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SCOPE

Coca-Cola Amatil (CCA) has reported on its sustainability performance since 2006, reporting approximately every 18 months. All water, energy, waste and packaging and community metric data is reported on a 12 month calendar year. This report focuses on the sustainability issues – Environment, Social and Governance - which are of greatest relevance to our stakeholders and our business.

This year for the first time we have incorporated the requirements of ISO 26000, the international standard which provides guidance on social responsibility. The ISO 26000 sustainability standard covers a range of sustainability standards - from environmental issues to community involvement and governance - and we have aligned the ISO 26000 core subjects and underlying issues to the four pillars of Environment, Marketplace, Workplace and Community.

This Sustainability Report covers our activities from November 2011 to August 2013, with the Environment, Workplace and Community metrics data covering the calendar years 2011 and 2012.

Unless otherwise stated it includes the beverage bottling, sales and distribution activities in five of the six countries in which we operate – Australia, Indonesia, New Zealand, Papua New Guinea, Fiji and also covers SPC Ardmona and Grinders Coffee. Our brewery operations in Samoa, purchased in late 2012, are not included in this report. The manufacture of our alcoholic ready-to-drink beverages, predominantly Jim Beam and Cola, is included in Australian beverages. The company's Australian beverage business constitutes approximately 80% of CCA's Group business, and this report reflects that contribution.

While not audited by a third party, the content of this report is consistent with the global framework for corporate social responsibility established by The Coca-Cola Company (TCCC).

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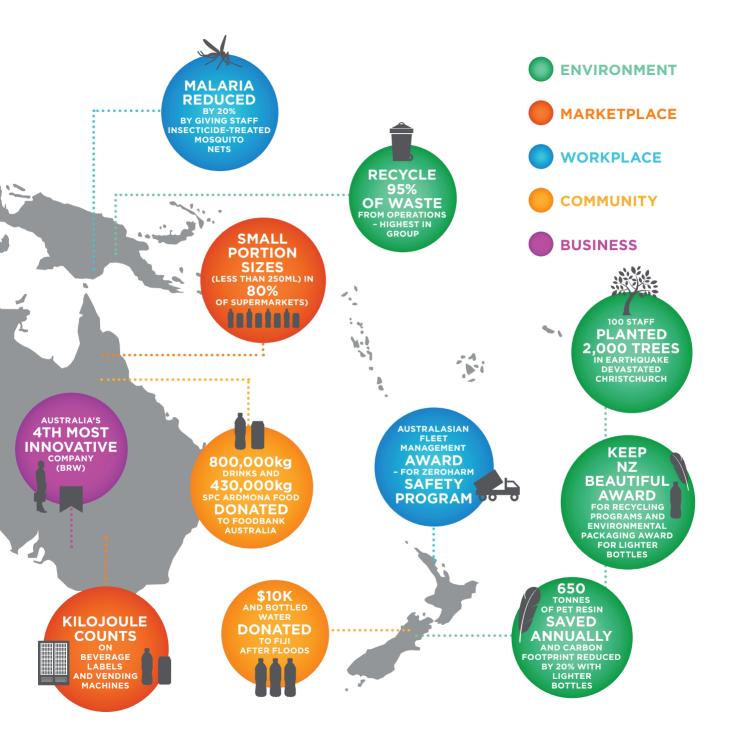
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AWARDS



















Environment Market Place

Workplace

Business

Innovation

Innov8

Internal

Other

Environment



FTSE4GOOD

CCA nominated as a constituent company in the index which measures the performance and facilitates investment into companies which meet globally recognised ESG standards.



CCA NSW was recognised as a Bronze member for demonstrating commitment to business sustainability.





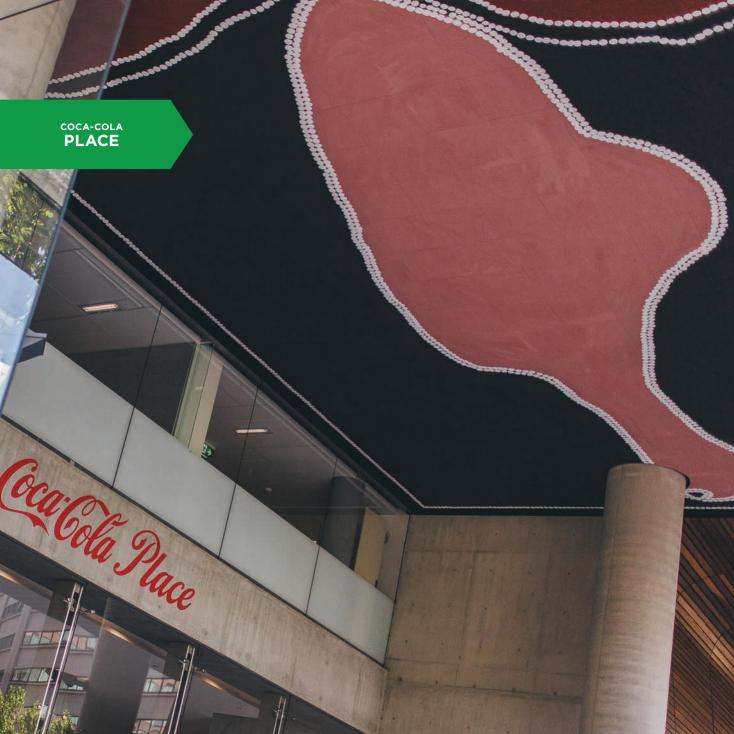
NSW Office of Environment and Heritage Sustainability Advantage Award 2013

CCA NSW was recognised as Silver member for demonstrating commitment to business sustainability.

2013 New Zealand Environmental Packaging Awards

CCA NZ won the Keep NZ Beautiful Award for two Community Education Programs (recycling) and the Scion Award for positive environmental outcomes I the supply chain for the investment in PET bottle self-manufacture (blowfill) enabling lightweight bottles.







MARKETPLACE



Australian International Coffee Awards 2013

Grinders Coffee won five medals including Grinders Master Roasters' Organic Fairtrade – silver (filter coffee); Giancarlo Signature 100 per cent Arabica Blend – two bronze (espresso and milk-based coffee); Giancarlo Originale Blend and Grinders Master Roasters' Crema Blend – bronze (espresso and filter coffee).





Australian Drinks Awards 2013

Beam Australia won Most Loved Brand and Brand of the Year in all categories. Canadian Club won Best Advertising/Marketing Campaign of the year for an RTD and Best Contribution to RTD Category Growth.



WORKPLACE



Australasian Fleet Management Awards 2012

CCA New Zealand won the Award for the 'ZEROHARM' initiative to reduce workplace injuries.

New Zealand Equal Employment Opportunities Trust's Diversity Awards 2013

CCA New Zealand won the Work and Life Award for its safety and wellbeing initiatives, including ZEROHARM.





Australian HR Awards

CCA won 2013 Employer of Choice (for a business with >1000 employees) for our strategies and initiatives across engagement, retention, reward, training and sustainability.

Australian Government Industry Training Awards 2011

SPC Ardmona won an Industry Collaboration Award for the company's "Induction to Leadership" employee development program, which was a collaboration with the Australian Metal Workers' Union.





Randstad Award 2012

CCA Australia won Best Employer in the FMCG category.

Randstad Award 2012

CCA New Zealand is named as the top most attractive employer in New Zealand's Fast Moving Consumer Goods (FMCG) sector and 5th most attractive employer overall.









Indonesia Press Association award for best company magazine 2012

CCA Indonesia's "Antarkita" magazine.

Australasian Association of Convenience Stores (AACS) Peter Jowlett Scholarship Award 2013







Australian Industry Group Training Services Vic-Tas Apprentice of the Year 2011

Won by CCA's Stuart Dunstall. Stuart also won the Chairman's Award for Most Outstanding Apprentice in Australia.

Australian Industry Group Training Services Director's Award 2011

A national award won by CCA's Troy Durham. Troy, who works at CCA's Northmead facility, was also the Regional Winner of the NSW Training Award (Western Sydney).





AON Hewitt Award 2011

CCA was named as a Top Company for Leaders.

BUSINESS

Australia



East Coles Corporate Performance Index 2012

CCA was placed in the Top 10 of 21 categories, including number 1 for Quality of Earnings and Board Effectiveness and Number 2 for Best Company and Clarity of Strategy.

Ross Carmichael Singer Corporate Confidence Index 2012

CCA was rated number 1 for Effective Board and High Standard of Governance; Number 2 for Effective CEO and High Level of Integrity and Number 3 for Strong Focus on Enhancing Shareholder Wealth and Quality of Earnings.





The Advantage Group Liquor Industry Feedback Program 2012

CCA was ranked Number 1 in customer service for on and off-premise head office service.



CCA won Beverage Supplier of the Year and Overall Supplier of the Year for delivering exceptional customer service to the Caltex network.





Australian Association of Convenience Stores (AACS) Gala Awards 2011

CCA won Beverages Supplier and Supplier Grand Champion.



Australian Association of Convenience Stores (AACS) 2013

CCA won Industry Best Beverage Supplier and Convenience Industry Best Overall Supplier.

Night Owl, BP and the New Sunrise Group (convenience stores)

awarded Supplier of the Year to CCA's Convenience & Petroleum team. CCA's Anthony Falas was awarded Account Manager of the Year by the New Sunrise Group.





The Coffee Club Supplier Award 2012

CCA was awarded Supplier of the Year for the high level of value and service.



CCA was named Number 1 supplier in Independent Grocery by the Independent Pulse survey.





Ritchie's IGA Supplier of the Year Award 2012

A national award won by CCA's Licensed team.





United Convenience Buyers Supplier of the Year Award 2012

CCA won the award for exceptional service to the UCB network of 1200 outlets. Terry Bowman was awarded UCB's "Representative of the Year".





Australian Liquor Industry Awards 2012

CCA's Mixxit team won the Training Program of the Year.

Australian Liquor Industry Awards 2011 and 2012

CCA's Jared Plummer won Brand Ambassador of the Year for both years.





Eagle Boys Pizza Supplier of the Year 2012

CCA won the award for the first time in recognition for the strong collaborative relationship.

McDonalds' Top Supplier 2010-2011

CCA and Coca-Cola South Pacific were awarded McDonalds' highest Supplier Performance Index (SPI), called the Benchmark Supplier, for capability and strength in a number of core areas, including management vision and values, innovation and competitive pricing.



APCO (Anderson Petroleum Company) Supplier of the Year 2011

Won by CCA.





Woolworths Supplier of the Year (South Australia) 2012

CCA won four awards including Sales Merchandiser of the Year.

Golf Industry Awards 2012 (Queensland)

CCA won the Golf Industry Supplier of the Year for consistency of customer service and expertise.



New Zealand



Foodstuffs Supplier of the Year 2012 - CCA New Zealand won two awards

New World Supplier of the Year and Foodstuffs SUPREME Supplier of the Year.

CRM Contact Centre Awards

CCA New Zealand won Top Outbound Sales Reps; and the Outbound Sales Team won Best Outbound Sales Team for B2B in New Zealand.



INNOVATION



BRW Magazine 2012

CCA was named as Australia's 4th most innovative company.







Australian Mobile Line of Business Award 2011

CCA's mvCCA on The Move App for customer ordering.

World Packaging Organisation's WorldStar Award 2013

Mount Franklin Easy-Crush Bottle won a WorldStar Award in the Beverage category - only the third time in a decade that an Australian product has won a prize in this global competition.



Beam Golden Shaker Awards 2013

CCA's innovation of the draught 30L keg to deliver CC&Drv won Best New Innovation in Beam Global's LA-based event.

Equilibrium

Named CCA as one of four ASX200 companies leading in online sustainability reporting.



Cannes Lions International Festival of Creativity 2012

Coca-Cola South Pacific and CCA's "Share a Coke" campaign won seven prestigious Cannes Lion Awards for advertising excellence - a Gold Lion for Outdoor: a Silver Lion for Media and 5 Bronze Lions for Outdoor, Media, PR and Direct categories.



APMA Star Awards 2013

The Australasian Promotional Marketing Association (APMA) awarded a GOLD Award to Mount Franklin for the brand's Waterfall Dome installation at the Australian Open Tennis event in Melbourne in 2013. The Award was for the Best Sponsorship or Tie-In Campaign and recognised Mount Franklin's excellent promotional and experiential marketing campaign.



INTERNAL CCA AWARDS

INNOV8



INNOV8 2012 Grand Champion

The 30L draught keg for CC&Dry, innovated by a team in South Australia led by Jayne Koen, Martin Caloghiris and Jason Davies.

Other INNOV8 2012 category winners



CCA CDCA-COLA AMATIL

Stacking guideline flash cards - George Green, WA.



Winning Revenue

Draught 30L keg - SA team.





Automated shift swaps - Ramona Agius and Jennifer Starling, NCC.



Sustainability

(dual winners) – World's "greenest " cold drink equipment - Michael Haynes, Norman Badaoui, Eric Sheather, Rob McGowan and Paul Green, Corporate and Cool it Down – Rebecca Vanstone and Damon Sayers, SA/NT.





F.A.C.T
BEST THEME



INNOV8



FINANCE & COMMERCIAL TEAM

CONGRATULATIONS 2012 Best Theme WINNER

13th February, 2013



Customer-Centricity

My equipment tool - Andrew Hurba, WA.

Efficiency

(dual winners) - Inspire Creative by Lily Varess, National Head Office and Lightweighting small CSD PET by Craig Walker, National head office.





Best Theme

FaCT

Customer Innovation

Westpac Bank - for their staff vending initiatives with CCA.





Partner Innovation

Trent Chapman, Brand director with Beam Global, for the success of the Canadian Club "Over Beer" campaign.



DDI Displays for delivering innovations to CCA.



INTERNAL CCA AWARDS



Supplier of the Year

CCA has awarded Supplier of the Year to its best suppliers across several categories since 2010.

The CCA 2012 Supplier of the Year Award Winners

Account Manager of the Year - Sean Carren, Managing Director of Goldstar Transport

Plant and Equipment - Husky

Financial Services - Westpac

Trade and Equipment - Skope

IT and Telecommunications - Telstra

Transport and Logistics - K&S Freighters

Business Services - Origin Energy

Packaging and Ingredients - Labelmakers Group

Marketing Service - tkm9

Sponsorship Assets - Netball Queensland

Overall Supplier of the Year - Labelmakers Group





OTHER AWARDS



Andrew McAuley Inspiration Award

Andrew McAuley was a former CCA employee and expert, award-winning adventurer who sadly lost his life in 2006 attempting to make the world's first solo kayak trip from Australia to New Zealand. Every year we celebrate the inspiration Andrew gave us by nominating an employee who lives up to Andrew's great legacy of going above and beyond.

In 2012 the **Andrew McAuley Inspiration Award** was won by **Chris Richardson** for his work with a charitable organisation called **KIVA**. KIVA provides people in third world countries with 'micro loans' to help them start a business. Chris and a few colleagues decided that they would loan money to applicants that had Coca-Cola in their application photos. Five years later Chris has organised loans for 83 small entrepreneurs in 24 different countries with over \$2,100 invested. Chris ran the portfolio, coordinated the money, managed the loans and encouraged new investors.

Chris has also been instrumental in leading a growth in participants in CCA's workplace giving program, **Thirst For Giving**.

World Masters Rowing Competition

Group MD: Terry Davis - 2011 (5 Gold and 1 Bronze) 2013 (1 Gold and 2 Silver)

University "Blue" Award

Australasian MD **Warwick White** was awarded a "blue" from Macquarie University for Golf (when he was a student in 1981).

CCA New Zealand's Young New Zealander of the Year

This award is for young people who have made a positive impact on the nation.

The winner for 2012 is **Sam Johnson**, a leader of the **Student Volunteer Army**.

The winner for 2013 is **Sam Judd**, the co-founder of **Sustainable Coastlines**.

MESSAGE FROM CHAIRMAN AND GROUP MANAGING DIRECTOR

THE
2013 SUSTAINABILITY@CCA REPORT
REFLECTS
THE REQUIREMENTS
OF ISO 26000

It's a core objective for CCA to be a good corporate citizen in each of our diverse communities of Australia, New Zealand, Indonesia, Papua New Guinea, Fiji, and now Samoa, so we are pleased to report that we are making significant improvements in our Environment, Social and Governance (ESG) sustainability measures across the board.

Accountability, transparency and ethical performance are principles at the core of CCA's operations and we are proud to publicly report on our efforts and achievements over the past 18 months.

For the first time since we began publishing Sustainability Reports in 2006, the 2013 Sustainability@CCA Report reflects the requirements of ISO 26000, the international standard which provides guidance on social responsibility, environmental issues, community involvement and organisational governance.





The business decisions we make take into account the best outcomes for our environment and our communities as well as our shareholders and include:

- Developing new Sustainable Procurement Guidelines to include environmental, social and economic factors.
- Multi-million dollar investments into PET bottle self-manufacture and the world's most energy efficient fridges, both of which significantly reduce both the carbon footprint of our products and carbon emissions.
- Supporting Australian farmers by sourcing tomatoes, navy beans and fruit for our new 100% Aussie Grown and Made SPC Ardmona products.
- The wonderful success we are having with our Bali Beach Clean Up.

 The initiative which started in 2008 is now a permanent team of 76 employees cleaning thousands of tonnes of rubbish from five Balinese beaches every day.
- Our ongoing commitment to providing people with choice more no-sugar beverages and smaller portion sizes, more access to nutritional information about our products and a program of encouraging more physical activity.
- Grinders Coffee Australia's largest roaster of Fairtrade coffee beans contributing more than \$170,000 to coffee growers in developing countries.

COMMUNITY

We have a new volunteer policy which enables our Australian staff to build on the community engagement we already have in place. These include our workplace giving program, Thirst for Giving, where staff donations are matched by the company, and our Coca-Cola Australia Foundation, where we make \$1.1 million available every year to dozens of community organisations and charities right across Australia.

CCA and our shareholders also contribute to communities through gifting small parcels of shares to ShareGift Australia, a not-for-profit organisation that donates the value of the shares to charities. In 2012 the allocation from CCA shareholders was worth more than \$26,000.

DIVERSITY

We value diversity and absolutely believe that it results in better business outcomes. The core theme of our Diversity Policy since its inception has been "embracing difference" in the areas of gender, Indigenous employment, disability, ethnic background and age.

We have fully adopted the ASX Corporate Governance Council's recommendations on gender diversity and have put a number of measures in place for achieving better outcomes – including gender targets for all female staff. We're addressing one of the key issues for women – pay equity – with an annual pay parity report to ensure the absence of gender bias in remuneration.

Our university graduate trainee programmes have been a very successful vehicle for attracting high potential female employees to the organisation. Since 2010, CCA Indonesia has recruited 219 graduates into the Trainee Programme, 54% of whom have been female. In New Zealand, 66% of the most recent graduate intake was female and the NZ team have successfully supported females in securing permanent positions and pursuing CCA careers in traditionally male oriented roles on completion of the graduate program.

Please take the time to watch this video on Diversity at CCA.



CCA INDONESIA HAS
RECRUITED 219
GRADUATES
INTO THE TRAINEE PROGRAMME,
54% ARE FEMALE





RECYCLING AND USING LESS PLASTIC

CCA has invested in and supported recycling for decades - including funding the iconic "Do The Right Thing" campaign in the 80s.

We support a national, industry-funded recycling system which targets all litter, not just drink containers.

TCCC's Coca-Cola Foundation supports Australia's leading anti-litter organisation, Keep Australia Beautiful. In the last four years the global Foundation has provided \$1.24 million to KAB recycling projects across Australia, diverting nearly 300 tonnes of beverage containers away from landfill and providing 1380 new recycling bins in public places.

We do not support container deposit schemes (or CDL) because they impose a "green tax" on drinks – and they're old-fashioned, inefficient and very costly for families. In fact independent studies have shown they would have twice the impact of the carbon tax on shopping basket prices.

All the evidence to date - financial cost analyses and littering surveys - shows that CDL does not deliver:

- An independent study commissioned by the Council Of Australian Governments (COAG) has found that a national container deposit scheme will cost between \$1.4 billion and \$1.76 billion - 28 times that of an industry solution - to deliver similar environmental benefits.
- Litter data compiled by Keep Australia Beautiful shows that South Australia which has CDL – has 50% more litter items than Victoria – which does not have CDL.

We're significantly reducing our carbon footprint by making bottles using less plastic.

Our biggest capital investment in a decade - \$450 million - has been into high-tech equipment that enables us to make all our PET bottles lighter, using less plastic and reducing their carbon footprint by more than 20%.

In fact we are making the lightest weight PET bottles and bottle caps in the global Coca-Cola System - saving thousands of tonnes of PET resin annually.

For a detailed look at our recycling and sustainability investments, watch this video on the left.





INCREASING SPRING WATER AND NO-KILOJOULE BEVERAGES IN REMOTE ABORIGINAL COMMUNITIES

Our Remote Communities Strategy – which was started by our Northern Territory sales team some years ago – encourages consumers to choose spring water and no or low kilojoule beverages.

The strategy, which has targets for increased sales of no or low kilojoule beverages while reducing the share of regular kilojoule beverages, is undertaken in co-operation with our major retail customers including Outback Stores and IBIS, operating in remote Indigenous communities in the Northern Territory, Queensland, South Australia and Western Australia.

In these areas we're replacing red Coca-Cola fridges, vending machines and coolers and even delivery trucks with white Mount Franklin spring water or black Coca-Cola Zero branding; promoting spring water and no and low-kilojoule beverages; offering small portion sizes and using Indigenous sports stars to market "Choose Water" and Coca-Cola Zero "better for you" messages. Our sales teams have been particularly innovative, trialling campaigns like "Town Zero" initiatives, where we have marketed Coca-Cola Zero as the prominent brand.

It is getting results:

- In remote communities in 2012 sales of our spring water increased by 45% and no or low-kilojoule beverages by 9%.
- In April 2013, the year to date figures showed a 4.2% shift from sugar sweetened beverages to spring water and low or no kilojoule options.



INNOVATION DRIVING BETTER ESG RESULTS IS A KEY TO ONGOING SUCCESS

For CCA, social responsibility is not just a reporting action applied at the end of production and distribution - rather, it is a proactive mind-set that is incorporated across all levels of our planning, execution, and stakeholder interaction.

And while we've made strides to improve the financial, physical and environmental wellbeing of people in every community in which we operate – from the smallest village in Papua New Guinea to the most cosmopolitan cities in our region, including Sydney, Auckland and Jakarta – there is always more to be done.

We believe that fostering a strong culture of innovation, combined with a relentless focus on productivity and efficiency, will help us continue to deliver on not only our business goals, but our ESG ones as well.

You can see more on this video on Innovation at CCA.









ABOUT COCA-COLA AMATIL (CCA)



COCA-COLA AMATIL

An ASX Top 30 listed company, CCA is one of Australia's largest premium branded beverage and food companies and one of the world's top five Coca-Cola bottlers. The Coca-Cola Company (TCCC) has a shareholding in CCA of 29%.

CCA operates non-alcoholic beverage businesses in Australia, New Zealand, Indonesia, Papua New Guinea and Fiji and also has alcoholic beverage businesses in Australia, New Zealand, Fiji and Samoa.

CCA owns Australia's largest premium packaged fruit and vegetable company, SPC Ardmona.

