Guidance:

- We welcome examples of leading practices.
- Unless you are sharing leading practices, please limit the information to indicators for which KnowTheChain could not yet identify sufficient information on your website. Please see the ‘comment text’ and ‘source’ cells in the Excel document for the information we have already reviewed.
- Note KnowTheChain has already undertaken a review of your website. Should you wish to include links to existing disclosure, please specify the page number / section you are referring to (extensive additional disclosure documents that include a comprehensive list of links already reviewed will not be considered).

**THEME 1: COMMITMENT AND GOVERNANCE**

1.1 2 Supplier Code of Conduct

The company’s supplier code of conduct:

1. requires suppliers to respect the ILO core labor standards, which include the elimination of forced labor;
2. is easily accessible from the company’s website;
3. is updated regularly, following internal review and input from external stakeholders;
4. is communicated to the company’s suppliers; and
5. requires its first-tier suppliers to take steps to ensure that their own suppliers implement standards that are in-line with the company’s supply chain policies addressing forced labor and human trafficking.

Additional Disclosure:

Our responsibility does not end at the company gate. We expect our suppliers and system partners to embrace responsible workplace practices and uphold the principles of our Human Rights Policy. We communicate these expectations through our Supplier Guiding Principles (SGP).

The SGP are aligned with our Human Rights Policy and are a part of all contractual agreements between The Coca-Cola Company and our direct and authorized suppliers. We expect our suppliers to develop and implement appropriate internal business processes in compliance with the SGP.

Our program is always evolving as we continue to learn and address new challenges. We regularly benchmark against industry standards and consult stakeholders to improve our program. As such, the Supplier Guiding Principles are reviewed and updated as needed. We anticipate the next update to be rolled out in 2021-2022 and plan to include recruitment fee language.

Additionally, The Sustainable Agriculture Guiding Principles expand on the SGP and provide guidance to our suppliers of agricultural ingredients. These Principles establish the framework for defining our commitment to sustainable sourcing and are being integrated into internal governance routines and procurement processes.
The Pass It Back program is intended to facilitate self-management of workplace rights requirements in the supply chain so as to achieve greater visibility of respect for human rights. Through a collaborative approach, TCCC works with eligible suppliers to help assist on ensuring alignment of policies and due diligence measures and requests transparent reporting of compliance performance. Many of our global supplier partners have developed strong human and workplace practices and the Pass It Back program is a way to recognize their progress and success.

*Sustainable Agriculture Guiding Principles*

*Issue Guidance*

*Pass It Back Toolkit*

**The Coca-Cola Company Human Rights Report pg 12-15**

1.4 Training

The company:

(1) trains all relevant decision-makers within the company on risks and policies that address forced labor and human trafficking;

(2) trains its first-tier suppliers on risks and policies that address forced labor and human trafficking and discloses the percentage of first-tier suppliers trained; and

(3) engages in capacity building to enable its suppliers to cascade its supply chain policies that address forced labor and human trafficking to their own supply chains and/or trains suppliers below the first tier on such policies.

**Additional Disclosure:**

The Coca-Cola Company provides a variety of Human Rights training materials that focus on our Human Rights Policy and Supplier Guiding Principles including a manager’s guide which specifically addresses forced labor.

“Our suppliers and system partners are also expected to embrace responsible workplace practices. Supplier Guiding Principles, which are aligned with our Human Rights Policy, are included in all contractual agreements between The Coca-Cola Company and our direct and authorized suppliers. In 2019, we provided 36 training programs to bottlers, suppliers and auditors across the world to help them uphold these values.” pg 40 The Coca-Cola Company 2019 Business and Sustainability Report. These trainings included focus on Forced Labor.

Training information can be found on pgs 9,10,14,21,27,28 of The Coca-Cola Company’s Human Rights Report

**The Coca-Cola Company 2019 Business and Sustainability Report pg 40**

**The Coca-Cola Company Human Rights Report pgs 9,10,14,21,27,28**

**Human and Workplace Rights Materials for Employees**

**The Coca-Cola Company Human Rights Policy Manager’s Guide**

**What All Leaders Need to Know Brochure**
1.5 Stakeholder Engagement

The company:

To fully understand and address working conditions in sourcing countries, companies need to engage with potentially affected groups and local stakeholders such as trade unions, worker organizations, or local NGOs—in addition to suppliers. Furthermore, as forced labor risks tend to be systemic in nature, collaboration with other companies, for example, to engage policy makers to strengthen labor legislation, is needed to address forced labor in supply chains.

