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**2019 Sustainability and Socio-Economic Impact Report**  
of the Coca-Cola System in Bulgaria

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# Executive Director's statement



**Juerg Burkhalter**

General Manager

Coca-Cola Hellenic Bottling Company Bulgaria

For 55 years now, we at the Coca-Cola System in Bulgaria have had big dreams and the courage to make our dreams come true every day. Since the bottling of the first Coca-Cola in 1965 in Sofia, the country has stood out on the global map as the first country from the former socialist block to produce the iconic drink and where the label of the drink was first written in the Cyrillic alphabet.

We celebrate the fifty-fifth anniversary of Coca-Cola in Bulgaria in challenging times for the whole world – a period of uncertainty and a need to be strong and resilient. During such times we believe that in spite of the difficulties caused by COVID-19 pandemic, the Coca-Cola System in Bulgaria will continue to do business in the right way by taking care of its employees, ensuring services to its customers and supporting the people on the front line and communities, as we have done for 55 years.

On the pages of this Sustainability Report we look back at 2019 during which, thanks to the dedication and commitment of our employees and partners, we achieved remarkable performance in view of our long-term efforts to protect the environment for future generations and have a positive impact on the country's economy.

Every liter of the 364 million liters of beverage produced in the past year has contributed to a record reduction of water consumption by 5% (to 1.68 liters) from 2018, and a reduction of direct carbon emissions by 19%. We are proud that only for one year we increased the recycling of the generated waste in our production plants to 96%, and the share of energy from renewable sources used by us rose to 31%.

The Coca-Cola System supports € 334 million in value added, overall 0.6% of Bulgaria's GDP. Every euro spent for a bottle of Coke, 70 cents stay in the local economy. Taxes are still the largest single component of the total value added. The System supports 16,200 jobs across its value chain, around 0.5 % of total employment.

Guided by the pursuit of ongoing development, in 2019 we opened the most modern bottling line for PET bottles in all 28 countries within the Coca-Cola Hellenic Group, located in our production center in Kostinbrod. With it, we have turned Bulgaria

into a regional center for export of products to countries like Romania, Serbia and Greece.

In 2019 we continued to refresh and surprise our consumers by adding new product categories to our 24/7 portfolio – fantastic brands such as the drink based on nuts, seeds, fruits and minerals AdeZ, the isotonic sport drink Powerade, Predator Energy and the new addition to the Cappy portfolio – Cappy Joy became part of it.

I cannot hide my joy and admiration for each of our volunteering employees and partners who in the past year continued to take care of the environment and support young people. They dedicated the remarkable 6940 hours to enhance the motivation and work capacities of 2915 youths within the Youth Empowered program and encouraged the separate waste collection during the 13-year old initiative My Green City.

I would like to thank all our employees for the hard work they are doing in support of our customers, partners, consumers and communities. They are a genuine example of the hero who lives in every one of us every day. And this is both the greatest inspiration to move forward and the strongest assurance that we will continue to give our input to the environment, the communities and the economy of every country in which we operate.

# **ASPECTS OF COCA-COLA HELLENIC BULGARIA AND SOCIO- ECONOMIC IMPACT**



# Impact of the Coca-Cola System in Bulgaria in 2019



Coca-Cola is a local business, producing **364 m liters** in one plant and one water facility in Bulgaria

The Coca-Cola System in Bulgaria consists of **5 different** units:

Coca-Cola Hellenic Bottling Company Bulgaria

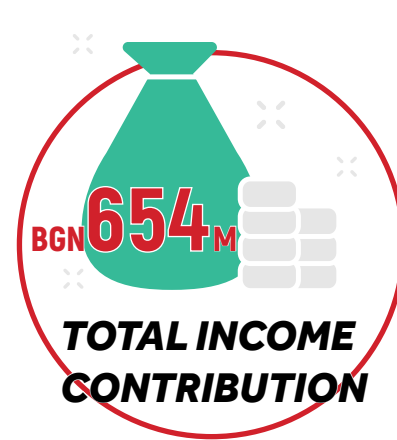
The Coca-Cola Company

Coca-Cola European Partners Shared Services

Coca-Cola Hellenic Business Services Organisation

Coca-Cola Hellenic Group IT Services

The System buys goods and services worth **BGN 127 m** from domestic suppliers



The System generates **BGN 164 m** incomes directly

Indirectly, it supports **BGN 84 m in incomes** upstream and is associated with **BGN 405 m** downstream

The total contribution equals **0,6% of Bulgaria's GDP**  
For every BGN 1 spent on Coca-Cola beverages leads to **BGN 0,70** of incomes in Bulgaria



The System pays **BGN 51 m** in taxes and supports **BGN 250 m** indirectly (of which BGN 154 m in VAT)

The amount equals **1% of Bulgaria's tax income** or the annual educational expenses of more than **102 000 students**



The System employs **nearly 3000 people** in its production plants and offices

Since 2017, the System added **620 employees** to its direct force (more than a quarter increase), and paid **BGN 45 m more in salaries**

The System supports **2000 jobs** upstream and is associated with **11 200 downstream**

Every job in the System supports **5 jobs elsewhere**, of which 1 due to local production, and 4 from local sales

# 2019 for Coca-Cola HBC Bulgaria and sustainable development goals for 2025

In 2018 we set new long-term group-wide goals and each of the twenty-eight countries in the group will contribute to their achievement by setting locally relevant objectives. The table below reflects the progress of Coca-Cola Hellenic Bottling Company Bulgaria in 2019 in relation to the group-wide goals for 2025.

## Goals for 2025 of Coca-Cola Hellenic Group

- ⇒ Reduce direct carbon emissions by **30%**.
- ⇒ **50%** of our refrigerated display cases to be energy effective.
- ⇒ **50%** of the total electricity used in our production centers will be from renewable and clean sources.
- ⇒ **100%** of the electricity used in our plants in EU and Switzerland will be from renewable and clean sources.
- ⇒ To reduce water consumption in the plants located in water-risk areas **by 20%**.
- ⇒ **100%** security in water-risk areas: to help secure water availability for all our communities in water-risk areas.
- ⇒ **100%** of our consumer packaging will be recyclable.
- ⇒ **35%** of the PET material used will be from recycled PET and/or PET from renewable material.
- ⇒ Help collect the equivalent of 75% of our primary packaging.
- ⇒ Source **100%** of key agricultural ingredients in line with sustainable agricultural principles.
- ⇒ Reduce by **25%** the calories per 100 ml of sparkling soft drinks.
- ⇒ Target zero fatalities and reduce accident rate by **50%**.
- ⇒ **50%** of manager positions will be held by women.
- ⇒ **10%** community participants will join first-time managers' development programs.
- ⇒ Train **1 million young people** under the #YouthEmpowered program.
- ⇒ Engage in **20 Zero Waste** partnerships (city and/or coast).
- ⇒ **10%** of employees will take part in volunteering initiatives.

## Contribution in 2019 of Coca-Cola HBC Bulgaria to delivery of the goals

- ✓ We reduced our direct carbon emissions **by 19%** from 2018.
- ✓ **48%** of our refrigerated display cases have energy-saving devices in place.
- ✓ The share of energy from renewable sources in the total energy mix we use will increase to **20%**.
- ✓ The share of energy from renewable sources in the total energy mix we use increased to **31%**, compared with 17% in 2018.
- ✓ Our plants are not located in water-risk areas.
- ✓ Our plants are not located in water-risk areas .
- ✓ **100%** of our consumer packaging are recyclable
- ✓ In 2019 Coca-Cola HBC Bulgaria purchased recycled PET (rPET) for the production of its bottles. The share of purchased rPET in total PET material is **9%**
- ✓ In 2018 we collected the equivalent of **55%** disposal primary packaging.
- ✓ **74%\*** of the key agricultural ingredients in line with sustainable agricultural principles.
- ✓ **2%** increase in the calories per 100 ml of sparkling soft drinks against 2018, which does not exceed the total reduction against 2015.
- ✓ We have no fatalities and the accident rate fell **by 33%** compared to 2018.
- ✓ **35%** of manager positions are held by women .
- ✓ In 2020 we plan to include for the first time community participants in our managers' development programs.
- ✓ **2915 youths** participated in the #YouthEmpowered program in 2019.
- ✓ For 13 years we have been organizing the **"My Green City"** initiative in partnership with Ecopack.
- ✓ **54%** of our employees took part in volunteering initiatives.

\* The number reflects Coca-Cola Hellenic Group achievement for 2019

# Responsible management

As part of Coca-Cola Hellenic Group, we follow a global strategy for delivery of the economic, environmental and social goals common for all the 28 countries in the Group. The principles of risk management are set out in our group strategy and are monitored and discussed both internationally and locally. An important principle in decision-making is adherence to ethical norms and transparency. We apply them when taking internal decisions and in our relationships with external stakeholders. Therefore it is important that all our employees are aware of these principles and know how to act in the event of risk of their violation. We conduct annual trainings in the codes of Competition Law and Policy on an annual basis and 99% of our employees participated in these trainings in 2019. For employees exposed to a greater risk of encountering corruption practices we organize additional trainings.

The participation of our employees in decision-making and in building the corporate strategy is an integral part of our culture. In order to provide them with the necessary information, we promptly inform them of any changes in the company's policy, of the directions pursued by our business, of our partnerships with customers, of the initiatives conducted, and we invite them to proactively participate in these processes.

**28**  
countries in  
the Group



we follow a global strategy for delivery of the economic, environmental and social goals

**99%**

of our employees participated in  
these trainings in 2019



in the codes of Competition Law  
and Policy

# OUR PEOPLE

## Development

We at Coca-Cola HBC Bulgaria believe that our team gives a big competitive advantage to the organization, and therefore we have a strong focus on people. Our care for them starts from their induction into the organization and in the specifics of the job, through the structured process of performance appraisal and preparation of individual development plans and their follow-up, to the recognition of their achievements.

We also work in a targeted way with line managers as our cultural ambassadors of “owners of the business”, towards continuous professional development and strict compliance with the health and safety rules.



In 2019 our company introduced an entirely new model of performance, "Performance for Growth" (P4G), which reflects the strategic priorities of Coca-Cola Hellenic Group. This new process enables each employee to hold regular informal coaching discussions with their line manager in order to discuss targets, work priorities and current individual performance. This helps employees to receive timely feedback and improve their performance with the support of their line managers.





