

# KORE

*Coca-Cola* OPERATING REQUIREMENTS

Governance to support vital relationships  
and sustainable strategies within  
The Coca-Cola Company

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**WHAT IS KORE?**



# KORE

*Coca-Cola* OPERATING REQUIREMENTS

## WHAT IS KORE?

**KORE** is the framework of governance and management system around which the Coca-Cola system enables sustainable performance, meets customer and consumer demands, drives continuous improvement, manages risk and enhances the Company's reputation.

**KORE** provides a management system foundation that combines discipline toward producing the highest quality product while allowing flexibility to achieve global implementation.

**KORE** brings an increased focus to the area of Food Safety and encourages alignment with the highest international manufacturing standards while recognizing the need to meet applicable government, legal and local regulations.

**KORE** enforces necessary requirements to ensure product integrity and quality and to protect our trademark while supporting strategies toward our 2020 Vision.

**KORE** enforces requirements not only to protect our products, but also to ensure the safety and well-being of our associates and partners and to be environmentally responsible.

**KORE** is designed to create a dialogue of honest information sharing between the Company and our stakeholders.

## **CUSTOMER-DRIVEN CHANGE**

In response to the changing needs and expectations of users, customers and stakeholders, a cross-functional and cross-geographical team developed a framework and management system model to replace our previous model known as The Coca-Cola Management System (TCCMS). The new KORE operating requirements focus on quality and sustainability to meet current and future stakeholder demands. Following the development of the new framework, a clear execution plan was created to inspire people within the organization to achieve The Coca-Cola Company's 2020 Vision.

During the past 20 years,  
The Coca-Cola Company  
has kept ahead of  
emerging quality trends  
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Quality and Environmental  
and Occupational Safety  
& Health requirements.

During the past 20 years, The Coca-Cola Company has kept ahead of emerging trends by developing Quality, Environment and Occupational Safety & Health requirements. As our Company grew globally, our standards evolved with it, but our management system became too centralized and inflexible. Our operations needed the ability to locally customize global requirements. In order to protect the trademark, we require a revolution in our system to suit a changing world with changing expectations.

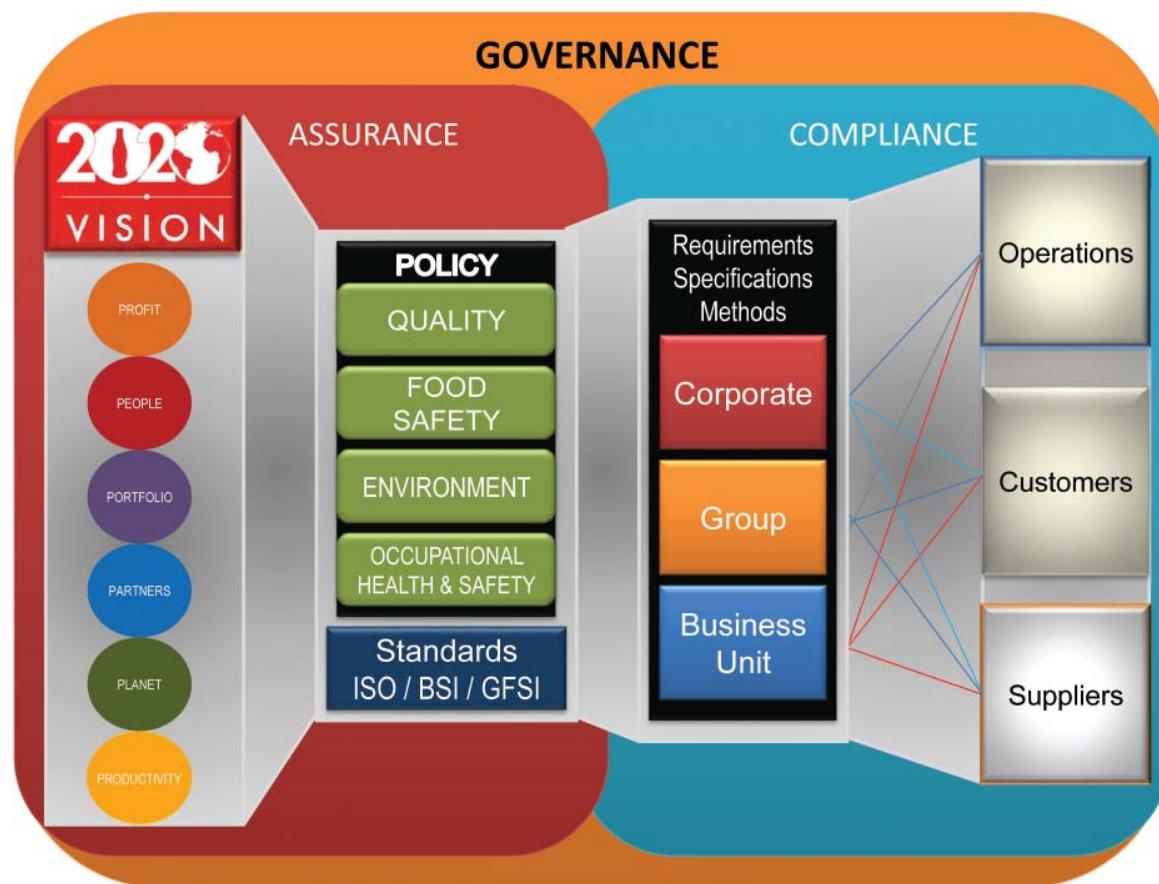
With KORE as our new governance framework and management system, we strive to encourage a culture of collaboration within our Company. KORE represents a change in the philosophy of the whole organization that is designed on the basis of good governance at the higher level, and that provides more flexibility, encourages innovation and learning, supports development and