In the last three years, the company has engaged relevant stakeholders by:

1. providing at least two examples of engagements on forced labor and human trafficking with stakeholders such as policy makers, worker rights organizations, or local NGOs in countries in which its first-tier suppliers and suppliers below the first tier operate; and
2. actively participating in one or more multi-stakeholder or industry initiatives focused on eradicating forced labor and human trafficking across the industry.

Additional Disclosure:

Collaboration across the company, system and suppliers is key to creating an opportunity for mills and farms to improve their human rights practices. As we work together, we are focused on monitoring, capacity building (e.g. training managers of mill-owned and operated farms and independent farms) and best practice sharing. Our country sugar studies focus on 3 key areas with Forced Labor being one of the main focus areas. These studies are published on our website. To date 21 studies have been published.

Country Sugar Studies Methodology
Country Sugar Studies
Human Rights in the Sugar Supply Chain
The Coca-Cola Company Human Rights Report pg 48

THEME 2: TRACEABILITY AND RISK ASSESSMENT

2.1 Traceability and Supply Chain Transparency

The company discloses:

1. the names and addresses of its first-tier suppliers;
(2) the countries of its below-first-tier suppliers (this does not include raw material suppliers); 
(3) the sourcing countries of at least three raw materials at high risk of forced labor and human 
trafficking; and 
(4) at least two types of data points on its suppliers' workforce (e.g., the number of workers, 
gender or migrant worker ratio, or level of unionization per supplier).

Additional Disclosure:

The Coca-Cola Company is committed to protecting the land rights of farmers and communities as 
well as addressing child and forced labor issues where they may exist in the countries where we 
source sugarcane. The company’s Human Rights Policy, Supplier Guiding Principles and Sustainable 
Agriculture Guiding Principles establish a foundation of respect for human rights throughout our 
supply chain. Our policies are guided by international principles encompassed in the Universal 
Declaration of Human Rights, the United Nations Global Compact and align with the United Nations 
Guiding Principles on Business and Human Rights. The country study is an exercise to enable The 
Coca-Cola Company to better understand its sugar sourcing supply chain and to give visibility on how 
Coca-Cola sugar supply companies and bottling partners are addressing key risks. The studies are not 
an audit, but are research, and focus on three key elements: child labor, forced labor and land rights, 
as these are considered higher risk factors in Coca-Cola’s agriculture supply chain. These studies are 
undertaken by a qualified third-party research firm, which partners with other firms as needed to 
address any specific knowledge gaps (i.e. Landesa1 on land rights). At the conclusion of the research, 
we jointly determine in consultation with relevant stakeholders any mitigation strategies that may 
be required should any incidents of those risks be found.

These studies focus on sugar as it is one of the largest commodities we source. These studies are 
found on the company website.

Country Sugar Studies

THEME 3: PURCHASING PRACTICES

3.1 Purchasing Practices

Purchasing practices and pricing may both positively impact labor standards in the company's supply 
chains and increase risks of forced labor and human trafficking.

The company:

(1) is taking steps toward responsible raw materials sourcing; 
(2) is adopting responsible purchasing practices in the first tier of its supply chains, which 
include planning and forecasting; 
(3) provides procurement incentives to first-tier suppliers to encourage or reward good labor 
practices (such as price premiums, increased orders, and longer-term contracts); and 
(4) discloses two quantitative data points demonstrating that it has responsible purchasing 
practices in place that address the risk of forced labor and human trafficking.
Additional Disclosure:

Currently, suppliers to The Coca-Cola Company and those authorized by The Coca-Cola Company are required to meet our Supplier Guiding Principles (SGP), which communicate our values and expectations of compliance with all applicable laws, regulations and other legal requirements, and emphasize the importance of responsible workplace practices that respect human rights. The Sustainable Agriculture Guiding Principles expand on the SGP and provide guidance to our suppliers of agricultural ingredients. These Principles establish the framework for defining our commitment to sustainable sourcing and are being integrated into internal governance routines and procurement processes.

A healthy agricultural supply chain is essential to the well-being of the communities in which we operate, and is critical to the success of our business. Our approach to sustainable agriculture is founded on principles to protect the environment, uphold human and workplace rights and help build more sustainable communities. We seek to mitigate business risk by addressing challenges to the availability, quality and safety of agricultural ingredients; to meet consumer demand for products that align with a healthy and sustainable lifestyle; and to balance the costs of sustainability by leveraging relationships and initiating new opportunities as they make sense. Central to this approach is The Coca-Cola Company’s overall sustainability aspiration to grow our business by making a positive difference in the communities we serve.

