

Glossary of Terms

Bottlers: Business entities that sell, manufacture, and distribute beverages of The Coca-Cola Company under a franchise agreement.

Bottle-to-bottle: A recycling system for post-consumer PET bottles. Used bottles are collected, sorted, cleaned, ground and transformed into new material for manufacture into PET bottle performs.

Bottling plant: A beverage production facility, including associated warehouses, workshops, and other on-site buildings and installations.

Caring for Climate: This framework allows UN Global Compact participants to advance practical solutions to climate change and help shape public policy and public attitudes.

CEO Water Mandate: Launched by the UN Global Compact, this is a call to action and a strategic framework for companies to address water sustainability in their operations and supply chains.

Chlorofluorocarbon (CFC): A chemical compound used in cooling equipment, which damages the earth's ozone layer and contributes to global warming.

Coca-Cola Hellenic: Coca-Cola Hellenic Bottling Company S.A. and, as the context may require, its subsidiaries and joint ventures. Also, the "Company" or the "Group".

Coca-Cola System: The business system comprising The Coca-Cola Company and its bottling partners. In this report, the Coca-Cola System refers to joint initiatives of Coca-Cola Hellenic together with The Coca-Cola Company.

Cold Drink Equipment (CDE): Coolers, vending machines and fountains in the marketplace that cool beverages for immediate consumption.

Combined Heat and Power (CHP) unit: Also called tri-generation units, these can

produce power, heat, cooling and CO₂ in a combined process that is up to 40% more efficient than separate processes.

Concentrate: The base of a beverage, to which water and other ingredients are added to produce finished beverages. It may contain concentrated plant extracts, fruit juices, colourings and other components.

Consumer: Person who drinks Coca-Cola Hellenic's beverages.

Customer: Retail outlet, restaurant or any other business that sells or serves Coca-Cola Hellenic products to consumers.

CSR: Corporate Social Responsibility.

Dow Jones Sustainability Index (DJSI): First global indexes tracking the financial performance of the leading sustainability-driven companies worldwide.

Energy use ratio: The KPI used by Coca-Cola Hellenic to measure energy consumption in the bottling plants, expressed in megajoules of energy consumed per litre of produced beverage (MJ/lpb).

EU Platform for Action on Diet, Physical Activity and Health: A multi-stakeholder initiative to combat overweight and promote physical activity.

European Organisation for Packaging and the Environment (EUROPEN): An industry and trade organisation open to companies with an economic interest in packaging and packaged products. It presents the opinion of its members on topics related to packaging and the environment.

Fountain: Equipment used in retail outlets to dispense beverages into cups or glasses for immediate consumption.

GDA: Guideline Daily Amount

Global Reporting Initiative (GRI): The GRI sustainability reporting

guidelines are the most widely used framework for reporting sustainability performance.

Global Water Partnership (GWP): The network founded by the World Bank, the United Nations Development Programme (UNDP), and the Swedish International Development Agency (SIDA) to foster integrated water resource management (IWRM).

Greenhouse Gas (GHG) Register: This forum enables organisations to disclose, monitor and compare their greenhouse gas emissions using common methodology.

Hydrochlorofluorocarbon (HCFC): Chemical compound used in cooling equipment, which damages the earth's ozone layer and contributes to global warming.

Hydrofluorocarbon (HFC): Chemical compound used in cooling equipment, which contributes to global warming.

ICPDR: The International Commission for the Protection of the Danube River is partner in the Company's Green Danube programme.

IGO: Intergovernmental Organisation

ILO: International Labour Organisation

KPI: Key Performance Indicator

ISO: International Organisation for Standardisation

LBG (London Benchmarking Group) Model: This tool is used by hundreds of leading businesses to measure corporate community involvement.

Lightweighting: Reducing the amount of raw materials used to produce lighter packaging.

Litres of produced beverages (lpb): Unit of reference for environmental indicators.

NGO: Non-Governmental Organisation.

Operations: This term is used in this report to describe Coca-Cola Hellenic's bottling, distribution and sales activities.

OHSAS: Occupational Health and Safety Advisory Systems

Packaging Waste Management

System: A comprehensive programme to collect and sort post-consumer packaging, then to recycle or recover it.

PET (Polyethylene Terephthalate):

A form of polyester used to make lightweight, shatter-resistant bottles for beverages, food and non-food. PET can be recycled into new containers, clothing, carpeting, automotive parts and industrial materials.

Plant: A bottling facility, also referred to as a bottling plant, where beverages are manufactured.

Packaging Recovery Organisation

Europe (PRO EUROPE): is the umbrella organisation for European packaging and packaging waste recovery and recycling schemes which mainly use the "Green Dot" trademark as a financing symbol.

Ramsar Convention: Intergovernmental treaty which provides the framework for national action and international co-operation for the conservation and wise use of wetlands and their resources.

Supplier Guiding Principles (SGPs):

Coca-Cola Hellenic's social and environmental requirements of suppliers.

The Coca-Cola Company:

The world's leading manufacturer, marketer, and distributor of non-alcoholic concentrates and syrups used to produce nearly 400 beverage types.

UNDP: The United Nations Development Programme is the UN's global

development network, the largest multilateral source of development assistance.

UNECE: The United Nations Economic Commission for Europe encourage economic co-operation among its member States.

UNESCO: The United Nations Educational, Scientific and Cultural Organisation promotes peace and security through international collaboration in education, science and culture.

UNESDA: The Union of European Beverages Associations is the European trade association representing the non-alcoholic beverages industry.

UN Global Compact: The world's largest corporate citizenship initiative provides a framework for businesses to align strategies with its ten principles promoting labour rights, human rights, environmental protection and anti-corruption.

UNICEF: The United Nations Children's Fund provides long-term humanitarian and developmental assistance to children and mothers in developing countries.

Waste ratio: The KPI used by Coca-Cola Hellenic to measure waste generation in the bottling plants, expressed in grammes of waste generated per litre of produced beverage (g/lpb).

Waste recycling: The KPI used by Coca-Cola Hellenic to measure the percentage of production waste at bottling plants that is recycled or recovered.

Water scarcity: 500-1000m³/person/year

Water stress: 1000-1700m³/person/year

Water sufficient: 1700-4000m³/person/year

Water use ratio: The KPI used by Coca-Cola Hellenic to measure water use in the bottling plants, expressed

in litres of water used per litre of produced beverage (l/lpb).

WBCSD: The World Business Council for Sustainable Development is a global association of some 200 companies addressing sustainable development issues.

WEEE Directive: The EU Directive on Waste of Electric and Electronic Equipment (WEEE) defines the responsibilities of companies for the disposal of waste electrical and electronic equipment.

WWF: World Wide Fund for Nature is the world's largest non-governmental organisation working on issues regarding the conservation, research and restoration of the environment.