In order to further strengthen the high-performance culture, we started several new P4G modules, targeted at feedback as an instrument of development:

- ⇒ Feedback from the team of the line manager – an anonymous and aggregate evaluation by the employees managed by a line manager, aiming to improve commitment and trust between the line manager and his/her team.
- ⇒ Feedback from colleagues – an anonymous and aggregate evaluation by all colleagues working in the team of a line manager. The results are made available both to the employee for whom the feedback refers and to his/her the line manager.
- ⇒ Feedback from a project team – may be activated at any time by a project leader, and the participants may share their opinion on any member of the team through structured questionnaire.





# Development programs

Our people are at the core of our sustainable growth. The company works purposefully towards development of talents with sustainably high performance and potential which is a necessary condition for achieving our strategic priorities. Talent development programs are a tool we have successfully applied in Bulgaria for over 17 years and which help us train successors for the leadership segments and increase the number of employees transferred to new leadership roles in our organization.





Coca-Cola HBC Bulgaria has implemented and operates several talent development programs:



Management  
Trainee Programme

**Rise Management Trainee**

is a two-year program for development of future leaders, focused on final year students, recent university graduates or talents with short job experience and leadership potential, result-oriented, with communication skills, strong desire for development and a high level of proficiency in English. In the framework of the program, the trainees go through three main phases: "Onboard", "Take off", and "Cruise",

during which they are introduced to the strategy of our company, our organizational culture, business and portfolio, building functional and leadership skills through work on challenging tasks and projects in the functions, participating in various trainings, receiving feedback from different tools and from their managers. The employees who successfully complete the program with high performance and potential continue their development on leadership roles.



**Fast Forward Self 2 Others**

is a one-year program for development of talents – employee specialists with demonstrated high performance and potential for leadership roles. In the framework of

the program, the trainees go through various trainings, work on challenging projects and projects and are entitled to receive feedback, advice and guidance from their mentors. The program enables the talents to prepare for a more successful promotion to a higher leadership position – Team Leader.



**Fast Forward Others 2 Managers**

is a one-year individual program for development of employees from Team Leader to Manager of Managers. In the framework of the program, the trainees go through business challenges, 360 degrees feedback, implementation of an individual development plan, specific

trainings and workshops, business simulation, work with a mentor. The last stage of the program covers development of cross-functional projects and their defense before the management of the company. The program enables the trainees to prepare for a more successful promotion to a higher leadership position – Manager of Managers.



**Fast Forward Managers 2 Function**

is an individually based program for development of talents from Manager of Managers to Functional Manager. Its duration is 18 months. In Bulgaria we introduced the program in 2017. The focus of the program is on the

individual development of each trainee through various activities, including management of an international team and project and its defense before the Group Operational Committee. The program enables the talents to prepare for a more successful promotion to a higher leadership position – Functional Manager.



# Training and Development Week

In 2019 we delivered two editions of the "Training and Development Week" to our employees. Over 800 employees participated in it, being part of various online and offline trainings, receiving more information about the entire set of trainings and materials available to the company, where they can find them and participate in them. The Training and Development Weeks aim to not only train the employees but also build a culture of lifelong learning, self-improvement and development.







# Join the World of Coca-Cola Hellenic

In 2019 Coca-Cola Hellenic launched an innovative campaign, “Join the World of Coca-Cola Hellenic in Bulgaria”, in which the main characters were the employees of the company and the music performer Mihaela Fileva. The aim of the campaign was to demonstrate hands-on the positions of the four major departments of the organization: Sales, Supply Chain, Information Processes and Finance. Together with the performer, our employees recreated the workflows in different departments and teams, recording videos and creating posts and stories in the social channels of the company. The videos were based on scripts of our employees and were part of an interactive digital platform, designed to “introduce”

the participants to the world of Coca-Cola Hellenic in Bulgaria, before the start of the real game in which they learned interesting facts about the company’s life and history. Each of the videos showed different job profiles, reaching out to different target groups of the company. Thus, we saw how Mihaela dealt with the challenges of the complex financial operations as a true financial expert with the support of her colleagues. In her other roles she was confronted with daily situations in the work of a trade representative or an IT specialist developing an advanced solution. The performer also took part in the bottling of the iconic drink in our production center in the town of Kostinbrod.





# ENVIRONMENT



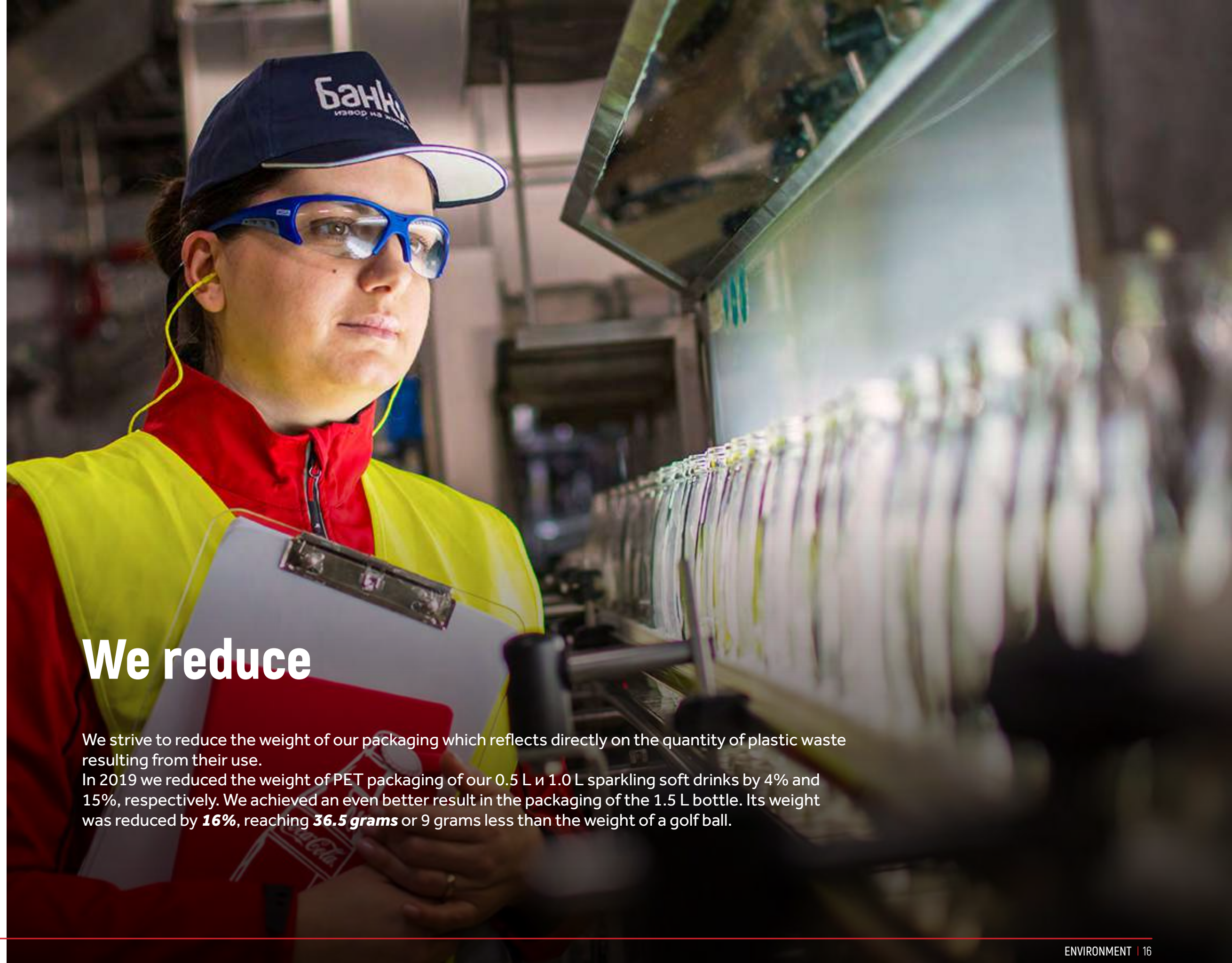
# Packaging, recycling and waste management

Our products are in brand packaging which are recognizable all over the world. We believe that they should not only be the carriers of high-quality products but that they should also carry a strong message in terms of environmental protection.

## We reduce

We strive to reduce the weight of our packaging which reflects directly on the quantity of plastic waste resulting from their use.

In 2019 we reduced the weight of PET packaging of our 0.5 L и 1.0 L sparkling soft drinks by 4% and 15%, respectively. We achieved an even better result in the packaging of the 1.5 L bottle. Its weight was reduced by **16%**, reaching **36.5 grams** or 9 grams less than the weight of a golf ball.







In addition to reducing the weight of the bottles, we cannot stop thinking about removing the heat-shrinkable foil of all multipack can packaging in all European Union markets by the end of 2021. In support of this goal, in 2019 we introduced KeelClip™ – a minimalistic solution for cardboard packaging of cans by using secondary plastics.

By introducing this innovative solution, globally Coca-Cola HBC will be able to save

→ **2000** tons of plastics  
and the amount of paper necessary for packaging activities as well as  
→ **3000** tons of carbon dioxide per annum



All plastic bottles of Bankia mineral water of 0.330 L to 1.5 L are of the **plant-based** bottle type, i.e. they are made of up to 30% plant materials and less CO<sub>2</sub> emissions are released during their production.

In 2019.

→ **87%** of the total material  
used in Bankia production center is  
based on plants.





## We reuse

Every third drink consumed by our customers generates almost no waste. In our production centers in Bankia and Kostinbrod, the glass bottles are returned, carefully washed and filled in again with the favorite drinks of our consumers. Our glass packaging account for slightly above 35% of our marketed packaging. Each bottle is used 2.7 times on average per year and its whole "life", before recycling, is about 4-5 years.



25

In 2019 Coca-Cola HBC began sourcing recycled PET (rPET) in the production of its sparkling soft drinks. 9% of the total PET material purchased by the company in the past year was recycled material.