To meet the expectations of our consumers, customers, other stakeholders and enable the continued growth of the Company, it is imperative we maintain a secure, sustainable supply of the agricultural ingredients that are essential to our brands. To this end, The Coca-Cola Company has developed a set of Sustainable Agriculture Guiding Principles (SAGP), which set expectations of our agricultural ingredient suppliers, to address sustainability challenges specific to agriculture. We believe the SAGP provide a mutually beneficial foundation for the Company and its partners in the agricultural supply chain.

Please also see our Supplier Requirements which lay out our expectation that suppliers will comply with the Company’s principles, codes, policies, guidelines and other requirements including our Supplier Guiding Principles.

SAGP

The Coca-Cola Company 2019 Business and Sustainability Report pgs 35-37, pg 62

Supplier Requirements

The Coca-Cola Company Human Rights Report pg 16-17

3.2 Supplier Selection

The company:

(1) assesses risks of forced labor at potential suppliers before entering into any contracts with them and discloses details on the outcomes of this process.
Additional Disclosure:

**Supplier Requirements**

**Sustainable Agriculture Guiding Principles**

### 3.3 Integration into Supplier Contracts

The company:

1. integrates the ILO core labor standards, which include the elimination of forced labor, into supplier contracts;
2. discloses the percentage of suppliers whose contracts include such standards; and
3. requires its suppliers to integrate such standards into contracts with their own suppliers.

Additional Disclosure:

We expect our suppliers and system partners to embrace responsible workplace practices and uphold the principles of our Human Rights Policy. We communicate these expectations through our Supplier Guiding Principles (SGP). The SGP are aligned with our Human Rights Policy and are a part of all contractual agreements between The Coca-Cola Company and our direct and authorized suppliers. We expect our suppliers to develop and implement appropriate internal business processes in compliance with the SGP. The SGPs apply to all workers from our direct suppliers based on the ILO Fundamental Principles and Rights at Work.

The Pass It Back program is intended to facilitate self-management of workplace rights requirements in the supply chain so as to achieve greater visibility of respect for human rights. Through a collaborative approach, TCCC works with eligible suppliers to help assist on ensure alignment of policies and due diligence measures and requests transparent reporting of compliance performance. Many of our global supplier partners have developed strong human and workplace practices and the Pass It Back program is a way to recognize their progress and success.

**Pass It Back Toolkit**

[The Coca-Cola Company Human Rights Report](#) pg 12, pg 26

[The Coca-Cola Company 2019 Business and Sustainability Report](#) pg 62, pg 67

### THEME 4: RECRUITMENT

#### 4.1 Recruitment Approach

The company:

1. has a policy that requires direct employment in its supply chains;
(2) requires employment and recruitment agencies used by its suppliers to respect the ILO core labor standards, which include the elimination of forced labor; and
(3) discloses information on the recruitment agencies used by its suppliers.

Additional Disclosure:

The SGPs apply to all workers from our direct suppliers based on the ILO Fundamental Principles and Rights at Work. Additionally, The Sustainable Agriculture Guiding Principles expand on the SGP and provide guidance to our suppliers of agricultural ingredients. Contained within the SAGPs is the strict prohibition of the use of all forms of forced labor, including prison labor, indentured labor, bonded labor, military labor, slave labor or any form of human trafficking and require policies and procedures are in place to ensure permanent workers are hired in lieu of long-term contract labor.

**Supplier Guiding Principles Implementation Guide**

**Human Rights Assessment Tool - Migrant Worker**

**Human Rights Assessment Tool - Contract Labor**

4.2 Recruitment Fees

According to the ILO, workers should not be charged directly or indirectly, in whole or in part, any fees for recruitment or related costs (such as costs for training, medical tests, or travel).

The company:

(1) requires that no worker in its supply chains should pay for a job—the costs of recruitment (i.e., recruitment fees and related costs) should be borne not by the worker but by the employer ("Employer Pays Principle"); and
(2) takes steps to ensure that such fees are reimbursed to the workers and/or provides evidence of payment of recruitment-related fees by suppliers if it discovers that fees have been paid by workers in its supply chains.

