

Description of our complaints procedure



01

Introduction:

Through the complaint procedure, CCEP wants to give affected parties who suffer a human rights violation due to violations in their own business area or due to the actions of a supplier along the entire supply chain of Coca-Cola Europacific Partners (CCEP), the opportunity to report the facts to CCEP.

CCEP uses this complaints procedure in part as an early warning system through which problems can be identified as early as possible and, in the best case, resolved before people or the environment are actually harmed. CCEP thus encourages everyone to report human rights or environmental risks or inadequate preventive and remedial measures as early as possible.

Furthermore this gives CCEP access to appropriate redress and the opportunity to take preventive action through the complaints process.

02 WHO IS ENTITLED TO THE COMPLAINT PROCEDURE?

CCEP offers this complaint procedure to all potentially affected parties. These may be the company's own employees, employees of direct or indirect suppliers, or residents around the company's sites. Even people who are not directly affected by risks or violations must have the opportunity to submit information about risks and possible breaches of duty via the complaints procedure. This can also be done on behalf of directly affected persons. CCEP naturally provides these possibilities via the whistleblower channels (Speak Up Channels).

03 HOW CAN I ALERT CCEP TO (POTENTIAL) VIOLATIONS?

If you believe that our Code of Conduct has been violated or have concerns about suspected, actual or potential violations of law - our Code of Conduct, CCEP policies and other unacceptable conduct (referred to as "potential violations"), CCEP encourages you to report the matter. To the extent the framework allows, report either through our internal Speak Up Resources and/or our external Speak Up Channels.



QUICKLINKS

Whistleblower channel online
(connection fees may apply):

<https://ccepsspeakup.ethicspoint.com>



Whistleblower channel for mobile devices (fees may apply at the provider in case of data transfers): <https://ccep.navexone.eu>



Telephone reporting

[Speak Up Resources and Channels - 1 \(pagetiger.com\)](#)

Our internal reporting options (our so-called "Speak Up Resources" and our external Speak Up channels (Speak Up Channels) are described in detail in the Code of Conduct.

Our external Speak Up Channels are accessible without barriers. They are available 24 hours a day, 7 days a week.

04 WHAT HAPPENS WHEN I FILE A REPORT?

If you would like to report a human rights violation, please select the principle "Protection of human rights" from our Code of Conduct. If you would like to report an environment-related risk please use the category "Conduct as a good corporate citizen and Advocates of Environmental Sustainability" from our Code Of Conduct.

CCEP first checks whether the complaint or issue falls within the scope of the complaints procedure. In case of rejection, you will receive a brief justification for this as the person providing the information.



Regardless of which reporting channel is used (internal Speak Up Resources, telephone reporting, online reporting or reporting via mobile devices), you will receive an acknowledgement of receipt within 7 days at the latest.

Cases received via the external Speak Up channels (online reporting, reporting via mobile devices or telephone reporting) are initially forwarded to selected functions of the corporate Code of Conduct Committee at Group level - composed of VP Internal Audit, Chief Compliance Officer, Director Ethics & Compliance - due to the system configuration and transferred to the responsible department at CCEP within 48 hours by using the system.



When you submit a complaint via the external Speak-up channels, you will receive a report key (numeric code) that will allow you to later receive new messages about your complaint or provide additional information again via the hotline. Without this report key, it is impossible to access the complaint. Therefore, CCEP strongly recommends that you keep the contact details as well as the report key in a safe place.



Upon receipt of your case, CCEP will review your report as soon as possible. Responsibilities and processing steps will be determined internally. If necessary, the facts of the case will be discussed with you as the person making the report.

- if there is no interest in secrecy
- you will be informed about the progress of the investigation and about case-related deadlines.

If the facts of the case are found to be inaccurate, you will be given reasons for this. If applicable and necessary, a proposal for remedial action will be developed, and you may be involved in its development. After the case has been closed, you will receive final information on the assessment of the validity of the complaint and the reasons for the decision.

CCEP commits to consistently implement and follow up on the remedial actions. The result achieved will be reviewed, together with the person making the referral, if necessary.

