CORPORATE SOCIAL RESPONSIBILITY

TOWARDS A SUSTAINABLE FUTURE

CCA
Coca-Cola Amatil
Indonesia
OUR COMMITMENT
TODAY AND BEYOND

At Coca-Cola Amatil Indonesia (CCAI), we have a vision: Every day we create millions of moments of happiness and possibilities. With this simple yet powerful promise in mind, we integrate our corporate social responsibility and sustainability pillars everywhere we operate. These pillars include protecting and preserving the environment (Environment), providing assistance to develop economic opportunities (Marketplace), maintaining positive culture and values among our workforce (Workplace), and contributing to the social development of communities (Community).

The rate of change in our business and in the marketplace is accelerating, but our commitment is unavering. This commitment will help us successfully deliver both financially and socially as a responsible business. Virtually every area of our business has benefited from our focused CSR efforts, which have reduced our risks, improved business efficiency and driven sales opportunities. We know, however, that we have more work to do. Continuing to engage with you, our stakeholders, helps us address issues of importance, and we are better for it. Together we can achieve long-term success and the promise of happiness on which our great company is built.
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ABOUT COCA-COLA AMATIL INDONESIA

COCA-COLA AMATIL INDONESIA IS A LEADING MANUFACTURER AND DISTRIBUTOR OF NON-ALCOHOLIC READY TO DRINK BEVERAGES AND HAS BEEN OPERATING IN INDONESIA SINCE 1992.

Coca-Cola Amatil Indonesia (CCAl) is a subsidiary of Coca-Cola Amatil Ltd., an Australian company publicly listed on Australian Securities Exchange and holds a rich and diverse history spanning over 100 years of operations. Coca-Cola Amatil (CCA) is one of the world’s top 5 Coca-Cola bottlers, employing nearly 16,000 people and has access to more than 270 million consumers. CCA has operations in seven countries - Australia, New Zealand, Fiji, Indonesia, Timor Leste, Papua New Guinea and Samoa.

CCA Indonesia employs a total workforce of 12,000 people across the country. Our company currently has 9 manufacturing plants in Indonesia: Cibitung, Cikedokan, Bandung, Semarang, Surabaya, Bali, Medan, Padang, and Lampung. We operate over 200 Sales and Distribution Centres and over 3,200 suppliers in our supply chain providing raw materials, services and non-product related items.
At CCAI our sustainability strategy focuses efforts against four pillars, with accountability and collaboration driving innovation and results. We build sustainability into the core values of the organization and part of our every day decision making processes.

**ENVIRONMENT**
To conduct business in ways that protect and preserve the environment, and to integrate the principles of environmental stewardship and sustainable development into our business decisions and processes.

**COMMUNITY**
To invest time, expertise and resources to provide economic opportunity, improve the quality of life and foster goodwill in our communities through locally relevant initiatives.

**MARKETPLACE**
To provide products and services that meet the beverage needs of consumers. In doing this we provide sound and rewarding business opportunities and benefits for customers, suppliers, distributors and local communities.

**WORKPLACE**
To provide products and services that meet the beverage needs of consumers. In doing this we provide sound and rewarding business opportunities and benefits for customers, suppliers, distributors and local communities.
ENVIRONMENT

As a leading beverage sales, distribution and manufacturing company in Indonesia for more than 23 years, we understand how important it is to minimize the impacts our business may have on the environment. Over the years, we are working to lower our carbon footprint, aspire to be a zero waste business, and lead change for a more sustainable future.

For CCAI, our environment focus is threefold:

ENERGY EFFICIENCY

We know our primary emissions come from our manufacturing plants, distribution of our products and our coolers in the market, so we focus our efforts in these areas:

- **Manufacturing:**
  - Blowfill Technology
  - Energy Conversion
- **Market:** Energy Efficient Cooler

WASTE MANAGEMENT

As a global beverage brand leader, we keep innovating with our packaging and ways to reduce waste.

- **Packaging Innovation**
- **Solid Waste Management**
- **Programs:**
  - Eco Uniform
  - Coca-Cola Bins
  - Bali Beach Clean Up

WATER STEWARDSHIP

Managing our water sources and the reputational aspect associated with water is imperative to the sustainability of our business.

