Coca-Cola India, is one of the country’s leading beverage companies, offering a range of healthy, safe, high quality, refreshing beverage options to consumers. Over the last 23 years, ever since its re-entry in 1993, the company has gone on to establish an unmatched portfolio of beverages, refreshing consumers with its leading beverage brands like Coca-Cola, Coca-Cola Zero, Diet Coke, Thums Up, Fanta, Fanta Green Mango, Limca, Sprite, Sprite Zero, RO Flavoured Milk, Mazaa, Minute Maid range of juices, Georgia and Georgia Gold range of hot and cold tea and coffee options, Kinley and Bonaqua packaged drinking water and Kinley Club Soda. The Company along with its bottling partners, through a strong network of over 2.6 million retail outlets, touches the lives of millions of consumers. Its brands are some of the most preferred and most sold beverages in the country.

We, CCIPL, have prepared the Sustainability update 2015/16 report in line with the Global Reporting Initiative (GRI) G4 sustainability reporting guidelines including the Food Processing Sector Supplement (FPSS). While developing the report we have given due considerations to the GRI content and quality principles in order to be able to present a fair and a balanced picture of our performance to our stakeholders. In this report all of the quantitative data covers the calendar year from January 1 to December 31, 2015, unless otherwise stated. So that readers have more up-to-date information, we also provide some information about decisions and events that took place in early 2016. We have also prepared a supplementary information report which is meant to serve as an accompaniment to the Sustainability update 2015/16 report. This supplementary report (available on CCIPL’s website) provides additional information and data on the sustainability aspects covered in the sustainability report.

The boundary considered for various sustainability aspects includes CCIPL, HCCBPL, independent franchise bottling partners and Anandana, our foundation for CSR projects. The precise reporting boundary and entity-wise coverage for all aspects is presented in the ‘Aspect boundary’ section of the supplementary information report.

We have also sought external assurance for the report towards which M/s DNVGL Business Assurance India Private Limited (DNVGL) was engaged. DNV GL carried out the independent assurance of this sustainability report based on the GRI principles, Assurance Standard – AA1000AS (Type II moderate) and ‘DNV GL Verisustain’ methodology (Moderate level). The report complies with GRI G4 guidelines in accordance ‘core’ and is aligned to our global sustainability framework – Me-We-World.
As one of the world’s leading organisations, sustainable development remains at the heart of everything we do. We help create sustainable and thriving communities, especially in rural India, by empowering farmers as we link them to our businesses in India and globally. The Coca-Cola Company is one of the largest buyers of Indian agricultural produce. In fact, our growth plans will aid an agriculture sector contribution of INR 4,000 crore and lead to 4,00,000+ metric tonnes of annual purchase of fruit by 2023, thus playing an important role in realising the government’s focus on doubling farmers’ income by 2022. Our business is closely linked to the farmer community as we source 95% of our ingredients locally, benefitting more than 4,00,000 farmers. Our signature sustainable agriculture project, ‘Unnati’, moved into its second phase, with a focus on engaging farmers on a larger scale. The memorandum of understanding (MoU) signed between Hindustan Coca-Cola Beverages Pvt. Ltd., Government of Maharashtra and Jain Irrigation marked the expansion of Unnati into the production of oranges, thereby benefitting farmers with marginal land holdings. At the core of all our engagements is our belief in enabling communities to take ownership of our various projects. In alignment with this belief, the Coca-Cola India Foundation, Anandana, through its 130 community watershed projects has created 6.8 billion litres of water replenishment potential, impacting over 6,00,000 lives across 500+ villages in remote and water-stressed areas since 2008. Water conservation remains central to our sustainability strategy. As an organisation, we are committed to being responsible users of water and by using best-in-class technology, we have reduced our water consumption considerably. Besides recycling and reusing water, our bottling plants are consistently identifying and implementing locally appropriate projects that revitalise watersheds. Through various initiatives, we have created a water replenishment potential of 148% compared to the total water used in the manufacturing processes. We constantly endeavour to elevate our metrics to secure the environment by combating the climate and energy crisis. We envision a 25% reduction in the carbon footprint of ‘the drink in your hand’ by 2020. In line with this vision, we are working to reduce greenhouse gas emissions across our entire value chain by making comprehensive changes in our manufacturing processes, packaging formats, delivery fleet, refrigeration equipment and ingredient sourcing, and also by promoting the use of renewables, especially biofuels, across our bottling units.

As we move forward on our sustainability journey, we are committed to great investments in human capital. In keeping with this, we have identified lack of sanitation infrastructure and awareness as a key issue. The enormity and complexity of the sanitation issue in India has led the Government of India to launch the ‘Swachh Bharat Swachh Vidyalaya’ campaign. Since 2010, through the ‘Support My School’ (SMS) campaign, launched in partnership with UNICEF and UN-Habitat, we have been helping children—especially young girls—to continue their studies by providing improved sanitation and access to water facilities. The campaign aims to raise awareness and funds to revitalize schools in rural and semi-urban India, and until December 2015, it successfully revitalized 600+ schools. It is on track to meet its target of 1,000 schools by 2017. Another key initiative, the ‘Parivartan’ programme, started by the company in 2008 along with Coca-Cola University, imparts skill training to small unorganised retailers in order to equip them to deal with the challenges of an increasingly competitive and evolving retail space. Through this programme, we have touched the lives of over 3,00,000 small grocery retailers, including 39,000+ women retailers and over 9,500 Eat and Dine retailers at the end of 2015. Our partnership with Enactus and AIESEC has helped us build socially conscious youth communities in India.

As a part of our emphasis on sustainability, we are committed to further strengthening our positive impact on the community, with a special focus on water, agriculture and recycling. In addition, we are committed to the optimum utilisation and conservation of resources. Our associates and the partnerships we build are the life force behind all our initiatives. Our every day is marked with a passion for making an enduring and positive difference in the lives of the stakeholders and communities we engage with through our business operations. We thank them for their contribution in making our sustainability vision come to life and seek their continued support going forward.

Venkatesh Kini
President and CEO
India and South West Asia Business Unit of The Coca-Cola Company
SUSTAINABILITY ACROSS OUR VALUE CHAIN
The core of our business is agriculture and we are committed to working together responsibly with our partners in growth – the 400,000 farmers that are part of the Coca-Cola India value chain.
**GROWING TOGETHER – Make in India, Make for India**

Agriculture lies at the center of our business and it is important for us to address agricultural challenges system-wide and across our entire value chain. Fifty percent of the Coca-Cola System’s procurement expenditures go toward agricultural ingredients, linking us closely with agricultural communities worldwide.

TCCC is one of the largest buyers of Indian agricultural produce. India is a strategic market for TCCC and as we grow our operations here, our investments will also provide a boost to the local suppliers and the agriculture sector. We are committed to our investment plans of infusing USD 5 billion in India between 2012 and 2020 and we have commissioned six greenfield projects in the last 2 years. Our bottlers are setting up 5 greenfield projects over the next 2 years, in addition to 57 bottling plants that already exist.

**GROWING RESPONSIBLY**

When it comes to sustainable agriculture, there are many aspects to consider, including rising demand of key commodities, women’s empowerment, economic development, water management, human and labour rights, and energy and climate impacts. The need to understand the interconnected relationships among all of these areas has led to the conclusion that the most effective approach to address sustainable agriculture is through the development of an integrated Water-Energy-Food strategy. In order to achieve this, we work with our partners for developing and implementing crop-specific programmes to enhance the economic well-being of farming communities, improve yields and protect natural resources across the supply chain. By 2020, our goal is to sustainably source our key agricultural ingredients. Our Sustainable Agriculture Guiding Principles (SAGP) provide targeted guidance on various aspects of sustainable agriculture to our suppliers of priority agricultural ingredients.

Our growth plans will entail 400,000+ metric tonnes of annual purchase of fruit by 2023.