Difficulties in the process reflect not only the efforts used by Coca-Cola and ECOPACK for separate collection of plastic bottles. In fact, the real challenge is the waste bottles to be reprocessed, so as to get high quality material which meets the strict requirements for food packaging. The use of that type of plastics considerably reduces the carbon, input and energy footprints left by the company. At the same time, this is an extremely ambitious endeavor as the production of recycled PET in practice requires collection, sorting, and reprocessing of one used plastic bottle into a new one or so-called „bottle-to-bottle“ recycling. This way we create a work standard for the future, where recycled PET will be the main constituent part of the bottles. **This vision is closely linked to the main goal of the circular economy, namely to close the cycle of packaging by studying and applying comprehensive opportunities for reuse of recyclable materials.**






# We recycle



We seek to minimize the amount of wastes resulting from our activities, which are carried to landfills. In 2019, we reduced the amount of wastes thrown directly in municipal waste landfills

from **2,15** grams/liter of produced beverage in 2010  to **0,37** grams/liter of produced beverage in 2019

In 2019,

over **504** tons of sludge

from our water treatment plant were used to produce energy, generating

 over **86,4** MWh

or the energy necessary for the annual consumption of about **20 households in Bulgaria.**

Thus, we were able to achieve our goal for 2019 and recycled

 **96%**

of the generated production waste.

The remaining 4% comprise mainly of municipal waste in respect of which there is a discrepancy between our readiness to recycle them, the legal requirements for their treatment and the capacity of the state for their recycling. Therefore in 2020 our focus will be to improve in-house activities for municipal waste management so as to ensure the best possible level of separation on the site of their generation. To this end, we will have communication on this topic with our employees by delivering trainings and different campaigns. In addition, we will take measures to ensure stricter control on municipal waste collection and disposal.





# Water sources and water footprint

Water is a key ingredient in our products. Its quality affects the quality of our beverages. We aim to save it at any stage, to protect the water sources from which we take it, to reuse it, if possible, and where this is not possible – to give it back to nature in the best possible quality.

Our two production centers – in Bankia and Kostinbrod – defended their international certificates in 2019, including the certificate confirming the highest level of conformity to the EWS (European Water Stewardship) standard.

**In 2019 we reduced water consumption by 5% compared to 2018 and reached the record 1.68 liters of water necessary for the production of 1 liter of beverage.** The reduction is equivalent to over 29 million of saved water or the average annual consumption of drinking water by over 800 Bulgarians.



The water that cannot be reused is given back to nature and before that we ensure its waste treatment. Our production center in Kostinbrod operates its own waste treatment plant and the one in Bankia, which only bottles mineral water, carries out neutralization of waste waters which then flow into city sewers.

An important priority in the responsible water use is the utilization of liters which do not enter the bottles, but which are necessary for the production. **The quantity of water that we managed to reuse in 2019 is about 43 million liters, which is equivalent to 38 of water consumption by the households in the town of Kostinbrod.**





An aerial photograph of a large industrial facility, likely a food processing plant or warehouse. The main building has a prominent red roof with white structural lines. Numerous semi-trailers are parked along the side of the building and in a large parking lot to the right. Other smaller white buildings and more trucks are visible in the background. The surrounding area includes fields and some distant residential buildings.

## CO<sub>2</sub> emissions and energy

The reduction of carbon dioxide emissions is an essential commitment at global level. In our business, these emissions are due to energy consumption in our production process and from transportation of our products to customers and their storage in refrigerated display cases for consumers. We work to reduce the emissions from our operations and to improve energy management. The indirect effects on our clients from the improvements we achieve together are extremely important to us. They directly reflect on the level of sales generated and on the energy savings achieved.



The most sizeable investment in 2019 was **the new bottling line for PET bottles** in the production center in Kostinbrod, by means of which we made Bulgaria a regional center for export of products to countries like Romania, Serbia and Greece. The new PET line is the most advanced one in all 28 countries within the Coca-Cola Hellenic Group and is among the five most modern lines of that type in the world.

It is

**25% faster**

than the other bottling lines in our production center and consumes

**20% less**

energy, thereby

→ **doubling our production capacity.**

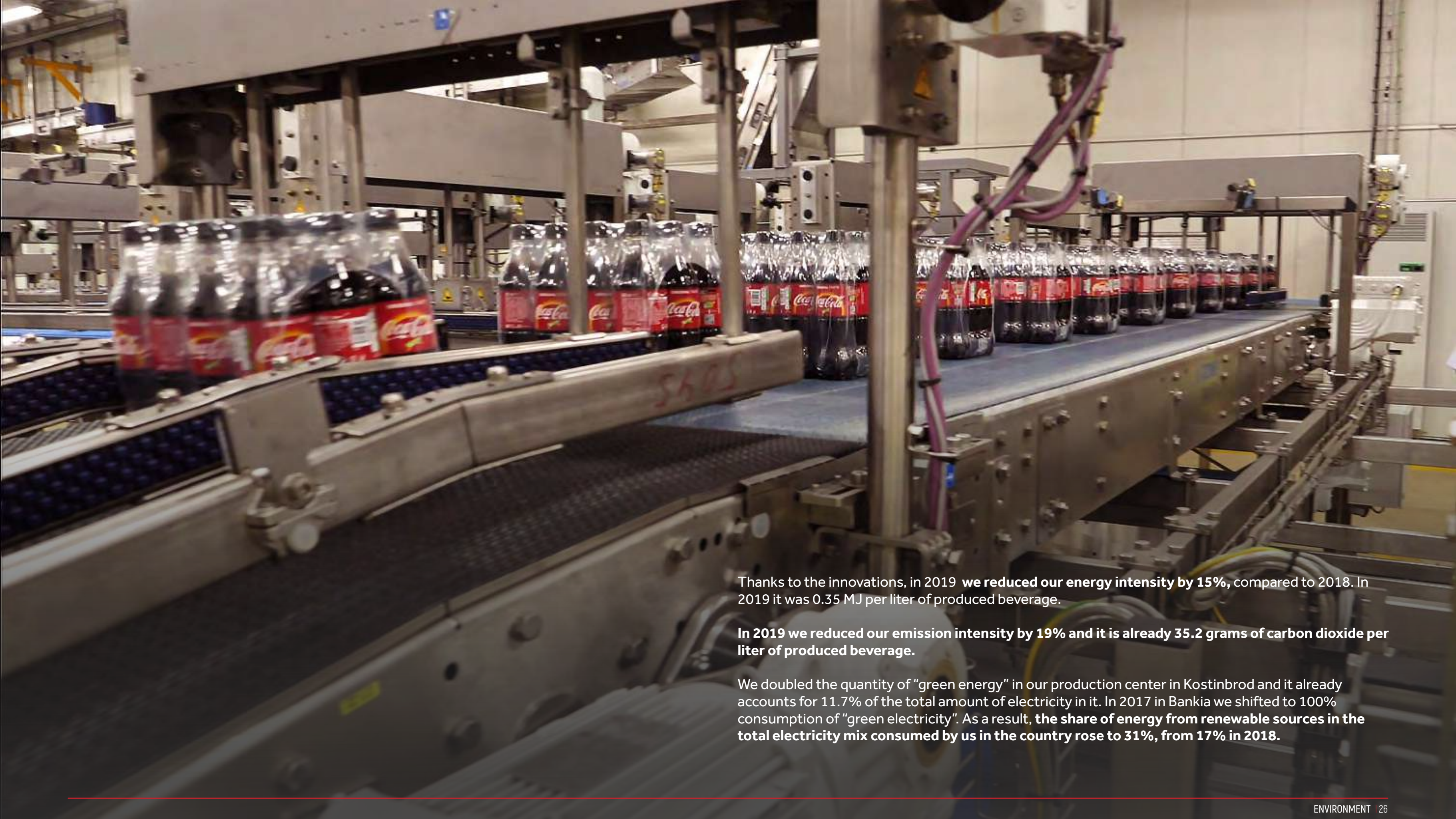
The maximum number of bottles it can produce

**per 1 range** → **from 32 000 and 45 000** 

while the capacity of the PET line it will replace is **10 380 bottles per hour.**

In 2019 we increased the share of energy efficient refrigerated display cases in the market **by 24%**, and it reached **the noticeable 48%**. The new refrigerators have 47% higher energy efficiency than the replaced refrigerators. In 2019 we launched software development of refrigerated display cases which shows which drinks were most preferred by our consumers, thus allowing for further specification of demand by customer. This would enable us to more precisely plan and distribute our drinks.





Thanks to the innovations, in 2019 **we reduced our energy intensity by 15%**, compared to 2018. In 2019 it was 0.35 MJ per liter of produced beverage.

**In 2019 we reduced our emission intensity by 19% and it is already 35.2 grams of carbon dioxide per liter of produced beverage.**

We doubled the quantity of "green energy" in our production center in Kostinbrod and it already accounts for 11.7% of the total amount of electricity in it. In 2017 in Bankia we shifted to 100% consumption of "green electricity". As a result, **the share of energy from renewable sources in the total electricity mix consumed by us in the country rose to 31%, from 17% in 2018.**



# Sustainable sourcing



It is important for us that the partners supplying the inputs necessary for the creation of our products should share the principles we follow concerning the quality of the products and the methods of business management.

→ **94%** of the sustainable sourcing

comes from the Bulgarian or European market and in 2019 we even extended the number of orders to Bulgarian suppliers, whereby the share of our costs to them reached

**70,8%** equivalent to **BGN 123 million**

The criteria introduced for the selection of the suppliers with whom we work are reflected in our Guidance on Operations with Suppliers. In 2019 we introduced a rule for suppliers that have won bigger tenders to be included in EcoVadis (a platform monitoring the degree of incorporation by a company of the principles of Corporate Social Responsibility in its business and management system).

**At the end of 2019, 19 of our local suppliers are part of EcoVadis.** To monitor compliance with all requirements, Coca-Cola Hellenic conducts internal quality audits with a focus on key zones and suppliers.

From 2019 we included questions related to their sustainable development performance.



# HEALTH AND BALANCED LIFESTYLE



# Product quality

To ensure the quality of our products, we follow the best external guidelines, along with the internal requirements of Coca-Cola Hellenic Group. Our production centers in Bankia and Kostinbrod are certified under ISO 9001, 14001, FSSC 22000 and ISOP 45001 standards and hold a golden certificate confirming the highest conformity to the EWS (European Water Stewardship) standard.

The indicators we monitor are created to ensure high-quality and safe product for human health. Such indicator is the so-called recommended age of marketed products. **With the support of our customers, every month we analyze the age of the products which they have in their stores and our aim is to have a product sold before reaching half of its shelf life.**





A man with a short haircut, smiling, is walking on a cobblestone street. He is wearing a dark polo shirt with a small logo on the sleeve and blue jeans. He is carrying a red plastic crate filled with dark glass bottles, likely soda. The background is a blurred outdoor setting with white umbrellas and people, suggesting a festival or market. The right side of the image has a solid red background with white text.

