Coca-Cola HBC

Coca-Cola HBC AG   Turmstrasse 26
6312 Steinhausen
Switzerland
T +41 41 726 01 10
www.coca-colahellenic.com

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Quality & Food Safety Policy

At Coca-Cola HBC, we believe that success depends on the supply of high-quality products, packages and services that meet and exceed customer and consumer expectations of our brand products. Fundamental to this is the responsibility to ensure the quality and food safety of all the products we manufacture and distribute across our markets.

We are committed to continually enhancing the reputation of the brands we produce and distribute, maintaining consumer confidence in our portfolio through the development and implementation of quality and food safety systems, standards and practices.
All Coca-Cola HBC operations are committed to continuous improvement, which is measured, evaluated and validated for effectiveness through internal and external audits.

We believe that the responsibility for achieving quality and food safety commitments lies with every single Coca-Cola HBC employee, in how they do their job and in their relationship with stakeholders. Quality and food safety is the responsibility of every employee that has a direct influence on ingredients, packaging, manufacturing, storage and the transport of products.

The following quality and food safety principles are the foundation of Coca-Cola HBC's commitment to quality and food safety:

- Manufacture and deliver products that meet the highest quality and food safety standards, assuring product and process integrity.
- Meet all statutory and regulatory requirements for quality and food safety, including mutually agreed customer requirements related to quality and food safety.
- Ensure a sustainable quality and food safety culture through the implementation, certification and continuous improvement of effective quality and food safety management systems compliant with ISO 9001, FSSC 22000, together with Coca-Cola system requirements and standards (KORE) in all operations and where applicable.
- Validate the effectiveness of the quality and food safety management systems through internal and external audit processes recognized by the International Standards Organization (ISO) and The Coca-Cola Company.
- Apply a risk assessment methodology, aligned with the context in which we operate, to facilitate our ability to achieve quality and food safety management system objectives and continually improve.
- Build a quality and food safety capability, mindset and culture through structured programmes that develop employees' competencies and technical skills, increase awareness, manage risk and drive increasing levels of excellence across the organization.
- Continually review quality and food safety policies, standards and procedures to effectively manage food safety risks associated with changes in products, processes and technologies.
- Include quality and food safety strategies in the annual business planning process to ensure that food safety and quality remains an integral part of operations.
- Set annual measurable quality and food safety objectives for all operations, and at group level, to ensure continuous improvement and compliance with all standards.

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- Integrate Food Loss and Food Waste targets covering entire supply chain in QFS objectives, and ensure continuous improvement of those through implementation of Food Loss Policy.
- Ensure that suppliers and contractors embrace the same quality and food safety commitments and monitor the materials and services they supply through audits and incoming goods inspections.
- Communicate quality and food safety requirements to suppliers, contractors, customers and consumers and other relevant interested parties by establishing specifications for ingredients and packaging materials, product storage and distribution and consumer guidelines.
- Communicate quality and food safety aspects, strategies and performance to employees associates, consumers, customers and principal stakeholders that have an impact on or are affected by Coca-Cola HBC's food safety and quality management systems.

As CEO, I'm committed to our Quality and Food Safety Policy, which is owned and endorsed by the Board of Directors. That said, every Coca-Cola HBC employee at every level and in every function in the organization is responsible for the successful implementation of this policy and the related programmes.

Zoran Bogdanovic
Chief Executive Officer