Additional Disclosure:

Recruitment fees are a major cause of forced labor. Recognizing that migrant workers are particularly vulnerable to exploitation and human trafficking, we have safeguards built into our audit protocol around the recruitment and employment practices of such workers. Additionally, as an active member of The Consumer Goods Forum (CGF), The Coca-Cola Company supports and implements the CGF’s commitment on the eradication of forced labor, based on the following principles: Every worker should have freedom of movement, no worker should pay for a job, and no worker should be indebted or coerced to work.

The Coca-Cola Company has developed a number of human rights due diligence resources and tools to address impacts that, experience has shown, maybe present in the value chain. The self-assessment checklists included here assist with awareness and early issue identification.
Our program is always evolving as we continue to learn and address new challenges. We regularly benchmark against industry standards and consult stakeholders to improve our program. As such, the Supplier Guiding Principles are reviewed and updated as needed. We anticipate the next update to be rolled out in 2021-2022 and plan to include recruitment fee language.

**Supplier Guiding Principles Implementation Guide**

**Human Rights Assessment Tool - Migrant Worker**

**Human Rights Assessment Tool - Contract Labor**

**Issue Guidance**

**The Coca-Cola Company Human Rights Report** pg 27 – 28, 47 -49

### 4.3 Monitoring and Responsible Recruitment

The company:

1. takes steps to ensure employment and/or recruitment agencies used by its suppliers are monitored to assess and address risks of forced labor and human trafficking; and
2. provides details of how it supports responsible recruitment in its supply chains (e.g., by collaborating with stakeholders to engage policy makers to strengthen recruitment standards).

**Additional Disclosure:**

All contract labor agencies with full-time on site are included in-scope for audits. They are sampled separately, records are reviewed, and workers interviewed. Moreover, our audit protocol includes provisions to ensure that suppliers have a due diligence process with regards to the recruitment agencies they use as well as the workers which come from recruitment agencies do not pay fees and are not in a bonded or forced labor situation.

**Issue Guidance**

**Supplier Guiding Principles Implementation Guide**

### 4.4 Rights of Workers in Vulnerable Conditions

Migrant workers and other workers in vulnerable conditions are at a higher risk of being in forced labor, and additional steps are needed to ensure their rights are respected. Conditions which render workers vulnerable may include characteristics such as gender or age and external factors, including workers' legal status, employment status, economic conditions, and work environment (such as isolation, dependency on the employer, or language barriers).
The company:

(1) takes steps to ensure migrant workers in its supply chains understand the terms and conditions of their recruitment and employment and also understand their rights;
(2) takes steps to ensure its suppliers refrain from restricting workers’ movement, including through the retention of passports or other personal documents against workers’ will; and
(3) discloses at least two outcomes of steps it has taken to ensure respect of the fundamental rights and freedoms of supply chain workers in vulnerable conditions (those articulated in the ILO core labor standards, which include the elimination of forced labor).

Additional Disclosure:

Recognizing that migrant workers are particularly vulnerable to exploitation and human trafficking, we have safeguards built into our audit protocol around the recruitment and employment practices of such workers as well as protocols around provisions to ensure that suppliers don’t restrict workers movements.

Additionally, as an active member of The Consumer Goods Forum (CGF), The Coca-Cola Company supports and implements the CGF’s commitment on the eradication of forced labor, based on the following principles: Every worker should have freedom of movement, no worker should pay for a job, and no worker should be indebted or coerced to work.

Issue Guidance

Supplier Guiding Principles Implementation Guide

Please also see:

The Coca-Cola Company Human Rights Report pg 27–28, pg 39
Country Sugar Studies Methodology
Human Rights in the Sugar Supply Chain

THEME 5: WORKER VOICE

5.1 Worker Engagement

The company:

(1) takes steps to ensure its supply chain policies that address forced labor and human trafficking are communicated to workers in its supply chains;
(2) takes steps to ensure that relevant stakeholders engage with and educate workers in its supply chains on their labor rights and/or supports worker-led efforts on labor rights education;
(3) provides evidence of the positive impact of worker engagement in its supply chains; and
(4) provides at least two examples of worker engagement initiatives covering different supply chain contexts.