- **Water Efficiency**
- **Waste Water Treatment**
- **Programs:**
  - Big Drop & Small Drop
  - Water for Life
  - Coca-Cola Forest
ENERGY EFFICIENCY

MANUFACTURING

As part of a global initiative to take action on climate change, we implement energy-saving practice and measure carbon emissions in all of our plants. We regularly engage with experts and The Coca-Cola Company to identify opportunities to keep our business practices more environmentally-friendly.

BLOW-FILL TECHNOLOGY

CCAi have made some great progress with Coca-Cola Amatil (CCA) Group’s $450 million group-wide investment in 'blow-fill' technology—the world’s leading standard for lightweight plastic beverage bottles.

This largest capital project across the group has enabled us to design and self-manufacture our own plastic beverage bottles, while also reducing water and energy use, and road miles to ship previously empty bottles. Investment in blow-fill is delivering an average 22% reduction in the carbon footprint for every beverage container on average.

Blow-fill technology is being installed across CCA Group manufacturing facilities in Australia, New Zealand, and Papua New Guinea between 2010-2015.

12% reduction on the volume of raw materials needed

22% reduction in the carbon footprint*

*for every beverage container on average
ENERGY CONVERSION

Another major sustainability project that has been happening since 2008 is the conversion of boiler, power plant, and later on forklift energy from solar to natural gas and compressed natural gas (CNG). Apart from being more environmentally-friendly, usage of natural gas in the long run will also result in significant savings.

THE BENEFIT OF NATURAL GAS

- superior safety record
- cleanest burning fossil fuel
- no ash, odor, & oil spills

MARKET

ENERGY EFFICIENT COOLER

Our other major energy focus lies in how we can help our customers manage a transition to a low carbon economy. We are working with our equipment suppliers to improve the energy efficiency of the equipment we place in customer premises.

We specifically designed our 1-door-medium coolers to be able to reduce energy usage up to half the required power from their predecessors, from 4kWh to only 2kWh. Energy efficient cooler will not only benefit the environment, but also generate a significant saving to retailer’s operating costs.
WASTE MANAGEMENT

There is no doubt waste is a significant and topical environmental issue for all manufacturers. We are tackling this issue by taking a whole-of-life approach to our packaging and encouraging people to be responsible with their waste through several programs and activities.

PACKAGING INNOVATION

Blowfill has enabled us to design and bring to market the 10.5g 600mL Ades easy-crush bottle which uses 12% less PET plastic than the previous Ades bottle, lighter than our competitor bottles.

Furthermore, we also transformed our approach on secondary packaging by moving from full carton boxes to a 100% recyclable tray shrinks. Our returnable glass bottle (RGB) products also utilize reusable plastic containers.

WASTE MANAGEMENT

Proper management of the solid or semi-solid, non-soluble material from our operational activities that we discarded is compulsory. For that reason, we equipped our plants with solid waste segregation area and hazardous material facility. Furthermore, we only work with the credible and certified vendors for final disposals.
WASTE MANAGEMENT PROGRAMS

In doing business and being part of the solutions to address waste problem, it is essential for us to take real actions and work together with the people in the communities where we operate as well as our own employees. That can only come from our commitment to implement waste-management related programs.

ECO UNIFORM

We provide most of our employees with Eco Uniform made from 50% PET plastic bottles and 50% organic cotton to demonstrate the use of recycled material. This initiative directly engage our staffs in the effort to preserve the environment and to show our commitment to apply the 3R’s principles (reduce, reuse, recycle) in the workplace.

COCA-COLA BINS

As a company that produces beverages and its packaging, we feel the necessity to take part on post-consumer waste management. Each year we allocated hundreds of trash bins across Indonesia—particularly in our bottling plant areas, to create environmental awareness and participate in educating people to reduce litters. We partner with local governments to ensure that the bins are placed in strategic areas.
Bali Beach Clean Up

Since 2008, Coca-Cola Amatil Indonesia (CCAI) together with Quiksilver Indonesia (QS) have taken bold action by establishing Bali Beach Clean Up (BBCU) program—working hand-in-hand to minimize the impact of waste on the beautiful beaches of Bali, strengthen the tourism industry which will helps improve the welfare of the local people, and support Bali's government's program in creating a 'Clean and Green Bali'. In 2013, PT Garuda Indonesia (Garuda) committed to join the effort.