Our growth plans will entail 400,000+ metric tonnes of annual purchase of fruit by 2023.
At Jain Irrigation, we are delighted to be playing our part in celebrating 40 years of Maaza - an iconic juice brand that we all grew up with. Maaza is now a guiding light and a flagpost for new juice brands on what a good product can do for the entire agri-ecosystem. We anticipated Maaza’s growth and therefore the increased demand for fruit pulp and five years ago launched Project Unnati. Unnati is aimed at a large scale adoption of Ultra High Density Plantation (UHDP) in the country and aims to scale up the project to cover end-to-end fruit supply chain and further optimize delivery. The project to be scaled up over a period of 10 years, is aimed at creating an ecosystem that delivers higher growth and income for farmers and ‘Grove to Glass’ fruit supply chain and optimizing delivery.

Anil Jain, Managing Director, Jain Irrigation Systems Ltd

HCCBPL in 2016 signed a Memorandum of Understanding (MoU) with Government of Maharashtra and Jain Irrigation for Project “Orange Unnati”. Under the agreement, the partners will set up a juice manufacturing facility in Vidarbha region. They will also support local farmers in the cultivation of Indian orange mandarins with the adoption of Ultra High Density Plantation (UHDP) technique to boost orange yield.

The partners will also establish a modern hi-tech nursery and develop knowledge sharing processes for the benefit of the farmers including using classroom training and field demonstrations for UHDP. Project “Orange Unnati” will also seek to unlock prospects of leveraging “NOGA” brand (Nagpur Orange Grower Association) of Oranges. NOGA is a subsidiary company of state Government of Maharashtra. This project is estimated to benefit 5,000 farmers with an average landholding of 2 acres each.

In the Chittoor district of Southern India, Project Unnati creates positive impact across many of our sustainability focus areas, including women’s empowerment, community well-being, water and sustainable agriculture. The fifteen year project, started in 2011, aims to harness the higher productivity potential of mango farms, allowing owners of small-sized farms to increase crop yields and improve their livelihoods.

Phase 1 of the programme propagated the method of ultrahigh-density farming for mango plantations, which significantly conserves water and land resources by using drip irrigation and high tree densities in combination with a specialized pruning process. The method also decreases the time it takes to bring new mango plantings to maturity.

Anil Jain, Managing Director, Jain Irrigation Systems Ltd
2. BRINGING WATER TO REMOTE AND SEVERELY WATER STRESSED AREAS

CREATING SUSTAINABLE COMMUNITIES

BRINGING WATER TO REMOTE AND SEVERELY WATER STRESSED AREAS

1. BEING A RESPONSIBLE USER OF WATER

OUR APPROACH IS TO REDUCE, RECYCLE AND REPLENISH

OUR WATER STEWARDSHIP PROGRAM Focuses ON:

02 WATER STEWARDSHIP
Although we are a minuscule consumer of water representing 0.023% of the total water consumed by all industries in India, water is a top priority for Coca-Cola and it lies at the heart of our sustainability approach.

**Responsible User of Water**

**1121**
(billion cubic meters)
India’s average annual freshwater withdrawal total in 2014

**40**
(billion cubic meters)
Estimated total industrial freshwater withdrawal 2014 (3.6% of Fresh water withdrawal)

**0.023%**
Coca-Cola India’s 2015 water consumption (1% of total industrial withdrawal)

**Recycle**
Our bottling plants recycle and reuse water to the extent possible in secondary applications like boiler makeup, cooling towers, gardening, toilet flushing and floor cleaning. Rest of the water is returned to nature at a level that supports aquatic life.

**Replenish**
Our bottling partners identify and implement locally relevant projects that revitalize watersheds. Construction of check dams, restoration of ponds and natural water bodies are some examples of projects implemented towards groundwater replenishment. Regular monitoring and evaluation mechanism ensure the benefits are being delivered to the community in the desired manner.

**Assessing Water Source Risks**
All our bottling units have undertaken Source Vulnerability Assessments (SVA) for all water sources used by them. Source Water Protection Plans (SWPP) have also been developed to help bottlers successfully mitigate any vulnerabilities identified.

**Reduce**
We make significant investments on a regular basis in the construction and operation of our production facilities for best-in-class performance. Water efficiency is an outcome of using best-in-class technology and optimised water use in processes like backwash recoveries, secondary use of water by stream segregation, and other water reduction interventions. Our performance trend highlights a continuous decline in water use ratio (water consumed per litre of beverage produced) i.e. our processes are continuously becoming water efficient.

**Waste Water**
In 2009, where we were using 2.8 litres of water to make 1 litre of product, today, we’re using 1.89 litres of water to make 1 litre of beverage, recording a reduction of 32.5% over 2009 and we are constantly working to reduce it further.

**Waste Water Ratio**

<table>
<thead>
<tr>
<th>Year</th>
<th>Waste Water Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>2.8L</td>
</tr>
<tr>
<td>2010</td>
<td>2.6L</td>
</tr>
<tr>
<td>2011</td>
<td>2.4L</td>
</tr>
<tr>
<td>2012</td>
<td>2.2L</td>
</tr>
<tr>
<td>2013</td>
<td>1.9L</td>
</tr>
<tr>
<td>2014</td>
<td>1.9L</td>
</tr>
<tr>
<td>2015</td>
<td>1.89L</td>
</tr>
</tbody>
</table>

In 2009, where we were using 2.8 litres of water to make 1 litre of product, today, we’re using 1.89 litres of water to make 1 litre of beverage, recording a reduction of 32.5% over 2009 and we are constantly working to reduce it further.

**We Have Created a Water Replenishment Potential of 148%**
Compared to the total water used in the manufacturing process.

**Our Operations Treat 100% of the Waste Water to Support Aquatic Life**

---

Source:

# Estimated by CSE
http://www.cseindia.org/dte-supplement/industry20040215/agriculture.htm
Coca-Cola India’s 2015 total water consumption (ground and surface): 9,038,349 KL
Coca-Cola India’s 2015 total ground water consumption: 5,443,694 KL

1. Additional data on water consumption is provided in the water stewardship section of the supplementary information report.
ANANDANA – sustainable solutions for sustainable communities

Anandana, the Coca-Cola India Foundation was set up as a ‘not for profit’ company by CCIPL with a view to extend its Corporate Social Responsibility (CSR) initiatives to the community at large, particularly those that are economically and socially deprived.

For Anandana, the empowering of people, especially women, by raising their standard of living is the prime objective. Anandana is committed to sustainable development and inclusive growth. To achieve this objective, Anandana focuses on supporting social projects in the domain of water sustainability and women empowerment through the spread of new and renewable energy.

Anandana’s efforts to replenish groundwater are focused on rainwater harvesting, groundwater aquifer recharge, constructing check dams, restoring ponds and other natural bodies of water, and supporting agricultural improvements. In many cases, projects also help improve local livelihoods, help communities adapt to climate change, improve water quality and enhance biodiversity.

After careful consideration and field visits to different water stressed areas, the Foundation has identified Bundelkhand, Mewat and Rajasthan as the most water deficit areas of the country.

A significant feature of these projects is the strong community thrust with women participating in large numbers and attaining a supervisory role as members of village level “Pani Samitis (Water committees)” to formulate and execute norms and procedures around the maintenance and sustainability of the community water projects.

"Water is an essential human need of which there is no viable substitute and so it finds an important place in Coca-Cola India’s sustainability approach. Through its Foundation – Anandana, several initiatives are planned and successfully executed to replenish water sources that make water available across different parts of the country. Public private partnerships are increasingly gaining credence as governments work alongside corporations, NGOs, and social institutions to tackle some of the most critical problems that affect communities as a whole. Working in partnership with all the stakeholders on restoration of water bodies, waste water management, and water replenishment will help in creating a sustainable approach that could be the surest way of combating water stress and, in the long run, the only known technique for saving water for a thirsty world.”

Yogesh Chandra, CEO, Anandana
JALANIDHI IS A PROJECT UNDER ANANDANA, WHICH STARTED IN 2010

JALANIDHI IMPACT
The project over the last five years has changed lives of over 4000 people. Farmers have not only benefitted from agricultural production and sustained livelihoods but also from the trainings they have attended.

Since the check-dams have been made in our village, the water level has risen by 3 meters; we are able to farm without problems. Our family that used to live away in the cities has come back and now we are all able to make a living with agriculture. Even though there was a drought last year, thanks to the check-dam, the groundwater level is the same.