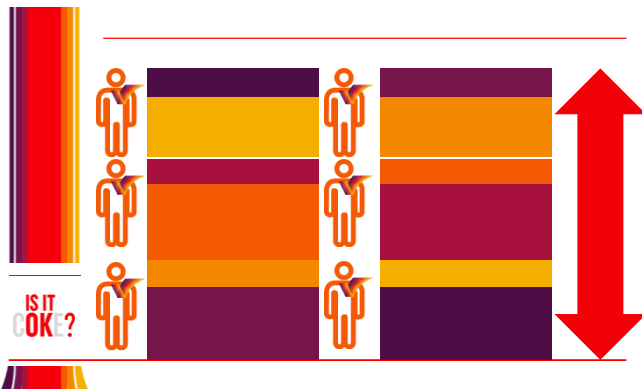
CCEP will take all reasonable precautions to maintain the confidentiality of your report and to protect your identity. CCEP is also committed to taking all reasonable steps to prevent retaliation against anyone who reports concerns. To maintain the confidentiality of the investigation, you should avoid discussing the case with anyone else.



CCEP expects you to make reports in good faith. This means that, at the time of the report, you have reasonable grounds to believe or suspect that the information indicating the potential violation is true. For its part, CCEP is committed to taking your report seriously and taking all reasonable steps to address it appropriately.

07 WHICH SYSTEM DOES CCEP USE?

The electronic case management system "Ethics Point Incident Manager" (EPIM) is used with regard to the reporting of suspected cases or concerns about possible violations of the Code of Conduct, guidelines or laws - as a supplement to other internal reporting options (our so-called "internal Speak Up Contact Resources and external Speak Up channels" for Code of Conduct violations.



05 WHO IS RESPONSIBLE FOR COMPLAINTS AT CCEP?

Responsible for (potential) human rights violations is the Employee Practices department within our People & Culture area (Human Resources).

The department responsible for (potential) environmental risks is QESH - Quality, Environmental, Safety and Health).

You do not need to name a responsible person in your complaint. You only need to submit your complaint and CCEP will take care of the correct allocation and further processing internally.

CCEP assures an impartial handling of your complaint.

06 AM I PROTECTED FROM DISADVANTAGE OR PUNISHMENT BECAUSE OF A COMPLAINT?

CCEP will not tolerate any form of retaliation, including the threat or attempt of retaliation, against a reporting person or other associated person who makes a report or cooperates with an investigation. This means that no one may take disciplinary action against anyone who asks for help or raises serious concerns.



EPIM is an Internet and telephone-based reporting and case management system through which CCEP employees, customers, suppliers and business partners can report suspicions or concerns about possible violations of the Code of Conduct, policies or laws.

The EPIM case management system consists of four components, the so-called Speak Up website (online reporting) and the Speak Up hotline (telephone reporting), an application for mobile devices and the case management system itself.

EPIM is a system offered by the service provider GCS Compliance Services Europe Limited based in the UK (wholly owned subsidiary of Navex Global based in the USA) as part of commissioned data processing. Data processing by GCS is based on a DSGVO-compliant commissioned data processing agreement with CCEP.

The application is web-based and designed as a software-as-a-service (SaaS) solution. The solution is based on the 3-tier architecture with

- Web-Servers,
- Application servers and
- Database servers.

Hosting and data storage take place on servers within the EU.

The web structure is the basis for processing all web-based requests and controls the display function of the application.

The application structure is the basis for the business logic and data queries. The database structure contains all data/information.

For each of them there are redundant structures to ensure seamless continuation in the active session in case of server errors or failures and to avoid data loss.

Each segment is protected by firewalls and intrusion prevention systems (IPS). All firewalls have both input and output data filters.

Additionally, all queries and data requests are protected by user logon and password.

All reported suspicious cases and (possible) violations are recorded, processed, documented, closed and archived in the system and used for evaluations and internal and external reporting as well as data analysis. Only the personal data that are absolutely necessary for the specific purposes are processed.



Retention and deletion periods resulting from the respective applicable statutory provisions and/or internal regulations for the respective area shall apply.

The personal data provided will be accessible to the functions investigating the case for as long as necessary to process and investigate the notification, close the case, impose sanctions, and comply with legal or financial requirements. If legal proceedings are initiated, processing of the personal data for this purpose is permitted until these proceedings are finally concluded.

08 HOW IS MY PERSONAL DATA PROTECTED?

CCEP protects your data in accordance with legal requirements. For more details, please view the CCEP Privacy Notice [here](#).