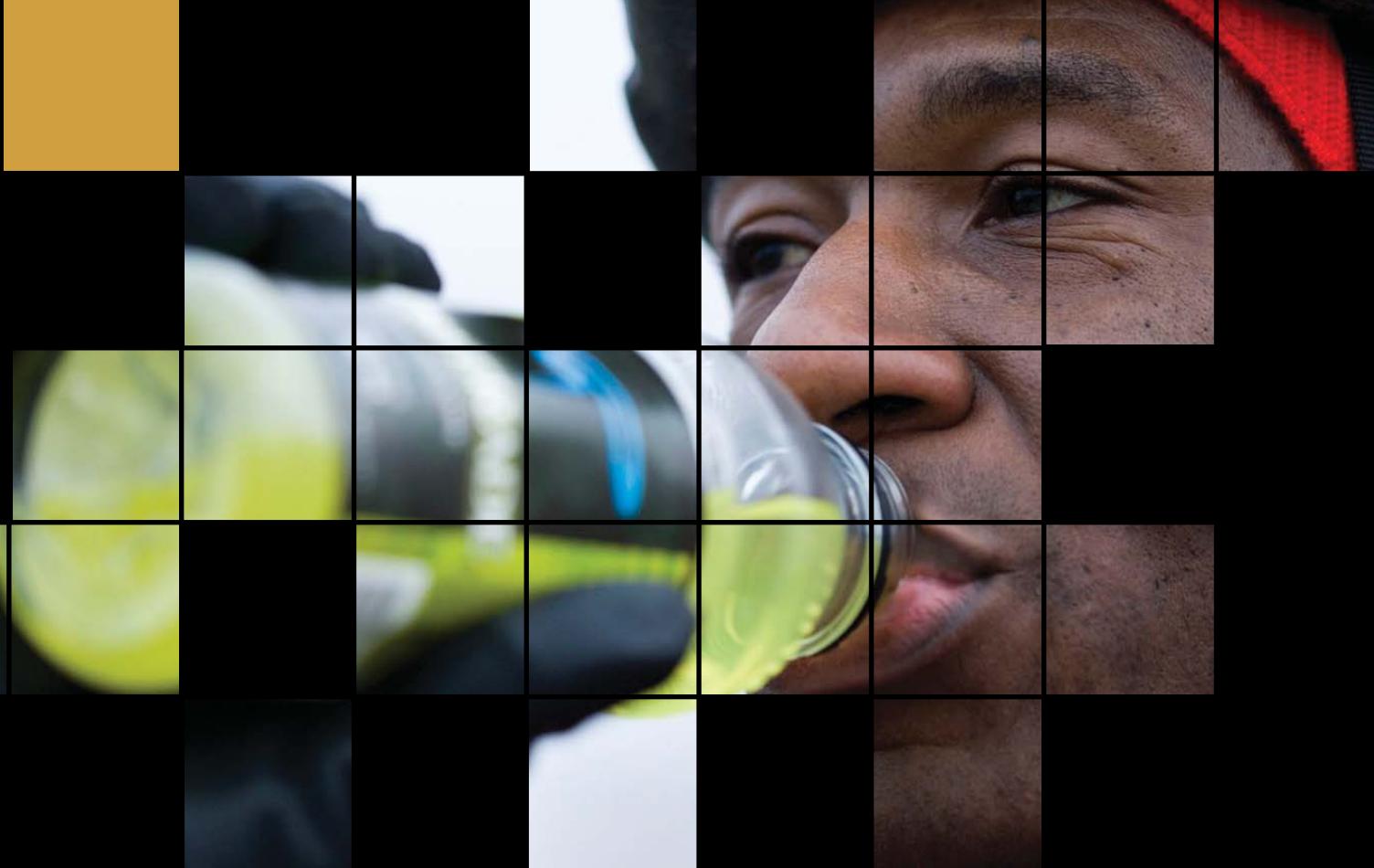
empowers the operations. Quality and operational control no longer comes from the top down, but, instead, is the responsibility of the people in the operations at all levels of the supply chain. KORE embraces the power of management systems, and empowers and motivates individuals at various levels toward compliance, which will promote sustainability and ensure higher certification achievements. KORE requirements are beyond reproach, challenge the status quo and will result in outputs that are good for the Company, the community and the planet.