**PROGRAM OVERVIEW**

We clean up **9,7 km** of shoreline everyday throughout Bali's 5 iconic beaches: Kuta beach, Legian beach, Seminyak beach, Jimbaran beach, and Kedonganan beach.

5 main beaches
4 beach tractors
75 beach cleaning crews
3 garbage trucks
150 new bins per year
2 units of barber surf rake

**PROGRAM OUTCOME**

Since 2008, we have collected more than 26 million kilograms of rubbish from Bali’s five major beaches.

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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<tr>
<td>Rubbish (in thousands)</td>
<td>623,000</td>
<td>1,923,000</td>
<td>5,100,000</td>
<td>3,566,000</td>
<td>6,132,000</td>
<td>4,328,100</td>
<td>6,669,800</td>
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Types of rubbish:
- 60% organic
- 30% plastic
- 10% others

**PROGRAM DEVELOPMENT**

Since we established BBCU program, beaches’ cleanliness have improved, inviting more sea turtles to lay their eggs on the beach. This triggered us to develop a hatchery facility in 2010, right in the middle of Kuta beach known as Kuta Beach Sea Turtle Conservation (KBSTC).

Between 2010-2014 we have safely returned more than **97,000 baby sea turtles** to their natural habitat.
WATER STEWARDSHIP

Water is the heart of our business. Given the fact that the vast majority of our product is made of water, and that we live in one of the most water stressed areas of the world, water efficiency and management has long been one of the highest priorities in our business.

WATER EFFICIENCY

When it comes to controlling water efficiency, we do it by measuring the amount of water we use to make one litre of drink from a bottle or can—which we called Water Use Ratio (WUR). CCAI uses less water from year to year, at around 2.95 litres of water per litre of finished product by 2014.

WASTE WATER TREATMENT

To ensure that the water we put back to the environment is safe for the aquatic ecosystem, used water is processed inside our plants. We own an innovative waste water treatment which allows us to transform the water that we have used to be substantially clean. We strictly adhere to global and national standard, maintaining compliance through water testing by independent organizations.

WATER STEWARDSHIP PROGRAMS

BIG DROP & SMALL DROP PROJECT

Through Coca-Cola Foundation Indonesia (CCFI), CCAI has been contributing to succeeding exciting projects focusing on water replenishment, sanitation and clean water program. The ‘Big Drop’ project is a five-year plan to put back the amount of water produced by Coca-Cola System in Indonesia to the environment with aim to reach water neutrality. CCFI also establish the ‘Small Drop’ project as a respond to the complex issue of malnutrition in poor, urban settlements. We reach out towards communities in need of clean water and sanitation facilities.
WATER FOR LIFE

Since 2008, we develop our initial Water for Life program in Karangasem, North East Bali which has limited access to clean water. Collaborating with East Bali Poverty Project (EBPP), we help to improve the quality of life within Karangasem local villages by providing 8,000 liters clean water per day and 4,000 bottles of Ades per month, supporting more than 1,500 households.
Coca-Cola Forest is a trees planting program launched in November 2014 to support water conservation and community development inside and surrounding CCAI Lampung plant. More than 2,100 jabon trees has been planted inside CCAI Lampung plant area which will not only serve as a water catchment area, but also to fund the educational assistance for 7 schools surrounding Lampung plant.

**PROGRAM OVERVIEW**

2013
1,000 jabon trees

2014
2,100 jabon trees

water catchment area

what is next?
when the jabon trees grow and have high economic value, we will sell it to fund the schools surrounding our plant

5 years

7 funding for the schools infrastructure

**PROGRAM DEVELOPMENT**

We utilize the planting area to be an environmental education facility for students from the surrounding communities. These students are invited to get involved directly in the program by maintaining existing jabon trees every month.
COMMUNITY

For a long time, CCAI has viewed giving back to the Indonesian community as a part of the way we do business. From our first days, we have been a driving agent in the ongoing effort to strengthen our community by sharing our resources, time, and expertise.

