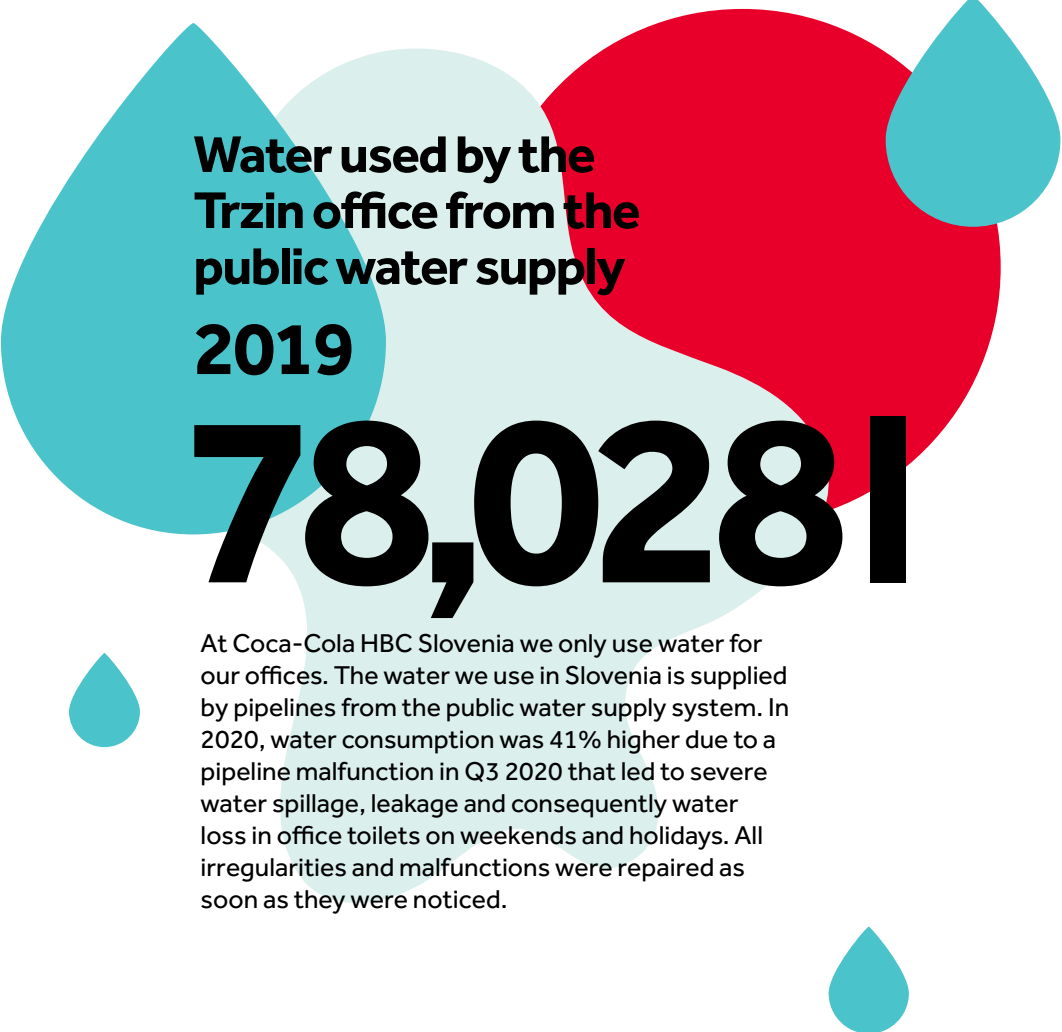
WATER STEWARDSHIP

Water resources management is one of the key factors in maintaining and improving the sustainability of our business. In addition to being the basic ingredient of our products, water is also crucial in Coca-Cola's production processes and necessary for the cultivation of agricultural products that are part of our products. Responsible water resources management in all Coca-Cola processes and our supply chain is an issue of paramount importance to our business. A detailed Source Vulnerability Assessment (SVA) was performed for each Coca-Cola HBC bottling plant, based on which the Source Water Protection Plan (SWPP) was developed to ensure their sustainability. Internationally, Coca-Cola HBC AG is one of the signatories of the UN Global Compact and its CEO Water Mandate initiative. This initiative aims to manage water sustainability issues in the areas in which it operates as well as supply systems and communities, and to work closely with governments and NGOs to shape public policies in this area. Coca-Cola HBC also collaborates with the Water Footprint Network, a global platform that connects various stakeholders in the sustainable and efficient use of water resources.