## KORE RELATIONSHIP MODEL

With KORE, our objective is to establish a management system that supports vital relationships and sustainable strategies. KORE offers assurance in quality, food safety, environment and occupational safety & health through four top-level policies that provide direction in these strategic areas. These policies support the six mission and vision areas of our 2020 Vision. To strengthen this assurance, we align with external, internationally-recognized standards. From the policies and standards, we establish requirements, specifications and methods to afford our Corporate, Group and Business Unit organizations a basis of compliance.

This model builds a management system that links manufacturing operations, customers and suppliers to the processes and documentation they need.

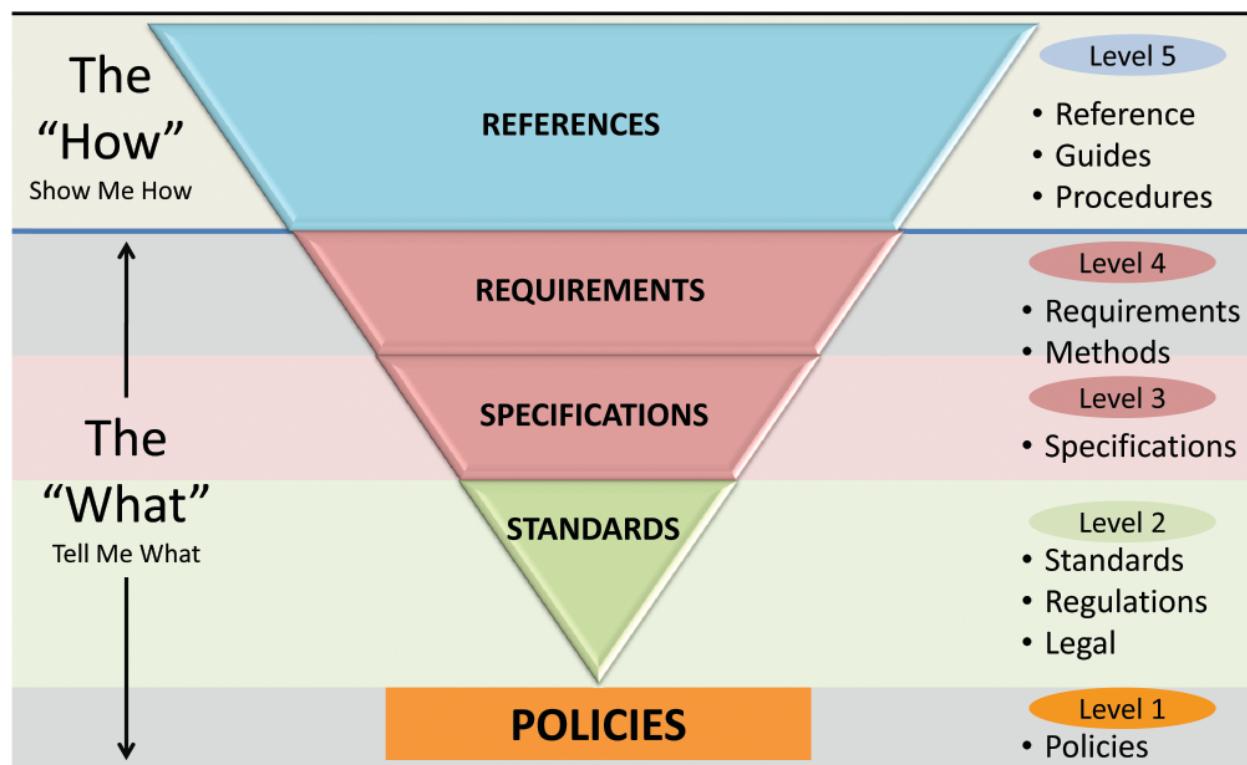




# KORE GOVERNANCE FRAMEWORK

# KORE GOVERNANCE FRAMEWORK

KORE has five levels: Policies, Standards, Specifications, Requirements and References. The first four levels make up the “What” of the new framework, meaning they focus on the desired outcome, rather than the process. The final level makes up the “How,” or the manner in which the KORE requirements can be achieved.



## Policies

The Policies level is the foundation upon which the entire management system is built. The policies state the Company expectations, and they guide the activities and decision-making of the organization. We have four policies that align to support our 2020 Vision:

- **QUALITY** – confirming the Coca-Cola system's strong commitment to quality in all that we do
- **FOOD SAFETY** – stating our adherence to proven food safety systems, processes and controls
- **ENVIRONMENTAL** – strengthening our position as environmental leaders
- **OCCUPATIONAL SAFETY & HEALTH** – reaffirming that people are our most valuable resources

## Standards

The Company is aligned with internationally-recognized standards in manufacturing, production and distribution as part of our commitment to global governance and operational excellence. In the past, the Company designed its own management system standards made specific to our Company, but this no longer fits our streamlined approach to governance.



Because our global customers' expectations are constantly evolving, we have aligned ourselves with international and industry standards to stay current with the highest level of quality, environment, and safety and health. We will confirm that management systems standards are in place at the manufacturing and distribution operations. External certification to the standards is necessary when needed to meet customer requirements or local and legal regulations.

