

COSTA COFFEE

HUMAN RIGHTS POLICY



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RESPECT FOR HUMAN RIGHTS

Respect for human rights is a fundamental value of Costa Coffee.

We strive to respect and promote human rights in accordance with the UN Guiding Principles on Business and Human Rights in our relationships with our team members, suppliers and franchise partners. Our aim is to help increase the enjoyment of human rights within the communities in which we operate.

This Policy is guided by international human rights principles encompassed by the Universal Declaration of Human Rights, including those contained within the International Bill of Rights and the International Labor Organisation's 1998 Declaration on Fundamental Principles and Rights at Work.

This policy applies to Costa Coffee and is in line with our parent company The Coca-Cola Company's Human Rights policy. Costa Coffee also expects franchise partners and suppliers to uphold these principles and urges them to adopt similar policies within their own business.

We use due diligence as a means to identify and prevent human rights risks to people in our business and value chain. Where we have identified adverse human rights impacts resulting from or caused by our business activities, we are committed to provide for or cooperate in, their fair and equitable remediation. We seek to promote access to remediation where we are linked to or involved in those adverse impacts through our relationships with third parties.

The Human Rights Policy is overseen by Costa Coffee's Board of Directors, including the Chief Executive Officer.

COMMUNITY AND STAKEHOLDER ENGAGEMENT

We recognise that we are part of the communities in which we operate. We engage with communities on human rights matters that are important to them such as land rights, access to water and health. We also engage with people in those communities, including indigenous people as well as other vulnerable and disadvantaged groups. Our aim is to ensure through dialogue that we are listening to, learning from and considering their views as we conduct our business. We believe that local issues are most appropriately addressed at the local level.

Where appropriate, we engage with a wide range of civil society and stakeholders on human rights issues related to our business. This includes issues in our Company, across our value chain and with our various sponsorships, through which we seek to promote respect for human rights.

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DIVERSITY AND INCLUSION

We value and advance the diversity and inclusion of the people with whom we work.

We are committed to equal opportunity and are intolerant of discrimination and harassment. We work to maintain workplaces that are free from discrimination or harassment on the basis of race, sex, color, national or social origin, ethnicity, religion, age, disability, sexual orientation, gender identification or expression, political opinion or any other status protected by applicable law. The basis for recruitment, hiring, placement, development, training, compensation and advancement at the Company is qualifications, performance, skills and experience.

We do not tolerate disrespectful or inappropriate behavior, unfair treatment or retaliation of any kind. Harassment is not tolerated in the workplace nor in any work-related circumstance outside the workplace.



FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

We respect our team members right to join, form or not to join a trade union without fear of reprisal, intimidation or harassment.

Where team members are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives in accordance with national laws where applicable.



CHILD LABOUR

We prohibit the hiring of individuals that are under 18 years of age for positions in which hazardous work is required.



SAFE AND HEALTHY WORKPLACE

The safety and health of our team members is of paramount importance. Our policy is to provide a safe and healthy workplace and comply with applicable health and safety laws and regulations, as well as internal requirements. We work to provide and maintain a safe, healthy and productive workplace, in consultation with our team members, by addressing and remediating identified risks of accidents, injury and health impacts.



WORKPLACE SECURITY

We are committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats. Security safeguards for team members are provided, as needed, and are maintained with respect for team member privacy and dignity.



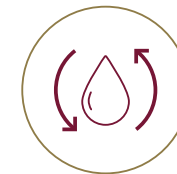
FORCED LABOUR AND HUMAN TRAFFICKING

We prohibit the use of all forms of forced labour, including prison labour, indentured labour, bonded labour, military labour, modern forms of slavery and any form of human trafficking.



WORK HOURS, WAGES AND BENEFITS

We compensate team members competitively relative to the industry and local labour market, and in accordance national laws. We work to ensure full compliance with applicable wage, work hours, overtime and benefits laws.



LAND RIGHTS AND WATER RESOURCES

We recognise the significant implications regarding respect for human rights that land use and water use across our value chain may have, which we address through specific policy and action.

We respect the human need for sustainable water supplies, safe drinking water, and protection of both ecosystems and communities through proper sanitation.



HEALTHY LIFESTYLES

We are committed to providing transparent nutrition information and a range of beverage options to enable consumers to make informed choices consistent with a healthy lifestyle.

GUIDANCE AND REPORTING FOR EMPLOYEES

We strive to create workplaces in which open and honest communications among all team members are valued and respected.

The Company is committed to comply with applicable labour and employment laws wherever we operate. The Company also ensures team members are aware of the Human Rights Policy through training and an annual certification process.

Any team member who believes a conflict arises between the language of the policy and the laws, customs and practices of the place where he or she works, or who has questions about this policy or would like to confidentially report a potential violation of this policy, should raise those questions and concerns with local management, Human Resources or the Legal Department. Employees can also report suspected policy violations through the Costa Coffee Speaking Out line at 0808 801 0351 or via email at assistance@hospitalityaction.org.uk. Or you can contact the Coca-Cola ethics line at www.KOethics.com.

No reprisal or retaliatory action will be taken against any team member for raising concerns under this policy. The company will investigate, address and respond to the concerns of any team members and will take appropriate corrective action.

The Human Rights Policy is aligned with the Company's Code of Business Conduct.

The Company reserves the right to amend this policy at any time. Nothing in this policy says or implies that a contract exists between the Company and its employees or that participation in this programme is a guarantee of continued employment with Costa.



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