

# SAFETY & WELLBEING

IN 2020 OUR PEOPLE FACED THE EXTRAORDINARY CHALLENGES OF THE COVID-19 GLOBAL PANDEMIC, AND PROTECTING THEIR SAFETY AT WORK REMAINED OUR OVERRIDING PRIORITY.



## OUR AMBITION

We remain focused on **achieving a zero-harm workplace. The safety, wellbeing and resilience of our people is our top priority.** We have zero tolerance for workplaces or behaviours in the workplace which do not place safety first, including zero tolerance for breaches of Code of Conduct, discrimination, harassment, and bullying in the workplace.

## OUR COMMITMENT AND APPROACH

**We strive to achieve and maintain a zero-harm workplace where safety is everyone's responsibility.**

For Coca-Cola Europacific Partners, a safe workplace is the result of both our 'safety first' culture and a clearly defined set of requirements for all employees. Our Health, Safety and Wellbeing Policy requires all employees, suppliers, contractors and visitors to operate to the highest standards. Our policy is part of the Coca-Cola Europacific Partners Health and Safety Management Framework, which is overseen by the Board's Risk and Sustainability Committee and certified at Group level under the global ISO 45001:2018 Standard. This framework identifies material safety and wellbeing hazards and priorities. In addition, formal joint management-worker health and safety committees operate at site level in all locations.

All employees are represented by these committees. In most jurisdictions, our formal agreements with trade unions also cover health and safety issues. Health and safety performance is monitored via regular internal and external audits, as well as audits conducted by The Coca-Cola Company, to ensure we meet stringent quality, safety and environment requirements.

### 2020 fatalities & injuries

Tragically, our Indonesian business reported three traffic-related fatalities in 2020. Two of these fatalities were employees or contractors who died as a result of traffic accidents which occurred when they were working. A third fatality was a member of the public, who, whilst crossing the road, was hit by a CCEP employee on their motorbike.

- 1 Total injuries include lost-time injuries, restricted work injuries and medical treatment injuries for employees only.
- 2 Restated for previous years excluding SPC. Our injury and diversity data covers direct employees, which excludes contractors and outsourced workers. 90.3 per cent of our direct employees have permanent roles while the balance are fixed term.

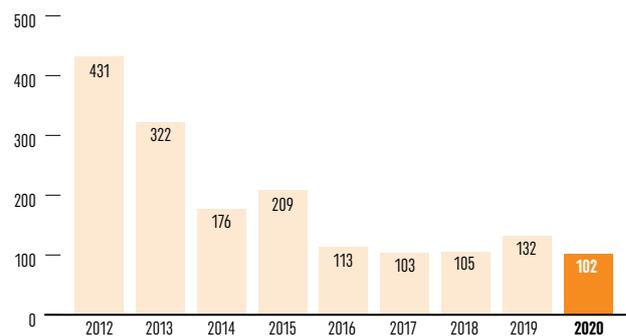


ACHIEVED A

**76%**

reduction in injuries in 2020 compared to 2012

Coca-Cola Europacific Partners API Injuries<sup>2</sup>



### CREATING A MENTALLY HEALTHY WORKPLACE

Coca-Cola Europacific Partners has been awarded Gold Accreditation from Mental Health First Aid Australia, for being a Mental Health First Aid Skilled Workplace. We are one of the few FMCG and listed companies in Australia with MHFA Accreditation. Coca-Cola Europacific Partners currently has over 250 accredited Mental Health First Aiders across our sites in Australia, and these MHFA Officers complement the more formal support services available, like their Employee Assistance Program.

## SAFETY & WELLBEING (CONTINUED)

### 2020 fatalities & injuries (continued)

Our condolences go to the family and friends of the deceased. The loss of life is unacceptable and our response to these incidents has been immediate and comprehensive, with full investigations and corrective actions applied locally and across the organisation. We continue to invest heavily in driver training programs across all countries, particularly in Indonesia, where our programs have been expanded to include training for the broader community, in addition to employees and contractors.

Given the risks associated with driver safety in Indonesia, we have developed country-specific face-to-face and e-learning driver safety programs, which are run alongside regular vehicle inspections. In addition to delivering driver safety programs internally, we have expanded them to our Coca-Cola Official Distributors and broader community participants. This is part of our multi-faceted approach to safety in Indonesia, where we have invested more than IDR50 billion (A\$5.1 million) over the last five years to make our workplaces safer.

