

Health & Safety Strategy Adoption to New Reality

3E

Coca-Cola Τρία Έψιλον

5th **OCCUPATIONAL
HEALTH & SAFETY**
conference

Πέμπτη 26 Νοεμβρίου 2020 | Live on your Screen

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Coca-Cola 3E in a glance



A close-up photograph of a hand holding a glass bottle of Coca-Cola. The hand is wearing a dark, textured bracelet. The bottle is filled with a dark liquid and has the classic Coca-Cola script logo on it. The background is blurred, showing what appears to be a social gathering with warm lighting and other people.

Health & Safety Strategy

Health & Safety– Always a Priority

Culture

- Behavior Based Safety (BBS)
- H&S External Benchmark/ Internal Knowledge sharing
- H&S Campaigns
- Walk the Talk program
- Rewarding Schemes – Zero LTA Club/ Days with no LTA

Strong Governance

- Integrated Management System– OHSAS
- Road to Zero LTA
- Performance Management– Leading & Lagging Indicators & Performance Mgmt routines

Innovation

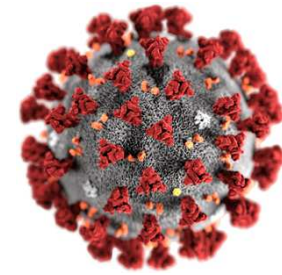
- Smart Glasses
- Improvement Memos program
- Knowledge sharing sessions

Capabilities/ Skills

- Continuous training– on boarding, refreshers
- ToolBox Talks
- Safe Driving – Classroom & on the road



Covid-19 Prevention Strategy



Who: BU Crisis Management Team

What: Preventive plan on 3 directions



Document Type: Working Instruction (6)

- Working Instruction ICMW003-004 - Voluntary temperature check
- Working Instruction ICMW003-003 - Πλάνο καθαρισμού κι απολύμανσης εγκαταστάσεων εν μέσω Covid-19
- Working Instruction ICMW003-002 - Διαγράμμιση απολύμανσης
- Working Instruction ICMW003-001 - Πλάνο δράσης σε περίπτωση ύποπτου κρούσματος σε εγκατάσταση της CC
- Working Instruction ICMW002-001 ΕΣΩΤΕΡΙΚΗ ΕΠΙΚΟΙΝΩΝΙΑ ΚΑΙ ΔΙΑΧΕΙΡΗ ΑΠΟΦΑΣΜΑΤΟΣ ΣΕ ΠΕΡΙΠΤΩΣΕΙΣ QI/ ΠΡΟΒΛΗΜΑΤΟΣ
- Working Instruction ICMW001-001 ΟΔΗΓΙΑ ΑΝΤΙΜΕΤΩΠΙΣΗΣ ΔΙΑΡΡΟΗ

Document Type: Procedure (1)

- Procedure ICMP003 - Διαδικασία διαχείρισης πανδημίας Covid-19 στις εγκαταστάσεις της CCH σε Ελλάδα



Scenario 1	Scenario 2	Scenario 3	Scenario 4
EMERGING – PREPARE	ESCALATION – REACT & RESPOND	RECOVERY –MITIGATE / CONTAIN	NEW NORMAL – RESET/SUSTAIN
<p>If employees on site are over office capacity. Only available for use in the event based on 2m distance rule</p> <p>Strong recommendation for stair usage Elevators: 1 person per elevator</p> <p>Mark the 2m distance lines</p> <p>List with "employees @ work" available at the reception/ gate in advance Temperature measurement (Only use entrance to office available, all others to be checked)</p> <p>Temperature control at entrance</p> <p>Control table: Physical control table as a need to book Encourage Teams' virtual meetings. Video presence @ place. Video a meeting queue/links. Keep distance and hygiene rules. [PC can open the room even if capacity is full if distance > 2m for 15 mins]</p> <p>Do not use shared equipment</p> <p>Strongly encourage Teams/Virtual meetings</p>	<p>Work from home</p> <p>N/A</p> <p>No physical meetings</p>	<p>If employees on site are over office capacity. Only available for use in the event based on 2m distance rule</p> <p>Strong recommendation for stair usage Elevators: 1 person per elevator</p> <p>Mark the 2m distance lines</p> <p>List with "employees @ work" available at the reception/ gate in advance Temperature measurement (Only use entrance to office available, all others to be checked)</p> <p>Temperature control at entrance</p> <p>Control table: Physical control table as a need to book Encourage Teams' virtual meetings. Video presence @ place. Video a meeting queue/links. Keep distance and hygiene rules. [PC can open the room even if capacity is full if distance > 2m for 15 mins]</p> <p>Do not use shared equipment</p> <p>Strongly encourage Teams/Virtual meetings</p>	<p>If employees on site are over office capacity. Only available for use in the event based on 2m distance rule</p> <p>Strong recommendation for stair usage Elevators: 1 person per elevator</p> <p>Mark the 2m distance lines</p> <p>List with "employees @ work" available at the reception/ gate in advance Temperature measurement (Only use entrance to office available, all others to be checked)</p> <p>Temperature control at entrance</p> <p>Control table: Physical control table as a need to book Encourage Teams' virtual meetings. Video presence @ place. Video a meeting queue/links. Keep distance and hygiene rules. [PC can open the room even if capacity is full if distance > 2m for 15 mins]</p> <p>Do not use shared equipment</p> <p>Strongly encourage Teams/Virtual meetings</p>