## Specifications

Supporting the Standards level is the Specifications level. Specifications provide prescribed limits or characteristics to which a product or service must conform. Specifications provide parameters used to monitor, measure and analyze a product to ensure it conforms with and meets the necessary quality requirements. Included in the Specifications are:

- Beverage and Product Specifications
- Ingredients Specifications
- Packaging, and Sales & Marketing Equipment Specifications

## Requirements

The Requirements level is a new, streamlined approach that includes only the minimum Company requirements needed to protect trademark and product integrity, and to ensure protection of people and the environment. These are Company and Coca-Cola system-specific documents that provide the details of what must be implemented and the desired output. In the past, requirements were more prescriptive, which allowed operations little flexibility. Now, operations have the opportunity to determine the best way for them to achieve compliance. The Requirements level includes:

- Beverage and Product Requirements
- Facility Environment and Safety & Health Requirements
- Group and Business Unit Quality, Environment, Safety & Health Requirements
- Standard Methods
- Packaging Requirements
- Sales & Marketing Equipment Requirements

## References

The References level represents the “How” in the KORE framework. How KORE is achieved is flexible and can be modified at the Group, Business Unit or operational level. The goal is to become an information-driven Company at all levels of the organization and to recognize that the tools and capabilities to realize this vision are available today if we empower our people to use them. Therefore, the guidelines provided in the References section are not mandatory, but instead relate recommended approaches, best practices and shared approaches. The References level includes:

- References
- Guides and Guidelines
- Procedures





# KORE POLICIES

# QUALITY

## Policy Statement

Consumers across the globe trust The Coca-Cola Company to deliver refreshing, high-quality products. Quality shows itself in our every action; it encompasses everything that we do. Each person within the Coca-Cola System takes this mission seriously and works tirelessly to ensure that our system keeps its promise of quality products and services.



We believe that quality is the cornerstone of our success because it is an integral part of our heritage; inherent in this belief is our dedication to our gold standard: **PERFECT PRODUCT, TRUSTED EVERYWHERE.**

The global nature of our business requires the Coca-Cola system and its supply chain to have the highest standards and processes for maintaining consistent product and service quality—from the design of our products and packaging to the purchasing of our ingredients, from our concentrate production to our bottling and product delivery. By implementing quality management systems, we ensure compliance to applicable regulations, internationally recognized standards and Coca-Cola-specific requirements across our supply chain, from start to finish.

Our commitment to delivering quality excellence effectively and efficiently includes the following focus areas:

- **Supplier Management:** production of high-quality finished products using the best available raw materials.
- **Global Standards:** consistent execution by our Company, our suppliers and our bottling partners.
- **Global Governance:** assurance that our products and services meet or exceed the expectations of our customers, consumers and other stakeholders.
- **Continuous Improvement across our global system:** proactive evaluation and attention to emerging issues and trends affecting our products, customers and consumers.
- **Productivity:** operation of the lowest-cost manufacturing and logistics while maintaining our quality excellence.

## Policy Details

Each organizational level within the Coca-Cola system must adhere to the following objectives, keeping in mind that the scope and details of each element below should be consistent with the specific circumstances of the operations taking place at that locality.

### **Gold Standard of Quality**

Produce, store, handle and distribute intermediate and final products of the Company in accordance with approved processes and procedures that meet The Coca-Cola Company requirements and specifications.

### **Management Systems**

Implement quality policy, standards and management programs; ensure the provision of resources necessary to achieve the organization's quality objectives; and foster continual improvement in quality performance.

### **Risk Assessment and Management**

Identify, evaluate and proactively address quality risks and emerging trends. Use internal and external assessments to ensure compliance with Company and applicable legal requirements.

### **Legal Compliance**

The Company maintains its commitment to follow and respect applicable local laws in each of our markets.

### **Incident Management and Crisis Resolution (IMCR)**

Handle incidents in a manner that protects our customers and consumers, as well as the image and trademarks of the Company.

### **Manufacturing**

Our manufacturing practices align with our commitment to quality.

- **Coding and Labeling:** Finished products and fountain syrup have a legible date code and are properly labeled.
- **Processing and Filling:** Equipment and manufacturing processes produce products that are fit for purpose and meet the specifications of the Company.
- **Monitoring and Control:** Processes are capable and are continually assessed and monitored.

### **Distribution and Marketplace**

Our customers must believe in the excellence of our products. To that end, store, handle, distribute, dispense, vend and merchandise ingredients and intermediate and finished products to assure quality and integrity.

# FOOD SAFETY

## Policy Statement



## Policy Details

## Risk Assessment and Management

- **GMP:** Systems must operate under current Good Manufacturing Practices, which include cleaning and sanitation, personal hygiene, pest control and housekeeping.
- **HACCP:** Establish Hazard Analysis Critical Control Point programs to prevent and address physical, chemical and biological hazards.
- **Assessment of Processes:** Use internal and external assessments to ensure compliance with Company and applicable legal requirements.

### **Management Systems**

Management must create a workplace environment and way of doing business that demonstrates our reliance on proven food safety systems, processes and controls. Manufacturing and distribution operations must implement a formal food safety management system compliant with ISO 22000:2005. Certification to GFSI-approved scheme if required by customers.