Additional Disclosure:
As part of the country sugar studies Stakeholder Engagement is critical to understanding local issues and dynamics. A list of potential stakeholders is developed in consultation with our study researchers and other NGO partners. Generally the list of stakeholders includes international, national and regional Stakeholders. In addition, the researcher is asked to identify local community members (15 at least) to be consulted as part of the field visits. Their insights are particularly important to understand the community perspective on land rights issues, child labor, and forced labor. We ask that, to the extent possible, these engagements happen in person, but phone interviews are acceptable in certain instances. Interviews are conducted in the country’s local language and/or an interpreter is present. On-site research of the supplier mills and a representative sampling of the farms supplying the system: Sample size should be up to 30 farms per mill (owned, leased, and independent growers). It must be sufficient to give a credible assessment of the presence or not of the three risks (child labor / forced labor and land rights). — Mill Evaluation: These evaluations take place at sugar mills and farms to assess the management systems surrounding child labor, forced labor, and land rights. The purpose is to gain an understanding about the mills’ policies, practices, and resources through interviews with individuals at the management level and documentation review. The visit length is generally two person-day. — Introductory Meeting and Tour: the research organization is expected to conduct an opening meeting with each Mill and Farms as well as with the sugar association, as appropriate, to discuss The Coca-Cola Company’s objectives and the scope of the research. A physical tour of the farm is also to be conducted. While on the physical tour the researchers must record all incidences of forced labor, land rights issues, and children working – including nonhazardous work. — Employee Interviews: all workers on-site (apart from white collared staff, e.g. management, administrative and office staff) whether employed directly by the farm or mill or employed by a contractor or broker are in scope to be interviewed.

Country Sugar Studies Methodology

5.2 Freedom of Association

The company:

(1) works with independent local or global trade unions to support freedom of association in its supply chains;
(2) discloses that it is party to a global framework agreement that covers its supply chains and/or an enforceable supply chain labor rights agreement with trade unions or worker organizations;
(3) takes steps to ensure workplace environments in which its suppliers’ workers are able to pursue alternative forms of organizing (e.g., worker councils or worker-management dialogues) where there are regulatory constraints on freedom of association; and
(4) provides at least two examples covering different supply chain contexts of how it improved freedom of association and/or collective bargaining for its suppliers' workers such as migrant workers (e.g., by taking action where suppliers impede workers' rights to freedom of association and/or collective bargaining or by engaging policy makers to improve respect for such rights).

Additional Disclosure:
Freedom of association and the right to bargain collectively are part of the International Bill of Human Rights and the International Labor Organization’s (ILO’s) Declaration on Fundamental Principles and Rights at Work. At The Coca-Cola Company, we respect our employees’ right to join, form or not join a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives. The Company is committed to bargaining in good faith with such representatives. Similarly, our SGP request suppliers and business partners to respect freedom of association and the right to bargain collectively. We audit our suppliers and bottlers against these principles. Moreover, we have developed extensive guidance on freedom of association and the right to bargain collectively to support our Business Units in fully respecting these important rights. Of the more than 700,000 associates in the Coca-Cola system, more than 30 percent are unionized.

Furthermore, The Coca-Cola Company and the IUF have an agreement in place to meet twice a year to discuss issues within The Coca-Cola system.

The Coca-Cola Company Human Rights Report pg 28-29,
Supplier Guiding Principles Implementation Guide
Issue Guidance
TCCC IUF Agreement

5.3 Grievance Mechanism

The company:

(1) takes steps to ensure a formal mechanism to report a grievance to an impartial entity regarding labor conditions in the company’s supply chains is available to its suppliers’ workers and their legitimate representatives;

(2) takes steps to ensure that the existence of the mechanism is communicated to its suppliers’ workers;

(3) takes steps to ensure that its suppliers' workers or their legitimate representatives are involved in the design and/or performance of the mechanism, to ensure that the workers trust the mechanism;

(4) discloses data about the practical operation of the mechanism, such as the number of grievances filed, addressed, and resolved, or an evaluation of the effectiveness of the mechanism; and

(5) provides evidence that the mechanism is available and used by workers below the first tier in its supply chains.

Additional Disclosure:

In 2018 our ethics and compliance line was updated with SGP language. The ethics line is available to all parts of our supply chain. *This is not intended to circumnavigate system partner’s grievance mechanisms but to provide additional grievance reporting avenues.