- Total number of operations, covering all alcoholic, non-alcoholic and food operations: 34
- Total number of distribution centres: 132
- Total number of employees: approximately 15,000

Total trading revenue

• 2011: **\$4801.2** million

• 2012: **\$5097.4 million**

Total volumes of non-alcoholic beverages sold

• 2011: **554.4 million unit cases**

• 2012: 576.6 million unit cases

Net profit (before significant items)

• 2011: **\$532 million**

• 2012: **\$558.4 million**

• Estimated number of consumers CCA has access to: 270 million

• Total number of active customers: approximately 600,000

Total number of employee shareholders (Australia)

• 2011: **3592 (68% of all Australian employees)**

• 2012: **3687 (70% of all Australian employees)**

The major brands we produce, sell and distribute across the Group include:

Coca-Cola, Coca-Cola Zero, Diet Coke, Sprite and Fanta. In Australia they include Mount Franklin, Mount Franklin Lightly Sparkling, Pump, Pumped, Neverfail Springwater, Powerade Isotonic, Cascade, Kirks, GLACEAU vitaminwater Low Calorie, Mother energy drink, Goulburn Valley fruit juices, Deep Spring, Grinders Coffee, Temple Tea and SPC Ardmona and Goulburn Valley packaged fruit and vegetable products, Taylors sauces and IXL jams. Our brands in New Zealand include all the Coca-Cola brands, L&P, Keri juices and Kiwi Blue springwater. In Indonesia, as well as the Coca-Cola brands, we produce Frestea, Ades water, Minute Maid juices and Isotonik sports drinks and Nature's Own water in Papua New Guinea.

CCA acquired the Fiji Brewery in Fiji and the Vailima Brewery in Samoa in 2012, as well as the Bounty Rum distillery in Fiji. CCA will operate a joint venture beer business in Australia with Casella after December 16, 2013.

CCA has a premium spirits beverage business, with a portfolio which includes the premium Beam Global brands such as Jim Beam, Courvoisier Cognac, Canadian Club, Makers Mark, The Macallan, Teacher's, The Famous Grouse and Laphroaig whiskeys. CCA also manufactures, sells and distributes Jim Beam and Cola and Jim Beam & Zero Sugar Cola alcoholic ready-to-drink beverages (ARTDs).

For more detailed information on our business, see our Full and Half Year Results statements, Annual Reports and Shareholder Reviews at www.ccamatil.com and the 2012 CCA Fact Book.

































































ORGANISATONAL GOVERNANCE - INTEGRATING SUSTAINABILITY

OUR APPROACH

Developing our broad-based beverage and food business in a sustainable way is central to CCA's core strategy and during 2011 and 2012 we continued to embed sustainability considerations into operational and business planning processes.

We concentrate on continuous improvement against the largest impacts of our business operations and also look to our stakeholders – employees, customers, consumers, shareholders, governments, non-government organisations and industry groups – for input on the issues of importance to them to help focus our efforts.

This year for the first time we have incorporated the requirements of ISO 26000, the international standard which provides guidance on social responsibility. The ISO 26000 sustainability standard covers a range of sustainability standards - from environmental issues to community involvement and development and organisational governance. The standard directly addresses human and labour rights as well as corruption, fair competition and consumer concerns: all issues addressed through our own internal policies and programs.

This report includes Targets (link) and ESG metrics for calendar years 2011 and 2012.

The Coca-Cola Company (TCCC) and its 300 global bottlers, including CCA, form what is known as the Coca-Cola System. The Coca-Cola Company's annual sustainability report here covers the performance of TCCC and the Coca-Cola system.

In July 2013 TCCC announced 2020 Environmental Sustainability goals with NGO partner World Wildlife Fund (WWF).

CCA - SUSTAINABILITY GOALS

Our efforts are focused on those sustainability issues which provide the greatest challenges and opportunities to our business and communities, including:

- 1. Continually improving water efficiency and protecting water sources
- 2. Reducing the environmental impact of packaging and developing beverage container recovery programs
- **3.** Reducing energy use, reducing direct and indirect carbon emissions and assisting our customers to lower their energy use
- **4.** Helping consumers by providing product choices, varied portion sizes and information and education about kilojoules, nutrition and physical activity
- **5.** Helping our employees reach their full potential in safe workplaces where diversity is fostered
- **6.** Ensuring a healthy and safe work environment one of CCA's key objectives is to create a culture of zero tolerance to harm and injury to all employees, contractors and visitors
- 7. Maintaining strong corporate governance and policies throughout our business
- 8. Investing in our local communities
- **9.** Ensuring that vulnerable groups and communities in the countries in which we operate are supported
- 10. Ensuring we promote social responsibility in the communities in which we operate

CCA - MAJOR ESG MEASURES

Our major ESG (Environment, Social and Governance) measures across the Group, including water and energy use, recycling, product quality, occupational health and safety (OHS), diversity and many social issues, are reported regularly to the CCA Board's Compliance and Social Responsibility Committee.

To ensure these changes are delivered:

- Senior managers have "at risk" components of their remuneration linked to delivery of energy, water and waste efficiencies and reductions
- CCA Australia has set annual national and facility-based KPIs for water efficiency
- All supply chain team leaders and managers have water use/water management as a KPI in their performance plans
- Employees are recognised for participation in internal sustainability programs, including Sustainability@CCA, CCA's annual staff engagement program; and INNOV8, CCA's national innovation awards program which has a sustainability category
- KPIs are used to build an innovative culture through INNOV8 where innovative ideas from staff are given visibility and ultimately implementation as they are driven through stage/gate processes
- CCA's environmental risk management and climate change response is supported by the maintenance of the ISO 14001:2004 certified environmental management systems (EMS) across 97% of the Group bottling facilities, with certification for the remaining 3% planned
- Across the Group 93% of major production operations are also certified ISO 9001 and FSSC 22000 (ISO 22000:PAS220) with the remainder working towards it

ENSURING ACCOUNTABILITY

We believe in being accountable and transparent. Our disclosure of ESG performance is continuously evolving and improving, however we still have some way to go in developing the same level of detail in Group countries outside Australia, NZ and Fiji for environmental efficiency improvements. Good progress is being made in Indonesia for water efficiency and a significant focus on PNG's environmental performance and management is underway, moving towards ISO 14001 certification in the medium-term future (two to three years).

CCA has voluntarily reported sustainability targets and initiatives to a number of organisations, including the **Carbon Disclosure Project (CDP)** here and **Dow Jones Sustainability Index (DJSI)** here for several years. Our reports and the assessment of them are publically available.

In 2013 CCA was selected as an index component of the Dow Jones Sustainability Index, which is "A recognition of the company's corporate sustainability leadership in your industry."

CCA also reports specific environmental sustainability efforts under a number of regulatory and co-regulatory schemes. In 2008 the largest part of our business, CCA Australia, was mandated to report on Energy Efficiency Opportunities (EEO) for the first time

- Since 2009 we have reported our direct carbon dioxide equivalent (CO2-e) emissions to the Federal Government as mandated by the National Greenhouse and Energy Reporting Act (NGERS) here
- We have also been reporting against the National Pollution Inventory here since 1999
- We are a founding member of the National Packaging Covenant, now the **Australian**Packaging Covenant. Read our 2011-2016 action plan here and annual report 2012 here

CONTINUOUS IMPROVEMENT TARGETS

As a leading fast-moving consumer goods company with a strong focus on responsible manufacturing, CCA sets continuous improvement targets for quality, food safety, OHS and environmental performance.

Our key targets, some of which include senior management KPIs, are stretch targets that require ongoing focus to be achieved.

Every CCA manufacturing facility across the Group records monthly environmental metric data including energy, water and waste.

When it comes to the supply chain, CCA is currently developing a new **Sustainable Procurement Policy** to include environmental, social and economic factors.

DIVERSITY

Gender

CCA has adopted the ASX Corporate Governance Council's recommendations on gender diversity and has developed a Gender Diversity Policy to outline our objectives of creating fair, equitable and respectful workplaces where women are supported.

CCA has established overall gender balance goals and nominated targets for the CCA Board, senior executives and managers and employees across the Group.

In 2013 CCA signed up to the UN Women's Empowerment Principles.

Indigenous Strategies

In 2011 CCA became a signatory to the Australian Employment Covenant committing the company to a target of 150 sustainable jobs for indigenous Australians. By mid-2013 CCA had employed 42 Aboriginal men and women into new jobs across the Australian business.

CCA's Indigenous Employment Strategy links work being done by the Coca-Cola Australia Foundation partners with indigenous young people in schools and universities with a sustainable employment strategy.

It also links to CCA's Remote Communities Strategy.

POLICIES

Business

CCA has developed a robust framework of policies and management systems which are available to all staff on the company intranet.

Key governance policies are available publically here and include:

- Policy on Trading in CCA's Shares
- Environment Policy
- Purchasing Policy (to be replaced by new Sustainable Procurement Policy
- Water Policy
- Code of Business Conduct Policy (behaviour required by all our employees and directors.)
- Disclosure & Communications Policy
- Gender Diversity Policy
- Health and Safety Policy

HUMAN RIGHTS (EMPLOYEES AND SUPPLIERS)

CCA adheres to the principles of the Coca-Cola System global Human & Workplace rights initiative.

The Coca-Cola Company conducts Supplier Guiding Principles audits of CCA operations and CCA has successfully passed.

The guidelines specifically require bottlers' commitment as part of the United National Global Compact, which aligns operations, and suppliers with universally accepted principles in the areas of human rights, labour, freedom of association, the environment and anti-corruption. All major suppliers are also contractually required to comply with these Guiding Principles in accordance with written supplier contacts.

CCA is currently developing a new Sustainable Procurement Policy to include environmental, social and economic factors.

TRAINING AND AWARENESS

All policies are posted on the CCA intranet for all employees to access and they are included in induction and specific relevant training programs. Where they involve legal or regulatory compliance, we are developing online self-paced training.

The Code of Business Conduct Policy is posted on the CCA intranet for all employees to access and included in induction and specific relevant training programs. An online self-paced training program containing a compulsory multiple choice test is available to ensure understanding as well as awareness.

PURCHASING POLICY

CCA is currently guided by CCA's Purchasing Policy here and The Coca-Cola Company's (TCCC) Supplier Guiding Principles here.

CCA's suppliers must comply with TCCC's authorised supplier program. The program is described in the TCCC Supplier Guiding Principles, supported by the Supplier Guiding Principles Overview, KORE (Coca-Cola Operating Requirements) and The Supplier Guiding Principles Implementation Guide.

These are TCCC's social compliance guidelines which state that all suppliers to TCCC will comply with local law, including in respect of collective bargaining, wages and benefits, working hours and overtime, safe working conditions and the environment.

As an adjunct to its Purchasing Policy, CCA is developing a new **Sustainable Procurement Policy** to include environmental, social and economic factors as they relate to procurement.

SPC ARDMONA - APPROVED SUPPLIERS

SPC Ardmona suppliers who supply fresh fruit and vegetable raw materials must adhere to SPC Ardmona's Approved Supplier Program. All suppliers must have current accreditation to a third party audited Hazard Analysis Critical Control Point (HACCP) based food safety and quality management system (HACCP is a systematic preventive approach to food safety and pharmaceutical safety that addresses physical, chemical, and biological hazards as a means of prevention rather than finished product inspection.)

Suppliers must have completed an Agricultural Chemical Use Warranty and a genetically modified organism (GMO) Statement.

It is SPC Ardmona's corporate policy to maintain a genetically-modified free crop supply.

Only suppliers accredited to both the Food Safety and Environmental standards will be able to apply to supply raw materials to SPCA.

All SPC Ardmona suppliers who supply ingredients and packaging must comply with SPC Ardmona's Vendor Assurance Process and complete a Production Information Form prior to supply.





GOVERNANCE

At CCA, the Board of Directors is committed to achieving the highest standards in the areas of corporate governance and business conduct. The corporate governance principles and practices followed by CCA, established in the ASX Corporate Governance Council's "Principles of Good Corporate Governance and Recommendations, 2nd Edition" can be found in our Annual Reports and under Corporate Governance here.

BOARD DIRECTORS

In 2012 CCA's Board consisted of nine members – eight non-executive directors and one executive director. In 2012 they were David Gonski AC (Chairman, an independent non-executive director); Ilana Atlas, Catherine Brenner, Tony Froggatt, Wal King AO and David Meiklejohn AM (all independent non-executive directors); Martin Jansen and Geoffrey Kelly (TCCC's nominees and non-executive directors) and Terry Davis (CCA's Group MD and an executive director). Ilana Atlas replaced retiring director Jillian Broadbent on 23 February 2011.

For a full overview of CCA's corporate governance principles, including Senior Executives' performance evaluation, Director selection, independence, induction and performance evaluation, Code of Conduct, and CCA's Policy on Trading in CCA shares, share ownership and dealings, see our 2011 and 2012 Annual Reports here.

In 2011 and 2012 there were no significant shareholder disputes or controversies over executive remuneration.

BOARD COMMITTEES

To assist its deliberations, the Board has established five main committees, which apart from routine matters, act primarily in a review or advisory capacity. These are:

- Related Party
- Nominations
- Audit & Risk
- Compensation
- Compliance & Social Responsibility

COMPLIANCE AND SOCIAL RESPONSIBILITY COMMITTEE

CCA's sustainability agenda is driven from the top of the company. The Board's Compliance and Social Responsibility Committee , which comprises at least three Non-Executive Directors, assists the Board in determining whether the systems of control, which management has established, effectively safeguard against contraventions of the Company's statutory responsibilities and to ensure there are policies and controls to protect the Company's reputation as a responsible corporate citizen.

The Committee regularly reviews and reports to the Board on compliance with laws including OHS, environmental protection, product safety and trade practices. The Committee also reviews policies reflecting on the Company's reputation, including quality standards, dealing in the Company's securities and disclosure.

The Committee approves key sustainability metrics under our four pillars – Environment, Marketplace, Workplace and Community. Each quarter, the Group reports to the Committee on compliance with relevant laws, including occupational health and safety, environmental protection, product safety and trade practices. The Committee reviews policies and reports and makes recommendations to the Board, where appropriate, on quality standards, political donations, community sponsorship and support and relevant social issues such as obesity, environmentally sustainable initiatives and other social issues that may be relevant to the Company.

POLITICAL DONATIONS

CCA supports Australia's democratic process in a bipartisan way and donates even-handedly to the major political parties in Australia - the Liberal/National Party coalition and the Australian Labor Party - in the Federal arena. All donations are disclosed on www.aec.gov.au

ENSURING COMPLIANCE

CCA's Internal Audit and third parties conduct regular independent reviews on our Quality, Environmental and Safety frameworks. Internal Audit is co-sourced with Price Waterhouse Coopers (PWC) and CCA uses a range of third party specialists to ensure the highest quality of compliance can be achieved.

These reviews not only focus on compliance with laws, regulations and our own high internal standards, but ensure systems are stress tested against rare events by running regular business continuity simulations.

In 2010 and 2011 CCA conducted Business Continuity Simulations using the scenarios of a loss of a major production facility and Malicious Product Tampering (MPT) in Australia. In 2013 an MPT simulation will be conducted in Indonesia. These exercises test a wide range of CCA systems, involve third parties such as the media and law enforcement agencies and provide an excellent platform for process improvement.

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INTERNAL AND EXTERNAL STANDARDS

CCA's environmental risk management and climate change response is supported by the maintenance of our ISO 14001:2004 certified environmental management systems (EMS). These are in place across the Group for key beverage manufacturing operations with a specific emphasis on continual improvement.

ISO 14001 certified (EMS)

- 97% of Group plants all Australia, New Zealand, Indonesia and Fiji beverage operations along with all Neverfail water bottling operations
- CCA's brewery in Samoa achieved certification in late 2013
- Two operations in PNG are in progress

ISO 9001 certified (quality management)

- 93% of Group plants
- Neverfail in Townsville, Lae and Port Moresby (PNG) and Padang and Lampung (Indonesia) are in progress

ISO 22000/FSSC 22000 certified (food safety management)

- 87% of Group plants
- Neverfail in Townsville, Lae and Port Moresby and Medan, Padang and Lampung are in progress

OHSAS 18001 certified (international standard for OHS)

- 13% Denpasar, Cibitung, Semarang and Bandung (Indonesia)
- 17% in progress and 70% in preparation
- All of CCA's Indonesian plants are certified to SMK3, a local Indonesian Government safety certification.

BREACHES

Environment

Environmental breaches are graded according to their type, and if required, are reported to the relevant agency (the Environmental Protection Agency, or EPA, in Australia). They are also reported to the CCA Board every quarter.

- 2011 19 trade waste licence breaches in Australia
- 2012 13 trade waste licence breaches in Australia
- There were no fines reported by any Group site
- In February 2013, following a breach in the Richlands, Queensland facility an Effluent Improvement Program (EIP) was put in place

OHS

- On May 31st 2012, CCA was convicted of failure to provide a work environment that was safe and without risk to health and safety as a result of an incident that occurred during the unloading of a drinks fridge at Moorabbin, Victoria on March 9th 2012. CCA was fined \$75,000 and ordered to pay costs of \$2,795.
- Since that time CCA has rolled out a Health and Safety Management Framework Procedure Contractor Management across the Group. More than 1000 people in the Australian business have participated in contractor management training.

SAFETY SYSTEMS - VERIFICATION

Third party audit and verification of our integrated management systems (Quality, Environment and Safety) is currently performed by LRQA (Lloyds Register Quality Assurance) which audits against FSSC22000 (ISO22000: PAS220) Food Safety, ISO9001 Quality and ISO14001 Environment and The Coca-Cola Company's KORE requirements which incorporates safety in addition to the aforementioned.

PRODUCT LABELLING

We meet all regulatory standards and comply with the Australian New Zealand Food Standards code. We are committed to clear labelling of ingredients, nutritional content and country of origin.

To help our consumers make more informed choices we voluntarily introduced the Australian Food and Grocery Council's Daily Intake (%DI) Guide in a "thumbnail" format on the front of pack of our beverages in Australia and New Zealand. The %DI is a guide for energy intake, as set out by the National Health and Medical research Council. The thumbnail label also indicates the number of kilojoules contained in the beverage per serve.

CCA is in the process of rolling out kilojoule content information on its vending machines nationally in Australia.

PRODUCT QUALITY

We aim to provide customers and consumers with the highest quality beverages and food, and it is our policy to meet or exceed regulatory requirements.

In manufacturing, CCA relies on policies and procedures, robust management systems and proven technologies along with trained people to ensure that our products exceed all company standards and legal requirements prior to leaving our facilities.

Age of stock in the market and process variability during manufacturing are our top product quality concerns. A focus on process control, through the introduction of online process control and monitoring systems and the introduction of the "Coke Best Fresh" program were key components of the strategy introduced to improve the quality of our products. The "Coke Best Fresh" program recognises that handling and storage of our products after manufacture can impact on their quality and ultimately influence the experience our customers have.

Quality data across the Group is reported quarterly to the CCA Board.

CONSUMER CONTACTS

All consumer contacts are logged with the Consumer Information Centre (CIC) and the CIC responds in detail, by phone, email or in writing, to all consumer inquiries within 24 hours or the next business day where possible,

In the past two years product quality complaints in Australia have decreased.

2011

Total contacts: 105565

Quality related: 16% (17250)

This represents 3.46 product quality complaints per million consumption units sold

2012

Total Contacts: 108375

Quality Related: 13% (14211)

This represents 2.59 product quality complaints per million consumption units sold

REPORTING

CCA regularly participates in independent surveys, which assess our commitment to environmental, social and community initiatives.

Voluntary Reporting

Carbon Disclosure Project

The Carbon Disclosure Project (CDP) provides a secretariat for the world's largest institutional investor collaboration on the business implications of climate change. Through the CDP, many institutional investors collectively sign a single global request for disclosure of information on Greenhouse Gas Emissions.

CDP Report 2011 and 2012

Carbon disclosure: In 2011 CCA was awarded a disclosure score of 73 out of 100.

In 2012 CCA's disclosure score moved up five points to 78.

The high score achieved is based on strong understanding and management of climate change risks; strategic focus and commitment to understanding business risks of climate change; ability to measure and manage the company's carbon footprint and relevant and regular disclosure to key stakeholders.

Carbon performance: In 2012 CCA was placed in band C (from A-E) of Australian and NZ companies which disclose carbon use. The score indicates the extent to which companies are addressing the potential opportunities and risks presented by climate change.

Water assessment: In 2011 and 2012, CCA completed the CDP Water assessment.

Mandatory Reporting:

Energy Efficiency Opportunities Assessment & Reporting Schedule and Annual Reporting

The program encourages large energy-using businesses to develop greater energy efficiency through improving the identification, evaluation and implementation of cost effective energy savings opportunities. All CCA operations in Australia and NZ have undergone an EEO level 3 and level 2 energy audits respectively.

CCA completed its first five year cycle of the EEO program in 2011 and is continuing to seek new energy efficiency opportunities in cycle two which began in July 2011.

The National Greenhouse and Energy Reporting Scheme (NGERS)

Under the National Greenhouse and Energy Reporting Act (2007), CCA reports Scope 1 GHG emissions (direct emissions, or the release of GHG into the atmosphere because of activities at a facility), Scope 2 GHG emissions (indirect emissions, or the release of GHG at a facility because of energy consumption used in heating, cooling etc) and total energy production and consumption.

CCA's reporting scope was determined with input and advice from legal firm Blake Dawson for the first year of reporting in 2008/09 and letter of advice was provided by Blake Dawson advising that the conclusions reached by CCA are reasonable. This scope remained unchanged for 2010/11 and 2012/13.

National Pollutant Inventory (NPI) - Australian state government program

The NPI provides the community, industry and government with free information about substance emissions in Australia. CCA has been fulfilling its mandatory reporting obligations in this area since 1999.

Australian Packaging Covenant

CCA was a founding member of the Australian Packaging Covenant when it was the National Packaging Covenant (NPC), a joint initiative set up in 1999 between government and industry to manage the environmental impacts of consumer packaging. CCA submits an Action Plan report to the APC every year.

CCA submits five-year Action Plans as well as annual reports to the APC.

CCA is also a signatory to the Packaging Accord in New Zealand, where we have joined forces with government, industry, waste management and other non-government organisations as members of the Accord.



ORGANISATIONAL GOVERNANCE - STAKEHOLDER ENGAGEMENT

OUR APPROACH

Engaging with our stakeholders - the millions of people who affect our business or who are touched by it - is fundamental to the way we do business across our Group.

CCA's stakeholders include consumers, customers, employees, shareholders, suppliers and local communities, as well as non-government organisations and other groups which have an interest in the products we make and sell. These include health and environment organisations, water experts, regulators, bureaucrats and local, state and federal governments.





















MANAGEMENT

We use many avenues to engage and communicate with our stakeholders and listen to their advice and feedback. One of the most important public engagement opportunities with our stakeholders is our Annual General Meeting (AGM), which is held in May each year in Sydney. All of our shareholders are invited to attend and ask questions of the Board, either directly or through the Australian Shareholders Association.

We are members of many different industry and policy-building organisations across the Group, including the Australian Food and Grocery Council, the Australian Packaging Covenant, the Australian Beverages Council, the Australia Indonesia Business Council, New Zealand's Packaging Council, the NZ Food and Grocery Council, Keep NZ Beautiful, the NZ Juice and Beverage Association and in Indonesia, the Soft Drink Industry Association, the Coalition of Food and Beverage Producers of Indonesia and the Coalition of Indonesia Philanthropy.

In 2012 a senior CCA executive was the chair of the Australian Packaging Covenant Council (until June 30) and the National Packaging Covenant Industry Association. In addition, the Coca-Cola System in Australia maintained positions on the Board, Public Affairs and Technical committees of the Australian Beverages Council, the industry organisation for non-alcoholic beverage manufacturers in Australia.

Australasian MD Warwick White was appointed director of the Avner Nahmani Pancreatic Cancer Foundation in 2012 - the Foundation receives significant donations from CCA's spring water brand, Deep Spring.

STAKEHOLDER ENGAGEMENT

Consumers: 270 million people

Consumer insight is at the core of everything the Coca-Cola System does in the Australian market. To engage with consumers, we have forums including CCA's Facebook, Coca-Cola Australia Facebook, Twitter, CCA Clubhouse, The Coca-Cola Company's Journey website and the Consumer Information Centre (CIC) at 1800 025 123.

Other consumer information is on the myCCA, CCA and TCCC company websites, consumer hotlines; 1800 025 123 on product labels, 13 COKE and dietary information (%DI) on product labels.