-Kastouri, farmer from Tola Swayam

Today things have changed such that production has gone up from 1 quintal per bigha (0.4 acre) to 3 quintal per bigha (0.4 acre).

-Kashi Prasad, Tola Swayam Village

At HCCBPL, the largest bottling partner of TCCC in India, we remain committed to creating value for entire spectrum of stakeholders including customers, associates, suppliers and communities that we serve. Being an integral part of the world’s largest non-alcoholic beverage company, we strive to touch and refresh all stakeholders, inspire moments of optimism and happiness and create shared value.

In order to achieve this, we, at Hindustan Coca-Cola Beverages, focus on sustainably expanding our distribution reach, world-class execution in the market place, deploying best-in-class technologies in order to minimize our environmental footprint, investing in the communities around our operations and generating enduring economic value across our value chain.

In 2014, Coca-Cola Foundation, CCIPL and TERI University came together to set up the Coca-Cola Department of Regional Water Studies, an academic department for building knowledge and capacity in water-related issues. The department serves to examine water issues in an interdisciplinary framework and develop a globally competitive class of young water management professionals. Presently, it offers Diploma, Master’s and Doctoral programmes in water science and governance.

Integrated Watershed Management Initiative - Enhancing Livelihoods of Farmers in 38 villages, Betul District, Madhya Pradesh

HCCBPL launched an Integrated Watershed Management initiative in Betul district of Madhya Pradesh in March 2015. The project is spread over a land area of 20,000 hectares covering 38 villages and aims to enhance the livelihood of over 5,200 families. An example of Public-Private-Community partnership between HCCBPL, Advancement for Social Action (ASA), the NGO partner, government institutions and beneficiary communities, the initiative involves the following:

- 35 masonry stop dams, 25 farm ponds, 75 group based dugout wells will be constructed.
- 25 Group based Lift Irrigation systems will also be promoted along with over 1,760 vegetable based Wadi in the selected villages.
- In order to embed sustainability within agricultural activities and ensuring better productivity, technical inputs are provided for the cultivation of soya bean and Paddy. 38 demonstrations have been carried out in all 38 villages of the area leading to wider acceptance and replication of such techniques by the farmers.
- Facilitate formation of 280 SHGs and 2 Farmer Producer Companies. In the first 6 months of the project, 85 Self Help Groups have been formed and 45 have been linked to the banking system making them eligible for loans.

PROJECT JALANIDHI INITIATIVES:

CONSTRUCTION OF
6 CHECK DAMS
FARM BUNDS IN
256 HECTARES
OF LAND
8 FARM
PONDS
RECHARGING OF
69 WELLS

INCREASE IN
GROUND WATER LEVEL
BY 2 TO 3 METERS
CREATED A
STORAGE CAPACITY OF
55,822,000 LITRES
165.5 ACRES
OF LAND MADE CULTIVABLE
RESULTING IN 4X
INCREASE IN INCOME
OF THE FARMERS

JALANIDHI IMPACT:

INCREASE IN
CROPPING INTENSITY
INCREASED UP TO
244 ACRES
FROM 104 ACRES

PREPARING NEXT GENERATION OF WATER PROFESSIONALS AT TERI UNIVERSITY

In 2014, Coca-Cola Foundation, CCIPL and TERI University came together to set up the Coca-Cola Department of Regional Water Studies, an academic department for building knowledge and capacity in water-related issues. The department serves to examine water issues in an interdisciplinary framework and develop a globally competitive class of young water management professionals. Presently, it offers Diploma, Master’s and Doctoral programmes in water science and governance.
OUR CONSUMERS DESERVE SAFE, REFRESHING AND HIGH-QUALITY BEVERAGES, AND EVERY DAY WE WORK HARD TO MEET THE HIGHEST STANDARDS OF PRODUCT SAFETY AND QUALITY

PRODUCT & INGREDIENT SAFETY

COCA-COLA IN INDIA IS LEADING THE WORK OF UPHOLDING THE HUMAN RIGHTS OF PEOPLE ACROSS OUR VALUE CHAIN - FROM OUR OFFICES TO OUR FACTORIES AND ALL THE WAY TO THE FARMS

HUMAN & WORKPLACE RIGHTS

03 SOURCING RESPONSIBLY
We consider human and workplace rights—as articulated in the United Nations Universal Declaration of Human Rights, the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights—to be inviolable.

Our Human Rights Policy establishes a foundation for managing our business in accordance with the highest standards. At Coca-Cola, it is every employee’s responsibility to maintain a work environment that reflects respect and is free from all discrimination and harassment. If any employee believes that someone is violating the Human Rights Policy or the law, they are asked to report it immediately to their manager, Human Resources, Company legal counsel or KO EthicsLine (a global Internet and telephone information and anonymous reporting service for employees).

We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

The Sustainable Agriculture Guiding Principles (SAGP) expands on the SGP and provides targeted guidance to our suppliers of priority agricultural ingredients. We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

We consider human and workplace rights—as articulated in the United Nations Universal Declaration of Human Rights, the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights—to be inviolable.

Our Human Rights Policy establishes a foundation for managing our business in accordance with the highest standards. At Coca-Cola, it is every employee’s responsibility to maintain a work environment that reflects respect and is free from all discrimination and harassment. If any employee believes that someone is violating the Human Rights Policy or the law, they are asked to report it immediately to their manager, Human Resources, Company legal counsel or KO EthicsLine (a global Internet and telephone information and anonymous reporting service for employees).

We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

The Sustainable Agriculture Guiding Principles (SAGP) expands on the SGP and provides targeted guidance to our suppliers of priority agricultural ingredients. We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

We believe that dialogue with a wide-range of stakeholders is critical to respecting human and workplace rights within our system. By combining our experience with the expertise, passion and knowledge of our stakeholders and partners we develop robust approaches to respect human and workplace rights.

The Sustainable Agriculture Guiding Principles (SAGP) expands on the SGP and provides targeted guidance to our suppliers of priority agricultural ingredients. We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

We consider human and workplace rights—as articulated in the United Nations Universal Declaration of Human Rights, the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights—to be inviolable.

Our Human Rights Policy establishes a foundation for managing our business in accordance with the highest standards. At Coca-Cola, it is every employee’s responsibility to maintain a work environment that reflects respect and is free from all discrimination and harassment. If any employee believes that someone is violating the Human Rights Policy or the law, they are asked to report it immediately to their manager, Human Resources, Company legal counsel or KO EthicsLine (a global Internet and telephone information and anonymous reporting service for employees).

We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

The Sustainable Agriculture Guiding Principles (SAGP) expands on the SGP and provides targeted guidance to our suppliers of priority agricultural ingredients. We are currently collaborating with our suppliers on the journey ahead to ensure that all priority agricultural commodities are sourced sustainably by 2020 in line with the SAGP standards.

We believe that dialogue with a wide-range of stakeholders is critical to respecting human and workplace rights within our system. By combining our experience with the expertise, passion and knowledge of our stakeholders and partners we develop robust approaches to respect human and workplace rights.
PRODUCT & INGREDIENT SAFETY

KORE is TCCC’s internal quality management system. It is aligned to universally recognised standard requirements like:

- **ISO 9001** (Quality Management System)
- **GFSI** (Global Food Safety Initiative)
- **ISO 14001** (Environmental Management System)
- **OHSAS 18001** (Occupational Health & Safety Assessment Series)

100% of our manufacturing facilities operate in-line with KORE requirements and are also certified for Food Safety Management systems by third party internationally accredited audit agencies.

**OUR MANUFACTURING FACILITIES HAVE BEEN RECOGNISED FOR THEIR COMMITMENT TO SAFETY AND QUALITY AT THE CII NATIONAL AWARD FOR FOOD SAFETY 2015 UNDER BELOW CATEGORIES:**

- **OUTSTANDING PERFORMANCE IN FOOD SAFETY 2015**
- **STRONG COMMITMENT TO EXCEL IN FOOD SAFETY**
- **SIGNIFICANT ACHIEVEMENT IN FOOD SAFETY**

**QUALITY LIES AT THE KORE**

We measure and manage key product and package quality attributes so that our products meet applicable regulations, TCCC requirements and consumer expectations in the marketplace. To ensure such consistency and reliability globally, the Coca-Cola System is governed by the Coca-Cola Operating Requirements (KORE).