### **Legal Compliance**

The Company maintains its commitment to follow and respect applicable local laws in each of our markets.

### **Incident Management and Crisis Resolution (IMCR)**

No matter what adversity comes, handle incidents in a manner that protects our customers and our consumers, as well as the image and trademarks of the Company.

### **Traceability and Product Recovery**

The ability to recover product from distribution and the marketplace quickly and efficiently is an essential characteristic of the Coca-Cola system. Maintain two-way traceability throughout the supply chain.

### **Food Defense**

Consumers should always be able to trust that Coca-Cola Company products are safe. To ensure this:

- Have tamper-evidence features in place from start to finish—on ingredients, intermediate products and final products throughout the supply chain; and
- Control access to storage and production facilities.

### **Supplier Management**

The Company must have quality supplies to produce our quality products. Purchase ingredients, materials and equipment used in the manufacture and distribution of Company products from Company-authorized suppliers and ensure the ingredients and materials meet specifications prior to use.

# ENVIRONMENTAL

## Policy Statement

The Coca-Cola Company and its bottling partners, understand that our environmental performance is critical to our success. We have a fundamental responsibility to uphold our role in ensuring a healthy and sustainable environment. This belief is part of our culture and this policy applies across the Coca-Cola system.

We, The Coca-Cola Company and our bottling partners, will strive to conduct our business in ways that protect and preserve the environment and to reduce our environmental footprint. To drive toward this ambition, we will actively engage our employees and will adhere to applicable legal and The Coca-Cola Company requirements relating to the environment.



Our environmental efforts are focused on key areas where we have the most opportunity to make a difference and are defined by the following long-term aspirational goals:

- **Water Stewardship:** We will be good stewards of our most critical shared resource in the communities where we operate.
- **Climate Protection:** We will work to reduce our carbon emissions, even as we grow our business.
- **Sustainable Packaging:** We envision a world in which, through recycling and innovation, our packaging is seen as a valuable resource for the future.

## Policy Details

Each organizational level within the Coca-Cola system (site/facility, bottler, business unit, and corporate entity) must adhere to the following objectives, keeping in mind that the required scope and details of each element below should be consistent with the risks and circumstances of individual operations as approved by The Coca-Cola Company.

### Management System

Management must create a workplace culture and way of doing business that strengthens our position as environmental leaders. To do so, implement environmental policy, standards and management programs; ensure the provision of resources necessary to achieve the organization's environmental objectives; and foster continual improvement in environmental performance.

### **Legal Compliance**

Ensure compliance with the more stringent of applicable legal requirements (all applicable laws, regulations and legal rules) or Company requirements (all internal requirements issued by The Coca-Cola Company that apply to the operation in question) relating to environmental stewardship.

### **Risk Assessment and Management**

Identify, evaluate and proactively address environmental risks and emerging trends. Use regular, periodic and objective assessments to ensure compliance with The Coca-Cola Company and applicable legal requirements.

### **Engaged, Capable Employees**

The Coca-Cola Company's commitment to environmental stewardship is not solely a management function. Provide clearly defined roles and responsibilities, training, communication systems and participation opportunities to promote effective engagement by employees at each level.

### **Objectives and Performance Tracking**

We must continually ensure that we are on course to reach our four long-term environmental aspirations. To do so, establish and track the organization's environmental performance goals and objectives.

### **Incident Management and Crisis Resolution (IMCR)**

Manage environmental incidents in a manner that protects our assets, employees, contractors, customers and the public, as well as the image and trademarks of The Coca-Cola Company and the Coca-Cola system, consistent with applicable legal and The Coca-Cola Company requirements.

### **Stakeholder Engagement**

Collaborate, as appropriate, with public and private entities, including governments, non-governmental organizations, other businesses and local communities to advance environmental stewardship initiatives, a sustainable business and sustainable communities.

# OCCUPATIONAL SAFETY & HEALTH



## Policy Statement

The Coca-Cola Company and our bottling partners believe that our people are our most valuable asset. Providing a safe and healthy working environment is one of our primary responsibilities and is fundamental to our success. This belief is part of our culture, and this policy applies across the Coca-Cola system.

We will conduct our business with a goal of zero work-related injuries and illnesses for our employees, contractors and others. We will strive to improve workplace safety and health by engaging with our employees and adhering to applicable legal and The Coca-Cola Company requirements relating to occupational safety & health.

Our commitment is founded on six (6) basic principles:

- **Safety and health can and will be managed.** Management is ultimately accountable for improved occupational safety and health performance and must be supported with the necessary resources.
- **Occupational injuries and illnesses are preventable.** It requires a systematic process of building awareness, assigning accountabilities, training, setting goals, measuring performance and continually improving.
- **Nothing we do is worth being injured for.** Concern and care for the health and safety of people is as important as other business objectives.
- **Safe behavior is a fundamental job requirement.** We promote a culture that values safe behavior in all of our actions, and we commit to comply with applicable legal and The Coca-Cola Company occupational safety and health requirements.
- **Everyone is responsible for safety and health.** We recognize that maintaining a safe and healthy work environment is dependent on a culture of safety, where everyone is involved and accountable.
- **Our safety performance is important for our business.** It is integral to operational excellence and the integrity of our brand.