Here is how we are doing our part to be a good neighbor of the communities in thousands of cities and villages and help them succeed:

ECONOMIC IMPACT

Contributing to the economy by stimulating job creation, sourcing local suppliers for goods, and help small medium enterprise build their businesses.

COMMUNITY PROGRAMS

Creating programs that support daily life of the community surrounding our manufacturing plants and promote active healthy living.

- Zone-1 Program
- Coke Kicks

PHILANTHROPY & DISASTER RELIEF

Giving back to communities through philanthropic activities, and assistance in disaster relief.

- Support through Associations
  - Coca-Cola Foundation Indonesia: Library & Scholarship
  - R.O.L.E Foundation
  - Australian New Zealand Association
  - Jakarta Schools Football Association

- Disaster Relief
For more than 80 years operating in Indonesia, the Coca-Cola System has significantly contributed to the country’s economy. Our products are made, sold and distributed in Indonesia, generating local jobs for our business and supports job growth, incomes, and tax revenue throughout the economy by purchasing goods and services from suppliers and selling through our customers such as restaurants and supermarkets.

To this date, we employ more than 12,000 employees, work with more than 3,200 suppliers, and serve directly to well over 520,000 retailers in urban and rural areas which generate income and direct support to small medium enterprise owners and their family. We further support our retailers by providing them with beverage cooling equipment and training.

For years to come, we will keep focusing to create economic and job opportunities within our supply chain, keep innovating, and empowering the community wherever we operate.

Beverage industry studies have shown that our industry acts as a catalyst, where in every job created, an estimated four additional jobs are generated for our suppliers and retail partners.
COMMUNITY PROGRAMS

ZONE-1 PROGRAM

We believe that strong communities make strong business, particularly communities that directly touch our manufacturing borders. In order to nurture our relationship with these communities which we refer to as ‘Zone-1’, we designed a special program called ‘Zone-1 program’, a program consist of numerous activities that support their daily lives.

- **ENVIRONMENT**
  - Trees Planting
  - Clean Up Day
  - Composting
  - Trash Bins

- **HEALTH**
  - Fogging
  - Medical Service
  - Blood Donor
  - Health Seminar

- **EDUCATION**
  - Education Assistance
  - Workshop

- **RELIGIOUS ACTIVITY**
  - Ramadhan support
  - Idul Fitri support
  - Idul Adha support

- **COMMUNITY**
  - Infrastructure Assistance
  - Water Assistance
  - Natural Disaster Training
  - Cultural Events Support
COKE KICKS

While Coca-Cola markets may differ around the world, we consistently pay attention on our consumer's fitness condition. We realize that a sustainable business is closely related to the health and well-being of the consumers, partners, and the communities where we operate. That is why we are promoting active healthy living programs to the communities where we operate.

Since 2011, CCAI partner up with Asian Soccer Academy (ASA), created a one day professional soccer training program across Indonesia, called Coke Kicks.

Coke Kicks is designed as a 'fun-filled' day to gather up children from the communities to receive high-quality soccer equipment and obtain skills from professional training.

Through Coke Kicks, we help to lay the foundation of grassroots talents across Indonesia, changing the way they play and practice soccer.

At the end of Coke Kicks program, ASA will form a 'Coke Kicks National Squad' consisting of Coke Kicks best players. The idea is to connect the team with PSSI—offering these talent to PSSI for assessment and a trial. Therefore, Coke Kicks program can improve the quality of youth soccer players nationwide.
PHILANTHROPY & DISASTER RELIEF

SOCIAL WORK THROUGH ASSOCIATIONS

COCA-COLA FOUNDATION INDONESIA

Since August 2000, we have contributed annually to the Coca-Cola Foundation Indonesia (CCFI), the Coca-Cola System global philanthropic organization. Through the Foundation, we partner with governments, non-governmental organizations and other charitable organizations to support community improvement in three main areas: water stewardship, education (scholarship), and library development across the country.

$20,000 funding contribution from CCAI
172 scholars from 18 institutions received scholarship
34 libraries and 3 learning lounges were built

LEARNING LOUNGE

To keep promoting active healthy living among the youth and help developing soccer in Indonesia, CCAI take part in funding the annual Jakarta Schools Football Association (JSFA) League- a competition for under 8 to under 18, involving over 200 teams from around 65 schools in Greater Jakarta Area.