KORE is an integrated quality management system that holds all of our operations in over 200 countries to the same standards of production and distribution. It is the framework of governance and management system which enables sustainable performance, allows us to meet customer and consumer demands, and drives continuous improvement. We keep refining our requirements to ensure that our management system (KORE) embodies the most recent and stringent manufacturing requirements and regulations and align to internationally recognised standards in manufacturing and distribution throughout our value chain.

At every step of production and with random sample analysis from market place, we keep testing our beverages for quality and safety attributes.

**YOUR SAFETY, OUR PRIORITY**

Health and safety impacts of all our products are considered throughout the product lifecycle stages. From product development at the R&D stage to the bottling locations, compliance with the requirements of the Food Safety and Standards Act is ensured at each stage. Our Quality Systems require all our suppliers to comply with safety, environmental and quality standards including:

- Food Safety and Standards Act
- Global Food Safety Initiative (GFSI) recognised Food Safety Management System Certification for all suppliers of primary ingredients and packaging material.

In addition, suppliers are also expected to adhere to our Supplier Guiding Principles (SGP) standards.

Refer to page 24 (human rights)

**CONSUMER SATISFACTION**

We have established multiple channels to connect with our consumers. In India, we are accessible over toll-free number 1800-208-2653 and the consumer helpline email ID: indiahelpline@coca-cola.com. To help enhance understanding of the manufacturing of Coca-Cola products, consumers are also invited to our manufacturing plants across the country.

---

1. For details on the ingredients that go into a Coca-Cola, please visit [http://www.coca-cola-india.com/facts-myths/](http://www.coca-cola-india.com/facts-myths/)
2. For more details, please refer to the Human and Workplace rights section.
3. For more information on our consumer connect, please refer to the consumer satisfaction section of our supplementary information report.
OUR LONG-TERM VISION IS TO LEVERAGE OUR SIGNIFICANT SCALE AND RESOURCES TO CONTRIBUTE MEANINGFULLY TO THE “CIRCULAR ECONOMY,” IN WHICH MATERIALS ARE USED AND REUSED TO CONSTANTLY REBUILD NATURAL AND SOCIAL CAPITAL.

CLOSE TO 50% OF OUR PRIMARY ENERGY USE IS MET THROUGH RENEWABLE ENERGY SOURCES. OUR 2020 VISION IS TO REDUCE THE CARBON FOOTPRINT OF ‘THE DRINK IN YOUR HAND’ BY 25%.

OUR LONG-TERM VISION IS TO LEVERAGE OUR SIGNIFICANT SCALE AND RESOURCES TO CONTRIBUTE MEANINGFULLY TO THE “CIRCULAR ECONOMY,” IN WHICH MATERIALS ARE USED AND REUSED TO CONSTANTLY REBUILD NATURAL AND SOCIAL CAPITAL.

SUSTAINABLE PACKAGING & RECYCLING
In 2015, we implemented the top ten energy saving initiatives identified at plants and initiated work on the next top ten initiatives.

MANAGING OUR CLIMATE IMPACT

We, at Coca-Cola India aim to manage our climate impacts by using the best mix of energy sources we can, while improving the energy efficiency of our manufacturing, distribution and marketplace.

Approximately 10 percent of the emissions from the Coca-Cola System’s value chain stem from manufacturing, which is the “segment” of the chain most directly in our control. While we strive to minimize the effects of manufacturing on the climate, we also want to make an impact on the other 90 percent.

REDUCING OUR CARBON FOOTPRINT

Our 2020 vision for our system is to reduce the carbon footprint of ‘the drink in your hand’ by 25 percent. We are working to reduce greenhouse gas emissions across our entire value chain by making comprehensive changes in our manufacturing processes, packaging formats, delivery fleet, refrigeration equipment and ingredient sourcing. To reach this goal, we have developed a Carbon Scenario Planner to help standardize a forecast methodology for carbon in the system supply chain and to support target setting. In 2010, we undertook baseline creation for the total carbon impact of ‘Drink in Your Hand’ and are working towards initiatives across manufacturing, packaging, cold drink equipment for reducing this impact.

Our investments in use of best-in-class technology and upgrading of infrastructure have paid off in significant improvement in our Energy Use Ratio (EUR) - amount of energy used for producing a litre of beverage.

CO₂ HAS 1,430 TIMES LESS GLOBAL WARMING POTENTIAL THAN TYPICAL HFC REFRIGERANT GAS

RENEWABLE ENERGY

Renewable energy use is another critical component of our strategy and we are promoting use of renewables especially biofuels across our bottling units. We have made significant improvement on this front and for the reporting period biomass comprised 48% of our total primary energy use as compared to 39% in 2014.

In 2015, we introduced CO₂ based coolers and are targeting complete replacement of HFC based coolers with these.

1. Additional data on energy consumption is provided in the climate protection section of the supplementary information report.
Sustainable Packaging & Recycling

47% beverage sales are in RGBs

Our recently introduced PET bulk jar which is currently under pilot is driving a weight reduction of over 10% over previous designs.

Over previous designs which is currently under pilot our recently introduced PET bulk jar is driving a weight reduction of over 10%.

Weight Reduction Over The Years

15% Sparkling PET Bottles
14% Juice PET Bottles
30% Drinking Water PET
33% Returnable Glass Bottles

Weight reduction of over 10% over previous designs.

Our approach to sustainable packaging

Our system-wide analysis of our carbon footprint shows it’s vital for helping to reduce our greenhouse gas emissions. Our efforts to create more sustainable packaging are expected to contribute to our overall goal of reducing the CO2 emissions associated with the “drink in your hand” by 25 percent by 2020.

Sustainability in packaging requires a wide range of actions, including engaging consumers, policy advocacy through industry bodies, building supply chain partnerships, developing renewable technologies and more. Ultimately, it requires building a system in which many people, institutions and technologies work together to reduce, redesign, recover, recycle and reuse packaging.

Sustainability requires a wide range of actions, including engaging consumers, policy advocacy through industry bodies, building supply chain partnerships, developing renewable technologies and more. Ultimately, it requires building a system in which many people, institutions and technologies work together to reduce, redesign, recover, recycle and reuse packaging.

Lightweighting

Sustainable packaging requires us to “reduce, reuse and recycle.” One way we reduce is by improving the design of our packages, a process known as lightweighting. Through our sustained efforts over the years, we have leveraged technological advancement to reduce the weight of several of our packaging.

Inspiring consumers

We work in partnership with a wide range of stakeholders including consumers, industry and Governments and we use our brand marketing to encourage consumers to recycle more. We also collaborate with relevant authorities and NGOs for running campaigns at events and festivals to promote mass collection and recycling of plastic waste of not just our products but of any brand.

Supporting Mission Green Sabarimala, Kerala in 2015

Every year, around 30 million people trek up to pay respect to the Shrine of Lord Ayyappa, popularly known as “Sabarimala”. The shrine is located within the famous Periyar Tiger Reserve in Kerala, a protected reserve. Over the 2 month pilgrimage period, huge amounts of plastic are estimated to be disposed by visitors into the eco-sensitive forest. In 2015, the organisers conceived the Mission Green Sabarimala to alleviate the environmental impact of the pilgrimage. Our bottling partner, HCCBPL lent its support to ensure success of the mission. The mission involved:

- An innovative PET Exchange Kiosk and a road campaign for distributing bio-degradable cloth bags with environmental messaging in exchange of bottles/plastic bags. This was done in partnership with Kudumbasree, the largest women self-help group in the world
- Collaborating with Travancore Devaswom Board & Sabarimala Sanitation Society for placing around 200 PET collection bins and create awareness about source segregation in 6 languages.
- Deploying 800 volunteers for maintaining hygiene and upkeep at temple facilities in collaboration with Sabarimala Sanitation Society.