20%

Having enough affordable water of suitable quality is essential for human health and ecosystems. The Coca-Cola HBC Group has committed itself to reducing water use in facilities located in high-risk areas by 20% by 2025.



78,028 l

Water used by the Trzin office from the public water supply 2019

At Coca-Cola HBC Slovenia we only use water for our offices. The water we use in Slovenia is supplied by pipelines from the public water supply system. In 2020, water consumption was 41% higher due to a pipeline malfunction in Q3 2020 that led to severe water spillage, leakage and consequently water loss in office toilets on weekends and holidays. All irregularities and malfunctions were repaired as soon as they were noticed.



**CARBON EMISSIONS
AND ENERGY
CONSUMPTION BY OUR
FLEET, OFFICES AND
COOLING EQUIPMENT ¹⁷**

Climate change is leading to potential risks to our operations in terms of reduced available resources (e.g. water, fruit and sugar) and rising energy prices, but it also poses risks to our suppliers, customers and the communities to which we belong. Addressing the challenges of climate change leads us into an open dialogue with suppliers in order to reduce CO2 emissions throughout the value chain. Coca-Cola HBC Slovenia has pledged to reduce its energy consumption and the overall impact of its emissions. The largest amount of energy used by CCHBC Slovenia can be attributed to its transport fleet and cooling equipment

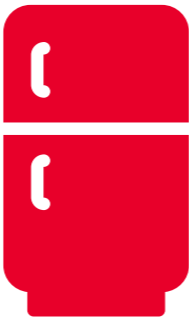
**Compared to 2019,
CCHBC Slovenia
reduced total CO2
emissions in 2020 by**

7%



**The total energy
consumption of
CCHBC Slovenia in
2020 vs. 2019 was
decreased by**

13%



**Compared
to 2019, CO2
emissions from
vehicles were
reduced in 2020 by**

14%



OUR GOALS

CO2 REDUCTION

Coca-Cola HBC Group has committed to reducing the direct carbon ratio by 30% by 2025.

- How?
- Increasing energy efficiency
 - Switching to clean energy sources
 - Reducing emissions across the value chain
 - Introducing new technologies with low CO2 emissions
 - Promoting good practices and raising awareness of the importance of climate change

**ELECTRICITY REDUCTION
AND MORE ENERGY FROM
RENEWABLE SOURCES**

Coca-Cola HBC Group has committed to reducing emissions and for 100% of electricity in Coca-Cola plants (in the EU) to come from renewable and clean sources.

- PHEV, hybrid
- The new generation of cooling equipment is equipped with Electronic Management Device (EMD) and LED lighting

¹⁷ GRI 302-1, 302-4, 302-5, 305-1, 305-2, 305-5

Carbon reduction in our fleet:

The Coca-Cola HBC Group has committed to reducing the direct carbon emissions ratio by 30% by 2025. Below table shows the CO2 emissions of Coca-Cola HBC Slovenia (offices and fleet).

The identified significant environmental impacts that occur during the distribution of our products are fuel consumption and gas emissions. In accordance with the Fleet Safety Policy, Coca-Cola HBC Slovenia vehicles should not be older than four years. All our vehicles meet the minimum requirements of the Euro 6 standard. The fuel consumption and mileage of Coca-Cola HBC Slovenia's vehicle fleet, which consists of light and exclusively diesel-fuelled vehicles, is monitored to minimize the emission of harmful gases.

¹⁸ All vehicles are diesel-fuelled vehicles.