# Customer satisfaction plan

Our joint work with our customers is key to the successful connection with the consumers of our beverages. Therefore, we are pursuing a Customer Satisfaction Plan intended to meet the high requirements of end consumers and add value to our common business with them. **As part of this plan, in 2019 our business brochure reached about 20 000 of our customers.**

We actively facilitate consumers in making an informed choice about the nutrition values of the beverages they would like to drink. Since 2006, on the front of the labels of all soft drinks in our portfolio, there is a GDA scheme with the exact quantity of calories in a certain beverage. In addition, since the end of 2018, on the labels of the packaging of Coca-Cola, Fanta and Sprite we voluntarily indicate not only the calorific value of the beverage, but also provide a color code that helps consumers understand the percentages of sugar, salt, fats and saturated fats contained in the products, against the recommended daily doses of consumption. The multicolor system is identical to the one used in Great Britain and Ireland, which we have supported since 2014.

Interest in beverages with low or zero sugar content has risen in the recent years. The share of these beverages in the total sales volume has increased from 11.1% in 2015 to 20.3% in 2019, or by 20% between 2018 and 2019 alone.



# Innovations

Our expectations about innovations are even higher as the Coca-Cola brand is recognizable all over the world and we seek to deliver against these expectations.



## Vision Picking technology in our warehouse

**Coca-Cola Hellenic is the first bottling company in the Coca-Cola global system to introduce the state-of-the-art solution Vision picking in its warehouses to streamline the process of mixing palettes of different products.**

Vision picking is carried out through smart camera glasses for automatic focusing and control through voice commands and added reality.

We are among the first companies in the sector of fast-moving consumer goods to invest in the innovative technology aimed to improve the efficiency and quality of services to its customers and consumers, and to facilitate everyday work of our employees.



# Real-time quality control system

In 2018 the company implemented this innovative solution first in our plant in Kostinbrod and in 2019 in Bankia. This system of quality monitoring and measuring is an application for statistical gathering and analysis of data generated during the production process regarding important quality parameters such as:

net content, cap opening force (torque), aeration, dry matter. Easy navigation and monitoring of the process by the operators of the production lines enable fast intervention and response, thus opening opportunities to reduce losses and consumer complaints.

SAP  
**HYBRIS**



ANDROID APP ON  
Google play

AVAILABLE ON THE  
App Store

## Web portal for customers

We introduced a last generation web portal for customers Hybris, by which we respond to market trends, business dynamics, while improving the quality of servicing provided to our customers. In the web portal our customers can find our entire portfolio, including visual presentation, recent products and promotions, can manage their orders and payments quickly and at a time that is convenient for them.

Our solution is compatible with all mobile devices and in order to be most convenient we upgraded it with mobile applications for iOS and Android, so as to be closer to our customers 24/7. This is an extraordinary innovation, supported by technology, which enables us to improve servicing and availability in the best possible way.



# Robotic software for higher productivity and efficiency

In 2019 for the first time we developed and implemented robotic software solutions in operational processes, which took over administrative and recurring tasks, operating entirely autonomously.

Ensuring fast repair of our coolers so as to enable our iconic products to reach perfectly cooled the hands of our consumers was one of the challenges we faced in 2019. By implementing the robotic process, we already have 90% automatic processing of the orders for repair, which facilitates the faster repair of the equipment. As a result, we saved 16.7 hours per month or 25 business days per year, which are used by our colleagues for more productive activities.

Another process which is already supported by a robotic solution is the processing of orders for recalling goods from the sales network, the processing of which took 2.53 min per order to our colleagues. Today we can boast of a 100% robotic process which occurs without any delay and gives us 131 days in total per year for more efficient service of our clients, being compliant with all requirements and of immaculate quality.







# Digitalization of documents

As a part of our long-term vision for 100% digitalization and elimination of all hard copies, we ourselves created a brand-new mobile application for electronic signing of documents, which is fully tailored to our needs. Thus, our business developers process the necessary documents only electronically. Our aim is to enhance the productivity of our employees by maximizing the speed and efficiency of all processes and, last but not least, to reduce paper use and take care of the environment.



# Innovations in our product portfolio



## Coca-Cola and Plovdiv together

Coca-Cola and Plovdiv have a long and inspiring history. The city under the hills became the second city in our country in which 55 years ago the iconic drink was first produced and with the logo in the Cyrillic alphabet.

In 2019 Coca-Cola in Bulgaria presented a special gift to the centuries-old city and its guests – a limited series of cans of the iconic drink dedicated to Plovdiv – the European capital of culture in 2019. The series of four thematically designed cans of 0.250 L presented historical landmarks of the city – the Balabanov House, the Ancient Theatre, the Roman Stadium and the Ethnographic Museum.



# Highland Park whisky and Bulgaria

Highland Park, a whisky distillery in the northernmost Scottish archipelagos Orkney, presented the limited series Single Malt Scotch Whisky, bearing the name Bulgaria, dedicated to legendary moments in Bulgarian history. The concept includes a series of 3 barrels with a limited number of collectors' bottles from each barrel, marking 3 key victories of the First Bulgarian Kingdom. "Highland Park Bulgaria 681" marks the year in which the Byzantine Empire recognized the existence of the Bulgarian State after the victory of the army led by Khan Asparuh, "Highland Park Bulgaria 811" is dedicated to the victory of Khan Krum over the armed forces of Byzantine, and the bottle "Highland Park Bulgaria 917"

is dedicated to the triumph of Tzar Simeon on the Achelous in 917. The three barrels are manually selected and approved by the master distiller and differ by size and type. The aged whisky is bottled directly from the barrel, without any water, and the alcohol content is unique and with different alcoholic strength in each barrel.

The Highland Park project, inspired by the fact that Bulgaria is one of the oldest countries in Europe, which has not changed its name since its foundation, is unique globally both with its theme and with the fact that the brand launched products on the market with a label in the Cyrillic alphabet.



**HIGHLAND  
PARK**  
SINGLE MALT SCOTCH WHISKY

681  
БЪЛГАРИЯ



811  
БЪЛГАРИЯ



917  
БЪЛГАРИЯ



**SPECIAL EDITION**



# Adez



AdeZ is the first fully plant-based beverage in the portfolio of Coca-Cola. Based on a combination of nuts, seeds, fruit juices, vitamins and minerals, the beverages with the brand AdeZ do not contain lactose and do not have added sugar – only sugar from the natural ingredients, with a small amount of steviolglycosides, which is a natural sweetener without calories.

# Cappy Joy



The new taste of joy in the Cappy portfolio is Cappy Joy. With plant content of 6-10%, the fruit-based beverage is offered on the Bulgarian market in three flavors: elderberry, red mix and multivitamin.



# Powerade



The isotonic sports beverage Powerade is the third flavor variant in the portfolio of Coca-Cola Bulgaria in the Water category, after Bankia mineral water and spring water Rosa.

Powerade restores electrolytic balance and quenches thirst, restores minerals and carbohydrates lost by the body during sports and active lifestyle, thanks to the advanced system ION4®, which contains four basic electrolytes – sodium, potassium, calcium, and magnesium.

# Predator Energy



Predator Energy is the new energy beverage in the portfolio of the company and is offered in two flavors: Gold Strike & Mean Green.



# Responsible marketing

We are constantly aware of the responsibility we bear when offering our products to potential consumers, particularly the youngest ones. We are among the first companies in Europe to engage not to advertise directly to children below the age of 12 and we consistently ensure compliance with this commitment by monitoring conformity with our in-house Responsible Marketing Policy. In addition, we have an ethical commission within the Soft Drinks Association, as well as a lawyer participating in the National Self-Regulatory Board. We use third party audits to check compliance with our commitment and they confirm our extraordinary compliance (between 90 and 100%), which encourages us to continue our efforts.

As a distributor of alcoholic drinks, Coca-Cola HBC Bulgaria is a member of the Bulgarian Association of Producers, Importers and Traders of Spirit Drinks which sets forth the national policy on the sector's development in the country and also fights against excessive (additive) and unauthorized (aged under 18; pregnant women) use of alcohol. The Association coalesced around a Charter for responsible sale and communication of spirit drinks in the country.





# COMMUNITIES

We believe that for a business to be successful the communities where it operates should develop in a positive direction.

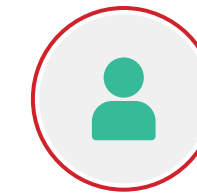
We successfully develop our relationships with non-governmental organizations, local institutions, foreign chambers, employer, industry and any other organizations with whom we are partners and have joint project activities.

It is important for us to build long-term relationships, based on transparency and adherence to ethical rules. Guided by the aspiration for prosperity of our business, we also support our partner suppliers by encouraging local suppliers to extend their business and reach the international market.





In 2019, over



**1 500**

**of our employees**

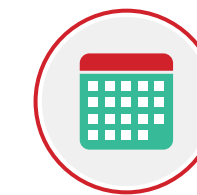
took part in projects and initiatives of the company and invested



**6 940**

**hours in volunteering**  
for causes they believe in.

This is equivalent to



**767**

**workdays**  
or involvement

**of one employee for 3 years and a half**  
only in volunteer activities.



# Youth development and education

## Youth Empowered

Youth support is one of the priorities of the Coca-Cola system. We believe that a key step for a better future is good education, development of the potential of youths and their preparation for a successful career path.

In 2017 the company launched the Youth Empowered program in partnership with the Junior Achievement Bulgaria, focusing on the development of skills among young people, in order to help them smoothly enter the job market after completing their education, and enable their successful professional accomplishment in the country afterwards.





In the past year, **2 915** youths aged **16** and **26** from **18** settlements across the country went through trainings to enhance their working capacities within the program.

Their mentors were



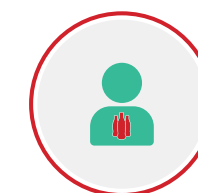
**142**  
**specialists**

who devoted

**1 373** hours

to share their experience and support the youths at the beginning of their professional development.