Recover and Recycle

The Coca-Cola system in India offers its beverages in returnable glass bottles (RGBs), aluminum cans, PET bottles and Tetra packs.

Close to 50% of our beverage sale takes place in RGBs which is completely recovered from the market except for breakages.

PROMOTING RECYCLING AT GODAVARI PUSHKARALU FESTIVAL IN 2015

Godavari Pushkaralu celebrated in Rajahmundry, Andhra Pradesh on the banks of the river Godavari is one of twelve “River Festivals” in India entailing a mass congregation of up to 40 million visitors over a period of 12 days. Backed by 2 months of extensive research, ideation and planning, we forged a partnership with local environmental management company for recycling PET, operating collection crews, dustbins and actual recycling through balment machines. Municipal and local authorities were also approached to partner on this massive initiative. The core of the initiative is encapsulated in the message “Keep Godavari Pure. Keep Rajahmundry Clean” which was also aligned to Government of India’s Clean India Mission.

Recycling at Godavari Pushkaralu festival in 2015

Godavari Pushkaralu celebrated in Rajahmundry, Andhra Pradesh on the banks of the river Godavari is one of twelve “River Festivals” in India entailing a mass congregation of up to 40 million visitors over a period of 12 days. Backed by 2 months of extensive research, ideation and planning, we forged a partnership with local environmental management company for recycling PET, operating collection crews, dustbins and actual recycling through balment machines. Municipal and local authorities were also approached to partner on this massive initiative. The core of the initiative is encapsulated in the message “Keep Godavari Pure. Keep Rajahmundry Clean” which was also aligned to Government of India’s Clean India Mission.

Supporting Mission Green Sabarimala, Kerala in 2015

Every year, around 30 million people trek up to pay respect to the Shrine of Lord Ayyappa, popularly known as “Sabarimala”. The shrine is located within the famous Periyar Tiger Reserve in Kerala, a protected reserve. Over the 2 month pilgrimage period, huge amounts of plastic are estimated to be disposed by visitors into the eco-sensitive forest. In 2015, the organisers conceived the Mission Green Sabarimala to alleviate the environmental impact of the pilgrimage. Our bottling partner, HCCBPL lent its support to ensure success of the mission. The mission involved:

- An innovative PET Exchange Kiosk and a road campaign for distributing bio-degradable cloth bags with environmental messaging in exchange of bottles/plastic bags. This was done in partnership with Kudumbasree, the largest women self-help group in the world
- Collaborating with Travancore Devaswom Board & Sabarimala Sanitation Society for placing around 200 PET collection bins and create awareness about source segregation in 6 languages.
- Deploying 800 volunteers for maintaining hygiene and upkeep at temple facilities in collaboration with Sabarimala Sanitation Society.

Our recently introduced PET bulk jar which is currently under pilot is driving a weight reduction of over 10% over previous designs.

Weight reduction of over 10% over previous designs.

Additional data on our waste generated and recycled is given in the waste section of the supplementary information report.
POSITIVELY IMPACTING LIVES OF MORE THAN 3,00,000 MÔM-AND-POP RETAILERS

05
ENHANCING RETAILER LIVES
THE NEED FOR PARIVARTAN – a change towards the better

The 12 million retail outlets which form the unorganised retail sector in India account for over 90% contribution to the overall retail market. However, small unorganised retailers are largely found wanting on the skills required to thrive in the increasingly competitive and evolving retail space. Recognising this, CCIPL, along with Coca-Cola University (CCU) started the ‘Parivartan’ programme in 2008. Through Parivartan, we impart skill-training to micro entrepreneurs through a unique blend of training methodologies using customized content related to areas like inventory, working capital management, profit growth, customer relationship management and growth with Coca-Cola.

DELIVERING PARIVARTAN

The Parivartan course content is carefully curated after intensive market research. The crisp 2.5 hour long training module is delivered in 6 vernacular languages by certified trainers across India. The unique audio-visual programme is delivered in non-peak business hours and is meant to enhance retailer capabilities without entailing any significant changes in their existing investments in resources.

INNOVATION IN DELIVERY

Apart from classroom training, the training module is also delivered through a customized learning bus ‘CCU on wheels! Through this innovative delivery method, we ensure that we are able to reach out to retailers even in remote areas where classroom facilities may not be available.

In 2014, to leverage the rising mobile phone penetration in India, we adapted Parivartan to an Interactive Voice Response (IVR) platform as well. This was a first of its kind, industry leading training delivery platform. This innovation features pre-recorded training content available 24*7 to the retailers from the comfort of their homes through a toll free number. More than 600 retailers completed the training in the launch month itself.

EMPOWERING WOMEN, DRIVING ENDURING CHANGE

Unleashing the entrepreneurial potential of women is one of the most enduring ways to help families and communities prosper. Over the years, Parivartan has served as a powerful platform for empowering women entrepreneurs across the country. The ‘CCU on wheels’ buses have enabled us to reach out to women retailers in remote parts of the country as well. Since 2011, the programme has laid special emphasis on training women with 39,097 women retailers receiving training till December 2015.

THE PARIVARTAN IMPACT

Through Parivartan, we have touched the lives of 3,08,520 small grocery retailers including 39,097 women retailers and 9,569 E&D retailers. Based on a survey conducted by an independent third party across 4 locations, covering 700 retailers, majority of the programme attendees feel that:

• their relation with customers have improved post attending the programme
• the programme has helped them manage their inventory better
• Attending Parivartan has helped them in managing their shops better

RETAILER TESTIMONIAL

“I attended Coca-Cola’s Parivartan programme and found it very helpful. The programme taught me how to better manage the cooling equipment, ensure cleanliness at my shop and being polite to all my customers. The programme has helped me identify changes I can bring about in myself and my shop in order to improve my business. The trainers were very good and I thank Coca-Cola for this experience.”

- Rajwinder Kaur, Woman retailer, Amritsar

1. Coca-Cola University (CCU) provides a wide range of courses through classroom learning, e-learning and field training to help associates develop personally and professionally. CCU’s learning portfolio focuses on leadership, marketing, human rights; ethics and compliance; diversity; sustainability, finance, and other competencies.

2. Details of all our initiatives for empowering women is given in the Women’s Economic Empowerment section of the supplementary information report.
SHAPING RESPONSIBLE CONSUMER CHOICES THROUGH OUR PORTFOLIO OF PRODUCTS
OUR APPROACH
Our business continues to evolve and respond to the needs of society—from product innovation to responsible marketing to our sponsorships and partnerships. We will continue our work to provide more choices, in smaller pack sizes through our water portfolio, low-calorie and no-sugar drinks.

LOW-CALORIE AND NO-SUGAR BEVERAGE OPTIONS
In the Indian markets, our low calorie and no sugar offerings include Sprite Zero, Coke Zero, Diet Coke, Kinley water, Kinley soda and Schweppes soda.

REDUCE AGGREGATE SUGAR CONTENT ACROSS THE PORTFOLIO, WHILE OFFERING NEW, GREAT TASTING, LOW CALORIE AND NO SUGAR PRODUCTS

EXPAND PORTFOLIO
In 2015, we launched our 1st ready-to-drink flavoured milk product, VIO in two flavours - VIO Kesar Treat and VIO Almond Delight. Vio has more than 90% milk and is made from milk sourced from dairy farmers. It contains no preservatives and promises to provide consumers with wholesome goodness of milk in every drop. We also launched ready-to-drink iced tea Fuze-Tea in lemon and peach flavours. In early 2016, we launched our new innovation - Fanta Green Mango in the “Juice with Fizz” category.

MARKET RESPONSIBLY
Prohibition of marketing and advertising in media in which 35% or more of the audience is composed of children under 12 and that directly targets such children.