The CIC responds in detail, by phone, email or in writing, to all consumer inquiries within 24 hours or the next business day where possible. Consumer information is delivered to the business and shared with the global Coca-Cola System via regular monthly reporting. CIC: free call 1800 025 123; fax 02 9436 8715 or via email to consumer_information@ccamatil.com

Consumer complaints for the Group are reported to the CCA Board's Compliance and Social Responsibility Committee every quarter.

Customers: 728,000

Our customers range from the smallest street drinks cart in Java to the largest supermarket in Sydney, with a huge range of food, convenience and petrol stores and hotels, pubs, clubs and restaurants in between.

CCA places excellent customer service as our highest goal and we seek every day to be the most valued supplier we can be. We hold regular customer events, including an annual brand experience EXPO week, as well as brand launches.

CCA responds to both customers and consumers in Australia through the National Customer Centre 13COKE (132653) and online at myCCA. CCA offers online ordering via an award-winning app, myCCA On the Move.

The NCC team of more than 354 employees covers 24 hours a day, seven days a week. All calls from customers are logged and monthly reports are produced and distributed through the business.





Shareholders: 62,666 shareholders (as at December 2012)

CCA's ESG performance is regularly communicated to our investors through Results presentations reports and the AGM. CCA also engages with analysts both seeking and reporting on ESG measures. We contribute information about carbon emissions to the largest global ratings project, the Carbon Disclosure Project (CDP).

CCA's shareholders are encouraged to make their views known and to directly raise matters of concern. Shareholders may raise questions by emailing CCA's Investor Relations at investors@ccamatil.com

Shareholders are also encouraged to attend CCA's AGM and to ask questions, which can be submitted by completing the question form accompanying the Notice of Meeting.

CCA's Disclosure & Communication Policy requires that shareholders be informed about strategic objectives and major developments.

CCA is committed to keeping shareholders informed and improving accessibility to shareholders through:

Australian Securities Exchange (ASX) announcements; company publications (including the Annual Report and Shareholder News); the AGM; the company website (www.ccamatil.com); and the investor relations contact number (61 2 9259 6159).

In 2011 and 2012 there were no significant shareholder disputes or controversies over executive remuneration.

Employees: almost 15,000 staff

Across the Group we communicate with our employees via a wide range of internal delivery systems including the intranet, newsletters, videos, digital screens in the workplace and emails, as well as conducting employee engagement surveys and holding long service award ceremonies, internal achievement awards including INNOV8 and business road shows. In Australia CCA produces daily intranet news stories and CCA News, holds regular social events and provides opportunities for volunteering through the **Volunteering** Policy and donating to charities via the workplace giving program **Thirst For Giving.**

CCA Australia and New Zealand conduct the annual **Sustainability@CCA employee engagement program,** where all staff can participate in sustainability events like collection of e-waste, recycling and tree-planting at our operations.

In our emerging markets we drive many **employee health** strategies - in Papua New Guinea we give out free mosquito nets to our staff, and malaria incidence continues to fall every year. In Indonesia we conduct free health clinics for our staff and their families in their communities.

CCA Australia's **INNOV8** program enables all staff to submit innovations, the best of which are initiated into the business and recognised at annual awards events.

Where CCA regularly measures **employee engagement** (Australia, New Zealand and SPC Ardmona) scores rose or remained the same from 2010 to 2012.

Suppliers: approximately 15,000

CCA is developing a new Sustainable Procurement Policy which will take environmental, social and economic issues into consideration.

CCA is currently guided by CCA's Purchasing Policy here and The Coca-Cola Company's (TCCC) Supplier Guiding Principles here.

CCA's suppliers must comply with TCCC's authorised supplier program. The program is described in the TCCC Supplier Guiding Principles, supported by the Supplier Guiding Principles Overview, KORE (Coca-Cola Operating Requirements) and The Supplier Guiding Principles Implementation Guide.

These are TCCC's social compliance guidelines which state that all suppliers to TCCC will comply with local law, including in respect of collective bargaining, wages and benefits, working hours and overtime, safe working conditions and the environment.

CCA's **Supplier of the Year Awards**, held annually, awards CCA's best suppliers across several categories.

CCA implemented a survey of suppliers as part of due diligence on assessing current pack types against the Australian Packaging Covenant's Sustainable Packaging Guidelines. In 2012 five major packaging suppliers (PET, glass, aluminium and corrugated board) completed the survey which included questions on Australian Packaging Covenant signatory status, energy and water use, carbon, materials (including recycled content), recyclability of materials and other certifications and accreditations.

Communities

We engage with our communities through a wide range of projects and events, many of them centred on environmental sustainability. We are also one of the first companies delivering food and beverages into disaster areas, mostly supplying fresh bottled water and food to victims and volunteers.

Some examples of CCA's approach to engaging with communities includes the annual **Big Bali Eco-Weekend** and the Bali Beach Clean Up. The Clean Up, which started as one day beach clean up in 2008, is now a daily beach cleaning operation with a team of 76 staff, three Coca-Cola tractors and four trucks clearing 1000s of tonnes of rubbish from almost 10 km of coastline.

When sourcing spring water in Australia, CCA undertakes a stringent **Source Vulnerability Assessment** of the site, and a crucial part of the process is consultation and communication with local communities.

Governments

The Coca-Cola System in Australia (CCA and Coca-Cola South Pacific) engages directly and regularly with politicians at all levels of government and bureaucrats on many issues, particularly on solutions for reducing litter and lifting recycling rates.

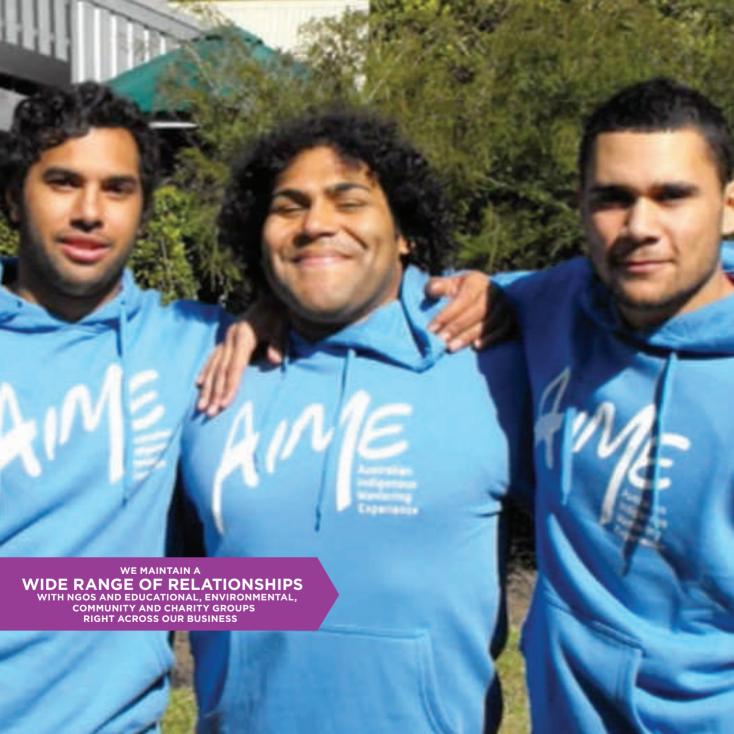
CCA in Australia and New Zealand also engages with politicians and bureaucrats via several industry organisations, including the Australian Food and Grocery Council and the Australian Beverages Council. CCA is represented on some of these bodies, including the Australian Packaging Covenant Industry Association.

CCA maintains its partnership with the NSW Government's Office of Environment and Heritage through its Sustainability Advantage program.

CCA Indonesia also engages with political leaders across the board, most particularly at the local governor level.

In Australia, CCA donates in a bipartisan, even-handed manner to the major political parties to demonstrate our support of the democratic process. All our donations are available to view on the Australian Electoral Commission website www.aec.gov.au





Non-Government Organisations (NGOs)

We maintain a wide range of relationships with NGOs and educational, environmental, community and charity groups right across our business, working on a number of projects including environmental excellence in our workplaces, health and fitness surveys of our staff, recycling and beverage container recovery projects.

The Coca-Cola System engages with many organisations across a broad spectrum, including from the Green Building Council of Australia, the World Wildlife Fund, universities, the Australian Indigenous Mentoring Experience, Yarn'n, UNESCO in Indonesia, the National AIDS Council in Papua New Guinea, Keep Australia Beautiful and Keep New Zealand Beautiful.

















TARGETS

PRIORITY AREA	TARGETS	
ENVIRONMENT		
Water Stewardship		
CCA Beverages Group	WUR ≤ 1.95L/FBL	
CCA Australian Beverages	WUR ≤ 1.31L/FBL	
CCA Beverages Group	Maintain 100% compliance with our QEMS for groundwater sources, taking into consideration the hydrogeological aspects zones of influence, sustainability and use	
Energy and Climate		
CCA Beverages Group	EUR ≤ 0.41MJ/FBL	
CCA Australian Beverages	EUR ≤ 0.29MJ/FBL	
CCA Australia	Improve the energy performance of CCA's base 2-door coolers	
Packaging and Recycling		
CCA Australia	Reduce PET material use through light-weighting	
CCA Australia	Beverage industry to recover 74% of bottles and cans in the market by 2016	
CCA Beverages Group	Landfill ratio from manufacturing ≤ 0.47g/FBL	
CCA Beverages Group	Increase recycling rate from manufacturing to ≥ 97%	

BASELINE	2012 PROGRESS	GOALS
2.80L/FBL (2008)	2.02L/FBL	30% improvement on 2008 baseline by 2020
1.64L/FBL (2008)	1.57L/FBL	20% improvement on 2008 baseline by 2020
100%	100%	100%
0.41MJ/FBL (2008)	0.47MJ/FBL	No increase on pre- blowfill EUR by 2020
0.34MJ/FBL (2008)	0.31MJ/FBL	15% improvement on 2008 baseline by 2020
11.75kWh per 24hours (2009)	5.18kWh per 24 hours	100% of coolers using natural refrigerant
40,000MT	32,300MT	31,000MT Based on 2012 APC report estimating 9000T savings by 2015 due to blowfill
55% (2010)	60%	74%
1.85g/FBL (2008)	0.74g/FBL	75% improvement on 2008 baseline by 2020
81% (2008)	87.4%	20% improvement on 2008 baseline by 2020

TARGETS

PRIORITY AREA	TARGETS	
WORKPLACE		
Gender Diversity	2014: NEDs: 30% Snr executives: 19% Managers: 29% (Group); 31% (Aust & NZ) Employees: 18% (Group); 31% (Aust & NZ)	
Indigenous	150 new jobs	
MARKETPLACE		
Beverages	Continue to expand beverage and food range. Offer consumers a wide variety of choice in products, energy and portion sizes	
Food	To produce best quality Australian grown and made packaged fruit and vegetable products	

BASELINE	2012 PROGRESS	GOALS
2010 Diversity Policy introduced. Managers and females - 28% (Australia)	NEDs: 25% Snr executives: 21% Managers: 27% (Group); 30% (Aust & NZ) Employees: 17% (Group); 29% (Aust & NZ)	CCA workplaces to reflect consumers, cultures and customers of the communities in which we operate
2011 – numbers of Aboriginal employees unknown. CCA joined the Australian Employment Covenant and engaged an Indigenous Employment Manager	2012: 29 new jobs for Aboriginal men and women in jobs across the Australian business 2013 (August): 42 new jobs	Continue to integrate Indigenous Strategy through hiring; the Coca-Cola Australia Foundation partners and CCA's Remote Communities Strategy
In 2007 we introduced voluntary kilojoule counts and Daily Intake % guidelines on the front of the labels of all beverages	Continuation of offering a wide variety of portion sizes and non-sugar choices	Refresh 2020 was rolled out in Australia on July 2013 committing to increasing smaller portion sizes; offering more low kilojoule options; providing kJ information on vending machines and supporting a national bicycling program
	July 2013 rolled out new SPC "100% AUSSIE GROWN" labels on SPC Baked Beans, Spaghetti, Peaches and Pears	Continue to source, as far as possible, 100% Australian grown produce

TARGETS

PRIORITY AREA	TARGETS
COMMUNITY	
Coca-Cola Australia Foundation	Community investment equal to 1% pre-tax Group profit
Thirst For Giving company-matched workplace giving program (Australia)	Commitment by 10% of CCA Australia staff
SUPPLY CHAIN	
Procurement	Sustainable Procurement Policy



BASELINE	2012 PROGRESS	GOALS
	Rolled out program for greater involvement of local CCA managers in Community Grants program	Continue to fund the Coca-Cola Australia Foundation at least \$1.1 million annually. Distribute funds equally between National Grant Partners and Community Grants
	5% of CCA staff signed up	Continue to raise level of staff commitment
GUIDELINES	New Sustainable Procurement Policy underway	Guidelines to be rolled out to suppliers will consider environmental, social and economic aspects relating to procurement





WATER STEWARDSHIP

OUR APPROACH

The efficient use of water - the primary ingredient in our beverages, and also used in our manufacturing processes - is a major focus for sustainable practices throughout CCA's Group operations. CCA has developed a specific Water Policy which covers all aspects of water related operations and activities from municipal, surface and groundwater sources across our beverages business.

The CCA Environmental Policy and our ISO 14001 certified Environmental Management Systems (EMS) are also utilised as tools to guide continuous improvements in the efficient use of water in our production facilities.

Since 2006 CCA has set annual water efficiency targets across the Group. Our targets are measured as litres of water used per finished beverage litre, and we have made significant progress in reducing our water use whilst growing the business with our efficiencies having improved by 32% in that time.

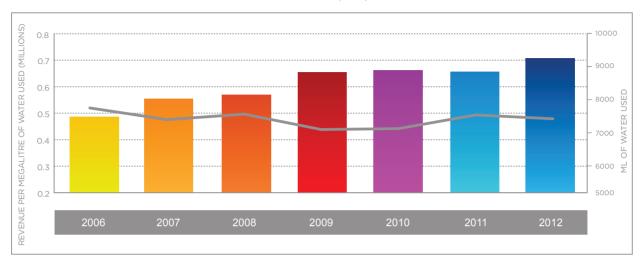
Within the Group, CCA Australia continues to be one of the most efficient water users in the global Coca-Cola System, and in 2012 continued the trend of increasing water efficiency – achieving a Water Use Ratio (WUR) of 1.57 Litres/Finished Beverage Litre (L/FBL).

CCA Group water efficiencies in 2012 have continued the "decoupling" trend which began in 2009. In other words, while the volume of beverages produced has increased significantly, the total amount of water used to make the beverages has dropped. Since 2009 total water consumption has dropped 15% whilst production has grown 7.5%.

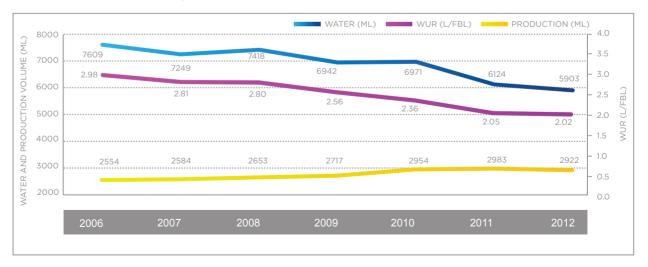
This has occurred because of our onsite efficiency focus and the continued implementation of PET bottle self-manufacture, or "blow-fill" production lines across the Group since 2011. Importantly CCA is also approaching a key milestone in Group water efficiency, by reducing our Water Usage Ratio (WUR) below 2L/FBL we will no longer be producing more wastewater than finished product. Key to this success will be the continued rollout of blowfill, optimisation of CIP processes and other water savings measures being implemented throughout all manufacturing facilities.

Saving water not only reduces costs – purchase, treatment and disposal costs – but brings benefits to our communities, reducing consumption of a natural resource, reducing demand for energy and chemicals and creating a more sustainable environment. These water savings have contributed directly to CCA's bottom line. Our revenue per megalitre of water consumed has steadily increased every year since 2006, in 2012 exceeding \$0.7M of revenue per ML of water consumed.

WATER FINANCIAL INTENSITY - REVENUE (\$M) PER ML OF WATER



WATER CONSUMPTION, EFFICIENCY & PRODUCTION VOLUME - BEVERAGES

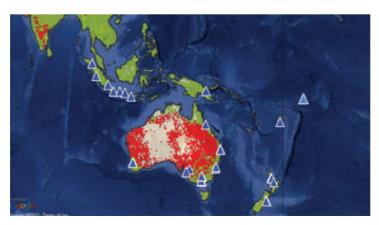


MANAGING WATER RISK

Food and beverage manufacturing depends extensively on the availability of high quality sustainable fresh water supply. CCA operates its biggest market in Australia, the driest inhabited continent on earth, so ensuring that water supply is vital to our business. Most of our plants operate in areas which currently have abundant water supplies and low water stress. Some plants in South East Australia however, are located in areas of known water scarcity and elevated water stress.

Since 2008 CCA has undertaken an extensive hydrogeological assessment of all its bottling sites and water sources to better understand the risks to both water quantity and quality available for all our operations. An individual Source Vulnerability Assessment (SVA) was conducted by independent experts to identify all the risks to the watersheds in which we operate and a specific Source Water Protection Plan (SWPP) developed for each facility to manage those risks. Each assessment and plan takes into account the local communities water needs now and into the future to ensure that we ensure not only our own supplies but those of the communities in which we operate.

Most of our water is sourced from municipal supplies however, we do also utilise spring water for our water bottling business from selected groundwater sources. The remainder of our water is sourced from surface water supplies and a small proportion from collected rain water.

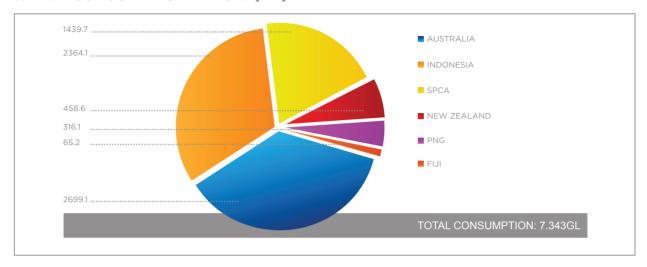


Mean Annual Water Stress Index*:

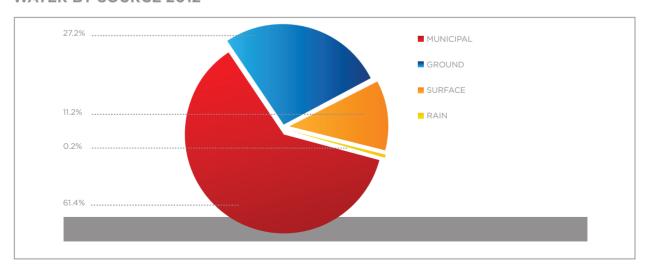
Scarce
Stress
Medium
Low
CCA Plant Location

*Source: WBCSD Water Tool

WATER CONSUMPTION IN 2012 (ML)



WATER BY SOURCE 2012



GOVERNANCE

Quarterly water use ratios across the Group are reported to the Compliance and Social Responsibility Committee of the Board.

CCA has a public Environment Policy which governs the Environment Management System and water management system, and a Water Policy which governs sustainable management of groundwater used for bottled spring water.

MANAGEMENT

All of CCA's bottling plants in the Group develop annual water efficiency KPIs and targets; these then become rolled into National targets. Progress against these targets is reported through to the Compliance and Social Responsibility Committee of the Board and communicated to all Supply Chain staff on a regular basis.

Performance based incentives for Senior Management in operations are linked to the achievement of a number of KPI's including water efficiency.

Each state in Australia competes for the annual "State of the Nation Award" based on business performance, including water as a KPI for environment.

Our programs in every state rely on a close working relationship with water suppliers and agencies and CCA's leadership in water saving has resulted in awards and commendations from water authorities across Australia.

BENCHMARKING

CCA measures water efficiency as the number of litres of water used to produce one litre of finished beverage (L/FBL). This is a calculation of all water used onsite at beverage manufacturing and warehousing sites, from the water in the beverages, to the water used in onsite bathrooms and in grounds maintenance, to rinsing bottles and washing down trucks.

In 2011 CCA's Group water use ratio was 2.05L/FBL and in 2012 further improved to 2.02L/FBL, which is approaching the major milestone of <2.0L/FBL.

Once again CCA Australia was ranked within the Top 10 (7th overall) of all Coca-Cola bottling nations, with CCA New Zealand also ranking highly at 14th.

No.	BOTTLING COUNTRY	2012 WUR
1st	France	1.28
2nd	Great Britain	1.30
3rd	Netherlands	1.40
4th	Turkey	1.40
5th	Israel	1.45
6th	West Bank - Gaza	1.51
7th	Australia	1.57
8th	Finland	1.59
9th	Belgium	1.63
10th	Bahrain	1.65



Project Catalyst is a pioneering partnership from CCSP which reduces the environmental impact that sugar cane production has on the Great Barrier Reef, through innovative farming practices.

PROJECT CATALYST HAS REDU ON 18100 HE



HOW EFFICIENCY IMPROVEMENTS WERE ACHIEVED

CCA's efficiency improvements have been driven by long term strategies aimed at reducing water consumption whilst growing our business. Recent investments in "blowfill" or PET bottle self-manufacture, combined with past successes in such projects as waterless conveyor lubrication (Teflon-based "drylube") have been key drivers in delivering this strategy.

Growth in beverages volume, through brand development and expanding products into new markets, has had and will continue to have an effect on water efficiency. For example the launch and production of fruit juice in Fiji in 2011 saw water efficiency, or Water Use Ratio (WUR) trend upward in 2012 after three years of solid performance.

Whilst blowfill is delivering reduced water consumption at all sites, during commissioning of the technology temporary spikes in water use have been observed as cleaning and sanitation systems are trialled and validated to ensure product quality and safety for our consumers.

BOTTLED SPRING WATER

CCA Australia is a major producer of bottled water brands including Mount Franklin, Neverfail Springwater and Pump. In Indonesia we produce Ades water and in New Zealand Kiwi Blue and Pump.

CCA believes criticism of bottled water by activists is misplaced.

CCA's use of groundwater for water bottling is sustainably managed through stringent hydrogeological assessment prior to any withdrawal commencing and continuous monitoring at the source during withdrawal. Since 2008 CCA has been performing Source Vulnerability Analysis (SVA) on all its groundwater sources to ensure they are sustainably managed. The outcome of each SVA is a site specific Source Water Protection Plan which considers quantity and quality aspects of the source in relation to the entire aquifer recharge area and the local community in which it is located. Through this process CCA can ensure that both its business requirements and community needs can be continuously and sustainably met.

CCA is committed to ensuring the sustainability of all its spring water sources under its Water Policy. Since 2006 CCA has invested more than \$8 million into infrastructure, expert hydrogeologists and technology to ensure our water sources are sustainably managed. Every potential water source undergoes a stringent hydrogeological assessment process.

CCA purchases most spring water from farmers and landowners who hold water licences, and who sell it on the open market, just as they would sell any other commodities.

WASTEWATER

CCA's operations are subject to requirements set by The Coca-Cola Company (TCCC) on wastewater treatment, which states that all wastewater discharged will meet applicable regulatory requirements, maintain an effluent quality that will have no adverse effects on fish or aquatic life in receiving waters and to maintain and operate treatment facilities efficiently. This is in addition to all local legislative requirements that may be in place at each operations facility and means we will meet the most strict of the two.

All Group plants meet local regulatory requirements and CCA's Australian, New Zealand, Fijian and Indonesian beverages plants meet the strict TCCC requirements whilst Samoa and Papua New Guinea's sites are working towards this goal in 2013.



All CCA Australia's manufacturing operations discharge only to government or privately operated treatment facilities which then treat wastewater to primary, secondary or tertiary level before discharge. Each facility is licensed by the receiving corporation to discharge wastewater with limitations on both quantity and quality of discharge so as not to affect the receiving corporation's ability to treat the wastewater before final discharge. Individual CCA sites in Australia treat wastewater on-site to differing levels depending on the requirements of the receiving facility.