We are proud that

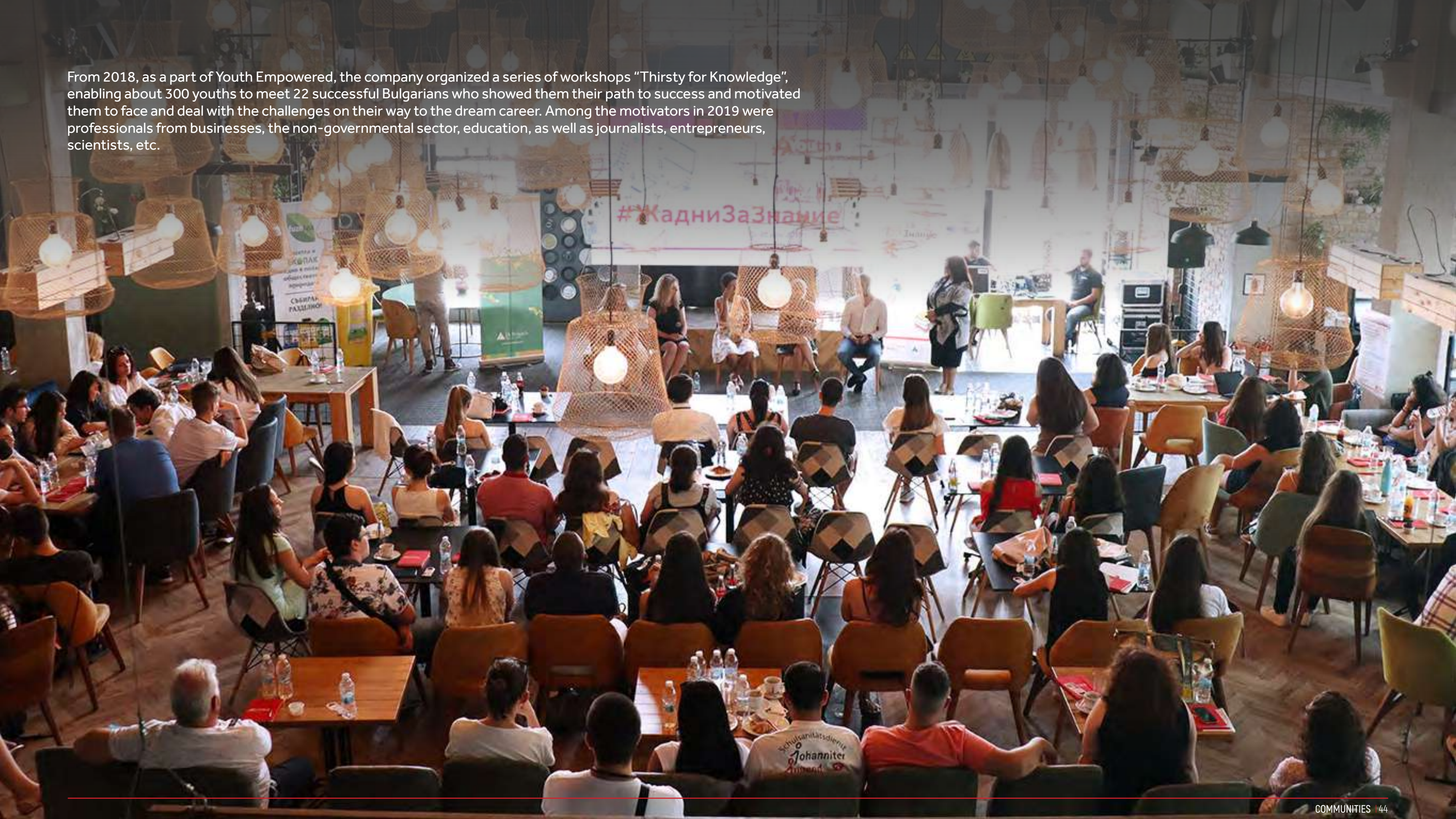


**96**

of these professionals are  
**our colleagues.**



From 2018, as a part of Youth Empowered, the company organized a series of workshops “Thirsty for Knowledge”, enabling about 300 youths to meet 22 successful Bulgarians who showed them their path to success and motivated them to face and deal with the challenges on their way to the dream career. Among the motivators in 2019 were professionals from businesses, the non-governmental sector, education, as well as journalists, entrepreneurs, scientists, etc.





# Teach for Bulgaria

Providing equal access to quality education to every child in Bulgaria is at the core of the partnership launched in 2014 between Teach for Bulgaria Foundation and Bankia brand. In the past year, 104 teachers in 54 schools across the country taught for the program. We are happy that Coca-Cola employees shared their knowledge and experience, participating as guests in classrooms and events of the teachers and pupils from "Teach for Bulgaria".

## Стани част от НЕЩО ПО-ГОЛЯМО

Кандидатствай за учител на [zaednovchas.bg](https://zaednovchas.bg)





# Special class “Production of alcoholic and soft beverages”

In 2019 we launched practical training for the class of Coca-Cola HBC Bulgaria at the vocational high school “Sv. Georgi Pobedonosets” in Kostinbrod. The pupils majoring in “Production of alcoholic and soft beverages” with extensive study of English are taught in the course of 5 years in a facility provided by us and get practical training by qualified lecturers. The investment is part of the engagement of our company to support youth development and ensure quality training for the launch of successful carrier and successful professional accomplishment in the country.

During the practical training we organized for the first time in Kostinbrod production center the pupils were able to get hands-on information about all production units – water processing, syrup unit, mechanics workshop, production and laboratory. Future technologists get the opportunity to gradually put their knowledge into practice, so as to prepare for their future profession. Three of the pupils with the highest grades compete for scholarships provided by the company.





# Environmental protection



## My Green City

In support of a cleaner environment, for 13 years now Coca-Cola in Bulgaria in partnership with ECOPACK Bulgaria organized the "My Green City" initiative.

From 2018 the eco initiative is organized to promote the benefits of separate waste collection and its recycling. "My Green City" supports the global commitment "World Without Waste", the aim of which is to collect and recycle by 2030 the equivalent of the amount of disposable packaging released at the market by the company.



ДАЙ ШАНС НА  
ПЛАСТАСОВАТА  
СИ БУТИЛКА  
ДА ЗАЖИВЕЕ  
ОТНОВО

Моят <sup>зелен</sup> град



С ЕКВИВАЛЕНТА НА СЪБРАНОТО КОЛИЧЕСТВО ОТ 10 СПИРКИ В СОФИЯ  
ЩЕ ПРОИЗВЕДЕМ 3D ПРИНТИРАНИ ПЕЙКИ ОТ РЕЦИКЛИРАНА ПЛАСТМАСА  
ЗА НАШИЯ ГРАД.

КАМПАНИЯТА „МОЯТ ЗЕЛЕН ГРАД“ ПОДКРЕПЯ ГЛОБАЛНАТА ИНИЦИАТИВА НА СОСА-COLA  
ЗА „СВЯТ БЕЗ ОТПАДЪЦИ“, ЦЕЛЯЩА СЪБИРАНЕ И РЕЦИКЛИРАНЕ НА РАВНОСТОЙНОСТТА  
НА ПРОИЗВЕДЕНИТЕ И РЕАЛИЗИРАНИТЕ НА ПАЗАРА ОПАКОВКИ ЗА ЕДНОКРАТНА УПОТРЕБА ДО 2030 Г.

ЕКОПАК

Coca-Cola



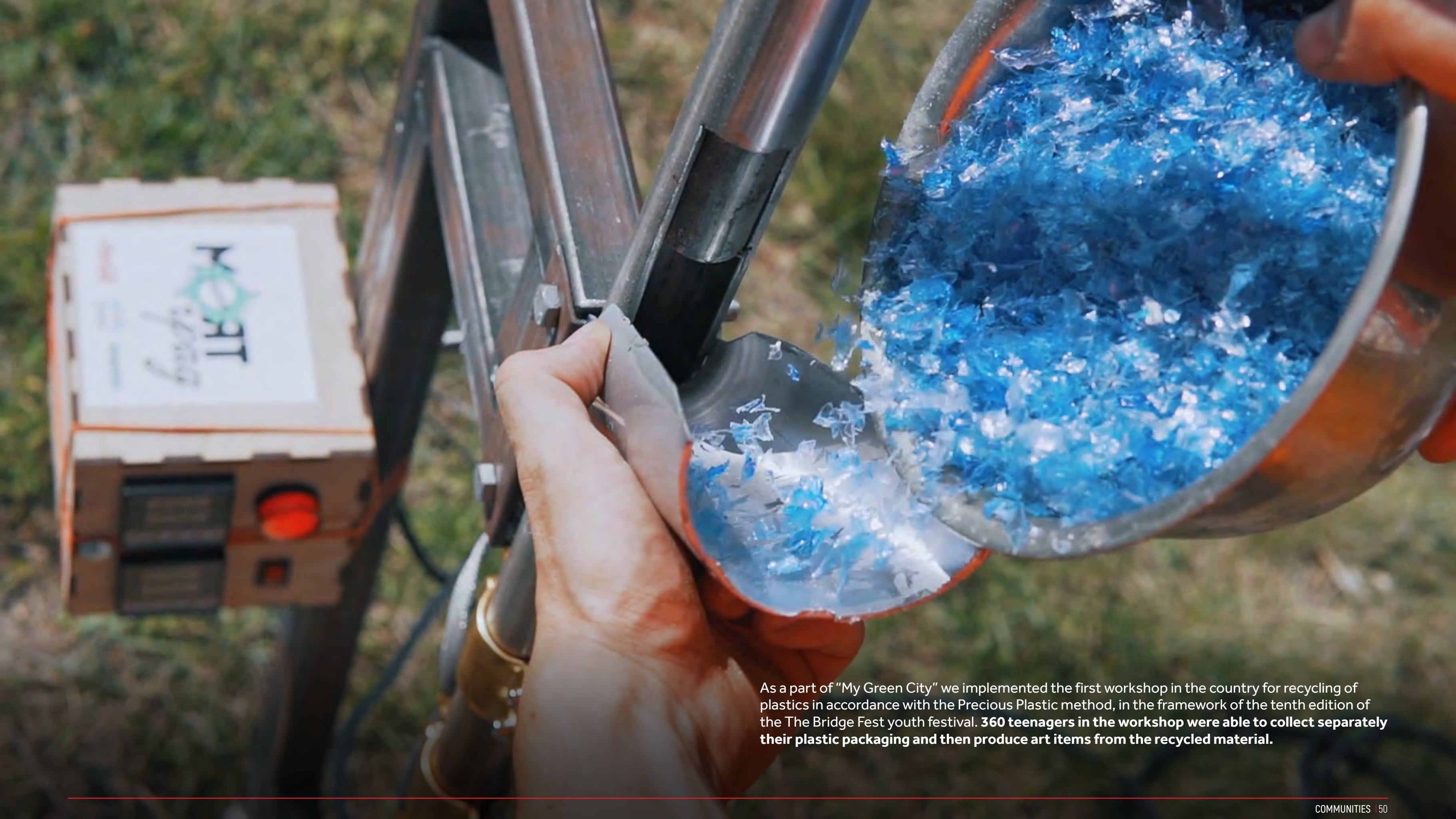
Ten public transport stops in Sofia were transformed into special containers for separate collection of plastic bottles in the spring of 2019. For one month citizens and guests of the capital supported the recycling of over 300 kg bottles.