## Policy Details

Each organizational level within the Coca-Cola system (site/facility, bottler, business unit, and corporate entity) must adhere to the following objectives, keeping in mind that the required scope and details of each element below should be consistent with the specific risks and circumstances of individual operations as approved by The Coca-Cola Company.

### Management System

Management must create a workplace environment and way of doing business that reaffirms that people are our most valuable asset. To do so, implement occupational safety and health policy, standards and management programs; ensure the provision of resources necessary to achieve the organization's occupational safety and health objectives; and foster continual improvement in occupational safety and health performance.

### Legal Compliance

Ensure compliance with the more stringent of applicable legal requirements (all applicable laws, regulations and legal rules) or The Coca-Cola Company requirements (all internal requirements issued by The Coca-Cola Company that apply to the operation in question) relating to occupational health and safety.

### Risk Assessment and Management

Demonstrate that we are committed to mitigating risk by keeping an eye to the future. Identify, evaluate and proactively address occupational safety and health risks and emerging trends. Use regular, periodic and objective assessments to ensure compliance with The Coca-Cola Company and applicable legal requirements.

### Engaged, Capable Employees

The Coca-Cola Company's commitment to occupational safety and health is not solely a management function. Provide clearly defined roles and responsibilities, training, communication systems and participation opportunities to promote effective engagement by employees at each level.

### Incident Management and Crisis Resolution (IMCR)

Manage occupational safety and health incidents in a manner that protects our assets, employees, contractors, customers and the public, as well as the image and trademarks of The Coca-Cola Company and the Coca-Cola system, consistent with applicable legal and TCCC requirements.

# Stakeholder Engagement

Collaborate, as appropriate, with internal and external stakeholders through communication and sharing of lessons learned and best practices in order to leverage the organization's ability to reduce workplace risk.

## Leadership Commitment

Business leadership is committed to occupational safety and health performance and improvement. Establish visible demonstration of this commitment through:

- Occupational safety and health integration in business plans, results, performance reviews and other business routines; and
  - Regular and visible leadership involvement in occupational safety and health communication and improvement activities, including annual updates of the organization's occupational safety and health performance goals and objectives.

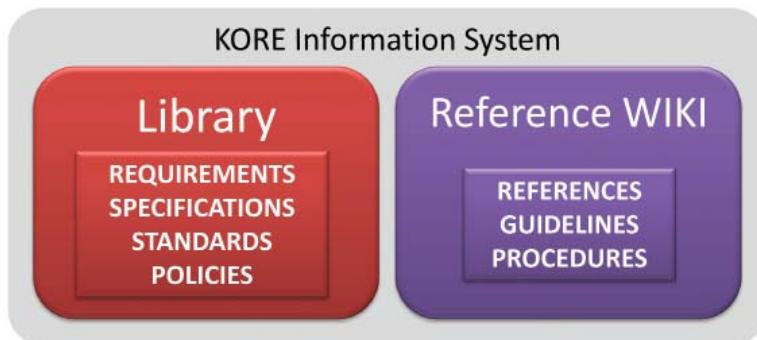




**KORE INFORMATION  
SYSTEM**

# KORE INFORMATION SYSTEM

The KORE Information System is designed to provide the latest information in an easily accessible manner and to enable collaboration and information sharing. The KORE Information System is an integrated repository solution that includes a documentation library, change management application, a collaborative WIKI-style reference tool and a waiver management function.



## KORE Library

The KORE Library is where you can access the information necessary to achieve compliance with KORE. It includes the Beverage and Product requirements, Standard Methods and requirements for Groups, Business Units, Environment and Occupational Safety & Health. The KORE Library also contains specifications related to Beverage Operations, Packaging and Sales & Marketing Equipment. In short, the KORE Library offers easy availability to Quality, Environment and Occupational Safety & Health documentation within one centralized application.

## KORE Reference

To enable **collaboration**, the KORE Information System includes a WIKI-type application that provides reference and guidance information. KORE Reference uses this WIKI tool to:

- Leverage expertise from across the system;
- Create a topic-centered knowledge base for all users;
- Offer a single source for references, guidance, procedures and best practices; and
- Provide easy access to glossary terms and definitions.

KORE Reference is an information-sharing environment to view, collaborate and post information related to the Quality, Environment and Occupational Safety & Health documentation. Information is searchable by subjects or may be found through active linkages between the different information articles. KORE Reference offers a centralized location that allows for anyone in the system to share their expertise.



# KORE GOVERNANCE

## KORE GOVERNANCE

Proper governance is needed to make certain that operations have effectively implemented KORE. The responsibility for this falls upon two organizations. The first is Global Quality and Food Safety. The second is Environment and Occupational Safety & Health. The people in these organizations help operations implement the requirements and ensure they are in place to achieve compliance with KORE for their specific requirements areas. These organizations are responsible for:

- Setting and communicating the Policies, Requirements, Specifications and supporting information;
- Leading and overseeing the implementation of the KORE information across the system;
- Ensuring that the operating requirements and policies are in place and monitoring and measuring to verify compliance; and
- Leading and supporting activities to drive continuous improvement and build capability.