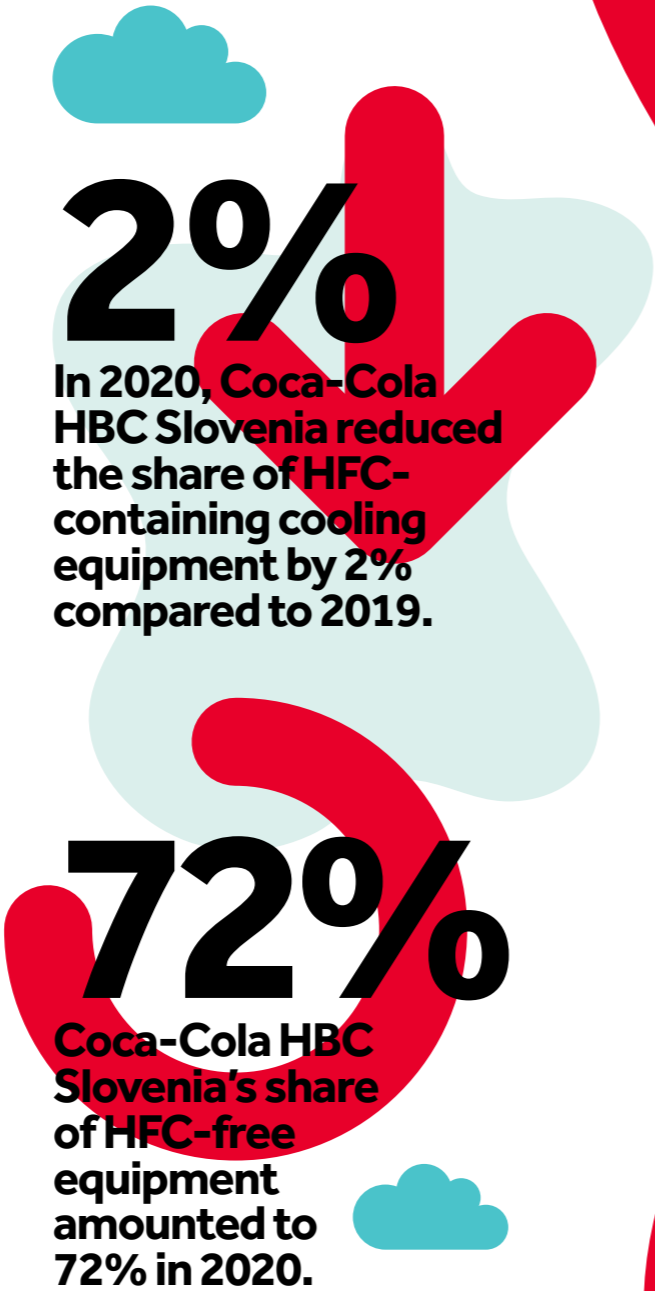
CO2 emissions	2019	2020
Number of vehicles used by Coca-Cola HBC Slovenia	81	78
Total fuel consumption (L)	142,126	112,815
Total average consumption L/100 km	6.4	6.6
CO2 emissions by vehicles used by Coca-Cola HBC Slovenia (in tons)	380.39	301.89
CO2 emissions by vehicles of subcontractors (in tons)	470.53	424.53
Total CO2 emissions (in tons)	850.92	726.42
Number of km driven by vehicles used by Coca-Cola HBC Slovenia	2,217,148	1,708,375
Total mileage third party trucks (km)	1,034,808	1,094,171

VEHICLES OPERATED BY THE FLEET DEPARTMENT THROUGH OPERATING LEASES ¹⁸	2019	2020
Number of management cars	24	23
Number of sales cars	57	55
TOTAL number of vehicles (management + sales cars)	81	78
Kilometres driven by management cars (km)	920,137	551,307
Kilometres driven by sales cars (km)	1,297,011	1,157,068
TOTAL kilometres driven (km)	2,217,148	1,708,375
Fuel consumption by management cars (L)	58,200	31,640
Fuel consumption by total sales cars (L)	83,926	81,175
TOTAL (management + sales cars) diesel (L)	142,126	112,815
CO2 emissions by vehicles used by Coca-Cola HBC Slovenia (in tons)	380	302
CO2 emissions by vehicles of subcontractors (in tons)	470	425
Total CO2 emissions (in tons)	850	727
Total mileage third party trucks (km) (diesel)	1,208,272	1,094,171

