Sustainability KPI’s 2020

Happy people

Happy products

Happy planet
## Sustainability | Happy People

### Ambition
- Become one of the safest places to work in the industry
- People here enjoy working together, respect and trust each other. *We are a great place to work*
- On every location at least one action per year of Refresco takes place that contributes to local community, including a link with the business.

### Initiatives
- Include actions to ensure 95% of compliance on SH&E Group Audit in 2018/2019 at every plant
- Include actions to improve safety and reduce the number of accidents
- Include initiatives to improve great place to work outcome (i.e. trustindex) by setting actions and engage employees. Feel free to refer to the HR section if described already in there.
- Describe initiatives planned for contribution to local community

### KPI target
- **LTA > 1 day ( # 100 Average FTE)**
  - 2020 BU: 0.5
  - 2020 group: 0.9
- **Trust index score**
  - 2020 BU: 68%
  - 2020 group: 60%
- **Avg. no. of initiatives per locations**
  - 2020 BU: 2 per year
  - 2020 group: 1 per year
## Ambition

- Minimize our impact on the environment by decreasing the total packaging used in our production and by increasing recycled materials in our packaging.

- Make sure our impact on the environment is as low as possible.

- Use natural resources as efficiently as possible.

- Less road miles and greener transport

## Initiatives

- Include initiatives to increase the % recycled content in PET bottles

- Include initiatives to reduce:
  - Water ratio (e.g. optimization of water plants, supply chain planning, CIP processes and dry lubrication etc.)
  - Energy ratio (e.g. pasteurization process, LED lighting, solar cells, reduction of high and low air compressors etc.)

- Describe initiatives to reduce waste (e.g. optimization supply chain planning, overfill and brix etc.)

- Policy to select carriers that use Euro 5 and 6 engines

## KPI target

| % of rPET | 2020 BU: 35% |
| Water ratio (L/Lpb) | 2020 BU: 1,98 L/Lpb |
| Energy ratio (MJ/Lpb) | 2020 BU: 0,44 MJ/Lpb |
| Nett waste % (€) | 2020 BU: 2,4% |
| No. of carriers that use Euro 5/6 engines | 2020 BU: 100% |
### Ambition

- Become an industry leader in food safety excellence and ensure a common standard.
- Align the ambition for purchasing sustainable materials with the needs of our customers and secure long-term availability of our key raw materials.
- Increase number of products with no/low calories for retail in line with the EU roadmap.
- Align the ambition for purchasing sustainable materials with the needs of our customers and secure long-term availability of our key raw materials.

### Initiatives

- Include your certifications on food safety such as IFS/BRC and actions to achieve a higher level (if not achieved yet).
- Include initiatives to improve food safety / product quality and reduce the number of recalls.
- Include initiatives to improve sustainable sourcing and describe expectations from customers on purchasing sustainable materials etc.
- Describe initiatives planned to reduce the added sugar in products we produce for retail customers.

### KPI target

- **No. of complaints per 1 million products**
  - 2020 BU: 0.30

- **%age juice produced under sustainable labels**
  - 2020 BU: 35%

- **%age sugar (added) in grams per liter sold**
  - 2020 BU: 7.5% reduction