## Global Quality and Food Safety

Global Quality and Food Safety protects and advances the quality and safety of every branded product, package and equipment, which surpass our customers' and consumers' expectations and are trusted everywhere. Global Quality and Food Safety accomplishes this by:

- Setting and communicating Quality standards, leveraging new technologies, encouraging system efficiencies and building quality into innovation.
- Providing governance by auditing to ensure compliance/conformance to international standards;
- Building total beverage capability to meet tomorrow's challenges; leveraging the power of the global landscape by connecting the Subject Matter Expert Networks to one another and to those that need their guidance; and partnering with our key customers—McDonald's, Carrefour, Tesco and Wal-Mart—to ensure we remain their supplier of choice.

## Environment and Occupational Safety & Health

Environment and Occupational Safety & Health (EOSH) provides system leadership in developing and executing strategies, standards, training and implementation tools, as well as best-practice methods to preserve and protect the environment and ensure a safe and healthy work environment. Environment and Occupational Safety & Health establishes internal and external partnerships to focus on the key areas where we have the most impact:

- **Global Water Stewardship** – implementing and enhancing effective wastewater treatment and conservation processes and reaching beyond to create solutions addressing the global challenge of water scarcity.
- **Energy & Climate Protection** – Ensuring that we 'grow the business, but not the carbon' by balancing short- and medium-term productivity investments, such as energy efficiency, with longer-term investments in our overall climate reputation.

- **Sustainable Packaging** – enhancing the efficiency of our packaging by reducing raw material usage, using materials compatible with recycling systems and supporting projects that encourage greater and more efficient recycling.
- **Sustainable Agriculture** – forming partnerships and strategies throughout the supply chain to ensure ingredient supplies are sustainable for our business, as well as for the communities in which they originate.
- **Occupational Safety & Health** – driving toward our vision of a zero incident workplace with an ingrained safety culture, capable resources and a relentless focus on identifying and reducing critical risks.

## Setting and Maintaining the Framework

The governance organizations are dedicated to ensuring an operating model that is agile, intelligent, adaptable, customer-centric and ultimately capable of enabling the strategies necessary to sustain profitable growth focused on the 2020 Vision. Global Quality and Environment and Occupational Safety & Health work together to coordinate and facilitate the implementation of KORE among the operations. They have five overarching responsibilities:

1. **Governance and Guidance** – maintain the focused management system and provide guidance and alignment to operations, Groups and Business Units. Governance organizations also leverage shared expertise and networks to ensure the management system is up-to-date and performing at a best-in-class level.
2. **Set and Manage Quality, Environment and Safety & Health Documentation** – lead the definition of Policies and Requirements and develop, create and maintain the documents that make up KORE.
3. **Delivery and Communication** – have documents readily available to associates through integrated information systems so they may implement the new management system.
4. **Training and Building Capability** – provide training and workshops to increase associates' capabilities and build KORE system-related knowledge.
5. **Internal and External Engagement** – participate in decision-making and policy-setting boards and industry organizations. Align with internationally accepted standards, bodies and institutions.





## Implementation Organizational Assessments

To ensure implementation of KORE requirements, the governance organizations focus on internal and external assessments of Company operations, including manufacturing, distribution and suppliers. The objective is to drive risks out of the system through assessment of compliance with quality, environmental and occupational safety & health requirements. The Global Quality organization performs risk determination and conducts, quality, environmental and safety audits at manufacturing facilities around the world. Specific audits are conducted for compliance, systems, certification and surveillance.

## Product and Package Assessments

In addition to organizational assessments, KORE governance provides for assessment of our products and packages to ensure their quality and compliance to requirements and specifications. Scientists and technicians at analytical centers strategically located throughout the world rigorously test products and packages, which provides our system with critical information on quality and food safety. This includes comprehensive analytical testing services for our ingredients, auxiliary materials and finished beverages. By testing samples collected from the market we obtain much needed analytical information taken from a consumer perspective. Our testing centers continuously look for emerging trends as they relate to food safety and analytical testing and adapt the organization and its capabilities in order to meet the challenges that lie ahead.



# KORE REQUIREMENTS SUMMARY

# KORE REQUIREMENTS SUMMARY

Within KORE are requirements designed to help us govern our system. Additionally, KORE includes requirements that guide in manufacturing our products, assist in day-to-day operations and extend beyond the international standards.

These requirements include:

- Management Systems
- Incident Management and Crisis Resolution
- Control and Destruction of Non-conforming Trademarked Materials and Products
- Corrective Action
- Risk Management
- Record-Keeping and Retention Samples
- Customer and Consumer Response
- Traceability and Date Coding
- Process Monitoring and Control
- Calibration and Maintenance of Equipment
- Food Safety
- Security, Asset Protection and Product Integrity
- Environment, Safety & Health
- Ingredients and Materials
- Cleaning and Sanitizing
- Processing
- Validation
- Immediate Consumption
- Warehousing and Distribution
- Marketplace

## Management Systems

Management Systems requirements ensure protection of personnel and the environment, and production of safe products that consistently meet customer and consumer expectations and ensure our trademarks continue to represent the highest symbol of quality.