BREACHES

Environmental breaches are graded according to their type, and if required, are reported to the relevant agency (the Environmental Protection Agency, or EPA, in Australia). They are also reported to the CCA Board every quarter.

In 2012 there were four pollution incidents - each incident resulted in a small quantity of treated trade waste entering a storm drain on sites in Melbourne and regional Victoria. All incidents were reported to the EPA with no fines imposed following CCA and EPA investigation of each instance.

In 2012 there were also a number of trade waste agreement breaches in Australia, however none resulted in regulatory penalties. In all cases the breach related to (Biological Oxygen Demand) exceeding the agreements maximum concentration limit and corrective actions were initiated for all instances.

CARBON DISCLOSURE PROJECT CDP - WATER

In 2011 and 2012 CCA reported to the CDP - Water Disclosure report. The submissions included reporting risks relating to water across the Group, the progress made in mitigating them and the opportunities available to the business in this area. CCA's reports can be found online at:

https://www.cdproject.net/en-US/Results/Pages/overview.aspx or on the CCA website.

CCA BEVERAGES WATER USE RATIO PERFORMANCE



WATER EFFICIENCY AT NORTHMEAD NSW

CCA's long-term strategy for maintaining excellent water stewardship encompasses

- Ensuring sufficient and sustainable supplies locally
- Reducing, reusing and recycling water use within our operations
- Responsibly treating and disposing of wastewater
- Working with the communities in which we operate to protect local watersheds
- Educating all CCA personnel on the importance of water efficiency

In 2012 the CCA Northmead site made three major changes to the way in we utilise water in the facility which together brought about a 12% improvement in the sites' water efficiency

These projects combined are saving the site over 77 million litres of water and around \$210k per annum

The projects were carefully managed through the company's Operational Excellence program, dedicated to eliminating waste in the business.

They included:

1. Capturing and reprocessing filter backwash

The water treatment process used in bottling operations involves numerous filtration steps prior to use in making beverages and the backwashing of those filters can consume considerable quantities of water if not reused. Northmead was able to better utilise an existing water capture system to redirect all backwash water from drain to onsite tanks. From these tanks the water was reprocessed and fed back through the water treatment plant for potable reuse. By capturing and reusing this water the site was able to save 28million litres of water per annum.

2. Optimising syrup tank CIP processes

Making syrup for final beverage production involves careful management of both mixing and cleaning process in batch and continuous processes. CIP or Clean In Place washing and sanitising systems can use significant amounts of water, so a project was initiated to optimise the use of water in the CIP process of the plant syrup tanks.

Without altering the cleaning heads used in was able to reduce water use by pulse rinsin technique of using on / off spray rinsing rath spray to effect the same cleaning efficacy b use. By using this method and ensuring its lot through quality assurance validation of the t site was able to save a further 14.6 million litt per annum.

Northmead collects filters and reuses high or rinse water from its production lines for reus water around the site. The water is collected quantity of sanitiser, filtered and stored for replant. The reticulation system feeds toilet and cooling towers, container warmer and clean

3. Installing a non-potable reuse water reti

cooling towers, container warmer and clean this recycled water the site is saving a further water per annum.



PACKAGING, RECYCLING AND LITTER

OUR APPROACH

Packaging - which plays a crucial role in ensuring the quality, safety and convenience of all our food and beverage products - is also providing CCA with good opportunities to reduce carbon emissions, decrease landfill and litter, and increase public rates of recycling.

While beverage packaging makes up just 3% of the waste generated in Australia (source: Packaging Stewardship Forum) CCA understands the need to manage the environmental impacts associated with the full lifecycle of our packaging – from its creation through to disposal by consumers.

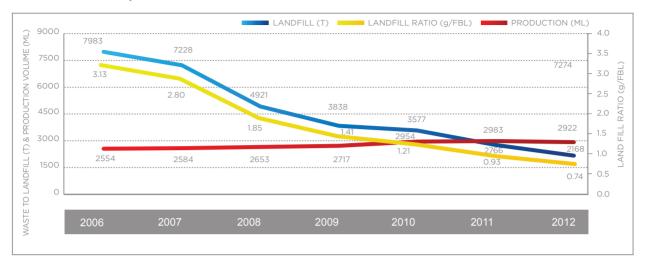
CCA Australia has adopted the Australian Packaging Covenant's Sustainable Packaging Guidelines. In 2012 CCA assessed 90% of existing packaging against the Guidelines and remained on track to complete the remaining 10% in 2013.

CCA is working to reduce the impact of our packaging at every stage of production, sales and distribution – from the light weighted design and manufacture of PET plastic bottles and secondary packaging, the use of recycled PET (rPET) in bottle self-manufacture, recycling almost 100% of packaging and other solid waste from production facilities, providing recycling bins to customers for use by consumers and investing in projects to clean litter from public sites, including CCA Indonesia's voluntary daily cleaning of five of Bali's beaches.

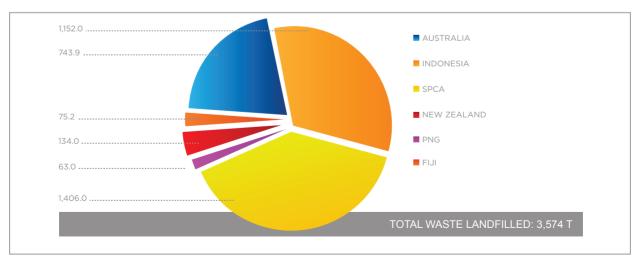
CCA's focus is on continuous reduction in the weight of packaging to reduce the raw material used, and reduced use of water and energy in the process. At the other end of the packaging lifecycle, the focus is on supporting efficient and effective means of encouraging the re-use of resources used to make packaging.



LANDFILL RATIO, TONNES OF LANDFILLED WASTE & PRODUCTION VOLUME - BEVERAGES



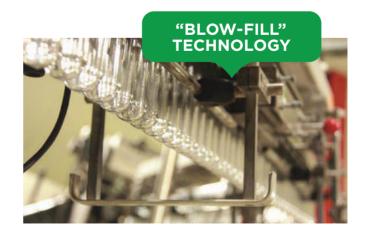
SOLID WASTE SENT TO LANDFILL 2012 (T)



In 2012 and 2013 CCA in Australia continued to invest in key projects which are already having an impact on the packaging footprint of our business, at a glance:

PACKAGING	MATERIAL	QUANTITY SAVED p.a.	TIMELINE
Plastic bottles	PET	7700T	Implemented
Closures	HPDE	>1000T	Implemented
Glass bottles	Glass	1500T	Implemented
Cans	Aluminium	350T	Trialing 2013
Labels	PET	5%	Trialing 2013
Cartons	Cardboard	171T	Implemented (QLD in 2013)
Shrink wrap	LDPE	26T	Implemented





In more detail:

- Group-wide bottle self-manufacture, or "blow-fill" technology which enables CCA to make its own light-weight PET beverage bottles using significantly less raw material, PET resin.
- "Blowfill" is a more energy and water efficient form of bottle manufacture and a 2011 Masters thesis study of the technology at CCA's Northmead, Sydney operations found that it delivered a 22% reduction in the carbon footprint of every beverage container on average.
- In Australia in 2012 CCA's bottle light-weighting saved 7,700 tonnes of PET resin.
- CCA Australia also self-manufactures lightweight closures or bottle caps, the one-piece "shortie" closure will save more than 1,000 tonnes of HDPE resin annually.
- CCA Australia will use rPET or recycled PET for 10-15% of resin requirements in the second half of 2013.
- Trialled light-weighting of aluminium cans in early 2013, which if successful will save an estimated 350 tonnes of aluminium annually.
- Light weighting of glass bottles has also been implemented with approximately 1500 tonnes of glass saved.
- Trial of new lighter single layer labels which will save an additional 5% of PET resin from the manufacture of labels for all beverage containers.
- CCA continues to invest in public place recycling projects with our major customers. CCA's recycling bins at Westfield diverted 1,500 tonnes of beverage containers – or 62 million bottles – away from landfill and into recycling in the first year of operation.

GOVERNANCE

Australian Packaging Covenant

CCA is a founding member of the **Australian Packaging Covenant** (APC), a joint initiative established in 1999 between government and industry to manage the environmental impacts of consumer packaging, as well as highlighting the importance of packaging minimisation through the supply chain.

CCA reports annually to the APC and the responsibilities arising from its reporting requirements have fostered an important change within CCA's corporate culture. New processes have been established and followed, with environmental impacts of new products now considered under the APC Sustainable Packaging Guidelines in the early stages of the decision process.

CCA's 2011-2016 **Action Plan** to the APC states that there is continuous dialogue between the New Products Development team, The Coca-Cola Company's technical team and CCA's environmental managers to deliver optimal environmental capability of our packaging.

The APC has provided more than \$21 million in funding since 1999 to increase packaging recycling.

The APC's targets for national recovery rates for waste have increased from 39% in 2003 to 63% in 2012. The next stage will build on the success of the current model by focusing on away from home recycling and better packaging design.

The APC encourages cross-industry collaboration on packaging and CCA is a member of several industry groups in Australia, many of which work with CCA to deliver the commitments made to the APC.

Australia's to packaging recycles has increased 39% in 2005

63² in just 8 y

otal ling rate from

Packaging Stewardship Forum

CCA Australia is a leading member of the Packaging Stewardship Forum (PSF), which is a delivery organisation for industry recycling, resource recovery, litter reduction and education programs.

The PSF, which is a part of the Australian Food and Grocery Council (AFGC), is best known for its iconic "Do The Right Thing" campaign, one of the most successful behaviour change programs in Australian history, with 80% of Australians recognising that the message means put your litter in the bin. The message has now been expanded to Do the Right Thing Use the Right Bin to encourage recycling. It is being used by more than 400 townships and organisations across Australia to educate communities to reduce litter and recycle their bottles and cans.

PSF members include Australia's major beverage companies and their packaging suppliers, Amcor, Bundaberg Brewed Drinks, Schweppes Australia, Coca-Cola Amatil, Golden Circle, Lion and Visy.

The PSF undertakes hundreds of recycling and litter abatement projects throughout Australia every year which can be accessed on its website. A CCA executive currently chairs both the National Packaging Covenant Industry Association and the Packaging Stewardship Forum, and is a member of the Covenant Council.

Management

To meet our commitments under the Australian Packaging Covenant (APC), CCA Australia has annual national targets for packaging efficiency. CCA – through the PSF – is also working with the beverage and broader industry to reach national litter reduction and recycling rate targets.

As a signatory to the APC, CCA has committed to evaluating all packaging types against the Sustainable Packaging Guidelines which were developed to assist Covenant signatories and others to review and optimise consumer packaging to make efficient use of resources and reduce environmental impact without compromising product quality and safety.

The Sustainable Packaging Guidelines define 'sustainable packaging' as being fit-for-purpose, resource-efficient, made from low-impact materials, and reusable or recyclable at the end of its useful life.

The guidelines follow the waste hierarchy with the first step being to ask whether packaging is necessary or can be avoided. If the answer to this first question is yes, signatories are encouraged to assess packaging based on the following strategies:

- Maximising water and energy efficiency;
- Minimising materials;
- Using recycled materials;
- Using renewable materials;
- Minimising the risk associated with potentially toxic and hazardous materials;
- Using materials from responsible suppliers;
- Designing for transport, reuse, litter reduction and consumer accessibility; and
- Providing consumer information.

PACKAGE DESIGN AND MANUFACTURE

Major light-weighting projects identified and completed in 2012 include:

PET bottles; glass bottles; closures; board and shrink; aluminium cans and labels.

Primary packaging

CCA manufactures the lightest PET bottles and caps in the global Coca-Cola system, delivered by the Group's \$450 million investment in bottle self-manufacture (blow-fill) and manufacture of PET preforms and bottle closures at a \$57 million facility at Eastern Creek, Sydney.

Blow-fill is delivering against key environmental sustainability goals in packaging, energy and water savings – enabling bottles to be produced using less PET resin and with the potential for more recycled (or post-consumer) resin; reducing the use of cardboard and shrink plastic in secondary packaging; developing lighter labels that use less raw materials; and eliminating the need for a plastic liner in the closures, or caps, which are also shorter in size and again, manufactured using less HDPE resin.

- Across the Group, CCA estimates that more than 9000 tonnes of PET resin will be saved per year when all production lines have installed blow-fill technology by 2015.
- CCA Australia's light weighting of labels and bottles closures (caps) resulted in PET savings of 1000 tonnes in 2012.
- In 2012 CCA delivered a 12% reduction in the weight of 330ml glass bottles, and continued the trial of light-weighting aluminium cans.



BOTTLE WEIGHT REDUCTIONS ACHIEVED THROUGH BLOWFILL - PET



CLOSURE WEIGHT REDUCTIONS ACHIEVED THROUGH BLOWFILL - POLYPROPYLENE



Secondary Packaging

CCA Australia uses the lightest weight fit-for-purpose outer weight packaging in its cardboard packaging.

In 2012:

- CCA successfully transitioned all Australian operations to shrink film 44% lighter delivering savings of 26 tonnes.
- Lightweight board was utilised saving 171 tonnes of paper in 2012.

SPC Ardmona

The company's packaging technologists work to the Sustainability Packaging Guidelines when new products are developed. They have identified a 25-30% reduction in steel gauge (weight of cans), a 20% reduction in cardboard as well as 20% reduction in plastic used in jars.

Recycling and Litter

We see packaging as a valuable resource, not as waste or litter. Every PET bottle, for example is a resource that can be recycled into other goods, like a pair of board shorts, a polar fleece, a carpet or a picnic table. Large home and office spring water containers, like Neverfail Springwater's bottles, are reused 30-40 times over their life before the plastic is crushed and reused in the automotive industry. The aluminium in our cans can be recycled ad infinitum.

rPET (Recycled PET)

In 1994 CCA was the first company in the world to package a food-grade product using recycled content in PET.

CCA Australia will use rPET or recycled PET for 10-15% of resin requirements in the second half of 2013.

PUBLIC PLACE RECYCLING

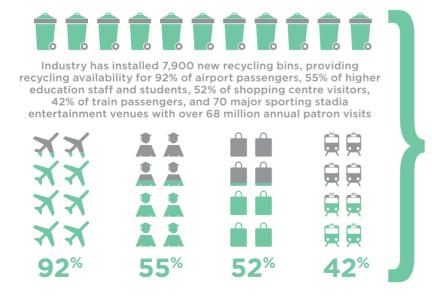
Australian recycling rates are improving every year – from 39% of packaging in 2003, to 63% in 2012.

In 2012 funds continued to be made available by the Coca-Cola System via the global Coca-Cola Foundation's Community Recycling Grants to Keep Australia Beautiful, which assists local communities with beverage recycling projects.

Since 2009 The Coca-Cola Foundation has invested more than \$1.3 million into recycling programs run by Keep Australia Beautiful and Keep New Zealand Beautiful across hundreds of communities in both countries.

CCA invested in public place recycling infrastructure and litter/recycling education in Australia through the Packaging Stewardship Forum. Nationally, industry funded recycling is reaching more than 1 billion away from home visits annually.

Recycling bins are in place for 92% of airport passengers; 55% of higher education staff and students; 52% of shopping centre visitors; 42% of train passengers and at 70 sporting stadia and entertainment venues with more than 68 million annual patron visits.





CUSTOMERS AND RECYCLING

In 2012 and 2013 CCA Australia continued to roll out the Coca-Cola Customer Recycling program, which involves gifting 240L or 120L Coca-Cola branded wheelie beverage container recycling bins to customers. In 2012 more than 200 bins were made available to customers nationally.











SUPPLIERS AND RECYCLING

CCA is developing a new Sustainable Procurement Policy to roll out to our suppliers which will take environmental, social and economic issues into consideration.

CCA implemented a survey of suppliers as part of due diligence on assessing current pack types against the Australian Packaging Covenant's Sustainable Packaging Guidelines. In 2012 five major packaging suppliers (PET, glass, aluminium and corrugated board) completed the survey which included questions on APC signatory status, energy and water use, carbon, materials (including recycled content), recyclability of materials and other certifications and accreditations.

RECYCLING@CCA

CCA is continually increasing internal recycling rates of packaging waste generated in manufacturing plants in Australia, New Zealand, Indonesia, Fiji and Papua New Guinea. All CCA manufacturing and administrative sites in Australia are equipped with recycling facilities for post-consumer packaging of paper, cardboard, PET, cans, glass, PET preforms, closures, pallet wrap and shrink film.

CCA's offices have recycling bins for paper and beverage containers and kitchens and tea-points are equipped with recycling stations.

In 2012 CCA Australia recycled 95.3% of all waste generated at manufacturing and administrative sites (up from 94.6% in 2011).

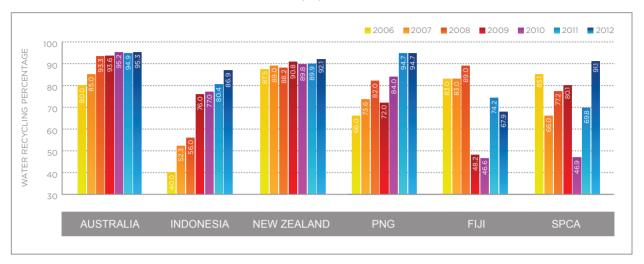
SPC ARDMONA

SPCA's environmental priorities are to minimise trade waste, water use and Energy use, and waste going to landfill. The company's approach to improving its environmental impact is focused on operational and engineering improvements (a combination of short term and long terms projects), as well as changing employees' behaviour.

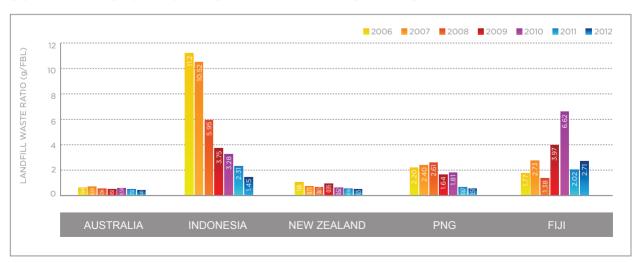
The most significant improvement has been in reducing waste going to landfill by more than 25% during 2011-2012.



RECYCLE RATE WITHIN OPERATIONS (%)



CCA BEVERAGES WASTE TO LANDFILL PERFORMANCE



CONTAINER DEPOSIT LEGISLATION (CDL) OR CONTAINER DEPOSIT SCHEMES (CDS)

Australia's Environment ministers are considering 10 options for lifting Australia's recycling rates. Three of these schemes under consideration are forms of the Container Deposit Legislation (CDL) or Container Deposit Schemes (CDS).

Among their supporters there's a great deal of nostalgia about the schemes, where kids collected bottles and redeemed the deposit amount for pocket money. They worked in the 70s and are often claimed to be a simple low cost solution to increase recycling.

The reality is that any CDS is a very expensive option.

The cost for infrastructure and running the system is significant.

- An independent report for the Council Of Australian Governments (COAG) found that the cost of a national CDS to the economy would be between \$1.4 and \$1.76 billion.
- Modelling has shown that a CDS is likely to raise the cost of an average household grocery basket by 1.35% - which is double the inflationary impact of Australia's carbon tax on grocery bills.
- The cost of a national CDS could add up to an extra 20 cents to the retail price of every single bottle, can or juice carton.

A CDS will also erode the business of Australia's successful kerbside home recycling systems. Removing thousands of tonnes of valuable bottles and cans from kerbside recycling bins would increase costs to local councils of providing a recycling service to their ratepayers. This was borne out by a recent study for the National Packaging Covenant Industry Association.

According to Visy, Australia's largest recycling company, the introduction of a CDS is estimated to impose a cost on its local council customers in Victoria of between \$4-\$6 million a year.

For more detail on why CCA opposes a national CDS, please read the following articles:

- The Coca-Cola System has produced blogs on the issue here
- The AFGC's PSF's view is here
- And independent views here and here

INDUSTRY SOLUTIONS

The modern, cost-effective solution is an industry-funded plan to deliver less litter and increased recycling – all litter, not just bottles and cans.

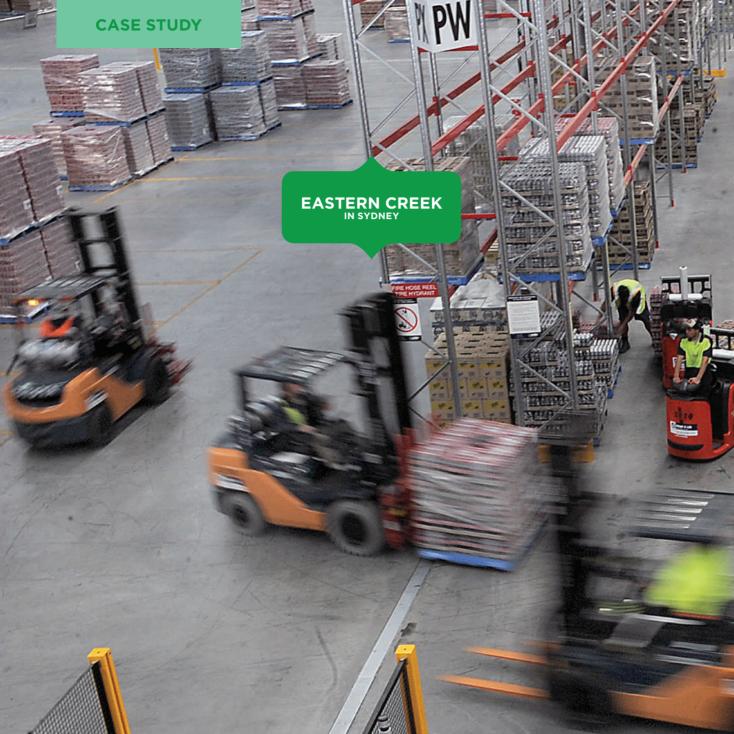
The beverage and packaging industry favours a system that will cost around \$100 million over five years – funded by industry. Independent consultants PwC have costed this system as 28 times less than a CDS, while delivering similar reductions in litter and increases in recycling rates.

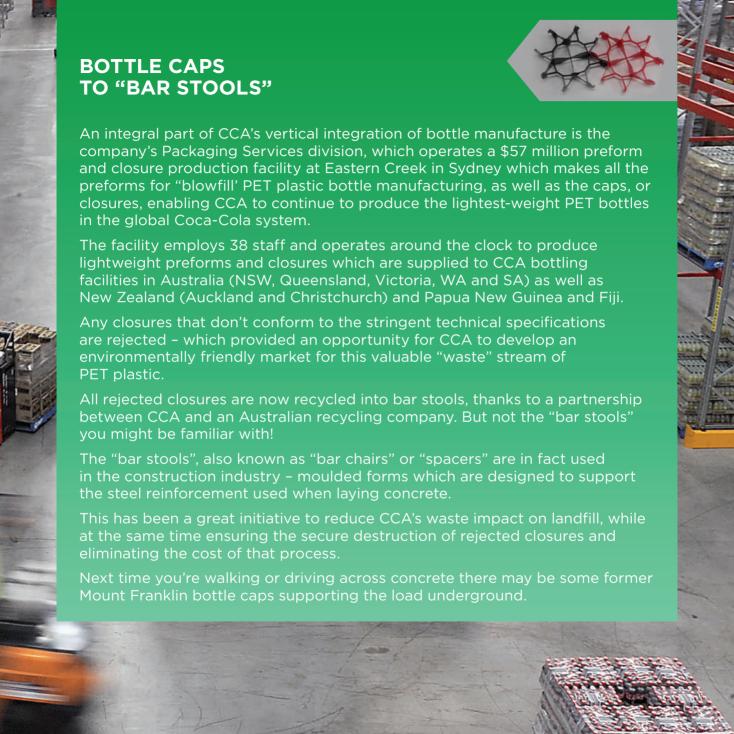
It will:

- Provide more recycling bins in major venues.
- Develop new markets for recyclables.
- Build major new processing infrastructure.
 such as optical glass sorting facilities
- Build on current kerbside recycling.
- Fund community groups and local governments to clean up litter hot spots and keep them clean into the future











SITA-RESOURCECO



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THE LEADER IN RESOURCE RECOVERY

ENERGY AND CLIMATE

OUR APPROACH

CCA is a low energy intensive business, but as one of the largest beverage and food manufacturing companies in the Asia Pacific region, we've long been aware of the risks of climate change to the business, voluntarily reporting and identifying opportunities to reduce carbon emissions since 1999 in Australia.