THIRD PARTY FLEET, MILEAGE DISTRIBUTION TRUCKS	2019	2020
Km driven by diesel-fuelled distribution trucks (km)	1,208,272	1,094,171

Carbon reduction in cooling equipment:
 Coca-Cola HBC Slovenia follows The Coca-Cola Company decision on the use of new cooling equipment that is free of hydrofluorocarbons (HFC-free). By excluding cooling equipment containing HFCs, The Coca-Cola Company demonstrates rapid adaptation and how soft drink manufacturers can act to preserve the climate. The Coca-Cola HBC Group has committed to 50% of its refrigeration equipment installed at points of sale being energy-efficient by 2025. All new cooling units put on the market by Coca-Cola HBC Slovenia are HFC-free and two solutions are currently in use: hydrocarbon refrigeration equipment in smaller refrigeration equipment and carbon dioxide (CO2) in larger capacity equipment. CO2 is a safe, reliable and energy-efficient alternative with positive characteristics as a refrigerant. These alternatives do not damage the ozone layer and are 1,430 times less harmful to the climate than typical HFCs. In 2020, Coca-Cola HBC Slovenia reduced the share of HFC-containing cooling equipment by 2% compared to 2019. The share of HFC-free equipment amounted to 72% in 2020.

When purchasing new cooling equipment, its energy efficiency is considered. The new generation of cooling equipment is equipped with Electronic Management Devices (EMD) and LED (Light Emitting Diode) lighting, which help reduce electricity consumption.



NUMBER OF COOLING DEVICES ON THE SLOVENIAN MARKET BY DIFFERENT COOLING GASES		2019	2020
CFC/HFCF (chlorofluorocarbon/ hydrochlorofluorocarbon)		0	0
HFC (hydrofluorocarbon)		2,981	2,653
HC (hydrocarbon)		6,793	6,920
CO2		59	62
Total		9,833	9,635
% HFC-free		70	72

NUMBER OF REFRIGERATION DEVICES WITH HIGHER ENERGY EFFICIENCY ON THE SLOVENIAN MARKET		2019	2020
EMD	With EMD	6,516	5,179
	Without EMD	3,317	4,456
LED	With LED	6,516	5,179
	Without LED	3,317	4,456

ENERGY CONSUMPTION TRZIN OFFICE	UNIT	2019	2020
Electricity consumption	MJ	454,990	402,505
Thermal energy consumption	MJ	107,011	85,632
Total energy use (electricity + natural gas)	MJ	562,001	488,137



WORLD WITHOUT WASTE AND OUR IMPACT ¹⁹

Waste management is a key part of the Environmental Policy established and implemented at Coca-Cola HBC Slovenia. The requirements of local environmental laws and the KORE EOSH requirements of The Coca-Cola Company are strictly implemented.

The vision of World Without Waste:
“We aim to help collect and recycle a bottle or can for every bottle or can we sell by 2030.”

Approach to waste management
Prevention of waste generation
Reducing waste
Reuse
Recycle

Waste management is crucial for our sustainability performance since we recognize our responsibility to help solve the global plastic waste crisis. World Without Waste is an ambitious sustainable packaging initiative by The Coca-Cola Company that aims to create systemic change by means of a circular economy for packaging alongside our bottling partners. Although Coca-Cola HBC Slovenia does not have a production plant, we are aware that our impact lies in selling products and facilitating waste generation on the part of customers and consumers.

In line with our approach, we increase the efficiency of projects to reduce waste generation and increase recycling rates. Our ultimate goal is zero waste to landfills. The PET packaging of our products contains 18% recycled resin. We keep records of all waste types generated in our business processes. We keep records of waste removal and disposal to authorized waste management companies as well as other waste-related legal documents. All waste that can be reused is handed over to authorized waste management companies.