SHAPE CHOICE
We help consumers to manage their calorie intake by offering our drinks in multiple package options including smaller serve sizes. This includes:

• 200 ml returnable glass bottle (both for carbonated drinks as well as Maaza)
• 300 ml and 400 ml PET Packs in 2015 and 250 ml PET Pack in 2016
• Maaza - 100 ml Tetrafino pack, 200 ml tetrapack
• POP cans - 180 ml

1ST BEVERAGE COMPANY TO PROVIDE TRANSPARENT NUTRITION INFORMATION (FRONT OF PACK CALORIE AND PORTION RECOMMENDATIONS)
Coca-Cola was the first beverage company to place Front-of-Pack calorie information on nearly all of our packaging worldwide. We make available nutritional information of our products on the packs and on our website as well. All products manufactured & packaged contain Front-of-Pack calorie declarations with exception of those bottled in Returnable Glass Bottles.

PROMOTE CLEAR FACTS
Prohibition of designing of marketing communications in such manner as may directly appeal to children under 12 and specifically prohibits the use of:

• Celebrities or characters whose primary appeal is to children under the age of 12 with the exception of brand equity characters already in use
• Movie Tie-ins related to movies of primary appeal to children under 12
• Games or contests designed to appeal primarily to children under 12
• Branded Toys whose primary appeal is to children under 12
• Images of our products being consumed by children under 12 without an adult
• Branded sponsorship of sporting and entertainment events which primarily target children under 12

ACTIVELY ENCOURAGE AND ENABLE CONSUMERS TO ENJOY OUR BEVERAGES RESPONSIBLY

EXPAND OUR PRODUCT PORTFOLIO AND OFFER OUR CONSUMERS MORE HYDRATION AND REFRESHMENT CHOICES
SUPPORT MY SCHOOL CAMPAIGN – CREATING HAPPY, HEALTHY, ACTIVE SCHOOLS FOR OVER 3,00,000 STUDENTS IN 1000 SCHOOLS ACROSS INDIA BY 2017
In 2010, CCIPL, NDTV and UN Habitat came together to launch a unique campaign – Support My School (SMS) – to raise awareness and fund to catalyse a solution to deal with lack of basic infrastructure facilities in government schools and to bring together partners in an effort to revitalize schools in rural and semi-urban India. In 2014, after the announcement of ‘Swachh Bharat’ initiative by Hon’ Prime Minister, the SMS campaign partners accelerated their efforts and worked towards furthering the ‘Swachh Bharat, Swachh Vidyalya’ initiative of Government of India.

The SMS campaign has laid emphasis on providing the following basic amenities in schools:

- Access to toilets
- Access to water
- Sports facilities and playgrounds
- Environmental upkeep
- Rainwater harvesting

The campaign that began with just CCIPL, NDTV, Charities Aid Foundation India (CAF) and UN-Habitat has grown to include hundreds of donors, partners and contributors. The campaign’s true strength is its Power of Partnerships, which lies in the combined effort of multiple stakeholders - community, consumers, customers, suppliers, bottlers, government, media, industry associations, national and international NGOs, youth organisations, educational institutions of higher learning, other corporates and their foundations and individuals. It has become one of the biggest campaigns of its kind in India.

SUPPORT MY SCHOOL (SMS) – The beginning

The SMS campaign’s true strength is its Power of Partnerships, which lies in the combined effort of multiple stakeholders - community, consumers, customers, suppliers, bottlers, government, media, industry associations, national and international NGOs, youth organisations, educational institutions of higher learning, other corporates and their foundations and individuals. It has become one of the biggest campaigns of its kind in India.

SMS ALSO AIDS IN FURTHERING GOVERNMENT’S ‘SWACHH BHARAT SWACHH VIDYALAYA’ INITIATIVE

SUPPORT MY SCHOOL (SMS) – The beginning

In 2010, CCIPL, NDTV and UN Habitat came together to launch a unique campaign – Support My School (SMS) – to raise awareness and fund to catalyse a solution to deal with lack of basic infrastructure facilities in government schools and to bring together partners in an effort to revitalize schools in rural and semi-urban India. In 2014, after the announcement of ‘Swachh Bharat’ initiative by Hon’ Prime Minister, the SMS campaign partners accelerated their efforts and worked towards furthering the ‘Swachh Bharat, Swachh Vidyalya’ initiative of Government of India.

The SMS campaign has laid emphasis on providing the following basic amenities in schools:

- Access to toilets
- Access to water
- Sports facilities and playgrounds
- Environmental upkeep
- Rainwater harvesting

The campaign that began with just CCIPL, NDTV, Charities Aid Foundation India (CAF) and UN-Habitat has grown to include hundreds of donors, partners and contributors. The campaign’s true strength is its Power of Partnerships, which lies in the combined effort of multiple stakeholders - community, consumers, customers, suppliers, bottlers, government, media, industry associations, national and international NGOs, youth organisations, educational institutions of higher learning, other corporates and their foundations and individuals. It has become one of the biggest campaigns of its kind in India.

SMS ALSO AIDS IN FURTHERING GOVERNMENT’S ‘SWACHH BHARAT SWACHH VIDYALAYA’ INITIATIVE
WE ATTRACT, DEVELOP AND RETAIN A HIGHLY TALENTED AND DIVERSE WORKFORCE WITHIN AN INCLUSIVE WORKPLACE, TO FOSTER A WINNING CULTURE
FOSTERING A DIVERSE AND INCLUSIVE CULTURE

As a global corporation operating across geographies, all our business units adapt to the guidelines and principles of the parent organisation, TCCC. Our commitment to diversity principles is embodied in our Human Rights Policy. We are an equal opportunity employer and do not discriminate on the basis of gender, religion, ethnicity, race etc.

TCCC’s global diversity mission is to mirror the rich diversity of the marketplace we serve and be recognised for our leadership in Diversity, Inclusion and Fairness in all aspects of our business. In India, we have a firm focus on nurturing women leaders and promoting diversity.

We have a Diversity and Inclusion Council with balanced representation of both men and women. The council focuses on accelerating the development and movement of women talent into roles of increasing responsibility and influence and in doing so, it aims to enhance business performance while simultaneously establishing a strong reputation as one of the best companies to work for.

DIVERSITY INITIATIVES AT CCIPL: DIVERSITY & INCLUSION COUNCIL

<table>
<thead>
<tr>
<th>EQUAL OPPORTUNITY</th>
<th>INTERNAL COMPLAINT COMMITTEE</th>
<th>NURTURING WOMEN LEADERS</th>
<th>WOMEN’S LINC PROGRAMME</th>
<th>BENEFITS TO WOMEN EMPLOYEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>We evaluate a women candidate for all open positions.</td>
<td>Focused on redress, prevent / deter the commission of any act of sexual harassment against women.</td>
<td>Global Women in Leadership Programme to build business &amp; leadership skills, strong networks and increase self-awareness through psychometric testing and coaching conversations.</td>
<td>Global community for women associates and a platform for driving focused initiatives</td>
<td>Créche reimbursement, Safe cab pick-up and drop-off, Progressive Maternity Leave Policy, Paternity Leave, Kids@work, Concierge Service in Office, Flexi work policy, Well-being programmes, Celebrating Events &amp; building a sustainable culture.</td>
</tr>
</tbody>
</table>

GROOMING OUR TALENT

We believe in the 70-20-10 principle for meeting the learning and development needs for our associates. This means 70% of learning happens on the job, 20% through interpersonal interactions with others and the remaining 10% is addressed through formal classroom trainings.

We train our employees on functional expertise, leadership and business acumen across functionalities like Marketing and commercial and customer management.

In our endeavour to provide our associates an open and vibrant work place that brings out their creativity, we moved our corporate office to a new location: One Horizon Center, Golf Course Road, Gurgaon, Haryana

Pegasus, our 6-month long development programme, helps our employees to develop holistically across various dimensions - Interpersonal, team and leadership skills, cross-functional technical skills, general management and business fundamentals, personal attributes, situational leadership and cultural intelligence. It is one of the many programmes we run to develop our future leaders.

Our training strategy also extends to developing the capability of our franchise bottling partners and their employees.

1. Details of our talent acquisition, employee well-being, employee benefits and employee engagement are given in the Human Capital section of the supplementary information report.