CCA Australia continues to report under the Commonwealth's National Greenhouse and Energy Reporting Scheme (NGERS).

CCA Group production facilities represent the bulk of our direct (Scope 1) and indirect (Scope 2) emissions so efficiency projects within our plants are a priority.

However we also recognise we have a responsibility for reducing the energy use and carbon emissions associated with the cold drink equipment – fridges and coolers – utilised by our customers. Cold drink equipment, along with packaging materials, make up the bulk of CCA's Scope 3 emissions.

Since 2006 CCA has measured its energy efficiency and emissions intensity across the Group and set targets for them.



Energy efficiency or Energy Use Ratio (EUR) is measured as mega joules per finished beverage litre (MJ/FBL) and emissions as grams of CO_2e per finished beverage litre (gCO₂e/FBL).

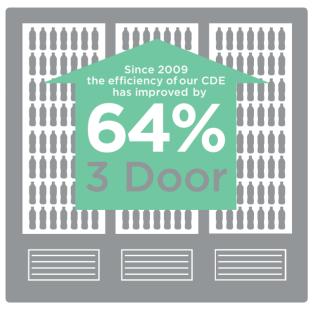
CCA Australia and CCA New Zealand continue to be among the most efficient energy users within the Coca-Cola system, while CCA Indonesia has improved by more than 20% in the last six years.

CCA's \$450 million investment in PET bottle self-manufacture, or "blowfill" production across the Group and investment in CO₂ self-manufacture in Indonesia and Papua New Guinea has seen what was an improving trend in EUR reverse in 2011, mainly because blowfill requires more energy use to produce the bottles. As well, the volume of the self-manufactured CO₂ is included in the figures.

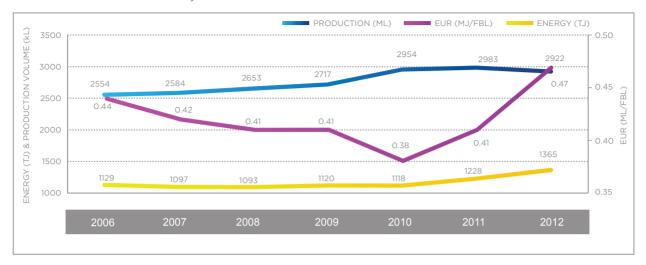
However blowfill has resulted in major improvements in light weighting bottles – in fact the measured carbon footprint of the new lightweight PET bottles has, on average, reduced by 20%.

As well, CCA's CO₂ self-manufacture has improved the reliability of supply of carbon dioxide for beverage manufacture.

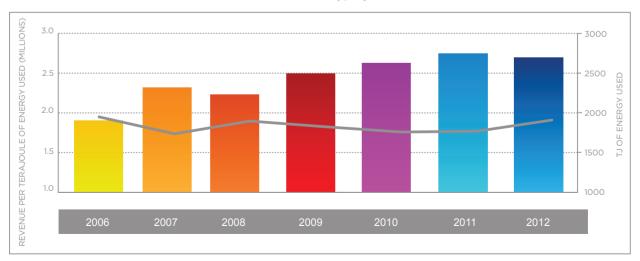
Whilst increasing the absolute energy consumption, CCA's move into blowfill and CO₂ self-manufacture has delivered significant financial benefits to the business with revenue increasing as a proportion of energy consumed from around \$1.9M per TJ to \$2.7M per TJ.



ENERGY CONSUMPTION, EFFICIENCY & PRODUCTION VOLUME - BEVERAGES



ENERGY FINANCIAL INTENSITY: REVENUE (\$M) PER TJ OF ENERGY





ENERGY AND CLIMATE STRATEGY

CCA's Group strategy for delivering energy and climate strategy encompasses:

- A focus on energy efficiency within operations.
- Reducing the energy consumption and emissions from cold drink equipment (CDE) for customers.
- Light weighting of primary and secondary packaging and capturing CO₂ for beverage manufacture.
- Improving optimal power performance with Power Factor Correction (PFC).
- Investigating alternate fuel sources.
- Educating all CCA personnel on the value of energy efficiency.

MANAGING CLIMATE RISK

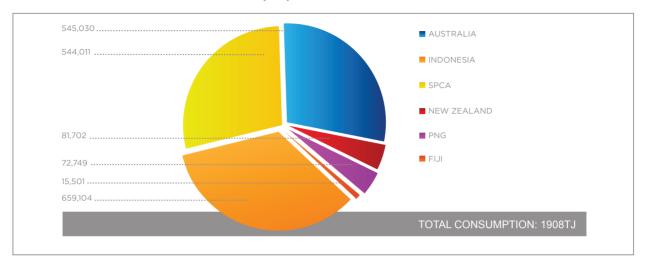
Most of CCA's direct energy consumption and emissions production is within the Australian and Indonesian operations, as these produce the largest volumes, and the Australian number includes the food operations of SPC Ardmona, which uses heat energy for processing and cooking fruit.

Most use is in natural gas and electricity, with diesel, LPG and solar making up the remainder of the energy consumed by the manufacturing operations.

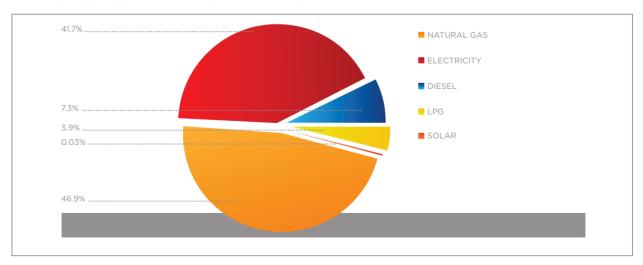
Consequently CCA's emissions from these sources follow a similar pattern.

CCA New Zealand has a much lower volume of carbon emissions because it sources a considerable volume of energy from hydro-electric power.

ENERGY CONSUMPTION IN 2012 (GJ)



ENERGY CONSUMED BY FUEL TYPE 2012



LOWERING ENERGY USE

The most financially viable approach for tackling climate change within manufacturing is to improve efficiency within the facilities, and CCA has identified many opportunities for this during the installation of blowfill technology across the Group.

CCA Australia completed cycle 1 of the Federal Government's EEO (Energy Efficiency Opportunities) program and began cycle 2 in July 2011.

Under the EEO program CCA Australia identified and implemented 74 projects totalling 96,466GJ of energy savings in cycle 1 and has so far identified and implemented another 26 projects delivering a further 37,214GJ in cycle 2.

Each cycle of EEO runs for five years and involves energy assessments of a minimum of 90% of the total energy used with CCA Australia.

Further details of these savings and examples of how CCA delivered them can be found on our website under Energy Efficiency Opportunities reports.

A FOCUS ON THE MAIN ENERGY USE SECTORS

The table* on the following pages shows a study undertaken by TCCC based on a 2010 benchmark of the impact of typical bottling operations emissions and water footprints.

- 38% of total emissions are derived from packaging use.
- 32% of total emissions are derived from cold drink equipment (CDE).

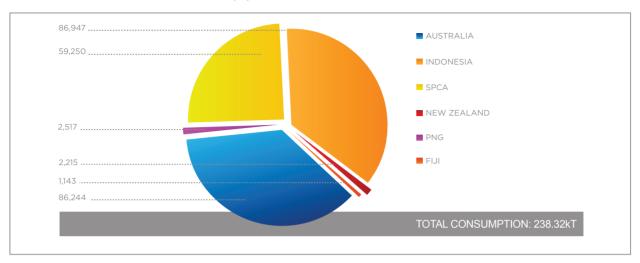
This confirms CCA's view that in order to make a significant improvement in emissions reduction along the value chain, focus on lightweight packaging and energy-efficient refrigeration were the key areas outside of direct energy use to deliver on this goal.

CCA is of the view that increases in emissions in facilities because of the installation of blowfill technology is being more than offset by two important factors:

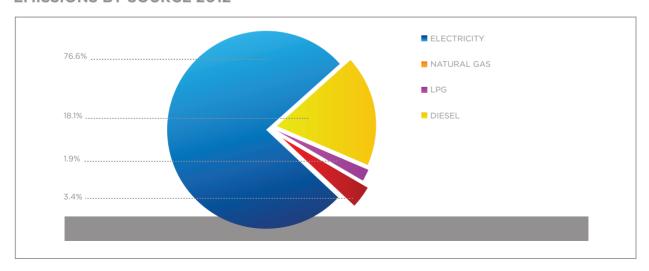
- The light-weighting of primary packaging (PET bottles) enabled by PET bottle self-manufacture, or "blowfill". This is resulting in savings of more than 7700 tonnes of PET resin annually in Australia, and the lightweighting of the PET bottles is reducing the carbon footprint of every bottle by an average of 20%.
- Supplying customers with energy efficient cold drink equipment (CDE) which significantly reduces their energy consumption.



CARBON EMISSIONS IN 2012 (T): SCOPE 1 & SCOPE 2



EMISSIONS BY SOURCE 2012



BOTTLING OPERATIONSCarbon emissions and water footprint (TCCC)

	INGREDIENTS	PACKAGING	MANUFACTURING	DISTRIBUTION	REFRIGERATION
	Sweeteners, Ingredient CO ₂ , Juice, Coffee and Tea	Primary Secondary	Fuel Electricity	Trucking Fleet	Refrigerants Electricity
CO ₂ e	13%	38%	9%	8%	32%
H₂O	79%	20%	1%	-%	-%

Source: TCCC Bryan Jacob: Director - Energy & Climate Protection

DELIVERING ENERGY AND COST SAVINGS FOR OUR CUSTOMERS

CCA recognises that we also play a significant part in helping our customers and consumers reduce their impact on our environment.

Since 2009 we've been working with our refrigeration suppliers to deliver the most efficient cold drink equipment (CDE) in the global market.

Our most popular CDEs are now significantly more energy-efficient, utilising improvements incorporating:

- Energy management systems that "learn" the customers usage patterns and adapt accordingly.
- Improved insulation.
- LED lighting.
- High efficiency motors and heat exchangers.
- More thermally efficient glass.

SINCE 2009 THE EFFICIENCY OF OUR CDE HAS IMPROVED BY

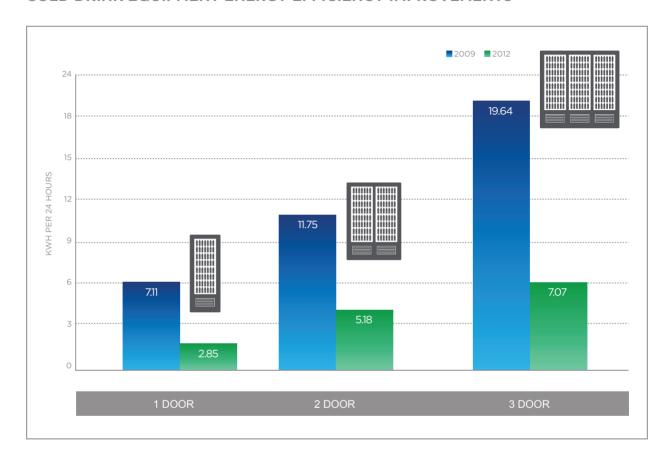
• 1 Door: **60%**

• 2 Door: **56%**

• 3 Door: **64%**

Plans for the next generation of CDE also includes the use of natural refrigerants to replace the current synthetics, typically R134a. This will further reduce the environmental impact of our CDE by reducing the Global Warming Potential (GWP) of the gases used in them by around 1,430 times.

COLD DRINK EQUIPMENT ENERGY EFFICIENCY IMPROVEMENTS



GOVERNANCE

As with water reporting, quarterly energy use and emissions intensity ratios across the Group are reported to the Compliance and Social Responsibility Committee of the Board.

MANAGEMENT

All of CCA's Group bottling plants develop annual energy efficiency KPIs and targets; these then become rolled into National targets. Progress against these targets is reported through to the Compliance and Social Responsibility Committee of the Board and communicated to all Supply Chain staff on a regular basis.

FLEET AND PRODUCT DISTRIBUTION

CCA's distribution fleet is another major aspect of the supply chain and with most products delivered by road, reduction in its impact is an important part of the company's management of climate change.

We are getting results - in Australia in 2011/12, fleet energy use from fuel consumption decreased by 7.1% over 2010/11 and emissions decreased by 6.9% over the same period.

BENCHMARKING

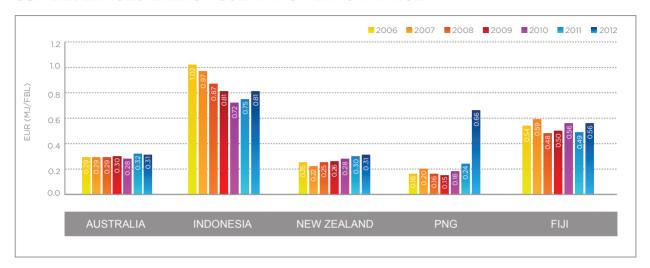
CCA measures energy efficiency as the number of mega joules (MJ) of energy used to produce one litre of finished beverage (MJ/FBL). This is a calculation of all energy used onsite at beverage manufacturing sites, from all sources including major utilities, production lines, heating, ventilation and air-conditioning (HVAC), self-generated power, CO₂ manufacture and forklift truck operations.

In 2011 CCA's energy use ratio was 0.41MJ/FBL and in 2012 increased to 0.47MJ/FBL, due mainly to increased blowfill implementation.

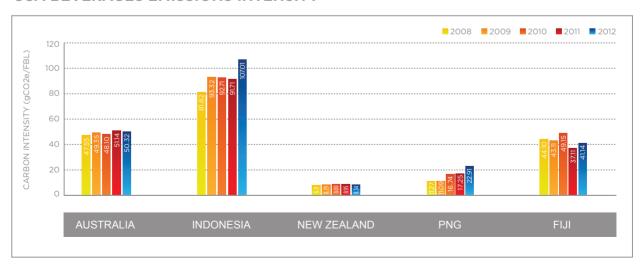




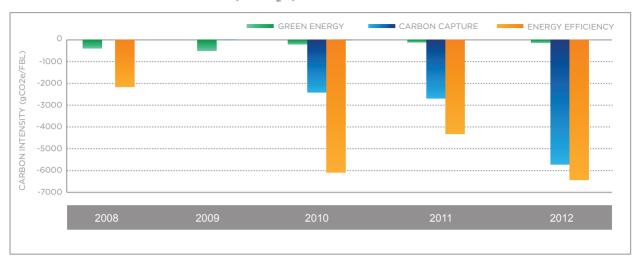
CCA BEVERAGES ENERGY USE RATIO PERFORMANCE



CCA BEVERAGES EMISSIONS INTENSITY



GROUP EMISSIONS AVOIDED (T CO₂E)



AVOIDING EMISSIONS AND COST

Since 2008 CCA's emissions reduction efforts have seen an increasing avoidance of CO₂ emitted through the application of energy efficiency, CO₂ self-manufacture and use of renewable energy, see chart Group Emissions Avoided.

CCA's energy efficiency and emissions reduction strategy within manufacturing facilities is centred on a number of key areas aimed at delivering energy and emissions savings at low to no-cost, including:

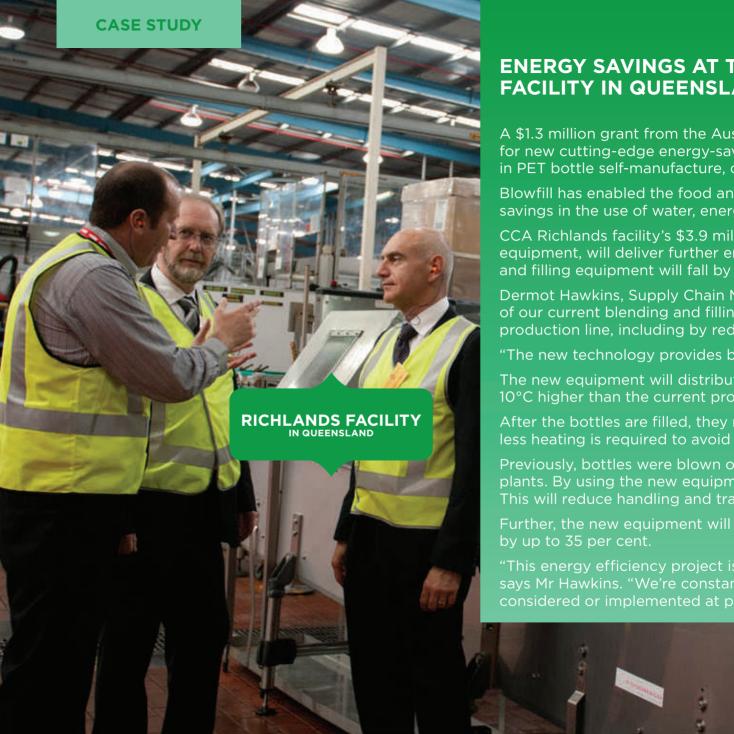
- Repairing steam and compressed air leaks.
- Upgrading or repairing piping insulation.
- Reducing compressed air pressure to minimum operating requirements, especially for blowfill lines.
- Replacing air "knives" with fan blowers.
- Maximising return of condensate to boilers.
- Upgrading lighting.
- Servicing and cleaning HVAC systems regularly.

CARBON DISCLOSURE PROJECT (CDP) - INVESTOR DISCLOSURE

CCA reports annually under the CDP – Investor Disclosure. In 2012 CCA's submission included risks relating to carbon across the Group, the progress made in mitigating them and the opportunities available to the business in this area. This was CCA's sixth submission under the CDP – Investor Disclosure and our reports can be found under Carbon Disclosure Project reports on our website.

In 2012 CCA's CDP score was 78 - up five points from the previous year (ASX average is 65).





HE RICHLANDS AND

stralian Government's Clean Technology Food and Foundries Investment Program ving technology has enabled CCA to build on its transformative \$450 million investment or "blowfill".

d beverages company to significantly reduce its environmental footprint, delivering gy and raw materials like PET resin.

lion Project Flint, the installation of the latest-generation product blending and filling nergy reductions - it is estimated the carbon emissions intensity of the blending 32 per cent and deliver savings of \$285,000 in annual energy costs.

Manager, Queensland, said: "We're installing new technology that will boost the efficiency g processes. It will save substantial amounts of energy on our Queensland large PET lucing energy loss during production.

oth economic and environmental benefits to our business."

te, carbonate and fill beverages into bottles at a temperature that is approximately cess. This means the process will require less refrigeration, and therefore less energy.

need to be heated to prevent condensation. Thanks to the higher filling temperature, condensation. This in turn reduces the amount of gas needed during production.

n a stretch blow moulder and stored, and then transported to filling machines or beverage nent, CCA combines blowing and filling 1.25-, 1.5- and 2-litre PET bottles on one filling line. Insport costs.

help CCA produce lighter PET bottles, and decrease the quantity of plastic in bottles

s helping CCA become a more sustainable and energy-efficient platform for growth," ntly examining potential energy-saving projects, with around 80 projects being resent."



ARKET PLACE

OUR APPROACH

CCA's business success is delivered by meeting the changing tastes and needs of our millions of consumers across the Group. We're responding to these needs by providing an increasingly wide choice in beverages and food.

We understand the concern about the global obesity epidemic and we believe all stakeholders - individuals, communities, businesses and governments - need to play a role in addressing it.

Weight gain is primarily the result of an imbalance of energy - too many kilojoules consumed versus too few kilojoules expended. Since people consume many different foods and beverages, no single food or beverage is responsible for people being overweight or obese. All kilojoules count, including those from our products.

MANAGEMENT

The Coca-Cola Company's global commitments to help address obesity was launched in Australia and New Zealand in July 2013.

The commitments include:

- Increasing the availability of smaller portion sizes our smaller packs (less than 250ml) are available in 80% of supermarkets
- Offering more low kilojoule beverage options continuing to develop low kilojoule alternatives in Australia for our beverage range and continuing to work with food scientists and nutritionists on innovative ingredients including all natural, low kilojoule sweeteners
- Providing transparent nutritional information in more places. Kilojoule information has featured on the front of our beverage labels since 2007. From 2013 we will place this information on our vending machines
- Help get people moving by supporting physical activity programs. By the end of 2013 we will launch a cycling program which involves supplying bicycles to local communities





As a major producer of food and beverages in Australia, New Zealand, Indonesia, Papua New Guinea, Fiji and Samoa, CCA, together with The Coca-Cola Company, responds to the needs of our communities in the following ways:

- Ensuring our sales and marketing is conducted responsibly and adheres to The Coca-Cola Company's policy of not marketing to children under 12
- Working with partners to promote physical activity and healthy lifestyles in remote indigenous communities in Australia
- Under our Remote Communities Strategy we work with retail customers in Aboriginal communities to encourage the sale of spring water and non-sugar beverages over sugar-sweetened ones. By mid-2013 the shift away from sugar to non-sugar was 4.2%
- Working responsibly with farmers and growers of sugar, fruit and vegetables and coffee
- Ensuring our SPC products contain 100% Australian grown and made fruit and vegetables
- Reducing the sodium content in our foods wherever possible Taylor's simmer sauces now have 11.5% less salt
- Growing our Fairtrade brands CCA's Grinders Coffee is Australia's largest roaster of Fairtrade coffee beans and we contribute more than \$170,000 to coffee growers in developing countries





ALCOHOLIC BEVERAGES

CCA manufactures, distributes and sells premium alcoholic beverages, including beer and spirits across the Group in Australia, NZ, Fiji and Samoa. The company owns the Fiji and Samoa breweries which produce Fiji Bitter and Vailima beer, as well as the Fiji distillery producing Bounty Rum.



CCA has a 10 year agreement with Beam Global to produce, sell and distribute the main products in the global Beam portfolio, including Jim Beam and Cola and other RTDs, Jim Beam, Courvoisier Cognac and Maker's Mark Whiskey.

CCA has entered into a joint venture with Casella Group to operate the Australian Beer Company, a brewery in Griffith, from 17 December 2013. From that time, CCA will distribute and sell a number of premium beer and cider brands, including Molson Coors and Rekordelig Cider, in Australia.

Our partner Beam Global is a member of DrinkWise Australia, an independent organisation focused on promoting a healthier and safe drinking culture.

Beam Global has complied with Drinkwise messaging, including "Get The Facts DRINKWISE.ORG.AU"; "Is Your Drinking Harming Yourself or Others?" and It is Safest Not To Drink While Pregnant" on labels across the majority of its products.



Growth of Low-kilojoule Beverages and Spring Water

In Australia sales and consumption of low-kilojoule beverages and spring water continues to grow.

- In Australia we market more than 250 low and no-kilojoule products
- In Australia low and no-kilojoule products represent more than 33% of sales volumes
- Coca-Cola Zero and diet Coke represent almost 33% of total Coca-Cola volumes in Australia
- In 2012 low and no-kilojoule beverages grew at more than 2.5 times the rate of regular kilojoule beverages
- In 2012 Australia's Remote Aboriginal Communities spring water sales increased by 45% and no or low-kilojoule beverages by 9%

Non-alcoholic beverages

Our portfolio of non-alcoholic beverages consists of more than 80 options, and we are continuously responding to consumer needs for a greater choice in beverage offerings and packaging. We now provide a low kilojoule option for most sparkling drinks and smaller portion sizes of trademark Coca-Cola brands, such as the 200 ml "mini" can, which contains just 360 kilojoules (under 100 calories).

We are committed to providing a variety of products for every lifestyle and occasion.

Our range of low-kilojoule options includes Diet Coke, GLACÉAU vitaminwater low calorie, Mother Sugar-Free, Kirks Sugar-Free, Coke Zero, Sprite Zero, diet Lift, Mount Franklin, Peats Ridge Springs, Pump, Neverfail Springwater and Goulburn Valley Quencher fruit juice with spring water.