WASTE FROM THE MARKET

Customer waste handed over to authorized waste management companies for disposal	ENOTA	2019	2020
Non-hazardous: material unsuitable for consumption and processing	kg	26,440	25,260
Non-hazardous: paper, cardboard	kg	2,580	1,130

Read the World Without Waste Report by The Coca-Cola Company:
www.coca-colacompany.com/reports/world-without-waste-2020

¹⁹ GRI 306-1, 306-5

9 Being Part of The Slovenian Community

EARNING OUR LICENCE
TO OPERATE





MANAGEMENT APPROACH

A key part of our strategic approach is our commitment to investing in the local community and to improving the quality of life of those living in it. Social responsibility and the principles of sustainable business operations are not fully achievable without, as we say, “giving back to the community”. Our goal is to behave responsibly and to involve our stakeholders, including the local community, in programmes for sustainable development. We operate locally on the Slovenian market and we are happy to collaborate with amazing and inspirational Slovenian partners and organizations. Through such collaborations we are in a better position to understand the communities we operate in, their potentials, needs and struggles.

Over the years, our charitable donations and other community investments have evolved from standalone philanthropic initiatives to long-term programmes closely linked to business priorities and material issues. While we continue to work on issues of local relevance in specific markets, particularly emergency relief, we have prioritised two areas that are of critical importance on the Slovenian market: Youth Empowered and World Without Waste.

MISSION SUSTAINABILITY 2025 COMMITMENTS

GOALS (GROUP 2025 COMMITMENTS)	SCALE UP #YE FLAGSHIP PROGRAMME	VOLUNTEERING
	#Youth Empowered – train 1 million young people	10% of employees will take part in volunteering initiatives.
COCA-COLA HBC SLOVENIA CONTRIBUTION (2017 - 2020)	411 young people from Slovenia participated in the programme	In 2018, 2019 and 2020 our employees partook in several volunteering campaigns.

We regularly seek the views and opinions of the local community as one of our key stakeholders. At the level of the Adria region, we have a procedure for addressing consumer complaints and concerns. In Slovenia, consumer concerns can be raised via email to infoslo@cchellenic.com or via our free helpline at 080 1230.

OUR COMMUNITY PROJECTS ²⁰

Youth Empowered is a youth-empowering project. Youth development is a key area of our community investment. Together with our partners we want to contribute to social progress and help young people thrive. Faced with the high unemployment rate among young people in many countries in which Coca-Cola HBC does business, a number of activities have been launched to support the community, empower young people and contribute to addressing this issue. Youth Empowered is an educational program designed for unemployed young people who are motivated to acquire new skills to better compete on the labour market.

The project was initially launched in Slovenia as Coca-Colina priložnost za mlade in partnership with the Olympic Committee of Slovenia to help young athletes acquire new knowledge and skills to further develop their professional sports careers and to develop the necessary skills and capabilities to compete on the labour market. From 2018 onward, the program was extended to the wider population, i.e. to young people aged 18 to 35, focusing on unemployed people outside the education and training system and vulnerable groups. The further expansion of the project was planned in 2020 to include cooperation with high schools to empower young people at the end of their secondary education. Due to the COVID-19 pandemic, the project was temporarily put on hold and then continued online in October 2021.

²⁰ GRI 413-1

Number of young people trained					
Year	2017 (pilot phase)	2018	2019	2020	TOTAL
Total people trained	48	199	164	-	411

SKILLS ACHIEVED: Soft skills that include communication skills, networking, self-development and self-assessment, receiving and providing feedback. Business skills that include financial literacy, business planning, project management, sales and negotiation skills.

WHO SHARES THEIR KNOWLEDGE?

- Different entrepreneurs, leaders and consultants
- CCHBC mentors: successful executives of Coca-Cola HBC Slovenia
- In 2020, successful Youth Empowered participants from the previous year.