In the summer, the initiative moved to the sea coast, and jointly with Burgas Municipality, the subdivision of the National Academy of Arts in Burgas and ECOPACK art installations for collection of plastic packaging were created and installed along the sea coast alley in the city. The containers shaped as mussels call on the citizens of Burgas to dispose their wastes on the specially designated places, not in the sea, in order to recycle them and give them a new life.





As a part of “My Green City” we implemented the first workshop in the country for recycling of plastics in accordance with the Precious Plastic method, in the framework of the tenth edition of the The Bridge Fest youth festival. **360 teenagers in the workshop were able to collect separately their plastic packaging and then produce art items from the recycled material.**



The final of "My Green City" was in September when 1000 volunteers – employees of the Coca-Cola in Bulgaria System and their families and friends – cleaned **over 30km area around water basins in 14 settlements across the country**. The initiative was organized in support of the World Cleaning Day and in partnership with the "Let's Clean Bulgaria Together" campaign



The volunteers collected over **7,5** **tones** of waste to protect the water basins in Bulgaria against pollution.



# Me, You, Plovdiv – European Capital of Culture #Zero Waste project of BG Be Active in partnership with the Coca-Cola Foundation

We launched this project due to need to inform the public how to reduce the amount of generated waste and because we know that we can engage the citizens of Plovdiv in a long-term responsible civil conduct of keeping the city clean, personal attitude towards separate collection and recycling of wastes, by including them in activities for cleaning city spaces, renovation of certain areas in the city.

The outcomes of the project are: over 32 events, over 26 trainings and informed event organizers, 2 renovated places in Plovdiv: The Spot\_Trakia and The Spot\_Mladezhki Halm for public use, over 20 new creative seats for sitting – benches, installations and over 480 000 citizens of Plovdiv reached out during the events.





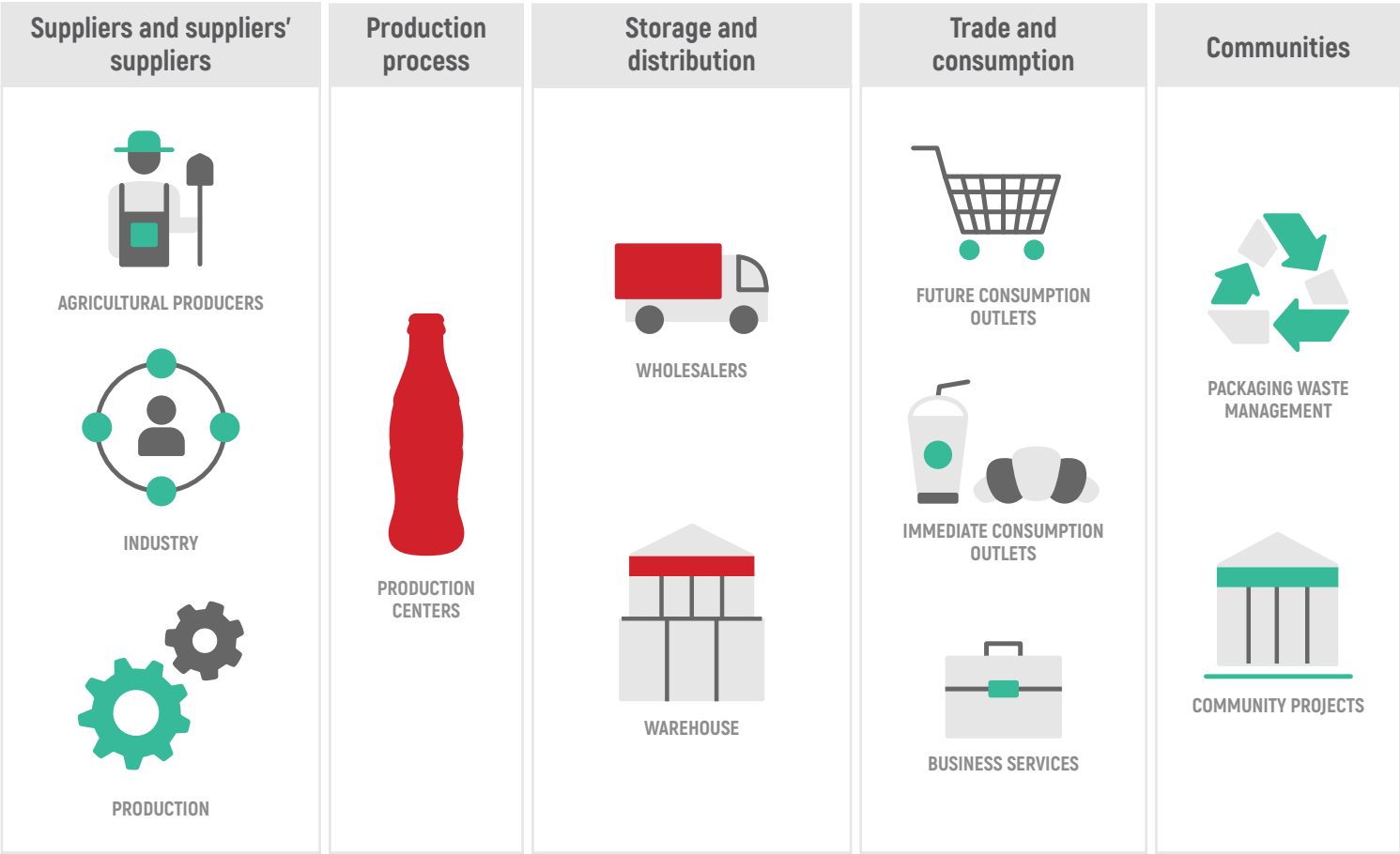
# THE COCA-COLA SYSTEM IN BULGARIA

The report is for 2019 year and covers The Coca-Cola System in Bulgaria. It is comprised of 5 legal entities: Coca-Cola Hellenic Bottling Company Bulgaria, The Coca-Cola Company, Coca-Cola European Partners Shared Services, Coca-Cola Hellenic Business Services Organisation and Coca-Cola Hellenic Group IT Services.

**Coca-Cola Hellenic Bottling Company Bulgaria** is part of the Coca-Cola Hellenic Group and the Coca-Cola System in Bulgaria. Coca-Cola HBC Bulgaria is 99% owned by Coca-Cola Beverages 2 Netherlands and less than 1% by TPK Texim Plovdiv.



It is managed by an executive director and ten functional managers.



The head office of Coca-Cola Hellenic Bulgaria is located in Sofia, and the two production centers are in Kostinbrod and Bankia. The company has 6 distribution centers in the country.

The Coca-Cola Company Coca-Cola Bulgaria

is a subsidiary of The Coca-Cola Company (NYSE:KO). The Coca-Cola Company offers a diverse portfolio of beverages and has over 500 brands in over 200 countries in the world. In addition to the Coca-Cola brands, Fanta, Sprite and Schweppes, the portfolio includes some of the most well appreciated brands in the world, such as soya beverages, ice teas, water, juices and nectars, coffee, sports drinks, smoothies, cocoa water and many others. The company is constantly developing and transforming its portfolio, from sugar reduction in beverages to introduction of new and innovative brands. More information on the company in Bulgaria is available at [www.coca-cola.bg](http://www.coca-cola.bg) or in the global online magazine at [www.coca-colacompany.com](http://www.coca-colacompany.com)

In 2018, the company opened a **new IT Research and Development Center in Sofia**. It aims to provide highly efficient business solutions to Coca-Cola globally, with a strong focus on

Europe, the Middle East and Africa. The main areas of activity will be software for systemic analysis solutions and development of programs, data analyses, mobile applications, trainings, robotics, infrastructure and IT security, as well as technological solutions for marketing, financial and technical functions of the company. The unit is part of the IT global infrastructure of The Coca-Cola Company, including 5 development centers in the USA, Mexico, India, Singapore and Japan. The Research and Development Center in Sofia will be the second largest in terms of the volume of services provided and number of employees within this global network.

Coca-Cola Hellenic Bottling Company Bulgaria buys concentrates and syrups for manufacture of beverages under a franchising agreement with The Coca-Cola Company. Coca-Cola Hellenic is also responsible for the sale of the products, relationships with customers and suppliers, implementation of promotions and distribution of products.

Coca-Cola European Partners Shared Services

is the bottling company of Coca-Cola for 3 European countries in Western Europe, including Andorra, Belgium, France, Germany, Great Britain, Iceland, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain and Sweden. The company does not bottle and does not sell in Bulgaria but it developed a shared financial centre in the country. In 2018, the company opened a new financial office in Varna.

Coca-Cola Hellenic Business Services Organization

a center for business services, set up in 2011 in Sofia and supporting the Coca-Cola Hellenic group through centralized activities in the areas of finance and accounting, human resources and management of basic databases. Over 600 professionals work at the company, providing services to 66 000 customers on an annual basis, processing over 600 000 invoices of 43 000 suppliers; also, they process over 120 000 purchase orders and prepare internal financial statements for 38 companies within the group. The Human Resource teams contribute to the administration of processes for over 20 000 employees of the Group, including updates related to organizational changes.