GOVERNANCE

Independent Expert Advice

The Coca-Cola System's Health and Wellness Advisory Council, set up in 2004 includes Australian and New Zealand experts. The Council provides independent advice on health and wellness issues, and members are selected from professional disciplines including nutrition and dietetics, medicine, dental health, public health and health and nutrition communications. Activities undertaken by the Advisory Council include a review of the research around sweeteners we use in our beverages, regular reviews of product innovation opportunities, a nutrition policy and scientific reviews of relevant health issues.

Consumer education

In addition to providing basic nutrition information on our products and vending machines, The Coca-Cola Company's Australian Journey website provides helpful information for consumers on the science, safety and benefits of our beverages and ingredients.

We also provide a variety of brochures for consumers and health professionals on the nutritional content of our beverages and the safety of our ingredients.

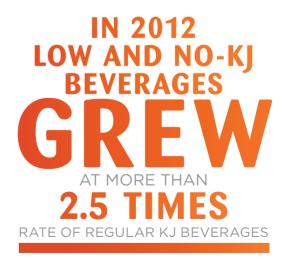
Labelling

The Coca-Cola System supports greater transparency on labelling, and after a global search, committed to voluntarily implement the Australian Food and Grocery Council's (AFGC) Daily Intake (%DI) Guide for energy. We have rolled out %DI guide "thumbprints" and kilojoule counts on the front of our beverage labels in Australia and New Zealand.

Labels with kilojoule and %DI information for all our beverages began to be rolled out on CCA's vending machines in 2013.

The DI guide is effective. According to a survey of 1222 adults conducted by Newspoll for the AFGC in 2011:

- 78% of Australians surveyed had seen or heard of the DI guide
- Almost two in three Australians (64%) say the DI guide is easy to read and understand
- More than half (55%) say the DI guide provided the type of nutritional information they needed to help decide whether to buy a product
- More than 1 in 3 (39%) used the DI guide to help decide whether to buy a particular product



Responsible Sales and Marketing

The Coca-Cola Company is responsible for consumer marketing and has a long-standing policy of not marketing any products to children under 12. This includes not advertising during television programs aimed at children irrespective of what time of day they are broadcast.

We also work with our customers to ensure they understand our policies on not marketing to children.

We continue to support the role of parents as the primary custodians of what their children eat and drink. In 2004 we voluntarily withdrew all sugar soft drinks from primary schools in Australia and New Zealand. In New Zealand, we led the creation of a voluntary industry agreement, in partnership with the health and education ministries, to withdraw all regular kilojoule soft drinks from the high schools that we directly supply by the end of 2009.

We also support the AFGC's self-regulatory system, "Responsible Children's Marketing Initiative".

Sweetener Safety

Low and no-calorie sweeteners provide consumers with beverage options to help control and manage their energy intake.

All of the sweeteners used in our products meet strict regulatory standards. They are among the world's most thoroughly studied food ingredients, with hundreds of studies confirming their safety. The leading food authority in Australia and New Zealand, Food Standards Australia and New Zealand (FSANZ), has reviewed the evidence regarding the safety of sweeteners available in Australia and determined they are safe.

Acesulphame potassium (Ace-K) is used in approximately 90 countries, including Australia and New Zealand, and has been subject of more than 90 studies confirming its safety. Acesulphame potassium is not metabolised by the body, so it contributes no kilojoules.

Aspartame is one of the most thoroughly researched food ingredients in use today, with more than 200 scientific studies confirming its safety as a low-kilojoule sweetener. It has been used around the world for more than 25 years and is permitted for use in more than 100 countries (including Australia and New Zealand) who regard aspartame as safe. Aspartame is comprised of two amino acids which are also found in milk and meat.

Aspartame does contain phenylalanine and therefore should not be consumed by people with phenylketonuria, a rare genetic condition for which all Australian babies are tested at birth.

Caffeine

The caffeine in most carbonated beverages such as Coca-Cola and diet Coke, is about one-third to one-half of the level found in the same amount of instant coffee, and about one-half to two-thirds of what is found in the same amount of tea. The amount of caffeine in our energy drink Mother is equivalent to the same volume of instant coffee. Mother energy drink carries warning labels on the packs, and where sold on tap, on illuminated fonts and special branded glassware, advising it is not recommended for children, pregnant or lactating women or individuals sensitive to caffeine.

Caffeine adds a bitter taste to the complex flavour of some soft drinks, and has been used for more than 100 years in many recipes.

Caffeine has been approved in Australia, the US and the European Union as a safe flavour. Caffeine is one of the most studied food and beverage ingredients, with centuries of safe use. Global regulatory agencies, including FSANZ in Australia and New Zealand consider the appropriate use of caffeine to be safe.

Energy drinks and alcohol

Energy drinks in Australia are among the most heavily regulated of all world markets and include regulations which require limits of caffeine used in the beverage (equal to a cup of coffee for a 250 ml can); explicit warning labels and daily usage advisory statements on the labels.

Energy drinks form a very small proportion of all sales of non-alcoholic drinks in licensed premises – less than 1% of total venue sales are energy drinks, of which only a proportion are mixed with alcohol.

The Australian Beverages Council in conjunction with the Australian Hotels Association and Clubs Australia, have developed a stringent set of guidelines for licensed premises which serve energy drinks as a mixer with alcohol.

For more detailed information on energy drinks and alcohol, see the Australian Beverages Council's Consumer Fact Sheets.

TCCC's energy drink, Mother, is available in some licensed premises for adult patrons over 18 years of age, dispensed from a tap. The caffeine warning (CAUTION CONTAINS CAFFEINE. NOT RECOMMENDED FOR CHILDREN, PREGNANT OR LACTATING WOMEN AND INDIVIDUALS SENSITIVE TO CAFFEINE. USAGE: 500 ml MAX DAILY) is in large font on an illuminated tap, and the drinks are available in polymer "glassware" that also carries the caffeine warning.

Product Quality

We aim to provide customers and consumers with the highest quality beverages and food, and it is our policy to meet or exceed regulatory requirements.

In manufacturing, CCA relies on policies and procedures, robust systems and proven technologies along with trained people to ensure that our products exceed all company standards and legal requirements prior to leaving our facilities.

Excessive age of stock in the market and process variability during manufacturing are our top ongoing product quality concerns. A continual focus on process control, through the introduction of on-line process control monitoring systems and the introduction of the "Coke Best Fresh" program were key components of the strategy introduced to improve the quality of our products. The "Coke Best Fresh" program recognises that handling and storage of our products after manufacture can impact on their quality and ultimately influence the experience our customers have.





REMOTE COMMUNITIES STRATEGY - IBIS/OUTBACK STORES

CCA's Remote Indigenous Community Strategy - an initiative across Queensland, Western Australia and the Northern Territory where consumers in remote Aboriginal communities are encouraged to choose spring water or low or no-kilojoule beverages - is strengthened through strategic alliances with customers such as IBIS and Outback Stores.

The Islanders Board of Industry & Service (IBIS) is a not for profit organisation providing goods and services to the communities of the Torres Strait and Northern Peninsula Area (NPA) at the top of Cape York. Operating 18 supermarkets and 1 service station, IBIS is the major reseller of soft drinks and water products throughout the Torres Strait and NPA.

Outback Stores operates over 30 stores across the Northern Territory as well as in Western Australia and South Australia. The Company was formed by a group of experienced retailers with the support of Indigenous Business Australia to improve the health of Indigenous people in remote areas. The first Outback Stores managed store was opened at Canteen Creek, NT in 2007.

IBIS and Outback Stores are focused on improving the health and wellbeing of Indigenous communities via programs that achieve responsible social and environmental outcomes and by channelling those benefits back into the community. The companies also employ nutritionists as part of their health and wellness programs.

CCA's Remote Indigenous Community strategy plays an integral role in the successful delivery of initiatives employed by both companies.

CCA has worked with IBIS to implement promotional programs with a focus on low kilojoule products. Water has seen increases in growth, with Mount Franklin Still realising a 57% sales volume increase over a 12 month period. Coca-Cola Zero has also shown excellent growth.

In collaboration with IBIS, CCA's North Queensland sales team organised Cairns Taipans Basketball Star, Kerry Williams to visit Horn and Thursday Islands to support the 'Choose Water' strategy. Kerry proved a real hit with the local communities as he helped deliver the healthy choice message.

CCA has worked with Outback Stores to deliver a pricing offer on Mount Franklin that has seen an increase in water sales from 26,000 litres to 39,000 litres in one year. Outback Stores reported a 5% drop in sales of regular kilojoule soft drinks over the same period.





OUR APPROACH

In 2012, Coca-Cola Amatil employed 14,824 people across operations in Australia, New Zealand, Indonesia, Papua New Guinea, Fiji and SPC Ardmona.

Our core values set the standard for how CCA treats employees. We aim to help our people achieve their full potential, engaging with them openly and providing opportunities for development.

We are committed to:

- Creating a safe workplace.
- Building employee capability, leadership and innovation to deliver our strategy.
- Fostering a culture that promotes diversity and inclusion and lifts engagement.
- Developing wellbeing programs to encourage our people to live healthy lifestyles.

EMPLOYEE ENGAGEMENT

CCA recognises that an engaged workforce is a key driver behind the successful delivery of our business strategy. We regularly measure employee engagement in Australia, New Zealand and SPC Ardmona – and despite challenging economic conditions in each country we increased or maintained our engagement scores across 2011-2012.

In 2012, 88% of CCA Australia employees participated in the engagement survey and achieved an overall engagement score of 68%. Performance is measured against three key areas – "Say", "Stay" and "Strive":

- 71% of employees indicated they wouldn't hesitate to recommend CCA Australia to a friend seeking employment.
- 61% of employees felt it would take a lot to make them leave the organisation.
- 69% of employees felt that CCA inspires them to do their best work every day.

These results were all well above the average scores seen across food and beverages companies in Australia in the same year and ensured we retained our position in the 'Aon Hewitt' Best Employer Range.

At SPC Ardmona, employee engagement scores increased by 4 points to 48% since the last survey in 2010, despite a very difficult business environment and significant changes to organisational structure. Whilst results indicated that employees were more likely to 'strive' in this difficult environment, a perceived lack of job security was the main reason for lower outcomes in the "say" and "stay" categories. This is mainly due to the uncertain future of the Australian packaged fruit industry as a result of the strong Australian dollar which has resulted in a steep increase in imported product coming into Australia.

In New Zealand, the employee engagement score (measured by Kenexa) was unchanged from 2010's high rating of 78% (with an excellent survey response rate of 92%).

On average, employees indicated they "Agreed" with all six Kenexa Survey engagement statements relating to:

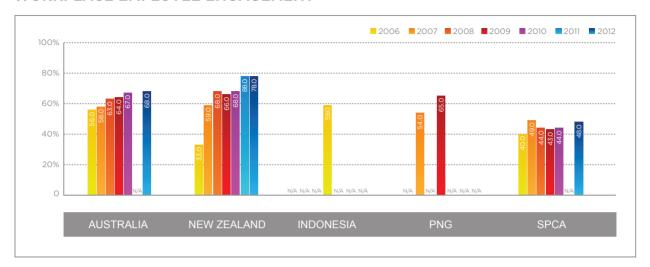
- Overall satisfaction and commitment.
- Being inspired to do their best and go the extra mile.
- Taking an active interest in the organisation.
- Recommending CCA New Zealand as a great place to work.

Line managers are responsible for implementing agreed Action Plans in response to the feedback and departmental engagement results remain a core benchmark for success

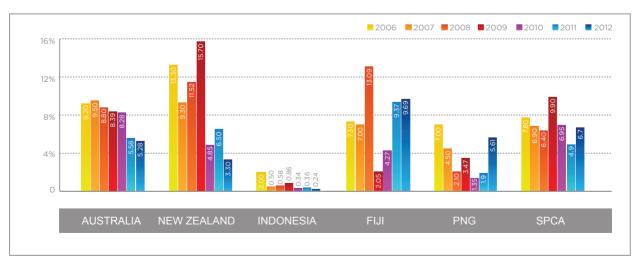
The practice of measuring engagement in our emerging businesses is not yet the norm, however learnings from our developed businesses are implemented throughout the Group to ensure a consistent approach.



WORKPLACE EMPLOYEE ENGAGEMENT



CCA LOST TIME INJURY FREQUENCY RATE (LTIFR) (MAT) (PER 1,000,000 HOURS)



HEALTH AND SAFETY

CCA has a strong focus on health and safety which is monitored by the Compliance and Social Responsibility Committee of the Board. Annual plans to address identified risks and targets for KPIs, the definitions of which are consistent with recognised OHSAS measures, are prepared annually.

Quarterly reports are submitted to the Committee and include progress against targets and action plans to mitigate risks. A calendar of independent audits and risk assessments is adhered to and follow up actions are tracked by a Health and Safety Committee in each country. This committee is chaired by the local Managing Director who is responsible for implementation of corrective actions.

Each country is audited against the following:

- Governance and Framework.
- Hazard Identification and Management.
- Incident reporting.
- Training.
- Contractor Management.

The Group Health and Safety Policy is published on the CCA website, intranet and in paper version where technology is not easily accessible. Health and Safety Management Frameworks are in place in all countries however a plan is now being developed to align each of the countries under a single framework which will then be certified under OHSAS standards. The National Health and Safety Managers in each country are responsible for initiating programs to ensure compliance against the policy and enabling training for all employees to improve OH&S performance.

Whilst progress has been made in all areas, the levels of development across business units results in varying levels of performance. Additional efforts have been made to raise the profile of Health and Safety, particularly in Indonesia and Papua New Guinea, where awareness and reporting has been historically low. Programs to heighten accountability and drive a Health and Safety culture are underway, focusing on management capability and encouraging ownership and safe behaviour from all employees.

In 2012 SPC Ardmona began a new, behavioural-based approach to improve the safety culture within the business, which has resulted in 65% increase in hazards reported as well as five times more people (spread across the business) reporting hazards than ever before. The improvement in these lead indicators directly correlates with reducing injuries. There has been a 50% reduction in Lost Time Injuries and a 75% reduction in Employee Days Lost.

CCA's Live Safe, Work Safe program in Australia, Zero Harm campaign in New Zealand and continued focus on targeted safety programs in Indonesia, Papua New Guinea and Fiji continue to deliver safety improvements. In addition, our focus on driver safety, manual handling education and more comprehensive audit/ compliance routines have yielded positive results across all countries including:

- An 18% reduction in Lost Time Injuries (LTIs) across the group since 2010.
- A 30% reduction in LTI and 40% reduction in Days Lost in the Australian business.
- Record breaking performance in CCA New Zealand's history, with a Total Recordable Injury Frequency rate of 3.3, a 35% reduction in car accidents over 2011 and the achievement of the Australasian Fleet Management Association's Fleet Safety Award for 2012.
- A significant increase in the reporting of incidents, near misses and hazards across all countries in 2012 compared to 2011.





A number of programs were developed in 2011-12 to address key safety risks areas across the CCA Group, including:

- Leadership and Employee Behavioural Safety Programs establishing senior leaders as safety champions across the business and driving "personal ownership" of safety by all employees.
- A "Management of Contractors" safety program and dedicated safety induction, safe work processes and monitoring procedures put in place for contractors in all countries.
- Manual Handling safety programs with a heavy focus in Fiji and Australia (over 2,000 Australian employees and contractors participating during 2012).
- Driver Safety Education campaigns in all countries including Driver Safety
 Week Australia in October 2012 which saw 600 Australian employees participating
 in safety awareness activities, 1,300 completing safe driving e-learning modules
 and over 3,000 completing a Driver Safety Mobile Phone Policy review.
- In Indonesia, five CCA manufacturing plants were audited in 2012 and granted OHSAS 18001:2007 certification, with the remaining four scheduled for 2013.
- The creation of dedicated safety management roles and external recruitment of experienced Health and Safety Managers to upgrade capability.

FATALITIES

Despite our progress, we did not eliminate fatalities. Regrettably, 10 people lost their lives in 2011 and 2012.

All the fatalities were in Indonesia (one in 2011 and eight in 2012) and Papua New Guinea (one in 2012) and included several members of the public.

- 2011 One Indonesian employee died in a motorcycle accident .
- **2012** Five Indonesian employees/contractors died four in motorcycle accidents and one from a pre-existing illness. Three members of the public died in road accidents involving CCAI vehicles.
- 2012 One member of the public died after walking into the path of an oncoming CCA vehicle in Papua New Guinea.

No fatality is acceptable to CCA and Country Managing Directors are accountable for conducting an in-depth investigation and presenting findings and lessons learned to the Compliance and Social Responsibility Committee of the Board. Preventative action plans are shared across our business to mitigate risk of similar future incidents.

FINES

On 31 May 2012 CCA was convicted of failure to provide a work environment that was safe and without risks to health and safety, as a result of an incident that occurred during the unloading of a drinks fridge at Moorabbin, Victoria, on 9 March 2010. CCA was fined \$75,000 and ordered to pay costs of \$2795.

Since that time CCA has rolled out a Health and Safety Management Framework Procedure - Contractor Management - across the Group.

More than a 1000 people in the Australian business have participated in contractor management training.

Health and Wellbeing

We promote healthy, active lifestyles among our employees, with wellbeing programs including fitness initiatives, weight loss challenges, educational workshops and flu vaccinations. Employees in Australia, SPC Ardmona and New Zealand are also given access to the Employee Assistance Program – offering free and confidential counselling by professionally trained psychologists (at no cost to employees or their immediate family).

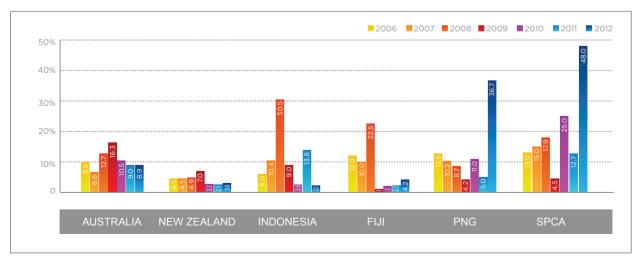
The focus on CCA's wellbeing culture continues to drive employee engagement across the business and we acknowledge our employees' desire for a healthy balance between their work and personal lives. Programs such as flexible working and parental leave are more widespread in our developed territories however we encourage all country operations to recognise the changing expectations of employees and respond appropriately. CCA Australia also provides access to a new Corporate Family program, an information resource for all employees to get information about being a parent, as well as information about caring for elderly family members

In Indonesia, two operations received government awards for their HIV/AIDS workplace programs in 2012, with Central Sumatra operation receiving the Gold award and Central Java operation achieving Platinum. The Central Java operation also received a Family Planning award.

CCA Indonesia's longest-running charitable contribution to our staff and the community is the workplace "polyclinics" which provide free medical care for 8,000 staff and their families, a further 25,000 people.

In Papua New Guinea, CCA maintains a positive working relationship with a number of non-government and government agencies to promote health and wellness and provides significant support for the National AIDS Council. A full time Nursing Officer is employed and is responsible for the roll out of preventative measures such as a focus on health and hygiene education to reduce the risk of typhoid and the implementation of an anti-malaria program providing employees with insecticide-treated nets for use at home. During 2011-12 we focused on the issues of Women Empowerment and Gender Based Violence. A domestic violence policy is being developed and we are also partnering with NGOs and The Coca-Cola Company to promote awareness and create viable opportunities for victims to become economically self-reliant, in order to extricate themselves from the vicious cycle of violence against women.

CCA AVERAGE LOST TIME RATE (ATLR)



DIVERSITY

CCA values diversity and believes that embracing the inherent differences in our people will result in better business outcomes. A truly diverse culture leads to an inclusive workplace which enables innovation, effective decision making and ultimately a more engaged and productive workforce.

CCA adopted the ASX Corporate Governance Council's recommendations on gender diversity and has developed a Gender Diversity Policy to outline our objectives of creating fair, equitable and respectful workplaces where women are supported.

CCA has established overall gender balance goals and nominated targets for the CCA Board, senior executives and managers and employees across the Group.

On International Women's Day (8 March 2013) CCA signed up to the UN Women's Empowerment principles, seven steps global companies are taking to advance female employees, and which reinforce CCA's commitment to gender equality and diversity. CCA was the 9th Australian company to sign up.

Diversity Policy

CCA first established the Diversity Policy in August 2010. It clearly articulates the company's commitments, expectations and responsibilities and aims to create a fair and respectful workplace where equality of opportunity exists throughout all phases of the employment lifecycle.

The CCA Diversity Strategy is based around three core pillars and country specific initiatives have been designed and implemented locally:

1. Sourcing

Attracting and actively searching for the best and most diverse range of talent in the market.

2. Inclusion

Creating an environment that recognises and celebrates difference, a viable CCA community.

3. Retention

Doing the right and fair thing, retaining our best talent, becoming an Employer of Choice.

The ability to attract, develop and retain women has been identified as a key opportunity and therefore gender diversity has become the main priority. The gender agenda is steered from the top of the organisation and CCA's Group Managing Director, Terry Davis, has female executives comprising 50% of his sole direct reports. Mr Davis has also been an active public advocate of gender diversity, participating as a guest speaker and panel member for UN Women on International Women's Day and for the Gender Equality Commission (formerly EOWA) at the launch of the 2012 Census of Women in Leadership.

At SPC Ardmona, 33% of the company's executives and senior leaders are women.

In New Zealand CCA established an internal women's empowerment committee, chaired by a female member of the New Zealand executive team.

In Fiji a senior female executive hosts a series of focus groups within the business to gather feedback and suggestions about making the workplace a great place for Fijian women. The outcomes form the basis of diversity initiatives in the region.

Country specific short and long term diversity targets have been identified for executive, management and non-management positions, which more closely reflect the consumers, customers and cultures of the communities in which we operate. These targets are monitored using a scorecard which has been created and tested by the Australian business and, in addition to gender balance by function, tracks graduate intake statistics and participation in training and development activities.





Diversity Targets for CCA Group

SENIOR EXECUTIVES	FEMALE PERCENTAGE
2011 Actual	16%
2012 Actual	*21%
2014 Target	19%
2014 Target	22%

^{*}A calibration exercise which resulted in the regrading of a number of management positions in this small group is the main contributor to the increased % of female Senior Executives in 2012.

FEMALE MANAGERS	TOTAL CCA GROUP	AUSTRALIA & NEW ZEALAND	INDONESIA, PAPUA NEW GUINEA & FIJI
2011 Actual	26%	28%	21%
2012 Actual	27%	30%	22%
2014 Target	29%	31%	22%
2014 Target	32%	34%	24%

In order to achieve the 2016 target CCA is required to retain the existing number of female managers and appoint an additional 119 females into positions in the management group. Given the relative low level of turnover, and CCA's commitment to make selection decisions based purely on merit, this target is considered both aspirational and stretching.

SENIOR MANAGERS	TOTAL CCA GROUP	AUSTRALIA & NEW ZEALAND	INDONESIA, PAPUA NEW GUINEA & FIJI
2011 Actual	17%	29%	8%
2012 Actual	17%	29%	9%
2014 Target	18%	31%	8%
2014 Target	19%	34%	8%

The developing markets of Indonesia, Papua New Guinea and Fiji have a large combined workforce which includes a high manual labour component, resulting in a strong orientation to male employees in these countries.

INDIGENOUS EMPLOYMENT PROGRAM

In 2011, CCA joined the Australian Employment Covenant and committed to place up to 150 Indigenous candidates into jobs. The position of National Indigenous Program Manager was created in order to focus on raising the profile of CCA's Indigenous Program as well as strengthening ties with communities and Indigenous organisations.

Under the program, four new traineeship positions across CCA's Human Resources and Finance departments were introduced and CCA established a national network of Indigenous employment partners, organisations and schools.

