CCH REMOTE WORKING GUIDE

July 2020

1. General Provisions

1.1 Definitions

- Remote Working is a way of working using information and communication technologies to perform a job independently of location.
- This document is seen as a general guideline, local laws and regulations should always prevail. Local tax and legal team should be consulted before the implementation of remote working policy in any CCH company.

1.2 Purpose

At CCH we **encourage** our employees to work remotely, which offers the following benefits:

- it eliminates travel time for the employee and thus can assist in a creating a better work/life balance, leading to increased engagement and energy;
- it can positively impact productivity and reduce absenteeism, while offering a more flexible work option for employees; and
- it results in less daily traffic at peak hours and less environmental pollution;
- it matches with the expectations of the new generation workforce, making CCH and more attractive employer externally and internally;
- it offers a more flexible use of office space;
- it drives the fast adoption and utilization of new technologies and builds skills for the future.

1.3 Scope

Criteria for successfully leveraging remote working include:

- The job requires few, if any, customer-facing meetings or physical presence due to manual/operational work
- The employee is in line with performance expectations, not in onboarding or underperformance process

1.4 Ways of working remotely

- Line managers should ensure to keep employees who work remotely informed and engage them in the activities of the organizational unit.
- Line managers must clarify performance expectations, communication channels, routines and working hours with each employee when working remotely.
- Employees should complete available learning materials related to remote working.

- Employees need to demonstrate strong collaborative working practices with other team members and stakeholders, as well as resourcefulness and flexibility.

2. Remote Workplaces

- Employees are responsible to always create and maintain a quiet, safe and ergonomic working environment regardless of where they work from. Care for dependents, such as children, must be arranged for days when employees are working from home, in order to be able to fully concentrate on their tasks.
- Individuals are responsible for providing their own Wi-Fi/office set up at the place where they work from remotely. Subject to local laws and procedures, which will prevail, there will typically be no entitlement to reimbursement or payment in lieu relating to remote office cost or expenses (e.g. subsistence, furnishings, use of private rooms, IT equipment, headset, internet connection, etc.). Each BU may decide to offer additional support in this respect.
- When working remotely, employees need to maintain their work location permanently in the country of their employment due to tax, social security and legal restrictions (with the exception of necessary business trips abroad, in line with the applicable CCH business travel policy).
- Furthermore, in certain countries different regions/states/cantons may have different tax and social security requirements, which need to be considered if an employee's work location is different to the one where his/her employer operates (even if within the same country). Each employee's situation should be carefully reviewed.
- While working remotely the CCHBC policies relating to data security and data protection must be complied with; in particular, all information and confidential data must be secured so that no third parties, including family members, could have access.
- The same level of insurance cover for work-related accidents that other employees enjoy will be afforded to employees who work remotely.

3. Availability, Absences

3.1 Availability

- Employees working remotely are required to be reachable during scheduled hours.
- During remote working hours the employee should be accessible via the usual means of communications (phone, email, MS Teams etc.)
- Line managers must respect agreed non-working hours and the general legal framework.

3.2 Absences, Inability to Work, Vacations

The same rules as apply for work performed at Coca-Cola HBC's premises apply to employees working remotely. Unexpected absences, for whatever reason, must be reported to the manager.

4. Work Equipment

4.1. Equipment

Employees working remotely should always be equipped with:

- Company laptop with all standard software
- Company paid cellular phone, as applicable per local policies
- RSA secure ID allowing a secured (VPN i.e. Virtual private network) access to Company applications.

Such equipment and software should be used exclusively by the remote worker and for the purposes of conducting Coca-Cola HBC business. Software should not be duplicated. If Coca-Cola HBC provides equipment, the remote worker is responsible for the safe transportation and set-up of that equipment.

4.2 Equipment Liability

Employees will typically be responsible for:

- Any intentional damage to the equipment
- Damage resulting from gross negligence by the employee or any member or guest of the employee's household
- Damage resulting from a power surge if no surge protector is used
- Maintaining the current virus protection for software.

Coca-Cola HBC may pursue recovery/re-imbursement (for the case of lost) from the remote worker for Coca-Cola HBC property that is deliberately, or through negligence, damaged, destroyed, or lost while in the remote worker's care, custody or control. Employees may also be subject to disciplinary procedures, up to and including dismissal where appropriate. Damage or theft of equipment that occurs outside the employee's control will be covered by Coca-Cola HBC.

Subject to local laws, Coca-Cola HBC does not assume liability for loss, damage or wear of employee-owned equipment.

5. Injuries – Occupational Accidents

The employee will be covered by Coca-Cola HBC's compensation for job related injuries/accidents that occur in the designated workspace of the remote worker's workplace, during the defined work period. In the case of injury occurring during the defined work period, the employee shall immediately report the injury/accident to his/her manager and/or as applicable local practice.

Subject to local laws, CCHBC employee's compensation will apply to non-job related injuries/accidents that might occur by remote working. However, Coca-Cola HBC does not assume responsibility for injury to any persons other than the remote worker at the remote workplace.

6. Reimbursement of Expenses

6.1 Telephone Charges

Reimbursement of business calls on personal mobile wireless devices or private landline is discouraged. Employees should either use MS Teams or other internet based communication technologies, or their company phones.

6.2 Travel Expenses

The remote workers will not be paid for mileage involved in travel between the remote workplace and the primary worksite.

6.3 Remote worksites

Coca-Cola HBC will not be responsible for operating costs, maintenance of the remote workplace, or any other incidental cost (e.g. internet access, utilities, insurance, etc.) associated with the use of the employee's remote working place.

7. Data Protection and Security of Confidential Information

Security and confidentiality should be maintained by the remote worker at the same level as expected at all worksites. Restricted access or confidential material should not be taken out of the primary worksite or accessed through a computer unless approved in advance by the manager. The remote worker is responsible to ensure that non-employees do not access company data, either in print or electronic.

The employee should ensure the protection of proprietary company and customer information by using locked file cabinets, conduct regular password maintenance and other steps as designated by the company in accordance with the Coca-Cola HBC's information assurance program and adhere to applicable policies. Special care and attention should be given to laptops at all times.

8. Implications for the different Workforce clusters:

Nr	Function	Cluster	What is different in the way of working?	Implications for remote work
1	Sales	BDs, Merchandisers	Spending 100% of their time on the market in a dedicated area	• Need to visit customers face2face • Non customer-facing tasks (admin, learning, meetings) can be done from a remote workplace*
2	Sales	Sales Team Leaders and Regional Sales Managers	Spending the majority of their time in the market across a larger geographical location	• Need to visit customers and develop BDs on the job face2face • Non customer-facing tasks (admin, learning, meetings) can be done from a remote workplace*

3	Sales	Key Account Managers	Spending significant portion of their time meeting customers and in the market	• Need to visit customers and market visits face2face • All other tasks can be done from anywhere, with the recommended balance between office and remote work
4	Sales	TellSell / Customer Care Centre agents	Clarify if technology fully enables them to work remotely or they need to be in the office	• If technology enables it, all tasks can be done from a remote workplace*, with the recommended balance between office and remote work
5	Supply Chain	Production Line Operators, Shift Leaders, Quality and Maintenance teams	Fully linked to plants, cannot work remotely	• Remote work is not possible, given the nature of the tasks
6	Supply Chain	On-site Logistics teams	Fully linked to warehouses or driving trucks, cannot work remotely	• Remote work is not possible, given the nature of the tasks
7	Mixed	All office-based jobs	Can work remotely from anywhere	• All tasks can be done from a remote workplace*, with the recommended balance between office and remote work

*See section 2 above ("Remote Workplaces") on applicable restrictions