## Incident Management and Crisis Resolution (IMCR)

IMCR requirements help operations effectively manage incidents and identify and monitor potential issues in a manner that protects our consumers, employees, environment, Company assets and the image and trademark of The Coca-Cola Company.

## **Control and Destruction of Non-Conforming Trademarked Materials and Products**

Requirements provide information to protect The Coca-Cola Company image, prevent the unauthorized use of Company trademarks, and prevent the inadvertent use and distribution of trademarked materials and products that do not conform to our requirements.

## **Corrective Action**

Corrective Action requirements help eliminate the cause of existing non-conformities in order to prevent recurrence to sustain continuous improvement.

## **Risk Management**

Requirements which support risk management. Risk Management aids in proactive management and/or the mitigation of food safety, environmental, occupational safety and health and business continuity risks to protect The Coca-Cola Company stakeholders, reputation and image of the Coca-Cola system.

## **Record-Keeping and Retention Samples**

Requirements for Record-Keeping and Retention Samples provide a means to maintain records to confirm food regulatory requirements and company specifications.

## **Customer and Consumer Response**

These requirements offer a way to monitor and resolve customer and consumer information requests and product, packaging and service issues to drive consumer and customer satisfaction, to continually improvement and to protect the Company trademark.

## **Traceability and Date Coding**

The Traceability and Date Coding requirements help ensure that trademarked products and materials are uniquely identified to determine status and to enable two-way traceability.

## **Process Monitoring and Control**

Process Monitoring and Control requirements assist to monitor quality through due diligence testing in order to control processes, to drive continuous improvement and to protect the environment, ensure Safety & Health and produce products and packages meeting The Coca-Cola Company specifications.

## **Calibration and Maintenance of Equipment**

Calibration and Maintenance of Equipment requirements help ensure good performance and accurate data in processing, monitoring and testing equipment that may impact the quality of Company products, the safety of our associates and the environment.

## **Food Safety**

Food Safety requirements assist to ensure that operations implement a food safety program, including good manufacturing practices, to identify and control food safety hazards across the supply chain.

## **Security, Asset Protection and Product Integrity**

Security-related requirements offer ways to protect assets and maintain product integrity by preventing unauthorized access to operations and proprietary information.

## **Environment, Safety & Health**

Environment, Safety & Health requirements provide a way to protect people and the environment and ensure that our workplaces are safe.

## **Ingredients and Materials**

Requirements for ingredients and materials include those for Water for Beverage Manufacturing, Self Manufacture of Beverage Gases and Incoming Materials. These requirements provide the means for operations to ensure the quality and integrity, as well as the legal compliance, of ingredients and materials used in the production of Company products.

## **Cleaning and Sanitizing**

Cleaning and Sanitizing requirements relate ways to ensure manufacturing equipment is clean and sanitary, free from cross contamination and residual cleaning and sanitizing agents, and to do so in such a way that considers the safety and environmental impact of cleaning and sanitizing practices.

## **Processing**

Processing Requirements include those related to activities in the areas of Mixing, Blending and Proportioning, Processing and Filling, and Packaging Material Handling and Preparation. Mixing, Blending and Proportioning requirements help ensure that our processes deliver intermediate products, syrups and beverages that meet specifications of The Coca-Cola Company to the next step in the supply chain. Processing and Filling requirements include the various types of manufacturing processes used for our products, such as aseptic, carbonated, chilled and frozen, cold-fill, hot-fill, packaged water, powder, retort and tunnel processing. These requirements help operations manufacture trademarked products of The Coca-Cola Company using validated process and controls to meet regulatory requirements and the specifications of The Coca-Cola Company. Packaging Material Handling and Preparation requirements aid operations in receiving, handling and preparing packaging, including aluminum, can, cup, gable top, glass, plastic (PET), pouch and bag and brik packaging, to protect and maintain its integrity to the point of use.

## **Validation**

The two validation requirements, Equipment and Technology Validation and Process Change Validation, demonstrate the proper ways to validate a change in process, equipment or technology that impacts the ability of the operation to produce finished products that meet local regulations and the specifications of The Coca-Cola Company.

## **Immediate Consumption**

Immediate Consumption requirements provide the means to design and maintain immediate consumption equipment purchased by the Coca-Cola system and used to vend, dispense, cool or brew our products to meet Company requirements, to serve products that meet quality specifications, to ensure food safety and to portray a positive image of The Coca-Cola Company.

## **Warehousing and Distribution**

Warehousing and Distribution requirements show how to store and handle intermediate and finished products and packages to maintain quality and food safety.

## **Marketplace**

Marketplace requirements help operations to maintain products, packages, immediate consumption equipment and merchandising and marketing materials in a manner that protects product integrity, is safe and portrays a positive image of The Coca-Cola Company in the market.