As part of the sourcing strategy to engage Indigenous candidates, a relationship has been formed with Career Trackers, an organisation that connects Indigenous University students with large employers through internships. In 2012, Career Trackers was a recipient of a Coca-Cola Australia Foundation community grant that enabled Indigenous university students to participate in a residential leadership program. In 2013, CCA welcomed one Indigenous university student as an intern. Investing in internships through Career Trackers is one of the most effective ways of building a pipeline of talented Indigenous students for CCA's graduate program, and CCA plans to grow the number of Career Trackers interns in 2014.

In total, 29 new Indigenous employees commenced work with CCA in 2012. By mid-2013 CCA had employed 42 Aboriginal men and women into new jobs across the Australian business.

In 2013, Indigenous employees commenced in a variety of roles, including:

- Graduate Program, finance stream.
- Warehouse and Logistics Traineeship.
- Human Resources Intern.
- Forklift Drivers and Warehouse Operators.

CCA's Indigenous Program Manager leads CCA's Buddy Program, aimed at supporting and retaining Indigenous employees when they join CCA. Although every effort is made to retain our Indigenous employees, unfortunately it is not possible in every instance.

To support employees and managers in creating welcoming and supportive environments for Indigenous employees, CCA has developed an Indigenous Cultural Awareness training program that provides participants with introductory skills, knowledge and behaviours to implement successful Indigenous engagement, recruitment and retention practices in the workplace. In 2013, the program was delivered in Darwin, and will also be delivered in Queensland.

Further information on our diversity strategy and initiatives can be found in the 2012 Annual Report.

WOMEN IN DEVELOPING COUNTRIES

The Coca-Cola Company's global program to economically empower women in developing countries, 5by20, is being progressed in Indonesia. The 5by20 program seeks to enable the economic empowerment of 5 million women entrepreneurs across the global Coca-Cola value chain by 2020. TCCC is developing and implementing programs that help break down barriers for women in the small businesses touched by the Coca-Cola system.



OUR PEOPLE

CCA believes that achieving our business priorities depends on our people and we recognise that great companies are built through highly engaged and capable employees.

In order to embrace the diversity of our operations, we have a number of core people strategies that are adopted across the CCA Group including:

- Strategic Talent Acquisition.
- Capability and Leadership Development.
- Managing Performance and Talent.
- Diversity and Inclusion.
- Health and Safety.

RECRUITMENT OF TALENT

Acquiring talented people is a key lever to increasing CCA's diversity, innovation and capability in emerging categories and markets. In 2012, a strategic Talent Acquisition function was created in Australia to pipeline talent from the external market for key roles. This small team establishes creative sourcing strategies for experienced hire and graduate recruitment and connects passive candidates with our business leaders to determine a match with CCA. The team has put in place dedicated strategies to improve sourcing of female leadership and Indigenous candidates.

CCA Australia was also recognised in the external market, with the Randstad Award for Most Attractive FMCG Employer in 2012 and Best Company for Leaders by Aon Hewitt in 2011.

In emerging markets CCA is committed to hiring and developing local talent to lead the business in the future. Whilst a small number of expatriate managers are engaged in these countries, each is charged with developing local succession and building capability of local teams.

GRADUATE PROGRAMS

Attracting, developing and retaining the best talent in the graduate market continue to be critical components of CCA's talent acquisition strategy.

- CCA Indonesia has had major success with its Graduate Trainee Program recruiting 73 graduates in 2011 and a further 96 in 2012, more than 50% of whom have been female. A retention rate of 88% has been achieved over the two year period despite a very competitive market. More than 400 graduates have participated in the CCA Indonesia Graduate Trainee Program since its commencement and almost 60% have been retained in permanent managerial and supervisory positions.
- CCA Australia, offered opportunities for structured technical development to 17 graduate trainees in 2012. CCA's reputation with graduates continues to be strong and was named a Top Graduate Employer by the Australian Association of Graduate Employers, for the quality of our graduate development.
- In 2012, CCA Papua New Guinea provided internships for 133 students who participated in a two month Sales program before returning to tertiary education.

ATTRACTING aleveloping & RETAINING THE BEST TALENT



CAPABILITY DEVELOPMENT

CCA has continued its ongoing commitment to reviewing capability with the annual Organisation Capability Review process, which reviews every individual's performance and potential and identifies high potential employees for additional stretch development. Our commitment to increasing technical capability (including sales and revenue management capability, supply chain curriculum and soft skill development) continued in 2012. Where possible, technology has been leveraged to capitalise on opportunities to benefit from online learning and capability development.

CCA believes that capability development is an integral part of day-to-day business and measurably contributes to business results. We aim for employees to take responsibility for their own learning and development and ensure that Individual Development Plans (IDPs) are tracked to ensure committed development is delivered. We employ the philosophy that learning takes place every day and IDP activity typically consists of 70% assignments and projects; 20% coaching, and formal training the final 10%.

In New Zealand the launch of Operational Excellence resulted in many employees in the Supply Chain area learning key principles to drive productivity, while CCA New Zealands's No Limits literacy program continues to support employees wishing to develop their communication skills.

In Indonesia, SAP implementation commenced in 2012. Successful deployment requires a structured approach to day to day working practices and a high level of discipline consistently applied. This was a major focus of capability development throughout Indonesia. In addition, the Indonesian sales team introduced an on the job coaching model whereby managers commit to spending time in trade coaching front line sales people on in field execution of market activities, providing written feedback on performance and suggestions for development.

SPC Ardmona also continued the Manufacturing and Logistics Training program with the Operations team, which uses a classification system to recognise current employee competency and provides a training path to a Certificate in either Food Processing or Transport & Logistics. Following certification, employees are deployed in accordance with attained competencies and accredited within the National Qualifications Framework.

Papua New Guinea continues to support its employees in their quest to further their education by way of staff study assistance grants. To date, a total of 25 employees ranging from officer to manager level have attained a Bachelor's degree in Business Management through a flexible learning distance education program run by a national university.



LEADERSHIP DEVELOPMENT

Leadership programs across the Group continue to drive the development, retention and performance of both existing and future executives with targeted programs in each of the countries.

- In CCA Australia, the Emerging Leaders Program (ELP), which develops high potential middle managers, is in its 8th year and ran twice during 2012. An Accelerated Talent Program aimed at building future executive capability was also launched for the first time.
- A total of 34 employees across a variety of levels and functions, were selected to participate in CCA New Zealand's aspirational "Future Leaders" program, Excel (designed to fast track the development of employees who are high performers and demonstrate high potential) and 22 first level leaders graduated the CCA New Zealand Inspire Leadership 2012 Development Program.
- 19 CCA Indonesia senior managers attended a "Leadership for Asia" seminar, where they were trained and coached on the best practices of successful leaders across Asia. Attendees continue to hold in-field activities to ensure these leadership skills are cascaded throughout the organisation.
- A bespoke program was designed for CCA Papua New Guinea where sales management team attended the Sales Manager Development Program in Brisbane, Australia, to build capability effective management and leadership based on Australian best practice.

RESPONSIBLE RESTRUCTURING

Following the decision in 2011 to right-size the SPC Ardmona business and consolidate the production of fruit and vegetable products to two facilities in the Goulburn Valley, almost 200 employees were displaced. These employees were offered alternative employment opportunities within CCA's beverage business and SPC Ardmona continued to work with the Victorian Government to ensure all affected employees had the opportunity to retrain or build skills through assisted training. Through this difficult period, additional efforts have been made to frequently and openly communicate with our employees and local community to ensure everyone is aware of the trading challenges we face and the actions being taken to transform the business and create a sustainable future.

MANAGING AND REWARDING PERFORMANCE

CCA aims to reward employees fairly and competitively. We benchmark remuneration against leading companies using independent international and local market data to maintain competitiveness. Our remuneration strategy aims to reward performance against all key result areas including achievement of Key Performance Indicators and alignment of demonstrated behaviours to CCA values.

In CCA remuneration is based purely on merit, and an annual pay parity report is prepared and reviewed by the Compensation Committee of the Board to minimise the risk of unconscious gender bias.

CCA publishes a full remuneration report detailing the strategy; senior management remuneration and mechanisms of "at risk" reward programs in the Annual Report and has received a 95%+ vote in favour of the report for the two year period.

A FAIR AND ETHICAL WORKPLACE

CCA adheres to internationally recognised labour and human rights standards.

CCA's policies aim to ensure equality of opportunity and the right to a workplace free from victimization or harassment.

CCA adheres to the principles of the Coca-Cola System global workplace rights initiative. The Coca-Cola Company conducts regular Supplier Guiding Principles audits of CCA operations across the Group and CCA has successfully passed these audits. The TCCC guidelines specifically require CCA's commitment as part of the UN Global Compact, which aligns operations and suppliers with universally accepted principles in the areas of human rights, labour, freedom of association, the environment and anti-corruption.

Annual independent monitoring of compliance to policies relating to areas such as adherence to minimum wage legislation, accurate payments to employees and freedom of association takes place to ensure the risk of local breach is minimized. Child labour is explicitly prohibited. The same standard of business ethics is expected from our suppliers and regular checks are made to ensure compliance.

CODE OF BUSINESS CONDUCT

The CCA Code of Business Conduct which outlines the ethical standards our employees must follow in the conduct of their duties is reviewed every two years and approval to changes sought from the Compliance and Social Responsibility Committee of the Board. All employees are required to sign to acknowledge their understanding of the code following training and briefing sessions. In Australia, an e-learning module with various test scenarios has been deployed to ensure employees understand what the Code means in everyday business. All employees must achieve a score of 80% or more to achieve the necessary certification.





RAISING CONCERNS

Our confidential telephone hotline and email address allow employees to raise grievances and concerns anonymously. All reports are investigated and managed at the appropriate level, with the Audit Committee reviewing reported breaches.

EMPLOYEE RELATIONS

CCA respects the right of employees to join or not to join a union. We encourage social partnership with trade union bodies and foster social dialogue directly with employees in non-unionised locations.

More than half (53%) of our employees were covered by collective bargaining agreements in 2012. We consult with and inform employees and their representatives about major business developments, within timelines specified in collective agreements and local legislation and ensure management is adequately trained to develop productive relationships with local representatives and promote transparent dialogue and communication.

OMMUN



OUR APPROACH

In all the countries in which we operate, CCA contributes to the economic and social development of local communities, the people who live there and the protection of the local environment – both through our day to day business activities and through a raft of philanthropic contributions and community programs.

- In 2011 CCA contributed cash and products to the value of \$7.2 million to charities, communities and causes across the Group – representing 0.8% of Group pre-tax profit.
- In 2012 CCA contributed cash and products to the value of \$4.2 million to charities, communities and causes across the Group – representing 0.6% of Group pre-tax profit.

GOVERNANCE

CCA's community programs are presented to the Board's Compliance and Social Responsibility Committee at regular intervals. CCA's community focus includes:

Coca-Cola Foundations

The Coca-Cola Australia Foundation is jointly funded by CCA and Coca-Cola South Pacific; and in Indonesia, the Foundation is funded mainly by The Coca-Cola Company.

Workplace Giving

CCA Australia and SPC Ardmona have workplace giving programs to which the companies contribute.

Volunteering

CCA Australia has a new Volunteer Leave Policy where staff can volunteer their time for one day a year enabling the company to contribute 5000 days to the community annually. Management of the Coca-Cola Australia Foundation is done by staff volunteers from CCA and CCSP. The four CCAF directors, CCA's Deputy Company Secretary and an independent external Chair also volunteer time.

Disaster Relief

CCA and SPC Ardmona are generous donors of funds, beverages and food to those in need.

Donations of food and beverages

CCA and SPC Ardmona are generous and long-term donors of food and beverages to charities and communities, with Foodbank Australia the major recipient.

Environment and Community programs

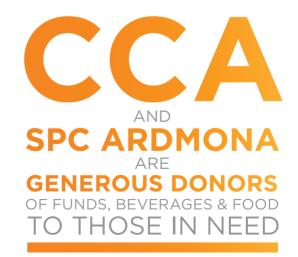
These are very well developed across the CCA Group. In Australia, most of these are incorporated into a national staff engagement program Sustainability@CCA. In Indonesia, a comprehensive range of innovative programs have been initiated by our business, working closely with our communities. New Zealand also has a strong program of staff initiated environmental and community projects.

CCA's Brands

Our bottled spring water brands Mount Franklin "pink lids" and Deep Spring "purple lids" campaigns not only create consumer awareness of health issues, but also contribute significant funds to breast cancer and pancreatic cancer.

ShareGift

CCA and our shareholders contribute to communities through gifting small parcels of shares to ShareGift Australia, a not-for-profit organisation that donates the value of the shares to charities. CCA shareholders receive ShareGift forms with their annual interim dividend statements and can elect to gift shares to ShareGift. The rules of CCA's Dividend Reinvestment Plan also allow for residual balances, on exiting the plan, to be donated to ShareGift.



MANAGEMENT

We define community investment as supporting initiatives and partnerships that are relevant and valuable to local communities.

The National Grants partners of the Coca-Cola Australia Foundation present audited reports on the outcomes and results of the Foundation-funded programs to the Board annually.

CCSP invested in a SROI (Social Return On Investment) analysis of one of the Foundation's national partners, Beyond Empathy, in 2013.

CCA was one of 12 Australian companies analysed by Catalyst Australia for their strategies on community investment. The report found that in-kind donations (non-cash resources) were an important source of philanthropy from the four companies in the food, beverage and retail sector, including CCA.

THE COCA-COLA FOUNDATIONS

The Coca-Cola Australia Foundation (CCAF)

Established in 2002, the CCAF is an independent charitable trust funded by the Coca-Cola System in Australia (CCA and CCSP) and funds innovative programs run by community organisations, charities and non-Government organisations working with young Australians who are facing major social, physical and economic challenges.

Chaired by independent director Julie White (2012-) and a four-person board of senior CCA and CCSP executives, the Foundation distributes \$1.1 million annually to fund national projects (60%) and local community programs (40%). National Grants have been funded \$100,000-\$200,000 annually for periods of up to three years. Community Grants are one-off grants of up to \$10,000.

CCA's Indigenous Employment Manager Glen Ella is working with two National Grant partners, Clontarf Foundation and AIME, to identify young Aboriginal men and women who may be placed in jobs at CCA.



NATIONAL PROJECTS IN 2011 AND 2012

Beyond Empathy (BE)

A mentoring and leadership program designed to break the welfare cycle for young people through arts, multi-media and community development programs. In 2013 CCSP funded a SROI analysis of BE's Rites of Passage, a program that was made into a multi-award winning film directed by Phillip Crawford. The SROI analysis found that from a total investment of \$632.823 over three years (July 2009-June 2013) of which CCAF contributed \$85,000 (13%), approximately \$1.94 million in social value was created - in other words, for every \$1 spent, it created social value worth \$3.10. Social value created by the program for participants included improved emotional wellbeing, increased self-esteem and improved prospects of employment.

AIME (Australian Indigenous Mentoring Experience)

Provides a unique mentoring program partnering university student volunteer role models in a one-on-one mentoring relationship with Indigenous high school students. Outcomes of all programs, including CCAFfunded programs, are available in the AIME annual report. In 2012 23% of AIME students progressed from Year 9 to university, which is comparable to 35% for non-Indigenous students, and significantly ahead of Indiaenous students not participating in AIME (3%).





Clontarf Foundation

Improves education, discipline, self esteem, life skills and employment prospects of young Aboriginal men, partnering with schools to create football academies. Funding from the Coca-Cola Australia Foundation provides places for 85 boys in Clontarf Academies. The Clontarf Foundation has commissioned a study by Curtin University to establish whether CCAF's program does in fact have a measurable impact on offending. We believe that members of, and graduates from our program have lower rates of criminal offending than do Aboriginal boys who have not been in our program. The results of this research are expected soon.

Beacon

A national organisation working in schools in low socio-economic areas across Australia to motivate at-risk young people to stay at school or transition to employment, further education or training. Outcomes of the 2012 CCAF funded programs: 2507 young people were positively impacted; 20 teachers were trained and 10 local schools supported.



COMMUNITY GRANTS IN 2011-2012

These smaller one-off grants (approximately \$10,000) are distributed across a large range of charities and community organisations across Australia in cities, towns and rural areas. Where possible, our local CCA managers and sales reps are involved in the process, championing local programs in their regions and being on hand for delivery of the Foundation funds.

Recipients include Police Citizens Youth Clubs, the Australian Foundation for Disability, Independence Australia, White Lion, Barkly Regional Arts, Bondi Youth Accommodation and the Lighthouse Foundation.



















The Coca-Cola Foundation Indonesia (CCFI)

The CCFI was established in August 2000 by Coca-Cola Amatil Indonesia and TCCC to "elevate the level of education and the quality of human resources in Indonesia".

The Foundation funds a large range of programs, including the successful **Learning Centres** in public libraries. The Foundation provides support including books, computers, audio-visual learning aids and skills training, as well as capacity building to improve the services of the Learning Centres.

Other Foundation programs include the **Cinta Air** ("Love Water") water conservation project which assists communities with fresh drinking water at a local level, the **Go Green School** program for environment education, **Goodwill Scholarships** for tertiary education, creative writing workshops and health education programs. Some established projects include the **Setu Water** project, where the Foundation has built water tanks to assist local farmers with irrigation and their long-term ability to remain on the land producing crops.

The Foundation also funds the **Micro-Enterprise Development Program** which helps lift people out of poverty by providing micro-loans, some as little as \$AUS100, to enable people to establish sustainable businesses.

5by20

The Coca-Cola Company has committed to enable the economic empowerment of 5 million women in developing countries in the Coca-Cola system by 2020, collaborating with governments and other business. In 2013 the program was being developed for women in Indonesia.



WORKPLACE GIVING

Thirst For Giving

CCA Australia's workplace giving program has been running since 2005. Employee donations are matched by the company dollar-for-dollar to a limit of \$1,000 per employee, per year. With approximately 5% of our Australian staff signed up, we are driving employee awareness to increase levels of giving through our workplace.

These charities have been selected by our staff:

Mission Australia, CanTeen, Royal Flying Doctor Service, Australian Children's Music Foundation, WWF, Big Brother Big Sister, Youngcare, Challenge, Beyond Blue and Children's Hospitals in NSW, Victoria, Queensland, SA and WA.

In 2013 more charities were added, including:

The David Wirrpanda Foundation; Learn WA; Luke Priddis Foundation; RSPCA (national, Qld and WA); Staffy Rescue; Uniting Care NSW/ACT; Youth Focus WA and the SA Youth Opportunity Association.

In 2011 CCA Australia (employees and company matching) donated a total of

\$75,331.05

In 2012 CCA Australia (employees and company matching) donated a total of

\$96,398.58

In 2013 (to August) CCA Australia (employees and company matching) donated

\$111,755.23

SPC Ardmona

SPCA matches every dollar donated by its employees to The Community Fund Goulburn Valley. More than \$30,000 was donated to the Fund in 2011 and 2012.





































DISASTER RELIEF

In the wake of natural disasters like bushfires, floods, cyclones and earthquakes, stricken communities are immediately in need of fresh water supplies and later, food – so some of our most critically needed donations are of bottled water and tinned food.

In 2011 CCA staff, matched by the company, donated

\$47,481.00

to flood relief in Queensland. As well, the company donated 863,000 bottles of spring water.

In 2013 CCA donated

200 cases of beverages & SPC Ardmona fruit

to the Tasmania Fire Services after the January bushfires.

In 2013 CCA donated

5,000 cases of water

to victims of the cyclone and floods in Samoa - we did this by switching production lines at the Vailima brewery from beer to bottled drinking water.

Foodbank Australia

CCA has supported Foodbank Australia, a not-for-profit, non-denominational organisation that seeks and distributes food and grocery industry donations to welfare agencies which feed the hungry, since 1997.

In 2011 CCA donated 501,012 kgs of beverages and SPC Ardmona donated 1,950,767 kgs of packaged fruit and vegetable products - a total of 2,451,779kg of food and beverages to Foodbank Australia, worth approximately \$4 million.

In 2012 CCA donated 120,782 kg of beverages and SPC Ardmona donated 689,756 kg of packaged fruit and vegetable products – a total of 810,538kg of food and beverages to Foodbank Australia, worth approximately \$1.4 million.

Foodbank's Collaborative Supply Program, which aims to sustainably produce the essential staples required to provide nutritious, balanced meals, including a number of SPC Ardmona products such as canned fruit, tomatoes, baked beans, spaghetti and soup.

DONATIONS OF FOOD AND BEVERAGES

Across the Group, CCA and SPC Ardmona make significant donations of product, beverages, food and merchandise to many charities, fund-raising events and community organisations every year as part of our broad philanthropic effort.

DONATIONS OF FOOD AND BEVERAGES TO FOODBANK AUSTRALIA





VOLUNTEERING

While CCA staff have informally volunteered their time for many charities over the years, in 2013 the company introduced a formal Volunteer Leave Policy offering staff one day a year to volunteer for a charity or community organization. This policy was introduced and trialed in Sydney head office in 2013. CCA signed up for an initial 50 placements over the year. By October 2013 50 CCA staff had volunteered for various charities including the Special Olympics and at a Sydney aged care facility.

The value of this volunteered time from January 2013-October 2013 is approximately

\$9,600.00

The value of the volunteered time of CCA and CCSP staff (senior managers and directors) to manage and run the Coca-Cola Australia Foundation is approximately

\$134,000.00

annually (2011 and 2012).

ENVIRONMENT AND COMMUNITY INITIATIVES

Australia

Most of CCA Australia's initiatives are run under Sustainability@CCA, every day of the year. Initiatives include:

- 2011 100 CCA and CCSP employees gave blood.
- 2012 50 employees gave blood.
- 2013 50 people donated one day each to the community under the new Volunteer Leave Policy.
- 2012 Drive Safe Week in October saw the launch of E-learning defensive driver modules; visits by Paralympians sponsored by WorkCover NSW; presentations by state Highway Patrol Services; CCA's new policy on Use of Mobile Phones and Technology Policy was launched.
- A team of CCA staff in Victoria volunteered a day to mentor 18 young disadvantaged people at Luna Park under the Big Brothers, Big Sisters program.
- 2012 Our Crusta team in South Australia competed to see who could grow the biggest pumpkin and raised \$7000 for AC Care, Anglicare's Homeless Youth Resilience Scholarship program in the Riverland district.
- Julie Kynoch in Victoria organised her 4th annual book and toy drive to raise funds for The Smith Family.
- 2012 Written Warning, a rock band formed by CCA staff held a rock concert for their colleagues at Moorabbin, Victoria and raised \$8,000 for cancer research.
- CCA staff in NSW teamed up to raise funds on the 200k Sunsuper Bicycle Ride to Conquer Cancer.
- 2012 CCA staff in Tasmania held a charity golf day raising more than \$12,000.
- Women at CCA in WA hold annual Breast Cancer Soirees, raising funds for the McGrath Foundation.
- In September 2013, 83 teams from CCA Australia, led by the Coca-Cola Place (head office) Sustainability Team, took the Steptember 10,000 steps a day challenge and raised a total of \$27,144 for Cerebral Palsy Alliance with 71 million steps placing CCA fourth overall in the challenge.

Ronald McDonald House charities

As part of The Coca-Cola Company's global support of Ronald McDonald charities, CCA staff – including the WA Key Accounts team, the NSW IC&P East team, Marketing & Events and Metro Grocery team – participate in Meals from the Heart programs at the 14 Australian Ronald McDonald Houses.

CCA Graduate Team 20/twenty Challenge

Our team of graduates at CCA raised funds for Cerebral Palsy Alliance at the annual 20/twenty challenge, a marathon of swimming, kayaking and walking around Sydney Harbour.

- 2011 \$4.938
- 2012 \$6,984

The Australian Council of Agricultural Societies Scholarship Program

This program rewards young Australians working or studying in the field of agriculture who are contributing to their local communities. Every year CCA funds around 33 scholarships for an investment of \$85,500.