Coke Summership

Coke Summership is a summer internship program that gives educated, talented and ambitious young people the opportunity to gain their first work experience and business skills in a highly professional environment and to acquire and advance knowledge through practice as well as skills that will help them in their further professional development. Initially, the program was designed to give students the chance to work with mentors on business projects within Coca-Cola HBC Slovenia three days a week and to spend two days a week at lectures held by senior company managers and experts from partner organizations and in interactive workshops and visits. Due to the COVID-19 pandemic and the restrictions that followed, the program was moved to online platforms in 2020, giving interns from three BU Adria markets the chance to work in new digital surroundings and an international environment over the course of four weeks.

7 young people from Slovenia participated in the program in 2020.

Around 50 hours per participant were dedicated to the Coke Summership program in 2020.

Water stewardship initiative launched in Slovenia through the My River Si project

Coca-Cola HBC Slovenia's environmental project "My River Si" was launched back in 2009. It started out as a school contest to increase student knowledge of the Sava River and to increase their awareness about the importance of rivers for community life. In 2016, the initiative was expanded to raise awareness of responsible packaging waste disposal in Slovenia and to raise consumer awareness of the importance of environmental protection. In cooperation with the Tourist Board of Slovenia, touristic organizations in Slovenia and Morigenos, clean-up campaigns were supported and organized along riverbanks, lakesides and coastal areas. NGOs were encouraged to organize clean-up activities and we supported them by spreading the word, providing the required clean-up equipment and supporting local waste collection companies. The best-performing organizers of clean-up campaigns received monetary prizes to enable them to continue their work in the future.

My River Si project results

Year	2019	2020
Number of participants	11,000	—
Collected waste (in tons)	115	—

Volunteering

- As a company, we support the participation of our employees in existing volunteering opportunities during working hours. In 2018, volunteer clean-up campaigns were organized for employees of Coca-Cola HBC Croatia and Slovenia on the island of Krk (Croatia) and in the natural reserve Strunjan (Slovenia). A total of 100 BU Adria employees participated in the clean-up campaigns in Slovenia and Croatia and collected a total of 280 kg of waste.
- Our employees also volunteered as project mentors at Youth Empowered workshops in 2018 and 2019. A total of 13 employees from Slovenia participated as mentors in 2018, followed by four mentors in 2019.
- Volunteering options were limited in 2020 due to the COVID-19 pandemic. However, two of our employees volunteered at the NGO Slovene Philanthropy and distributed food and necessities to homeless people during the pandemic.
- The plan for 2021 was to develop a comprehensive volunteering platform for all three BU Adria countries to encompass volunteering opportunities for all three markets.

Donations and sponsorships

We support numerous community projects and activities that focus on the development of young people and environmental protection. During the COVID-19 pandemic in 2020, Coca-Cola Slovenia contributed through The Coca-Cola Foundation, the philanthropic branch of The Coca-Cola Company, to relief efforts in Slovenia by redirecting part of its funds to community relief programmes, medical supplies and equipment during the outbreak phase. We thus donated EUR 83,500 (USD 100,000) to the Slovenian Red Cross to help support the fight against COVID-19 and to support the most vulnerable members of the community. During the holiday season, another EUR 4,500 were donated to the Red Cross to help people experiencing pandemic-related financial difficulties. In addition, a total of 5,000 litres of beverages were donated to the Red Cross and its volunteers to support them while battling the pandemic.

Memberships

In 2018, we signed the Diversity Charter (Listina raznolikosti) initiated by the I.D.E.A.S. (Inclusion. Diversity. Equality. Awareness. Success) project. Coca-Cola HBC Slovenia is a member of the following industry or other associations and national or international advocacy groups:

- American Chamber of Commerce (AmCham Slovenia)
- Chamber of Commerce and Industry of Slovenia (GZS – ZKŽP), including the Beverage Association (ZIP)
- Slovenian Chamber of Commerce
- ODEM GIZ Association for Packaging Waste Advocacy
- Family Friendly Enterprise Certificate by Ekvilib

GRI INDEX

Coca-Cola HBC Slovenia's Sustainability Report for 2019 and 2020 was prepared on the basis of the Global Reporting Initiative's (GRI) Sustainability Standards 2020 (core option). The GRI Standards allow companies to report on their material impacts for a range of economic, environmental and social issues.