Response Plan Covid-19

Scenario 1: Response plan in case of confirmed Covid-19 case

Employee is tested / confirmed positive for COVID-19

- 1.1. Inform local IMCR team, which team by following the IMCR process will escalate to Group IMCR team (HR/LM)
- 1.2. Communicate with local Health Authorities & Occupational Doctors team and follow their guidance. (2P/3K)



Δράσεις για τη σωματική και ψυχολογική υποστήριξη των ανθρώπων μας

- Υγεία, ασφάλεια και διαφανής ενημέρωση
- Ενίσχυση της αλληλεγγύης, της συνεργασίας και της ηρωικής εξέλιξης
- Ψυχολογική υποστήριξη, ένωση της ευεξίας και της θετικότητας
- Κοινωνική υποστήριξη μέσω του εθελοντισμού και της ηρωικής



A close-up photograph of a hand holding a glass bottle of Coca-Cola. The hand is wearing a dark, textured bracelet. The background is blurred, showing a social setting with warm lighting and other people. The text is overlaid on the lower half of the image.

Culture Enhancement

Behaviour Based Safety

Covid -19 Update

Enhancing our H&S Culcture- Behaviour Based Safety- BBS

What

A Framework for a **common observation/discussion process**, with the active participation of **employees from all levels**. It is **beyond compliance**.

- Measures employee behaviours while performing tasks
- Allows for meaningful and constructive conversations to understand behaviors
- It is not about “catching” people doing things wrong!
- It is about identifying system barriers that enable at risk behaviours and taking proactive measures to fix hidden and present risks

Why

- Supports **constructive H&S discussions** between colleagues
- Encourages **the participation of employees from all levels** on the safety process
- Employees are trained on observation process with the aim to conduct **risk analysis** of every task
- Increases front line employees **H&S awareness**
- Supports the **direct feedback from employees from all levels** on behaviours that affect safety
- Reduces the LTAs



Enhancing our H&S Culcture- Behaviour Based Safety- BBS

How

- Trained BBS Observers observe their colleague while executing their routine jobs (for 5-10 mins) and discuss on **safe** and **@ risk behaviours** with the support of an **online questionnaire**
- Results are assessed by the BBS project team in order to identify barriers to safe behaviour and @ risk behaviours further per working area.
- Corrective Action Plan development
- Feedback to the employees on the Top 3 @ Risk behaviors



Measurement

- % Trained observers
- % Execution rate
- % Barriers removal



BBS in New Reality

**Covid measures are focused on Personal Responsibility
=> Safe Behaviour**

- ✓ BBS questionnaire update to include assessment on the **Covid-19 preventive measures implementation**
- ✓ **Train BBS observers BBS**
- ✓ Program extension to include the **Sales teams**

BBS observation check list form for sales Greece

5. ΜΕΤΡΑ ΠΡΟΛΗΨΗΣ ΓΙΑ COVID 19 (ΚΟΡΩΝΟΙΟΣ)

COVID-19
SARS-CoV-2

27

Υπάρχουν διαθέσιμα απολυμαντικά χειρός / επιφάνειας

Ασφαλής

Σε ρίσκο

Δεν παρατηρήθηκε



Smart Glasses in H&S

Smart Glasses on H&S

How:

- On site user is wearing th smart glasses.
- Remote “visitors” connect live through the smart glasses software to the camera and microphone of the equipment.
- Both way communication is available.

Reducing Covid-19 risk while keeping smooth:

- Immediate “presence” on site
- Maintain connection of Senior Management to the shop floor via virtual visits
- Smooth implementation of the H&S programs that required physical on site presence (ie Baseline Assessments) maintaining the knowledge sharing between sites across BU and Group
- Reduction of external contractors/ technicians visits by providing remote support in any case possible.
- Conduct full H&S Audit without physical presence



Smart Glasses on H&S



**SAFETY
STARTS
WITH ME**



Thank you!

Stay healthy!

Stay safe!