60,000 bottles of product
$30,000 annual funding from CCAI
10 units cooler box
10 units rubbish bins
R.O.L.E FOUNDATION

CCAI has supported River, Ocean, Land, And Ecology (R.O.L.E) Foundation programs for many years. R.O.L.E Foundation focus on the improvement of education and welfare of people living in disadvantaged families in Bali and across Indonesia. R.O.L.E Foundation has helped 200 women each year to find a job and helped educate over 2500 children as well as our Bali Beach Clean Up crews.

AUSTRALIA NEW ZEALAND ASSOCIATION (ANZA)

Through Australia New Zealand Association (ANZA) membership, we support various social programs. ANZA has conducted the biggest expatriate Social Welfare program in Jakarta since 30 years ago and currently runs more than 20 projects such as support for schools and homes for disadvantaged children, orphanages as well as a drop-in centre for street kids, and scholarship for 10 Goodwill Students.

$13,000 annual funding from CCAI

$5,000 annual funding from CCAI

DISASTER RELIEF ASSISTANCE

We all are aware that due to its location, Indonesia will always be prone to natural disasters and its people are always at risk. From floods to catastrophic volcano eruption that struck the country, we were part of the global community’s response to natural disasters since our earliest days in Indonesia.
As a major producer of beverages in Indonesia, it is our responsibility to respond to the needs of our consumers and provide the best service. We also seek to engage with our customers, which includes large international and local chains of retailers and small medium enterprise business and work together to create mutual benefit and proactively deliver practical solutions for their businesses.

We respond to our consumers and customers demands and interest in the following ways:

**CONSUMER EDUCATION**

- **Portfolio of Product Choices:**
  Expanding our product range to provide low-calories or no-calorie product options and smaller portion sizes.

- **Front of Pack Labelling:**
  Providing calories counts per serving information on our product packaging.

- **Nutrition Education Program**
  Educating consumers through science-based information on website.

- **Coca-Cola Tour:**
  Conducting a free-of-charge tour of our manufacturing facilities to public, providing transparent information related to production process.

**NATIONAL CONTACT CENTRE**

We establish a national contact centre that provides an efficient, single point of contact between the customers, consumers, and ourselves to continuously improved our service.

**SME EMPOWERMENT**

Support small medium enterprise through equipment and training to improve their business.

- **Cooler Placement**
- **Customer Training**
- **5by20: Perempuan Maju Coca-Cola**
CONSUMER EDUCATION

PORTFOLIO OF PRODUCT CHOICES

We understand that all calories count. That’s why we are committed to offer a wide range of beverages products, making great-tasting low or no calories options, and create a smaller portion size (250ml) to control daily consumption. We offer the largest commercial portfolio of beverages in Indonesia. We now produce six ready-to-drink categories with 13 brands.

LOW AND NO CALORIES OPTIONS

- DIET COKE
- COKE ZERO
- FRESETEA LOW CALORIE

FRONT OF PACK LABELLING

We aim to increase consumer’s awareness about the amount of calorie per serving in our products, and therefore help them make right decisions based on their own individual taste preferences and nutritional needs. In 2010, we are the first business in the beverage industry in Indonesia to include calories counts per serving on the front of all product packages.

2012

All of our products already have calorie information on the front packs.
NUTRITION EDUCATION PROGRAM

As part of an ongoing consumer education, The Coca-Cola Company provides a science-based information to our consumers and stakeholders through a website called Beverage Institute for Health and Wellness Indonesia. The website aims to advance scientific knowledge, awareness, and understanding of beverages, and the importance of an active, healthy, and balanced lifestyle.

Coca-Cola Tour open for public at:
MEDAN, LAMPUNG, CIBITUNG, BANDUNG, SEMARANG, SURABAYA, & BALI
open for public free of charge
20 to 150 people
available on monday-thursday
starts at 9am

Quality is the main asset of our business and we are always transparent with what we put on our products. With that in mind, we created Coca-Cola Tour, a one-day program that showcases the Coca-Cola production practices. We provide exciting opportunity for everyone to learn how our world-class beverages products are made, packed, and how we maintain a strict quality system.
NATIONAL CONTACT CENTRE

In order to directly approach our loyal customers and consumers and assist them with their needs, we established National Contact Centre (NCC) that is available 6 days a week for almost 15 hours a day. We serve any questions and comments on general inquiries such as Coca-Cola Tour, customer relations, and inbound and outbound sales assistance.