DISCLOSURE NUMBER AND TITLE		COMMENTS	CHAPTER IN THE REPORT
GRI 102: GENERAL STANDARDS			
102-1	Name of the organisation	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia
102-2	Activities, brands, products and services	Coca-Cola HBC Slovenia	
102-3	Location of headquarters	Coca-Cola HBC Slovenia	
102-4	Location of operations	Coca-Cola HBC Slovenia	
102-5	Ownership and legal form	Coca-Cola HBC Slovenia	
102-6	Markets served	Coca-Cola HBC Slovenia	
102-7	Scale of the organisation	Coca-Cola HBC Slovenia	
102-8	Information on employees	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia, Employee Wellbeing & Development
102-9	Supply chain	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia
102-10	Significant changes to the organisation	Coca-Cola HBC Slovenia. There were no changes of location, no changes in operations, no facility openings or closings and no expansions.	
102-11	Precautionary principles	Coca-Cola HBC Slovenia follows business unit principles and group guidelines.	
102-12	External initiatives	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia
102-13	Membership of associations	Coca-Cola HBC Slovenia	
102-14	Statement from senior manager	Coca-Cola HBC Slovenia	Welcome Statement
102-16	Values, principles, standards and norms of behaviour	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia
102-18	Governance structure	Coca-Cola HBC Slovenia Corporate Governance	
102-40	List of stakeholder groups	Coca-Cola HBC Slovenia	
102-41	Collective bargaining agreements	Coca-Cola HBC Slovenia	
102-42	Identifying and selecting stakeholders	Coca-Cola HBC Slovenia	About Coca-Cola HBC Slovenia
102-43	Approach to stakeholder engagement	Coca-Cola HBC Slovenia	
102-44	Key topics and concerns raised	Coca-Cola HBC Slovenia	
102-45	Entities included in the consolidated financial statements	Only Coca-Cola HBC Slovenia is included in financial statements.	
102-46	Defining report content and topic boundaries	Coca-Cola HBC Slovenia	Following the Group Mission
102-47	List of material topics	Coca-Cola HBC Slovenia	

GRI INDEX

DISCLOSURE NUMBER AND TITLE		COMMENTS	CHAPTER IN THE REPORT
102-48	Restatements of information	There were no restatements of information.	About the Report
102-49	Changes in reporting	Coca-Cola HBC Slovenia reported on 2019 and 2020 in accordance with the GRI standards (core option).	
102-50	Reporting period	Coca-Cola HBC Slovenia	
102-51	Date of most recent report	Coca-Cola HBC Slovenia	
102-52	Reporting cycle	Coca-Cola HBC Slovenia	
102-53	Contact point for questions regarding the report	Coca-Cola HBC Slovenia	
102-54	Claims of reporting in accordance with the GRI Standards	Coca-Cola HBC Slovenia	GRI Index
102-55	GRI content index	Coca-Cola HBC Slovenia	
102-56	External assurance	By CCH Group standards, Coca-Cola HBC Slovenia is not required to seek external assurance for reports. The company is, however, regularly audited by external auditors with regard to the Group Integrated Annual Report. The Audit is performed annually in selected CCH markets.	

GRI 200 ECONOMIC PERFORMANCE

103-1	Explanation of the material topic	The company's financial statements have been prepared by the Management Board in accordance with International Financial Reporting Standards (IFRS) as adopted by the EU.	Management Approach - under Operating on the Slovenian market
103-2	The management approach		
103-3	Evaluation of the management approach		
201		Coca-Cola HBC Slovenia, Coca-Cola Beverages Holding II B.V. Netherlands	Economic Impact
201-1	Economic performance		
201-4	Direct economic value		
202	Financial assistance received from government	We only reported comparisons between average and minimum wages.	About Coca-Cola HBC Slovenia
202-1	Market presence		
202-2	Ratios of standard entry level wage compared to local minimum wage	Coca-Cola HBC Slovenia	