Coca-Cola Hellenic Group IT Services

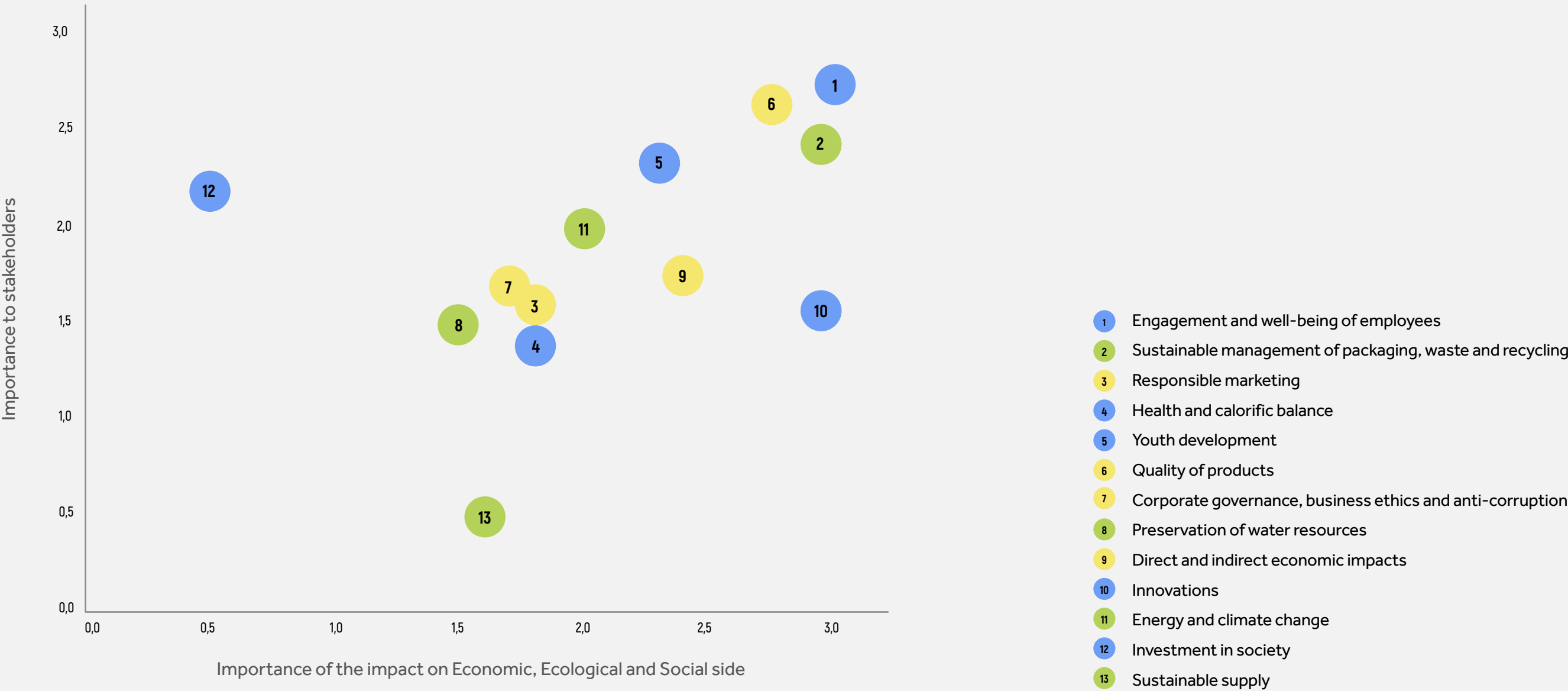
is part of the organization for Business Solutions and Systems (BSS). BSS is a place for meetings, where technologies and processes mix to create a competitive advantage for our company. The role of the company is to facilitate the increasing number of transactions through technologies.



# Important issues to us and to our stakeholders

We define sustainable development as awareness of the topics of importance to our stakeholders. The issues that form an integral part of our good governance concern our environmental impacts, social and economic issues

Materiality matrix





Good relationships with our stakeholders are key to the success of our business, which motivates us to maintain a pro-active dialogue with them. We receive feedback on issues that are important to them through various channels:

### ⇒ **Employees**

We conduct annual survey of engagement;  
Regular feedback;  
Addressing complaints;  
Confidential whistleblowing.

### ⇒ **Partners**

Establishing joint projects and setting common business goals.

### ⇒ **Suppliers**

Quality requirements and audits;  
Pre-screening.

### ⇒ **Distributors**

Regular survey of distributor satisfaction.

### ⇒ **Customers**

Regular meetings;  
Support with information about the market and marketing campaigns.

### ⇒ **Consumers**

Addressing complaints;  
Marketing surveys;  
Annual survey of the satisfaction of our customers.

### ⇒ **Public Institutions**

Regular meetings;  
Participations in advisory councils and expert commissions;  
Participations in forums, events and round tables;  
Partnership projects.

### ⇒ **Associations**

Participation in decision-making;  
Support with resources for implementation of initiatives of associations in which the company is a member.

### ⇒ **NGOs**

Support of initiatives related to youths, education and environment;  
Creation and implementation of joint projects.

### ⇒ **Media**

Active and transparent provision of information about corporate management, initiatives and investments in the company.



# Commitments and memberships

Our company is a member of many organizations thanks to which it successfully delivers on its commitments:

## ⇒ UNESDA

- Reducing by 10% calories in beverages between 2015 and 2020.
- Not selling products with added sugar at schools.

## ⇒ EU Pledge

- “Charter for Responsible Communication” is a voluntary initiative of leading companies for the production of food and beverages which aims to change the way of advertising to children. The initiative is a response of leading companies to the call from EU institutions to the food industry for their commercial communication to be used so as to help parents in creating proper nutrition habits and a right choice of their children’s lifestyle.

## ⇒ Bulgarian Soft Drinks Association (BSDA)

- Supports the creation and development of an environment in which all companies from the sector, whatever their size, can meet the needs of consumers and society, while competing effectively for sustainable growth.
- Promoting the need of reasonable consumption, including calorie information about the products.
- Creating a code of ethics for marketing and labeling of energy drinks.
- Setting clear rules, standards and corporate responsibility in the sector and for the whole Bulgarian economy. (the “Crystal Clear” initiative).

## ⇒ Association of Producers, Importers and Traders of Alcohol Beverages (APITAB)

- Responsible sales, marketing and communication principles for spirits drinks.

## ⇒ Food Drink Association

- Combines and promotes the efforts of the food industry in areas such as: food safety, healthy eating, consumer confidence, competitiveness and environmental sustainability, improving the regulatory framework and strengthening of self-regulation.

## ⇒ Sustainability Goals of the Coca-Cola Hellenic Group

## Fooddrink association

Established in 2018, “Food and Drinks Bulgaria” association has as its main goal, in the conditions of full transparency, to work for creating more favorable environment for development of the food industry in Bulgaria, by uniting and representing the interests of Bulgarian and foreign manufacturers, distributors and importers of food and beverages. “Food and Drinks Bulgaria” association is a full-fledged member of FoodDrinkEurope - the most influential European organization in the Food industry sector.

## Bulgarian Soft Drinks Association

BSDA represents over 70% of the soft drinks market, incl. bottled waters. Established in 1996, BSDA is a long-standing member of the European Federation of Bottled Water (EFBW), European Soft Drinks Industry (UNESDA). Our membership in the European Branch Structures was completed in May, 2017 with the official adoption of BSDA at the European Fruit Juice Association (AIJN).

The Association is recognized as a responsible partner of the BG authorities in the definition of sectoral policies and the implementation of instruments in supporting the sustainable, competitive and prosperous development of the sector.

## spiritsBulgaria association

The Association of Producers, Importers and Traders of Alcohol Beverages is a representative sectoral organization which is a member of a reputable representative body of the producers and traders of alcoholic drinks spiritsEUROPE and of the National Self-Regulatory Board. The main goal of the association is to create a national policy for the sector’s development in the country, as well as fight against excessive (addictive) and unauthorized (aged under 18; pregnant women) use of alcohol. The Association coalesced around a Charter for responsible sale and communication of spirit drinks in the country.



# ABOUT THE REPORT

This is the fourth sustainability report of Coca-Cola in Bulgaria. The information contained in it presents the goals, the manner of management and the results achieved in regard to the most important issues to the company and its stakeholders for the period 1 January – 31 December 2019. The report is prepared in accordance with the GRI Standards methodology, based on their “Core” option. It is not verified by a third party.

Should you have any other questions or feedback on the report, you can write to us at: [pacbg@cchellenic.com](mailto:pacbg@cchellenic.com)



# APPENDICES



# GRI Content index

GRI Content index    GRI 102 is used by the organisation to report contextual information – about the company and its business-sustainability reporting practices

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# Key Performance Indicators

## Coca-Cola Hellenic Bottling Company Bulgaria SA

Specific indicators	Unit of measure	2018	2019
Market			
Total revenue	thousands of BGN	434 848	457 801
Salaries and wages	thousands of BGN	33 863	36 799
Social contributions	thousands of BGN	4 849	3 984
Taxes, social securities and fees to authorities	million EUR	43	43
Community investments	thousands of BGN	352	346
Infrastructure projects in Kostinbrod and Bankia	thousands of BGN	6 259	6 259
Share of the budget spent on local suppliers	%	63	71
Environment			
Materials			
PET	tonnes	6 560	7 874
b-PET	tonnes	1 084	1 078
Plastics - closures	tonnes	490	544
Plastics - labels	tonnes	109	126
Plastics - foil	tonnes	861	902
Metal	tonnes	375	342
Glass	tonnes	1 870	2 811
Aluminium	tonnes	34	35
Paper	tonnes	88	147
Total packaging	tonnes	11 470	13 858
Total packaging per quantity of beverage produced	g/litre of beverage produced	37	40
Cardboards	tonnes	729	691
Wood	tonnes	117	114
Waste			
Non-hazardous waste disposed in landfills	kg	108 725	128 000
Recycled non-hazardous waste	kg	1 810 685	2 719 000
Waste reused (through incineration)	kg	656 930	505 000
Hazardous waste	tonnes	63	44
Total quantity of recycled input materials	tonnes	8	582
Share of recycled input materials	%	0.1	9
Package used per litre of beverage produced	g/litre of beverage produced	0.02	1.68
Spills	gk	0	0