SPC ARDMONA

Supporting the Shepparton Community

SPC Ardmona donates significantly to projects in the Shepparton community through sponsorships and donations. The donations have gone to assorted schools, community charities and programs designed to provide food aid to the hungry, financial aid to the distressed and assistance to other non-profit organisations operating in the community.

They include:

Shepparton Foodshare

In 2011 Foodshare established a food rescue and distribution centre to simplify access and increase resources for emergency relief agencies, community-based food support programs and schools in the region. Shepparton Food Share takes responsibility for sourcing, storing and distributing food for all existing programs in the local community. SPC Ardmona donates an office for Foodshare volunteers and employees as well as around 500m² warehousing space for the storing and distribution of donated food and administrative support.

SPC Ardmona's KidsTown Adventure Playground

This children's playground is an innovative and fun community project located in bushland between Shepparton and Mooroopna. It relies on the generous support, donations and voluntary work of many local businesses, service clubs and individuals, and SPC Ardmona is a long-term supporter donating \$80,000 during 2011 and 2012.





NEW ZEALAND

Investment by CCANZ in recycling education and recycling infrastructure development programs in 2011-2012 was approximately \$NZ400,000.

Keep New Zealand Beautiful Clean Up Week 2011 and 2012

CCA New Zealand is a long time sponsor of the non-profit organisation Keep New Zealand Beautiful (KNZB). KNZB operates as a charitable trust to promote litter abatement, waste minimisation as well as town and city beautification across the country.

In 2011 CCA New Zealand sponsored the annual Clean Up Week providing resources (rubbish bags and gloves) for thousands of volunteers around the country so that they could tidy their local environment. There was an extra push to get the surrounds clean before the thousands of Rugby World Cup visitors arrived in September. In 2012, staff again supported the annual Clean Up week.

Waikato University

CCA New Zealand has partnered with The University of Waikato's U-Leisure team to drive sustainability and public place recycling at their Hamilton campus.

In 2011 during Orientation week an interactive PET bottle recycling wall was activated to drive home the message of recycling. Bags and tee shirts made of recycled plastic bottles (rPET) were given out to students. In 2012 a contestable sustainability fund was set up for student initiatives which would help the university achieve its vision of being one of the most sustainable campuses in Australasia.

Round the Bays Fun Run 2011 and 2012

Every year CCA New Zealand provides product, sponsorship and public place recycling at the annual Round the Bays fun run on Auckland's waterfront. The event attracts 70,000 participants each year - New Zealand's largest fun run. 45,000 mini Pump bottles are given out to runners as they crossed the finish line.

CCANZ - Young New Zealander of the Year 2011 and 2012

CCA New Zealand has been a sponsor of the Young New Zealander of the Year Award since 2010. This annual award recognises outstanding youth leadership and promotes achievements of young people who are positive role models in their communities.

First Foundation

CCA New Zealand supports the First Foundation, a unique educational trust that assists young New Zealanders into tertiary education. The CCA Scholar for 2011 was Tau Irangi and for 2012 was Lafoai Tusa and Emma Robertson, who each undertake a four year scholarship program encompassing paid work experience at CCA New Zealand, financial support towards their education and the ability to be mentored by a staff member.

Christmas Box 2011 and 2012

CCA New Zealand staff traditionally donate time for The Life Centre Trust each year, with 40-60 volunteers joining the wider team of volunteers to pack around 6,000 hampers in less than three hours. CCA New Zealand also donates Coca-Cola product for inclusion in each pack. These hampers go to underprivileged families throughout the Auckland region and upper North Island.

Diabetes New Zealand Project Hope 2011 and 2012

Coca-Cola New Zealand is a supporting sponsor of Diabetes New Zealand's HOPE program. HOPE stands for Healthy Options = Positive Eating, and focuses on delivering information on nutrition and activity to Maori and Pacific Island parents and caregivers from a cultural perspective.

INDONESIA

The Bali Beach Clean Up Program

In July 2008, CCA Indonesia launched a one-day beach clean up event to try to do something about the vast amount of rubbish on the nation's most iconic beach, Kuta.

The event was so successful that CCA Indonesia united with Quiksilver and invested in a daily program of beach cleaning, with 74 staff, three Coke tractors, four rubbish trucks and more than 600 recycling bins along 9.7km shoreline of five Bali beaches – Kuta, Legian, Jimbaran, Seminyak and Kedonganan.

In 2012 Garuda Indonesia joined the partnership, donating two beach Surf Rakes which scoop large volumes of rubbish.

Since 2008, the Bali Beach Clean Up program has removed more than 14,000 tonnes of rubbish from the five beaches.

Kuta Beach Sea Turtle Conservation Centre

In conjunction with Quiksilver Indonesia, CCA Indonesia opened the Sea Turtle Conservation Centre in a giant turtle-shaped hatchery on Kuta Beach in July 2010 to save the endangered Olive Ridley turtles, the smallest sea turtles in existence. The population of the turtles, which have been coming to Kuta Beach for centuries to lay their eggs, has been severely depleted over the past decade due to increased coastal development and tourist foot traffic, poaching, dogs and other predators.

By mid-2013 an estimated 68,000 eggs have been collected from Kuta and surrounding beaches and safely hatched in the conservation centre after a two month incubation period. The baby turtles are frequently released into the sea, often by tourists who are being made aware of the importance of keeping Bali's fragile environment clean and green.



Bali Big Eco Weekend

Incorporating the Bali Beach Clean Up program, the one day eco-festival is held annually in July school holidays to generate awareness and action on preserving the environment of one of the Island of the Gods.

The events include:

- Beach clean up programs for tourists and staff volunteers.
- Legends v Local surfing competitions featuring Australian legends Mark Richards, Tom Carroll, Jake Paterson, Martin Potter and Cheyne Horan and Indonesia's Tipi Jabrik and Dede Suryana.
- Bali's biggest baby turtle release from the CCAI Sea Turtle Conservation Hatchery on Kuta Beach
- CCA Indonesia funds one "Eco-mobile" in Bali, a mobile mini-library which travels to communities and schools supplying a large collection of books, games and videos on environmental and health topics.



Borobudur

CCA Indonesia has been active in supporting one of Indonesia's most important heritage sites with funds and activities to maintain the sacred temple which was damaged by volcanic ash fallout from the Mount Merapi activity.

CCA Indonesia has also been working with the management of Borobudur Temple to develop the services industry that supports tourism and share the profit back to support the restoration of the site.

Since 2011, CCA Indonesia has provided training to more than 1,000 retailers and 300 temple staff, the majority of whom are women.





CCA Indonesia's Medical Centre - Health Clinics

CCA Indonesia provides free medical care for 8,000 staff and their families, a further 25,000 people, at workplace polyclinics. This is CCA Indonesia's longest-running charitable contribution to the community.

MED/Customer Training

Since 2009, Customer Training program has been regularly implemented across CCA Indonesia operations to enrich customers with knowledge on increasing sales. Supported by a highly-skilled team, the session, cover topics such as safe storage of products, attractive promotions, and outlet merchandising.

Eco-Uniforms

CCA Indonesia sourced fabric made with organic cotton and rPET (recycled PET resin) from PET plastic beverage bottles to supply uniforms for more than 10,000 staff, which were designed in collaboration with Quiksilver Indonesia. Every shirt used at least five recycled Coca-Cola bottles, and every staff member received three uniforms – so the equivalent of 150,000 Coca-Cola bottles were recycled to re-clothe our CCA Indonesia staff.

Coke Kicks

CCA Indonesia started this soccer development program for children in 2001, partnering with the Asian Soccer Academy Foundation. Since then 7,000 children in 280 villages across Indonesia have accessed the program.

Coke Farms

Coke Farms were established on idle land around CCA Indonesia's manufacturing facilities which were converted into productive agricultural land to enable villagers to generate income and food. Located in and around facilities in Bandung, Surabaya, Semarang and Lampung, CCA Indonesia has worked with non-government organisations to provide training for farmers. Coke Farms utilise recycled tea leaves from Frestea manufacturing for compost.

Water for Bali villages

CCA Indonesia's Water for Life program delivers thousand litres of clean water daily to more than 1.500 households in East Bali, as well as regular water support for the communities surrounding CCA Indonesia's Bandung plant.

Education for Women

CCA Indonesia partners with the ROLE Foundation to provide basic education to enable women to find jobs. The ROLE Foundation also provides literacy and environment education to CCA Indonesia's 76 Bali Beach Clean Up staff.

Badminton for Indonesia

Coca-Cola sponsors the Lift Your Racket program, promoting Active Healthy Living among Indonesians, encouraging over 100 million people to include exercise as part of their regular activities.

PAPUA NEW GUINEA

The Coca-Cola Company and World Vision partnered for the Papua New Guinea school water and sanitation project which supplied education programs for hygiene and safe water and sanitation in two large communities in Madang in 2012. More than 700 students and 100 teachers were involved directly and funding for the project was \$112,650.

CCA in Papua New Guinea donated 500 large water containers to the Labu-Butu people when their water source was contaminated in 2012.

The Coca-Cola Company helped the development of small and medium enterprises by funding 100 "stoas" or kit stores, and also provided beverages and coolers to the store owners.

OUR BRANDS

MOUNT FRANKLIN

Leading the way in sustainability

Few beverage products tell the sustainability story like Mount Franklin spring water – lighter plastic bottles has meant a reduction in the carbon footprint of every bottle by more than 20%* and the brand has donated more than \$1.5 million towards breast cancer research and support from 2006 to mid-2013.

The Mount Franklin Easy-Crush Bottle made with 35% less plastic won Australia's Packaging Design Awards Gold Sustainability Award 2011 and a World Packaging Organisation's WorldStar Award in 2013.

("A 2011 Master Thesis study of the new bottle self-manufacture technology at the Northmead, Sydney facility found that the technology has delivered a 22% reduction in the carbon footprint for every beverage container on average – including the Mount Franklin Easy-Crush Bottle which at 13.1 grams, is the lightest of all our beverage bottles. Source: Martina Birk – MSc Thesis "Case study- Coca-Cola Amatil, Australia: Comparison of carbon footprint converter model v blow-fill technology for PET bottles" August 2011. This is equivalent to 1700 cars being removed from the roads per year.)



Supporting women with breast cancer

Mount Franklin first began fund-raising for breast cancer in 2006, with a marketing campaign that saw the brand turn its caps pink for the month of October, Breast Cancer Awareness Month.

After a successful four year partnership with the National Breast Cancer Foundation, in 2010 Mount Franklin turned its caps hot pink and began a new partnership with the McGrath Foundation to raise funds to place breast care nurses across Australia.

In 2012 star Guy Sebastian celebrated McGrath Foundation Pink Drinks at CCA and donated funds from downloads of his single Message in a Bottle.

From 2006 to 2012 Mount Franklin donated a total of \$1.5 million to breast cancer. By the end of 2013, the total will be more than \$1.7 million.



DEEP SPRING

In late 2010, Deep Spring Sparkling and Still Spring Water bottles turned their lids purple in support of the Avner Nahmani Pancreatic Cancer Foundation. CCA joined Woolworths in an effort to build greater awareness of pancreatic cancer and raise funds to support research through the Foundation, set up after the death of Woolworths executive Avner Nahmani who died of pancreatic cancer in 2008. CCA's contribution is also to remember Mike Hall, a long-standing CCA executive who also died of pancreatic cancer.

The campaign, which is ongoing in Woolworths stores, has raised \$615,000 from October 2011 to mid-2013 through the sales of Deep Spring.

CCA and SPC Ardmona's Woolworths account teams also raise funds for the Foundation in the annual Avner Charity Walks.

COMMUNITY GIVING

2011

	CHARITABLE GIFTS IN CASH (INCLUDING FOUNDATIONS & WORKPLACE GIVING)	PRODUCTS & MERCHANDISE DONATIONS	COMMUNITY INVESTMENT	VOLUNTEERING	STAFF FUNDRAISING	тотац
Australia	625,246.00	707,000.00	727,398.00	67,000.00	98,788.00	2,225,432.00
New Zealand	50,330.00	18,504.00	200,000.00			268,834.00
Indonesia	32,955.00	18,416.00	642,236.00			693,607.00
Fiji	12,729.00	28,642.00	89,977.00			131,348.00
PNG	87,555.00	3,695.00	222,187.00			313,437.00
SPCA	15,000.00	3,510,000.00	83,750.00			3,608,750.00
TOTAL	823,815.00	4,286,257.00	1,965,548.00			7,241,408.00

2012

	CHARITABLE GIFTS IN CASH (INCLUDING FOUNDATIONS & WORKPLACE GIVING)	PRODUCTS & MERCHANDISE DONATIONS	COMMUNITY	VOLUNTEERING	STAFF FUNDRAISING	TOTAL
Australia	659,950	302,362	575,728	67,000	154,980	1,760,020
New Zealand	10,047	25,854	256,558			292,459
Indonesia	25,862	54,833	309,192			389,887
Fiji	11,573	31,191	105,755			148,519
PNG	87,555	1,785	255,453			344,793
SPCA	15,000	1,241,560	90,100			1,346,660
TOTAL	809,987	1,657,585	1,592,786			4,282,338

ISO 26000 REPORTING FRAMEWORK

ISO 26000 CORE SUBJECT AND ISSUES	CCA'S PILLARS AND SECTIONS
6.2 Organisational Governance Accountability, transparency, ethical behaviour and respect for the rule of law	Section – Integrating Sustainability
6.2 Organisational Governance Respect for Stakeholder interests	Section - Stakeholder Engagement
	Section - Integrating Sustainability
6.3 Human Rights Due diligence, resolving grievances, discrimination and vulnerable groups, civil and political rights, economic, social and cultural rights, fundamental rights at work	Pillar - Workplace
	Section - Integrating Sustainability
	Pillar - Community
	Section - Integrating Sustainability
6.4 Labour Practises	Section - Stakeholder Engagement
Employment and employment relationships, conditions of work and social protection, social dialogue, health and safety at work, human development and training in the workplace	Pillar - Workplace

CCA'S ENGAGEMENTS	CCA'S POLICIES, TARGETS & STANDARDS
CCA - Sustainability goals CCA - Major ESG Measures Ensuring Accountability Continuous Improvement Targets Governance - Board directors & committees Ensuring Compliance Reporting	Trading in CCA shares Policy Code of Business Conduct Policy Disclosure & Communications Policy Standards: ISO 14001 (environmental management) ISO 9001 (quality management) ISO 22000/FSSC 22000 (food safety management) OHSAS 18001(international standard for OHS)
Engagement with consumers; customers; shareholders; employees; suppliers; communities; governments and NGOs	TCCC's Supplier Guiding Principles Purchasing Policy (to be replaced by Sustainable Procurement Policy, under development)
 Ensuring Compliance through Risk Management and Independent Monitoing Safety Systems - Verification 	
 Raising Concerns Diversity Indigenous Employment Program Women in Developing Countries A Fair and Ethical Workplace Employee Relations TCCC global workplace rights initiative 	TCCC's Supplier Guiding Principles Purchasing Policy (to be replaced by Sustainable Procurement Policy, under development) Gender Diversity Policy Health and Safety Policy UN Women's Empowerment Principles
Diversity Human Rights (employees and suppliers)	
Governance - community programs	
CCA - Major ESG MeasuresHuman Rights (employees and suppliers)Training and Awareness (employees)	• Health and Safety Policy
Stakeholder Engagement - Employees	Gender Diversity Policy Volunteering Policy
Employee Engagement Health and Safety Health and Wellbeing Diversity Indigenous Employment Program Our People - Recruitment of Talent, Graduate Programs, Capability Development, Leadership Development, Managing and Rewarding Performance	Code of Business Conduct Policy Purchasing Policy (to be replaced by Sustainable Procurement Policy, under development) OHSAS 18001

ISO 26000 REPORTING FRAMEWORK (CONTINUED)

ISO 26000 CORE SUBJECT AND ISSUES	CCA'S PILLARS AND SECTIONS
	Section - Integrating Sustainability
6.5 The Environment Prevention of pollution, sustainable resource use,	Pillar - Environment - Water Stewardship
climate change mitigation, protection and restoration of the natural environment	Pillar - Environment - Energy & Climate
	Pillar - Environment - Packaging, Recycling and Litter
	Section - Targets
6.6 Fair Operating Practices Anti-corruption, responsible political involvement, fair competition, promoting social responsibility,	Section - Integrating Sustainability
respect for property rights	Section - Stakeholder Engagement

CCA'S ENGAGEMENTS	CCA'S POLICIES, TARGETS & STANDARDS	
CCA - Major ESG Measures Ensuring Accountability Continuous Improvement Targets Compliance & Social Responsibility Committee of the Board Reporting		
 Our Approach Managing Water Risk Water consumption and efficiencies Management Wastewater Breaches 	 ISO14001 Water Policy Environment Policy Targets - Water Stewardship; 	
Energy and Climate StrategyManaging Climate RiskLowering Energy UseManagementAvoiding Emissions	Energy and Climate; Packaging and Recycling • Australian Packaging Covenant's Sustainable Packaging Guidelines	
Our Approach Governance - Australian Packaging Covenant Public Place Recycling Recycling @ CCA Industry solutions		
Continuous improvement across water, energy, packaging, waste, litter		
CCA - Major ESG MeasuresHuman Rights (employees and suppliers)Political donations	TCCC's Supplier Guiding Principles Purchasing Policy (to be replaced	
Our approach Management Stakeholder Engagement - shareholders, suppliers, Governments, non-government organisations (NGOs) Supplier compliance	by Sustainable Procurement Policy, under development) • Disclosure and Communications Policy	

ISO 26000 REPORTING FRAMEWORK (CONTINUED)

ISO 26000 CORE SUBJECT AND ISSUES	CCA'S PILLARS AND SECTIONS
	Section - Integrating Sustainability
6.7 Consumer Issues Fair marketing, factual and unbiased information and	Section - Stakeholder Engagement
fair contractual practices, protecting consumer health and safety, sustainable consumption, consumer service,	Pillar – Environment – Water Stewardship
support and dispute resolution, consumer data protection and privacy, access to essential services, education and awareness	Pillar - Marketplace

CCA'S ENGAGEMENTS	CCA'S POLICIES, TARGETS & STANDARDS
CCA - Sustainability Goals Internal and External Standards Product Labelling Product Quality Consumer Contacts	
Stakeholder Engagement – Consumers	
Bottled Spring Water - Source Water Protection Plan for communities	• ISO 22000/FSSC 22000 • ISO 9001
Our Approach Management Alcoholic Beverages Growth of Low Kilojoule Beverages and Spring Water Governance - Independent Export Advice Consumer Education Labelling Responsible Sales and Marketing Sweetener Safety Caffeine Energy Drinks and Alcohol Product Quality Health and wellness campaigns	• Targets - Marketplace - Beverages, Food

ISO 26000 REPORTING FRAMEWORK (CONTINUED)

ISO 26000 CORE SUBJECT AND ISSUES	CCA'S PILLARS AND SECTIONS
	Section - Integrating Sustainability
6.8 Community Involvement and Development Community involvement, Education and culture, employment creation and skills development, technology development and access, wealth and income creation, health, social investment	Pillar - Workplace
	Pillar – Community

CCA'S ENGAGEMENTS	CCA'S POLICIES, TARGETS & STANDARDS
CCA - Sustainability GoalsRemote Communities StrategyCommunity Investment	
 Health and Wellbeing Diversity Indigenous Employment Program Women in Developing Countries 	Targets - Community Diversity Policy
 Our approach Management Coca-Cola Foundations 5by20 Workplace Giving Disaster Relief Donations of Food and Beverages Volunteering Environment and Community Initiatives Our Brands 	- Diversity i oney

GLOSSARY

Coca-Cola Amatil (CCA)	A Top 50 company listed on the Australian Stock Exchange and headquar and other non-alcoholic and alcoholic beverages as well as food products
The Coca-Cola Company (TCCC)	The world's largest beverage company. TCCC has a 30 per cent sharehold
Council (AFGC)	The AFGC is the national body representing Australia's food and grocery (
ATLR	Average Time Lost Rate
Bottlers	Businesses that manufacture, distribute and sell beverages of The Coca-C
Carbonated soft drinks (CSDs) or sparkling beverages	Effervescent non-alcoholic beverages such as Coca-Cola, Fanta and Sprite
CO2-e	Carbon Dioxide Equivalent, or the universal unit of measurement used to i
Coca-Cola Bottling Indonesia	CCA's Indonesian operations, or CCA Indonesia
Coca-Cola System or Coke system	TCCC and its bottling partners. In this report the Coca-Cola System refers
Cold Drink Equipment	Coolers, vending machines and fountain machines in the marketplace that
Concentrate	Base of a beverage, to which water and other ingredients are added to pro
Consumer	Person who drinks CCA beverages
Customer	Retail outlet, café, restaurant or any other business that sells or serves CC
Energy usage ratio	The measurement in grams of CO -equivalent per finished beverage litre o
Foodbank Australia	A not-for-profit organisation that sources and distributes food and grocer See www.foodbank.com.au
Food Standards Australia New Zealand (FSANZ)	FSANZ is the statutory authority which develops food standards
Fountain	Equipment used in retail outlets to dispense beverages into cups or glasse
gCO-e/FBL	Grams of carbon dioxide equivalent per finished beverage litre produced
gCO-e/kg	Grams of carbon dioxide equivalent per kilogram of food produced
GJ or GigaJoules (GJ)	A billion joules
Greenhouse gases (GHG)	Gases that absorb infra-red radiation in the atmosphere. There are six GHO perfluorinated carbons and hydrofluorocarbons

tered in Sydney which produces, sells and distributes Coca-Cola trademark brand products in five countries - Australia, New Zealand,Indonesia, Fiji and Papua New Guinea.
ing in CCA and is a supplier of beverage concentrate to CCA.
products manufacturers. See www.afgc.org.au
ola Company under a franchise agreement
ndicate the global warming potential (GWP) of each greenhouse gas
to joint initiatives of Coca-Cola Amatil together with TCCC
cool beverages for immediate consumption
pduce beverages. These are mainly supplied to bottlers by TCCC
A beverages to consumers
of product, or gCO -e/FBL
y industry donations to welfare agencies, and is Australia's largest hunger relief organisation.
es for immediate consumption
under the Kyoto Protocol - carbon dioxide, methane, nitrous oxide, halogenated fluorocarbons, ozone,

GLOSSARY (continued)

Group	Describes the entire CCA operations across all geographic locations
Joule	A derived unit of energy
Lightweighting	Reducing the amount of raw materials used to produce lighter packaging
L/FBL	Litres per Finished Beverage Litre - number of litres of water it takes to m
LTIFR or Lost Time Injury Frequency Rate	Number of lost time injuries per million hours worked
MJ or MegaJoules (MJ)	One million joules
ML or Megalitre (ML)	One million litres
National Packaging Covenant (NPC)	Australia's National Packaging Covenant is a joint initiative established in as well as highlighting the importance of packaging minimisation through
Non-CSDs	Non-carbonated, non-alcoholic beverages which include waters and flavo
New Zealand Packaging Accord	A voluntary initiative to decrease wasteful packaging signed by governme
PET	Polyethylene Terephthalate. The material from which CCA's plastic soft dr
Plant	A bottling facility, or operation, where beverages are produced
The Coca-Cola Quality System (TCCQS)	The global quality management system of TCCC, aligned to the ISO 9001
TJ or TeraJoules (TJ)	A trillion joules
Unit case	A unit case is the equivalent of 24 8oz (237 ml) serves or 5.678 litres
Water Use Ratio	The KPI used by CCA to measure water use in the bottling plant, expresse

for beverage containers
ake one finished litre of beverage
999 between government and industry to manage the environmental impacts of consumer packaging, the supply chain. CCA is a founding member of the NPC
ured waters, juices, sports and energy drinks and teas
nts, recycling operators and the packaging and packaged goods industry
nk bottles are made
(Quality), ISO 14001 (Environment) and OHSAS 18001 (Health and Safety) standards endorsed by key bottlers
d in litres of water used per litre of produced beverage (Litres/Finished Beverage Litres - L/FBL)