Human Rights cases reported through the ethics line in 2019 (these numbers represent cases reported by TCCC employees):
The Coca-Cola Company 2019 Business and Sustainability Report pg 66

The Coca-Cola Company Ethics Line

THEME 6: MONITORING

6.1 Monitoring Process

To improve implementation of its supply chain policies, conditions at supplier level can be monitored in different ways. This could include specialized audits to detect forced labor at higher-risk suppliers or worker-driven monitoring (i.e., monitoring undertaken by independent organizations that includes worker participation and is guided by workers’ rights and priorities).

The company has a supplier monitoring process that includes:

1. non-scheduled visits;
2. a review of relevant documents;
3. off-site interviews with workers;
4. visits to associated production facilities and related worker housing; and
5. steps to ensure that suppliers below the first tier are monitored.

Additional Disclosure:

As part of the SGP audit protocols, the Coca-Cola Company reserves the right to conduct both non-scheduled and off-site interviews.

Supplier Guiding Principles Implementation Guide

6.2 Monitoring Disclosure

The company discloses:

1. the percentage of suppliers monitored annually;
2. the percentage of unannounced monitoring visits;
3. the number or percentage of workers interviewed; and
(4) information on the qualification of the monitoring organization used and/or the use of worker-driven monitoring (i.e., monitoring undertaken by independent organizations that includes worker participation and is guided by workers’ rights and priorities); and

(5) a summary of findings, including details regarding any violations revealed.

Additional Disclosure:

In 2019, 2,778 Human Rights and SGP audits were conducted. Facilities in scope included company facilities, system bottlers and direct and authorized suppliers. As of Q4 2019, 92% of in scope bottlers and 91% of in scope suppliers reached compliance with our SGPs. Furthermore, we report on audits by region. This information is published in our 2019 Business and Sustainability report.

In 2019, we provided 36 training programs to bottlers, suppliers and auditors across the world to help them uphold these values. These trainings included training around forced labor.

As part of the SGP audit protocols, the Coca-Cola Company reserves the right to conduct both non-scheduled and off-site interviews.

The Coca-Cola Company 2019 Business and Sustainability Report pg 40, 62, 67

THEME 7: REMEDY

7.1 Corrective Action Plans

The company discloses:

(1) a corrective action process for its suppliers and potential actions taken in cases of non-compliance, such as stop-work notices, warning letters, supplementary training, and policy revision;

(2) a means to verify remediation and/or implementation of corrective actions, such as record review, employee interviews, or spot-checks;

(3) potential consequences if corrective actions are not taken; and

(4) a summary or an example of its corrective action process in practice.

Additional Disclosure:

If a supplier or bottler fails to uphold any aspect of the audit requirements, implementation of corrective actions is required. When an audit identifies non-compliance, a corrective action plan is established to have these issues addressed within an agreed-upon time frame. The corrective action is tracked and may require a re-audit to determine if improvement has occurred.

The Company reserves the right to terminate an agreement with any supplier unable to demonstrate SGP requirements abidance. However, this should be considered a last resort. Walking away from issues does not ultimately solve the problem or improve the situation of affected communities and stakeholders. Instead, aligned with the UN Guiding Principles, we aim to build leverage with other major buyers to increase the pressure on suppliers to engage.

The Coca-Cola Company Human Rights Report pg 12-14, 42-43
7.2 Remedy Programs / Response to Allegations

A. If no allegation regarding forced labor in the first or lower tier of a company's supply chains has been identified and disclosed by a third party(ies) in the last three years, the company discloses:

   (1) a process for responding to potential complaints and/or reported violations of policies that address forced labor and human trafficking; and
   (2) at least two examples of outcomes of its remedy process in practice, covering different supply chain contexts, for its suppliers' workers.

Additional Disclosure:

It is important for us to have a clear understanding how we, as a company, as well as our bottlers and suppliers, perform related to the identified salient human rights risks. Audits give us the compliance rate for workplace-related human rights, which is discussed at the board level on a biannual basis. Through our risk management system, each serious incident is escalated directly to the global level, where it is tracked and follow-up is monitored. These systems are complemented through an ethics hotline, which provides data on complaints within the Company, and data from our human rights and workplace rights managers in the field across the globe. These managers monitor compliance at the regional level and have great insight into the regional specificities, challenges and performance.

In 2018 our ethics and compliance line was updated with SGP language to ensure that it is clear that the line is available to all parts of our supply chain. This is not intended to circumnavigate system partner’s grievance mechanisms but to provide additional grievance reporting avenues.

The Coca-Cola Company Human Rights Report pg 21

The Coca-Cola Company Ethics Line

Country Sugar Studies Methodology