45–50% WOMEN AS MANTRA INTERNS

25.4% WOMEN ASSOCIATES IN OUR WORKFORCE

26.8% WOMEN HIRED IN 2015

16% WOMEN IN LEADERSHIP

100% RETURN FROM MATERNITY/ PATERNITY LEAVE

100% RETURN FROM MATERNITY/ PATERNITY LEAVE

WE BELIEVE IN THE 70-20-10 PRINCIPLE FOR MEETING THE LEARNING AND DEVELOPMENT NEEDS FOR OUR ASSOCIATES. THIS MEANS 70% OF LEARNING HAPPENS ON THE JOB, 20% THROUGH INTERPERSONAL INTERACTIONS WITH OTHERS AND THE REMAINING 10% IS ADDRESSED THROUGH FORMAL CLASSROOM TRAININGS.
WE HAVE A ROBUST GOVERNANCE FRAMEWORK AND ARE COMMITTED TO EMBEDDING THE HIGHEST STANDARDS OF ETHICS AND INTEGRITY ACROSS OUR OPERATIONS
GOVERNANCE AT CCIPL

We are committed to embedding highest sustainable business standards and standards of governance, ethics and integrity across our operations. As a commitment to pursue the above, we have constituted several expert advisory committees to suitably guide the management on topics of strategic importance. The details of council/board members provided below:

OUR GOVERNANCE STRUCTURE

At CCIPL, the board of directors is the ultimate decision making body and it consists of the following directors:

- Mr. Venkatesh Kini (Chairman)
- Mr. Sanjeev Kumar (Whole time Director, designated as Vice President – Finance)
- Mr. Asim Parekh (Whole time Director, designated as Vice President – Strategy & Insights)
- Mr. Devdas Baliga (Whole time Director, designated as Vice President – Legal)

In addition, several committees have been constituted for advising on operational, environmental and social affairs. Details regarding these Advisory Boards are provided below:

INDIA ADVISORY BOARD (IAB)

The India Advisory Board (IAB) is the foremost advisory body within CCIPL. The IAB guides the management on various business, operational and environment-related matters to help formulate short and long term strategies. The IAB is ably led by its Chairman, Mr. Naresh Chandra, IAS (retd.), who is a former Cabinet Secretary – Government of India and a former Indian Ambassador to the United States.

Other members include:

- Mr. Deepak Parekh (Chairman HDFC Limited)
- Mr. SK Munjal (MD – Hero Corporate Services Limited)
- General VP Malik (Former Chief of the Indian Army)
- Ustad Amjad Ali Khan (Eminent Musician)
- Ms. Kiran Mazumdar Shaw (CMD, Biocon Limited)
- Mr. TV Mohandas Pai (Chairman – Manipal Global Education Services)

These Advisory Boards are provided below:

HEALTH AND WELLNESS ADVISORY COUNCIL (HWAC)

The HWAC guides and assists CCIPL to:

- Identify and highlight the evolving nutritional needs of Indian consumers
- Suggest viable health & wellness solutions for beverage applications
- Support consumer education programmes that promote a healthy and active lifestyle

The members of the HWAC and their respective area of expertise are as follows:

- Dr. J S Pai (Ex-Professor & Head of Food Technology Department, UICT Mumbai)
- Dr. PSM Chandran (Sports Medicine Expert)
- Dr. Vinay Aggarwal (Medical Professional Expert)
- Prof. R H Singh (Professor Emeritus in the Faculty of Ayurveda at BHU, Varanasi)

ADVISORY COUNCIL ON ENVIRONMENT AND SUSTAINABILITY (ACES)

The ACES advises CCIPL on issues pertaining to environment and sustainability. This council is headed by General V. P Malik (retired), Former Chief of the Indian Army. The other members of the council are listed below and are experts from the fields of water, environment and pollution control. The council meetings are held once in every quarter. The members include:

- Dr. Saleem Romani (former Chairman – Central Ground Water Board)
- Dr. B. Sengupta (retired environmental scientist, Central Pollution Control Board)
- Mr. Vishwanath Anand (IAS (retd.))
- Mr. Ravi Narayanan (Chair, Asia Pacific Water Forum)

COCA-COLA INDIA FOUNDATION ADVISORY BOARD

This body comprises of eminent personalities who have provided distinguished service to the public. The present members of this Board include:

- Justice R. M. Lodha, Chairman (former Chief Justice of India)
- Mr. Bunker Roy (founder of Barefoot College and was selected as one of TIME 100’s 100 most influential personalities in 2010 for his work in rural India)
- Dr. Naresh Trehan (chairman and managing director and chief cardiac surgeon of Medanta-The Medicity)
- Dr. (Mrs.) Mithu Alur (an educationist and is the founder chairperson of The Spastic Society of India)
- Ms. Dia Mirza (actress)
- Dr. (Mrs.) Shyama Chona (former Principal of Delhi Public School RK Puram, New Delhi)
- Mr. Roshan Seth (actor and theatre personality)

1. Information on our Code of Business Conduct and anti-corruption and anti-bribery policies is given in the “Ensuring ethical conduct in our work” section of the supplementary information report
2. Designations as on 31st December 2015:
   - Mr. Asim Parekh, (Whole time Director, designated as Vice President – VP Technical)
3. Prof. Subhash Chander (former professor – IIT Delhi), Mrs. Binoo Sen (IAS (retd.)), were ACES members till June 2015,
   - Dr. Naresh Trehan (chairman and managing director and chief cardiac surgeon of Medanta-The Medicity)
   - Dr. (Mrs.) Mithu Alur (an educationist and is the founder chairperson of The Spastic Society of India)
   - Ms. Dia Mirza (actress)
   - Dr. (Mrs.) Shyama Chona (former Principal of Delhi Public School RK Puram, New Delhi)
   - Mr. Roshan Seth (actor and theatre personality)
INDEPENDENT ASSURANCE STATEMENT

Scope and approach

Coca-Cola India Private Limited (CCIPL or ‘the Company’) commissioned by DNV GL Business Assurance India Private Limited (“DNV GL”) to undertake independent assurance of the Company’s Sustainability Report 2015 in its printed formats (the “Report”) for the Calendar year ended 31 December’ 2015. Our responsibility in performing this work is regarding verification of Sustainability performance disclosed in the Report and in accordance with the agreed scope of work with the management of the Company. The intended users of this assurance statement are the management of the Company. Our assurance engagement was planned and carried out during May to September’ 2016.

We performed our work using DNV GL’s assurance methodology VeriSustain™, which is based on our professional experience, International assurance best practice including International Standard on Assurance Engagements (ISAE) 3000 Revised*, along with AccountAbility’s AA1000 Assurance Standard 2008 (AA1000AS (2008)) and the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines Version 4 (GRI G4) including the Food Processing Sector Disclosures (FPSD).

We evaluated the performance data using the reliability principle together with CCIPL data protocols for how the data are measured, recorded and reported. The performance data in our scope of work was the verification of the qualitative and quantitative information on sustainability performance disclosed in the Report covering Economic, Environmental and Social performance of the identified material aspects undertaken by the Company over the Reporting period 1st January’2015 to 31st December’2015 and based on the GRI G4.

We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance opinion. We are providing a moderate level of assurance and no external stakeholders were interviewed as part of this assurance engagement.

Responsibilities of the management of Coca-Cola India Private Limited and of the Assurance Providers

The Top Management team of CCIPL have sole responsibility for the preparation of the Report and responsible for all information provided in the Report as well as the processes for collecting, analysing and reporting the information presented in the printed Report.

In performing our assurance work, our responsibility is to the management of CCIPL; however our statement represents our independent opinion and is intended to inform outcome of our assurance to the stakeholders of CCIPL.

DNV GL provides a range of other services to CCIPL, none of which constitute a conflict of Interest with stakeholders of CCIPL.