Specific indicators	Unit of measure	2018	2019
<b>Energy</b>			
Electricity	MJ	75 429 130	78 725 131
Natural gas	MJ	44 052 083	41 000 981
Heating diesel	litres	4 761	12 493
Energy from renewable sources	MJ	20 187 173	24 360 710
Energy consumption intensity	MJ/ litre of beverage produced	0.41	0.35
<b>Greenhouse gas emissions</b>			
Total direct greenhouse gas emissions	tonnes CO2	6 528	6 154
Indirect greenhouse gas emissions from energy sources Other	tonnes CO3	6 867	6 067
greenhouse gas emissions	tonnes CO4	137 137	134 131
Greenhouse gas emissions intensity (incl. Scope 1 + 2)	g CO2/litre of beverage produced	43	35
<b>Water</b>			
Water consumption intensity	litre/litre of beverage produced	1.76	1.68
Water received from municipalities	litres	446 208 000	467 664 001
Water received from wells	litres	98 394 000	115 015 000
Recycled water	litres	39 983 000	42 952 000
% Recycled water	%	7.3	7.4
Waste water	litres	253 541 468	253 541 468
<b>Employees</b>			
Employees	number	1043	1060
Men (FTE)	number	677	689
Women (FTE)	number	365	371
Turnover	%	12	16
Employees with permanent employment contract (men)	number	633	642
Employees with permanent employment contract (women)	number	343	348
Employees with temporary/fixed-term contract (men)	number	44	47
Employees with temporary/fixed-term contract (women)	number	22	23
Full-time employees (men)	number	677	689
Full-time employees (women)	number	365	371
Part-time employees (men)	number	0	0
Part-time employees (women)	number	0	0
Newly appointed	number	138	137
Men	number	84	78
Women	number	54	59
<b>Health and safety</b>			
Fatal incidents	number	0	0
Number of road accidents per million travelled kilometres	number/million km	4	3



Specific indicators	Unit of measure	2018	2019
Number of accidents leading to over 1 lost-time days	number	9	6
Lost calendar days due to incidents	number	0.9	0.6
Share of employees represented by health and safety committees	%	100	100
<b>Training and education</b>			
Average hours of training per year per employee	number	40	27
Share of employees subject to annual (or other) performance evaluation	%	100	100
Share of women in management positions	%	30	35
Share of employees trained in the anti-corruption policies and procedures	%	95	0
Total number of incidents of corruption and corrective actions taken	number	0	0
Discrimination incidents (or infringement of human rights)	number	0	0
Share of employees participating in volunteer initiatives	%	42.7*	89
Volunteering hours	number	4 448 *	4037
<b>Products</b>			
Incidents of non-compliance with product safety requirements	number	0	1
Share of production bases certified under ISO 9001, ISO 22000 / FSSC 22000, ISO 14001, OHSAS 18001	%	100	100
Share of sales of low-sugar or no-sugar beverages	%	17	20
Percentage reduction of added sugar per 100 ml of aerated beverage	%	-4	-11
Calories per 100 ml of aerated soft drinks	cal/ 100ml	35	36
Incidents of non-compliance with labelling requirements	number	2	3
Incidents of non-compliance with communication and marketing requirements	number	0	0
Cases of non-compliance with environmental legislation	BGN	0	305

\* Data on 2018 refer to the employees within the entire Coca-Cola System in Bulgaria. From 2019, due to the data collection, the information is available for any company which is part of the system.



Coca-Cola Bulgaria E00D

Specific indicators	Unit of measure	2018	2019
Market			
Total revenue	thousands of BGN	23 314	32 172
Salaries and wages	thousands of BGN	8 594	15 574
Social contributions	thousands of BGN	467	1 121
Taxes, social securities and fees to authorities	million EUR	702	832
Share of the budget spent on local suppliers	%	94%	97%
Employees			
Employees	number	145	202
Men (FTE)	number	95	137
Women (FTE)	number	50	65
Turnover	%	0.01	0.04
Employees with permanent employment contract (men)	number	87	136
Employees with permanent employment contract (women)	number	35	65
Employees with temporary/fixed-term contract (men)	number	8	1
Employees with temporary/fixed-term contract (women)	number	14	0
Full-time employees (men)	number	95	136
Full-time employees (women)	number	50	65
Part-time employees (men)	number	0	1
Part-time employees (women)	number	0	0
Newly appointed	number	108	75
Men	number	79	51
Women	number	29	24
Health and safety			
Fatal incidents	number	0	0
Number of road accidents per million travelled kilometres	number/million km	0	0
Number of accidents leading to over 1 lost-time days	number	0	0
Lost calendar days due to incidents	number	0	0
Share of employees represented by health and safety committees	%	100	100
Training and education			
Share of employees participating in volunteer initiatives	%	-	14.7
Volunteering hours	number	-	252.5



Coca-Cola Hellenic Business Services Organisation

Specific indicators	Unit of measure	2018	2019
Market			
Total revenue	thousands of BGN	51 516	57 407
Salaries and wages	thousands of BGN	30 050	29 546
Social contributions	thousands of BGN	4 585	4 332
Taxes, social securities and fees to authorities	million EUR	0.01	0.42
Community investments	thousands of BGN	8	8
Share of the budget spent on local suppliers	%	47	45
Employees			
Employees	number	618	601
Men (FTE)	number	238	243
Women (FTE)	number	380	358
Turnover	%	0	0
Employees with permanent employment contract (men)	number	238	243
Employees with permanent employment contract (women)	number	379	358
Employees with temporary/fixed-term contract (men)	number	0	0
Employees with temporary/fixed-term contract (women)	number	1	0
Full-time employees (men)	number	238	243
Full-time employees (women)	number	380	358
Part-time employees (men)	number	0	0
Part-time employees (women)	number	0	0
Newly appointed	number	232	203
Men	number	73	104
Women	number	159	99
Health and safety			
Fatal incidents	number	0	0
Number of road accidents per million travelled kilometres	number/million km	0	0
Number of accidents leading to over 1 lost-time days	number	0	0
Lost calendar days due to incidents	number	0	0
Share of employees represented by health and safety committees	%	100	100
Trainings and education			
Average hours of training per year per employee	number	23	36
Share of employees subject to annual (or other) performance appraisal	%	100	100
Share of women in management positions	%	73	66
Share of employees trained in the anti-corruption policies and procedures	%	100	100
Total number of incidents of corruption and corrective actions taken	number	0	0
Discrimination incidents (or infringement of human rights)	number	0	0



Specific indicators	Unit of measure	2018	2019
Share of employees participating in volunteer initiatives	%	-	40
Volunteering hours	number	-	1100
<b>Products</b>			
Incidents of non-compliance with product safety requirements	number	0	0
Incidents of non-compliance with labelling requirements	number	0	0
Incidents of non-compliance with communication and marketing requirements	number	0	0
Cases of non-compliance with environmental legislation	number	0	0

Coca-Cola Hellenic Group IT Services

Specific indicators	Unit of measure	2018	2019
<b>Παζαρ</b>			
Total revenue	thousands of BGN	13 670	24 496
Salaries and wages	thousands of BGN	6 628	7 069
Social contributions	thousands of BGN	385	557
Taxes, social securities and fees to authorities	million EUR	0	0
Share of the budget spent on local suppliers	%	58	30
<b>Employees</b>			
Employees	number	124	124
Men (FTE)	number	58	48
Women (FTE)	number	66	76
Turnover	%	1	19
Employees with permanent employment contract (men)	number	56	43
Employees with permanent employment contract (women)	number	63	73
Employees with temporary/fixed-term contract (men)	number	2	5
Employees with temporary/fixed-term contract (women)	number	3	3
Full-time employees (men)	number	58	48
Full-time employees (women)	number	66	76
Part-time employees (men)	number	2	0
Part-time employees (women)	number	2	0
Newly appointed	number	23	23
Men	number	10	10
Women	number	13	13
<b>Health and safety</b>			
Fatal incidents	number	0	0
Number of road accidents per million travelled kilometres	number/million km	0	0



Specific indicators	Unit of measure	2018	2019
Number of accidents leading to over 1 lost-time days	number	0	0
Lost calendar days due to incidents	number	0	0
Share of employees represented by health and safety committees	%	3	3
<b>Trainings and education</b>			
Average hours of training per year per employee	number	11	8
Share of employees subject to annual (or other) performance evaluation	%	100	100
Share of women in management positions	%	43	43
Share of employees trained in the anti-corruption policies and procedures	%	100	100
Total number of incidents of corruption and corrective actions taken	number	0	0
Discrimination incidents (or infringement of human rights)	number	0	0
Share of employees participating in volunteer initiatives	%	-	30
Share of women in management positions	number	-	44
<b>Products</b>			
Incidents of non-compliance with product safety requirements	number	0	0
Incidents of non-compliance with labelling requirements	number	0	0
Incidents of non-compliance with communication and marketing requirements	number	0	0
Cases of non-compliance with environmental legislation	number	0	0

### Coca-Cola Enterprise Shared Services

Specific indicators	Unit of measure	2018	2019
<b>Market</b>			
Revenue	thousands of BGN	2 156	3 821
Salaries and costs on employees	thousands of BGN	19 897	26 734
Social contributions	thousands of BGN	3 890	5 331
Taxes, social securities and fees to authorities	million EUR	2 693	3 503
Share of the budget spent on local suppliers	%	70	66
<b>Environment</b>			
Electricity	MJ	1 380 150	1 755 605
Natural gas	MJ	0	0
Heating diesel	litres	0	0
Energy from renewable sources	MJ	0.00	0.00
<b>Employees</b>			
Employees	number	744	917
men (FTE)	number	291	320
women (FTE)	number	453	597



Specific indicators	Unit of measure	2018	2019
Turnover	%	13	12
Employees with permanent employment contract (men)	number	279	285
Employees with permanent employment contract (women)	number	422	536
Employees with temporary/fixed-term contract (men)	number	12	35
Employees with temporary/fixed-term contract (women)	number	31	61
Full-time employees (men)	number	290	319
Full-time employees (women)	number	450	584
Part-time employees (men)	number	1	1
Part-time employees (women)	number	3	13
Newly appointed	number	243	290
Men	number	99	88
Women	number	144	202
<b>Health and safety</b>			
Fatal incidents	number	0	0
Number of road accidents per million travelled kilometres	number/million km	0	0
Number of accidents leading to over 1 lost-time days	days/FTE	0	0
Lost calendar days due to incidents	number	0	0
Share of employees represented by health and safety committees	number	0	0
<b>Trainings and education</b>			
Average hours of training per year per employee	number	11	9
Share of employees subject to annual (or other) performance evaluation	%	100	100
Share of women in management positions	%	60	66
Share of employees trained in the anti-corruption policies and procedures	number	0	0
Discrimination incidents (or infringement of human rights)	number	0	0
Share of employees participating in volunteer initiatives	%	-	31.5
Share of women in management positions	number	-	1358
<b>Products</b>			
Incidents of non-compliance with product safety requirements	number	0	0
Incidents of non-compliance with labelling requirements	number	0	0
Incidents of non-compliance with communication and marketing requirements	number	0	0
Cases of non-compliance with environmental legislation	number	0	0