GRI INDEX

DISCLOSURE NUMBER AND TITLE		COMMENTS	CHAPTER IN THE REPORT
300 ENVIRONMENTAL PERFORMANCE			
103-1	Explanation of the material topic	Coca-Cola HBC Slovenia, Coca-Cola HBC	Management approach – under Our Environmental Impact
103-2	The management approach		
103-3	Evaluation of the management approach		
302	Energy	Coca-Cola HBC Slovenia	Carbon emissions and energy consumption by our fleet, offices and cooling equipment
302-1	Energy consumption within the organisation		
302-4	Reduction of energy consumption		
302-5	Reductions in energy requirements of products and services		
303	Water		
303-1	Water withdrawal by source	Coca-Cola HBC Slovenia	The environmental aspect of our products and their production
305	Emissions	Coca-Cola HBC Slovenia	Carbon emissions and energy consumption by our fleet, offices and cooling equipment
305-1	Direct (Scope 1) GHG emissions		
305-2	Energy indirect (Scope 2) GHG emissions		
305-5	Reduction of GHG emissions		
306	Waste	Coca-Cola HBC Slovenia, consumers, The Coca-Cola Company	The World Without Waste and our impact
306-1	Waste generation and significant waste-related impacts		
306-5	Waste directed to disposal		
400 SOCIAL PERFORMANCE			
103-1	Explanation of the material topic	Coca-Cola HBC Slovenia, Coca-Cola HBC	Management approach – under Taking care of our people
103-2	The management approach		
103-3	Evaluation of the management approach		
401	Employment	Coca-Cola HBC Slovenia	Employee Wellbeing & Development
401-1	New employee hires and employee turnover		
401-3	Parental leave		
402-1	Minimum notice periods regarding operational changes		

GRI INDEX

DISCLOSURE NUMBER AND TITLE		COMMENTS	CHAPTER IN THE REPORT
403	Occupational health and safety	Coca-Cola HBC Slovenia	"Safety is everyone's business"
403-1	Occupational health and safety management system		
403-2	Hazard identification, risk assessment and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation and communication on occupational health and safety		
403-5	Worker training on occupational health and safety		
403-6	Promotion of worker health	Coca-Cola HBC Slovenia	Employee Wellbeing & Development
403-9	Work-related injuries		
404	Training and education		
404-1	Average hours of training per year per employee		
404-2	Programmes for upgrading employee skills and transition assistance programmes		
404-3	Percentage of employees receiving regular performance and career development reviews		
405	Diversity and equal opportunity	Coca-Cola HBC Slovenia	Human Rights, Inclusion & Diversity
405-1	Diversity of governance bodies and employees		
405-2	Ratio of basic salary and remuneration of women to men		
413	Local communities	Coca-Cola HBC Slovenia, Coca-Cola HBC Croatia, The Coca-Cola Company	Our Community Projects
413-1	Operations with local community engagement, impact assessments and development programmes		
416	Customer health and safety	Coca-Cola HBC Slovenia, Coca-Cola HBC	Responsible Marketing & Consumer Health
416-1	Assessment of the health and safety impacts of product and service categories		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		
417	Marketing and labelling	Coca-Cola HBC Slovenia, Coca-Cola HBC	
417-1	Requirements for product and service information and labelling		
417-2	Incidents of non-compliance concerning product and service information and labelling		

THE REPORT WAS PREPARED IN COOPERATION WITH:

IEDC - Bled School of Management

IEDC was founded in 1986 as the first business school of its type in Central and Eastern Europe and is now one of the leading international management development institutions in Europe. We believe in ethical and socially responsible leadership which can be promoted through learning from art, science, sports and other professions, drawing parallels around them and making people reflect. We provide people with world-class management education, inspire them for life-long learning and prepare them to act and add value as competent and responsible transformational leaders in their organisations and society at large.



A School with a View

WISE Institute

WISE is a research and development institute established by IEDC which aims to serve professionals in the field of sustainable business (encompassing business ethics, CSR and sustainability) within rising economies through practice, relevant research, education and networks. WISE connects centres of excellence in China, Germany, Slovenia and South Africa with the common goal to drive integrated sustainability and to facilitate the implementation of best practices within rising economies.



WISE



Impressum

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