SMALL MEDIUM ENTERPRISE EMPOWERMENT

COOLER PLACEMENT

Our products are best served cold. At the same time, we understand the limitation that our customers might have, especially to those who run small independent business. Therefore, we support our customers with coolers that meet their needs. Cooler is one of our biggest investments, as we placed more than 297,000 coolers up to 2014.
CUSTOMER TRAINING

CCAi acknowledges the importance of educating our customers to maintain their business and of course to see them prosper. Since 2009, we conduct and develop customer training program across Indonesia to empower our customer’s skills and capabilities, and further contribute to Indonesian economy. From the year 2009 to 2013, we have conducted trainings to more than 91,000 customers throughout all CCAi operations, including training to 5,719 retailers and 264 temple staffs of Candi Borobudur (in 2011 to 2013).

5by20: PEREMPUAN MAJU COCA-COLA

Women are the most dynamic and fastest-growing economic force in the world today. They are the pillars of the communities that we serve. Our significant business growth are generated through small independent business, many of which are owned or operated by woman. We believe by investing in their success, we invest in our own success.

In 2013, we began the 5by20 Program (Perempuan Maju Coca-Cola in Indonesia) which is a global commitment of the Coca-Cola Company to empower 5 million women entrepreneurs across company’s value chain. Through Perempuan Maju Coca-Cola, we address the most common barriers women face when trying to succeed in the marketplace.

100,000
Women targeted to be empowered in 2020

TRAINING MODULE
MANAGING FINANCE
STORE MANAGEMENT
FOOD HYGIENE-SAFETY
WORKPLACE

Without hesitation, at the foundation of every successful business are engaged employees. When employees are engaged in the business, it drives productivity, innovation, and bottom-line performance. Engaged employees will bring out the best service for our stakeholders and contribute to the long term success of our company.

At CCAI, we ensure that every employee is aware, understand, and engage in our core values. We put great emphasis on internal communication, talent development, and ultimately safety and health of all our employees.

VISION AND VALUES

We maintain a good working culture and positive values. We want to ensure that every individual wants to continue to be a part of CCAI and to go above and beyond targets, today and in the future.

EMPLOYEE ENGAGEMENT

We create an open two-way communication with employees by establishing these programs:

- Townhall
- Bapak/Ibu Program
- Intranet
- Internal Magazine
- President Director Newsletter

PEOPLE DEVELOPMENT

We support employee’s professional and personal development through these initiatives:

- Graduate Trainee Program
- Employee Training

SAFETY, HEALTH & WELL BEING

We put our focus in ensuring employee safety, health and general state well-being:

- Occupational Health & Safety Training
- Medical Centre
VISION AND VALUES

Our vision and values are the basis of the way we do things at CCAI and the foundation of our culture. We provide a clear sense of direction and purpose to our employees, inspiring them to continuously seize opportunities, grow and innovate, collaborate as a team and think outside the box.

OUR VISION
To create millions of moments of happiness and possibilities everyday
It is what unites us with a common purpose that is both inspirational and aspirational, no matter where we are.

OUR VALUES
To be straightforward and open
To focus on today and tomorrow
To take initiatives and own the outcome
EMPLOYEE ENGAGEMENT

As a company with more than 12,000 employees, we want to ensure that every employee has equal access to information regarding the business, to be aware of what is happening inside the company, and to see how their individual roles can contribute to the company’s vision. We uphold the values of being straightforward and creating an open communication as diverse as the markets we serve, where people are inspired to create results.

connecting people to move in the same direction

TOWNHALL

Over the years we continuously improve the notions of our communication, from one-way-transfer, to one of active knowledge sharing to create a collaborative culture. One activity that rings across all of our operations in Indonesia, is Townhall.

Our leadership team personally presents business updates in a roadshow seminar and highlight company’s recent accomplishments, ongoing business activities and future plans to be carried out. Open dialogues are encouraged and opportunities are given to employees to be able to discuss any work-related issues or concerns they might have in mind. This has helped getting everyone on the same page and moving in the same direction.