Across Coca-Cola Europacific Partners, 2020 saw a 23 per cent decrease in the total number of injuries to 102 from 132 in 2019. Since 2012 we have reduced total injuries by 76 per cent. Over time our ability to track and report injuries is also improving. In 2019, reviews were conducted to identify areas of injury clusters and improvement plans are in place to address this. In particular, our New Zealand business saw a significant increase in injuries in 2019, due mainly to improved reporting as well as manual handling incidents with in-store merchandisers. In 2020 we addressed the manual handling risks which saw a reduction in New Zealand TRIFR to 10.7.

<sup>3</sup> When reporting on loss of life we include all work-related incidents where employees or contractors have died, or which have occurred on-site; and all incidents involving members of the public, where, post-investigation, Coca-Cola Europacific Partners or its contractors were found to be at fault.

### Coca-Cola Europacific Partners API Fatalities<sup>3</sup>

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Australia	0	0	0	0	0	0	0	0	0
New Zealand	0	0	0	0	0	0	0	0	0
Indonesia	2	3	3	4	5	1	1	4	3
Fiji	0	0	0	1	0	0	0	0	0
Papua New Guinea	0	0	0	2	0	0	0	0	0
Paradise Beverages (Fiji & Samoa)	0	1	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>

### Coca-Cola Europacific Partners API Total Recordable Injury Frequency Rate (TRIFR)

Per one million man-hours worked

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Australian Beer Co.	N/A	N/A	0	25.0	0	0	0	0	0
Australian Beverages	29.7	18.6	14.3	16.2	8.4	7.8	7.9	9.8	8.1
New Zealand				8.0	6.0	7.0	6.1	17.3	10.7
Indonesia	1.9	2.5	1.4	2.4	1.8	1.3	1.6	1.5	1.9
Fiji	11.6	3.8	7.3	5.2	0	4.8	3.3	3.3	3.5
Papua New Guinea	22.5	41.0	2.9	7.2	3.8	4.2	1.3	2.6	0.8
Paradise Beverages	13.1	9.5	8.8	5.5	2.8	7.3	10.4	9.67	6.1
<b>Total</b>	<b>14.4</b>	<b>10.8</b>	<b>6.6</b>	<b>8.1</b>	<b>4.8</b>	<b>5.0</b>	<b>4.3</b>	<b>5.4</b>	<b>4.4</b>

## SUPPORTING OUR PEOPLE THROUGH COVID-19

We responded to the global pandemic with resilience, care and an unwavering focus on safety. Throughout the devastation, change and uncertainty, our business continued to operate as an essential service provider, bottling the beverages that our consumers love and delivering them to customers across our markets, and all the time focusing on the safety of our employees and those we work with.

To protect our people we:

- Expanded hygiene and safety measures across all offices and facilities, implemented 'work from home' arrangements, and where appropriate, repatriated expatriate employees.
- Regularly communicated with them on updates on working from home and various initiatives including the launch of hygiene, social distancing awareness and wellbeing campaigns.
- We worked with our local partners in Papua New Guinea and Samoa to provide our people and their families with care packs of staple foods to support them during the pandemic.
- Encouraged them to use our Employee Assistance Program, Be Assured – a free, confidential counselling, coaching service also offering other services such as financial coaching.

Very sadly, Coca-Cola Europacific Partners Indonesia reported four COVID-19 related fatalities amongst employees during 2020. There were no other COVID-related fatalities amongst Coca-Cola Europacific Partners employees in other countries.

While strong COVID-19 protocols and processes are in place, the COVID-19 situation in Indonesia continues to be challenging. A partnership has been established with Fullerton Health



Insurance with 109 clinics across Indonesia to provide COVID testing support while also managing the relationship with local hospitals on behalf of our team members.

All businesses remain focused on operational and COVID-19 risk management. Robust COVID-19 programs have been implemented and continue at all sites with each business utilising our Incident Management and Crisis Resolution process to co-ordinate efforts. Ongoing updates have been provided to our Leadership Team with these continuing as we move through each stage of the pandemic. We continue to focus our people on taking personal accountability for:

- Good personal hygiene habits
- Physical distancing
- Staying away from work if they are or if they feel unwell

In addition, each business has focused plans in place for 2021 to support the health and wellbeing of their people.