DNV GL’s assurance engagements are based on the assumption that the data and information provided by CCIPL to us as part of our review have been provided in good faith and free from material misstatements or errors. DNV GL was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Basis of our opinion

A multi-disciplinary team of sustainability and assurance specialists performed work at corporate office at Gurugram and Company Owned Bottling Operations (COBO) and Franchisee owned Bottling Operations (FOBO) Sites of CCIPL. We undertook the following activities:

- Review of the current sustainability issues that could affect CCIPL and are of interest to identified stakeholders;
- Review of CCIPL approach to stakeholder engagement and recent outputs although we have no direct engagement with stakeholders;
- Review of information provided to us by CCIPL on its reporting and management processes relating to the Principles;
- Interviews with selected Leadership team, Directors and senior managers responsible for management of sustainability issues and review of selected evidence to support issues discussed. We were free to choose interviewees and interviewed those with overall responsibility for the programmes to deliver the Sustainability Commitments 2020 for medium and long term Vision, Mission and milestones;
- Site visits were conducted in CCIPL Corporate Office at Gurugram, five operational sites located in India i.e. Hindustan Coca-Cola Beverages Private Limited (Dasna in U.P and Aranya in Karnataka), Franchisee Bottlers located at Brindavan Agro Industries Private Limited at Agra, Diamond Beverages Private Limited at Kolkata & Superior Drinks Private Limited at Nagpur and Anandana project site at Bundelkhand, Jhansi to review process and systems for preparing site level sustainability data and implementation of sustainability strategy. The sites we visited were selected on the basis of their materiality to the group for environmental impacts as well as to give a geographical and divisional spread;
- Review of supporting evidence for key claims and data in the Report. Our verification processes were prioritised according to materiality and we based our prioritisation on the materiality of issues at a consolidated corporate level;
- Review of the processes for gathering and consolidating the specified performance data and, for a sample, checking the data consolidation; and

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement, except for the disclosures related to product responsibility where we have relied on reports of independent parties where available. Verification of Human Rights Grievance Mechanism was limited to Verification of the Human rights assessment process at India BU level as the CCIPL Workplace right (WRP) guidelines are administered by CCIPL Atlanta.

Opinion

On the basis of the work undertaken, nothing came to our attention to suggest that the Report does not properly describe, CCIPL adherence to GRI G4 content Principles, General standard disclosure and specific standard disclosures for ‘In accordance’ – Core reporting as below:

- General Standard Disclosures: The reported information on General Standard Disclosure generally meets the disclosure requirements for ‘in accordance’ – Core option.
- Specific Standard Disclosures: The Report describes the generic Disclosures on Management Approach (DMA) and Performance Indicators for identified material Aspects as below:

Economic

- Indirect Economic Impacts & Community Development - G4- EC7 & EC8;
- Procurement Practices - G4-EC9;

Environmental

- Energy – G4-EN3, ENS & EN6;
- Water – G4- EN8 & EN9;
- Emissions – G4-EN15, EN16, EN20 & EN 21;
- Effluents and Waste – G4-EN22 & EN23;

---

¹ The VeriSustain protocol is available on dnvgl.com.
² Assurance Engagements other than Audits or Reviews of Historical Financial Information.
Without affecting our assurance opinion we also provide the following observations. We have evaluated the Report’s adherence to the following principles on a scale of 'Good', 'Acceptable' and 'Needs Improvement':


**Inclusivity**
The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability. The stakeholder engagement process is fairly established to identify sustainability challenges and concerns of diverse stakeholder groups considering the CCIPL operational businesses and the Report brings out key concerns of diverse stakeholders like Water Stewardship, Product and Ingredient Safety, Packaging, Transparent Nutrient Information, GHG Emissions, Waste Management and Community Engagement. The stakeholder concerns are identified, documented and reported. In our opinion, the level at which the Report adheres to this principle is 'Acceptable'.

**Materiality**
The process of determining the issues that are most relevant to an organization and its stakeholders

The materiality determination process was revalidated based on inputs from key stakeholders including employees, customers, suppliers, NGOs, governments, regulatory bodies, local communities and senior management of CCIPL and has not missed out key material issues from the Food Processing Sector Disclosures. The management of CCIPL has established internal assessment process for monitoring and management Sixteen material issues on a continual basis for their long term organisational sustainability. In our opinion, the level at which the Report adheres to this principle is 'Good'.

**Responsiveness**
The extent to which an organization responds to stakeholder issues.

The Report has brought out key responses to the materiality aspects in a fair manner for stakeholder to make informed decisions and adequately disclosed the strategies and management approach related to identified key sustainability aspects and challenges considering the overall sustainability context of the Food Processing sector disclosures, within the identified aspect boundary. In our opinion, the level at which the Report adheres to this principle is 'Acceptable'.

**Reliability**
The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.

The majority of data and information verified at the Corporate Office, and five operational sites were found to be accurate and nothing came to our attention to suggest that reported data have not been properly collated from information reported at operational level, nor that the assumptions used were inappropriate. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been communicated for correction. Hence in accordance with AA1000AS (2008) requirements for a Type 2, moderate level assurance engagement, we conclude that the specified sustainability data and information presented in the Report is generally fair. In our opinion, the level at which the Report adheres to this principle is 'Acceptable'.

**Specific Evaluation of the information on Sustainability Performances**

We consider the methodology and process for gathering information developed by the Company for its sustainability performance reporting to be appropriate and the qualitative and quantitative data included in the Report was found to be identifiable and traceable; the personnel responsible were able to demonstrate the origin and interpretation of the data and its reliability. We observed that the report presents a faithful description of the Company’s sustainability activities.

**Additional Parameters as per DNVGL’s VeriSustain Protocol**

**Completeness**

How much of all the information that has been identified as material to the organisation and its stakeholders is reported

The Report has fairly attempted to disclose the General and Specific Standard disclosures including the disclosure on management approach and performance indicators for identified material aspects for GRI G4 – ‘In accordance’ – Core option. The reporting of performance and data is fair except for certain material aspects as systems to report the performance indicators are being established and set the internal time lines for disclosure. Hence in our opinion, the level at which the Report adheres to this principle is 'Acceptable'.

**Neutrality**
The extent to which a report provides a balanced account of an organization’s performance, delivered in a neutral tone.

The disclosures related to sustainability issues and performances are reported in a neutral tone, in terms of content and presentation, however Report could further bring out responses related to the challenges faced during the reporting period at various geographical locations of operations in terms of disclosure of all identified material aspects, sustainability goals and targets etc. In our opinion, the level at which the Report adheres to this principle is 'Good'.

**Opportunities for Improvement**

The following is an excerpt from the observations and opportunities for improvement reported to the management of the Company and are not considered for drawing our conclusions on the Report; however they are generally consistent with the management’s objectives:

- Future reports may further bring out the impacts of material aspects in the value chain – upstream and downstream i.e. re-evaluate materiality in the value chain for the reporting boundary related to material, social and environmental impacts of its suppliers, products and services.
- Establish a system of monitoring, periodic review and validation of Sustainability related data to strengthen the reporting of key performance indicators to achieve sustainable performance across geo-locations.
- Sustainability performance may be benchmarked across geo-locations for review and monitoring based on long term Sustainability targets in line with Sustainability 2020 commitments.
DNV GL Business Assurance India Private Limited is part of DNV GL – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com

For and on behalf of DNV GL Business Assurance India Private Limited
New Delhi, India, 29th September’ 2016

Ramesh Rajamani
Lead Verifier,
DNV GL – Business Assurance India Private Limited

Vadakepath Nandkumar
Assurance Reviewer, Regional Sustainability Manager , Region India & Middle East
DNV GL – Business Assurance India Private Limited

ABOUT THE COCA-COLA COMPANY
The Coca-Cola Company (NYSE: KO) is the world’s largest beverage company, refreshing consumers with more than 500 sparkling and still brands and more than 3,800 beverage choices. Led by Coca-Cola, one of the world’s most valuable and recognisable brands, our company’s portfolio features 20 billion-dollar brands, 18 of which are available in reduced low-calorie and no-sugar options. Our billion-dollar brands include Diet Coke, Coca-Cola Zero, Fanta, Sprite, Dasani, Vitamin water, Powerade, Minute Maid, Simply, Del Valle, Georgia and Gold Peak. More than 1.9 billion servings of our beverages are enjoyed by consumers in more than 200 countries each day. Together with our bottling partners, we rank among the world’s top 10 private employers with more than 700,000 system associates. For more information, visit Coca-Cola Journey at www.coca-colacompany.com