BAPAK/IBU PROGRAM

The Bapak/Ibu Program provides employees a platform to bring work-related concerns or problems to the attention of an advisor; ‘Bapak/Ibu’. The Bapak/Ibu is a designated senior individual available to all CCAI employees in every operations. They help to develop options and provides recommendations to enable individuals to resolve issues in an objective way.
INTRANET

Our intranet delivers day-to-day news across the group and is designed with a concept of two-way communications. It also serve as a portal to access employee services, online version of internal magazine, document repository, and high level of engagement with the CCAI community. Intranet enables employee to access information at anytime and anywhere, including through their mobile devices.

INTERNAL MAGAZINE

Our monthly internal magazine, Antarkita, is one of a handful of tools we use to strengthen CCAI’s internal network. Since 2008, the magazine has provided in-depth stories about certain themes, company values and strategy, as well as profiles of the leadership team and inspirational employee in the company.

PRESIDENT DIRECTOR NEWSLETTER

Our President Director dedicates a monthly business updates through a newsletter he personally writes. The newsletter highlights various business activities, market updates, targets and company’s recent achievements. This helps to ensure every employee understands CCAI’s position and are motivated to perform better.
Our Graduate Trainee Program (GTP) has been designed to foster top talents for challenging, rewarding management-level roles within the company. In this one-year-program, graduates will benefit from a structured career track within department and will be given the opportunity to take real responsibilities and have an impact on the business from the first day.

To attract and retain the best talent, we acknowledge the importance of investing in employee development. We empower our employees with the knowledge and skills necessary to perform effectively and to make the best of their expertise. Training and development programs begin on the employee’s first day and continue throughout their careers.
SAFETY, HEALTH & WELL-BEING

MEDICAL CENTRE

A healthy person is a productive person. Our people have dedicated most of their time and energy to ensure the sustainability of our business. It is why we establish free access to medical centre in every plant of ours.

We support more than 12,000 employees along with 25,000 of their dependents and their basic medical needs. This initiative is not merely accessible for our employees, but also for the community surrounding our manufacturing areas.

OCCUPATIONAL HEALTH & SAFETY TRAINING

Safety is our priority and we deal with it seriously. Through our Occupational Health & Safety (OHS) program, we provide substantial safety training to all employees using the trainings requirements defined in the strict Coca-Cola Regulations (KORE) as a global baseline. To date, we have trained more than 8,000 people and minimized the risk of accidents, injuries and exposure to health hazards for all of our employees.
Our efforts and commitment to build sustainable business has been recognized by many credible institutions. This sense of gratitude is something that we want to instill in our employees as well. That is why we regularly acknowledge our performance and innovations within our workforce and stakeholder
WHAT WE EARNED

**EVENT**
“BEST OF THE BEST FESTIVAL EXHIBITION ACTIVATION 2014”
INDONESIA MOST EXPERIENTIAL BRAND ACTIVATION AWARD
by MIX Magazine

**NCC**
BEST CONTACT CENTER OPERATIONS
BEST HR RETENTION PROGRAM
BEST BUSINESS CONTRIBUTION
BEST TECHNOLOGY INNOVATION
THE BEST CONTACT CENTER
INDONESIAN AWARDS
by Indonesia Contact Center Award

**PRODUCTS**
“HALAL TOP BRANDS FOR CARBONATED DRINK”
HALAL AWARD
by Majelis Ulama Indonesia (MUI)

**PRODUCTS**
“MERK TERKENAL 2014 THE HERO BRAND”
PEOPLE’S CHOICE BRAND
by HERO Group

**PRODUCTS**
“READY-TO-DRAW (RTDI)
PACKAGING” (FRESTEA)
PRODUCT QUALITY AWARD
by TERA Foundation

**WEBSITE**
“THE BEST MULTINATIONAL COMPANY WEBSITE”
MULTINATIONAL CORPORATION
WEB AWARDS
by Beritasatu.com

WHAT WE GIVE

**BEST EMPLOYEE**
**SERVICE AWARDS**
**CCAÏ ANNUAL AWARDS**
**SUPPLIER OF THE YEAR AWARDS**
For more information about our CSR
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