

Swire Coca-Cola Corporate Code of Conduct Standard

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A message from Karen

Swire Coca-Cola's mission is to win together by serving as constant and true advocates for our people, our customers, our community and our planet. In order to achieve this, Swire Coca-Cola expects its employees to behave in a way that appropriately represents the company.

The purpose of this Corporate Code of Conduct Standard is to set out the company's expectations and commitment to do business in an ethical way in accordance with our values, local laws and regulations, and industry standards. Please ensure you are familiar with its contents and display the behaviours set out in the guidelines.

The Corporate Code of Conduct Standard will be reviewed, updated and distributed as necessary to reflect the needs of the business and environments we operate in.

We welcome your feedback on any ways to improve this guidance, so please contact us!

Karen So
Chief Executive Officer
Swire Coca-Cola Ltd

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1 Scope of the Code of Conduct

1.1 What is the Code of Conduct?

The Code of Conduct or “Code” is a document designed to provide you, our employees, with guidelines on how to conduct yourself in an ethical manner whilst employed by Swire Coca-Cola, both on a day to day basis, as well as when dealing with issues that you may face as an employee.

The Code also sets out Swire Coca-Cola’s commitment to make ethical choices on issues that affect our employees, customers, business partners and communities.

1.2 Who does the Code apply to?

The Code applies to all Swire Coca-Cola employees globally, including but not limited to directors, officers, temporary agency workers, interns and secondees. Where the term “employee” or “Relevant Persons” is used within the Code, this is intended to include all of the abovementioned parties. We expect temporary and contract employees, consultants, agents and any other third party who acts in the Company’s name to act in accordance with the principles of the Code.

1.3 What do I need to do?

Understand the Code. Comply with the Code and the law wherever you are. Use good judgement and avoid even the appearance of improper behaviour. Ignorance of the Code will not excuse you from its requirements.

If you have any questions about a situation, before acting, ask yourself:

- Is it legal?
- Is it in line with our Swire values?
- Is it consistent with our Code?
- Will it reflect well on me and Swire Coca-Cola?

If the answer is “No” to any of the above questions, do not do it. Anyone who is in breach of the Code will be subject to disciplinary action, including termination of employment. In cases of suspected corruption or other criminal offences, a report will be made to the ICAC or the appropriate authorities.

1.4 Associated Policies

The Code of Conduct should be read in conjunction with the supporting policies, which are referenced throughout the Code. It is your responsibility to familiarise yourself and comply with both the Code and all associated policies.

1.5 Application of this Code

This Code is an overall statement which should guide our behaviour in all regions in which we operate. Individual regions will have their own location-specific staff handbooks and guidelines. Should there be a situation where this Code conflicts with local legislation or regulations, local law will always take precedence. Should you identify a conflict with local law, please raise this as soon as possible with your HR Business Partner.

1.6 Amendments to the Code

This Code is administered by the Swire Coca-Cola People Department, reporting to the Chief People Officer. Any amendment to any part of the Code must be approved by the Executive Leadership Team.

2 Behaviour within Swire Coca-Cola

2.1 Business Ethics

Swire Coca-Cola is committed to conducting all its businesses with integrity and fairness. Relevant Persons are expected to maintain the highest standards of professionalism in all their dealings with others. They seek mutually beneficial relationships with contractors, suppliers and joint venture partners. They are required to promote the application of this Code in all dealings and to give preference in business dealings to those who adhere to similar business ethics. All Relevant Persons must comply with all applicable legal and regulatory requirements.

2.2 Diversity and Inclusion and Respect in the Workplace

Swire Coca-Cola is committed to creating an inclusive and supportive working environment for all its people regardless of their age, gender, gender identity, sexual orientation, relationship, family status, disability, race, ethnicity, nationality, religious or political beliefs. We believe in creating an environment where people feel comfortable at work and able to realise their full potential. All Relevant Persons are required to comply with Respect in the Workplace Standard, which can be found [here](#) and forms part of this Code.

2.3 Health, Safety and the Environment

Swire Coca-Cola is committed to doing its best to safeguard the health and safety of its employees, those with whom it does business and the communities within which it operates. It aims to create long term value to its shareholders. Achieving this depends on the sustainable development of its business and the communities in which it operates. To this end, Swire Coca-Cola is committed to being a good steward of the natural resources and biodiversity under its influence and to ensuring that all potential adverse impacts of our operations on the environment are identified.

Safety is the responsibility of each and every employee. Employees can prevent injury to themselves and their co-workers by always following safe work practices and reporting any unsafe conditions you observe.

2.4 Use of Social Media

Relevant Persons should not use any social media in any way which will bring Swire Coca-Cola into disrepute, disclose confidential or proprietary information, interfere with the privacy of colleagues or those with whom Swire Coca-Cola does business, imply Swire Coca-Cola's endorsement of personal views or breach any applicable laws or regulations. All Relevant Persons must use social media responsibly and in accordance with applicable laws and the policies and practices of Swire Coca-Cola, which can be found [here](#) and forms part of this Code.

2.5 Company Property

The unauthorised appropriation of goods and services belonging to Swire Coca-Cola for personal use or resale, and the unauthorised use of Swire Coca-Cola's assets for personal benefit are strictly prohibited.

Relevant Persons should not alter equipment or facilities or install software without specific authorisation or develop their own applications without management approval. Security precautions mandated by Swire Coca-Cola should be exercised when using corporate computers and mobile devices, and no computer software should be installed or used on personal computers or mobile devices in breach of copyright.

Resources that you have access to as an employee of Swire Coca-Cola should be used primarily for business purposes, however, reasonable personal use is permitted. Common sense should prevail. The occasional personal phone call from your workplace, for example, is inevitable. Substantial personal phone calls, however, could represent misuse.

Examples of Company assets: company money, company product, employees' time at work, computer systems and software, telephones, photocopiers, tickets to concerts or sporting events, company vehicles, proprietary information, company trademarks.

Theft of Company assets – whether physical theft such as unauthorized removal of Company product, equipment or information, or theft through embezzlement or intentional misreporting of time or expenses – may result in termination and criminal prosecution. We treat workplace theft of assets belonging to other employees the same way we treat theft of Company assets. It is simple – do not steal.

2.6 Confidential information

This Code strictly prohibits Relevant Persons from providing or making available confidential or insider information to anyone outside Swire Coca-Cola without proper authorisation. Similarly, this Code strictly prohibits Relevant Persons from making use of confidential or insider information to secure advantage personally or for another party.

You have a duty to protect any confidential business information relating to Swire Coca-Cola, including information relating to customers, employees, suppliers, products, pricing and financial records. All confidential information must be used only for the purpose for which it is intended. This applies both during and on completion of your employment with Swire Coca-Cola. Confidential information comes in many forms, and can include written, oral, visual and electronic information or data. You must be mindful to treat all information confidentially regardless of its format and take the appropriate measures to protect such information.

2.7 Keeping of Records

Swire Coca-Cola is committed to keeping proper records and following sound accounting policies. All company books, records, accounts, invoices and other documents must be created and maintained so as to reflect fairly and accurately and in reasonable detail the underlying transactions and the disposition of company business. All relevant expenses should be properly approved and recorded in the financial records.

This Code prohibits all Relevant Persons from making any false or misleading statements or other entries in financial records. This Code also prohibits Relevant Persons from creating, maintaining and using any off-the-record accounts with banks or any other third parties and from destroying company records before the normal destruction date.

2.8 Intellectual Property

You must respect and adhere to the intellectual property rights of the Company both during and on completion of your employment with Swire Coca-Cola.

2.9 Data Privacy

Relevant Persons should comply with applicable legal and regulatory requirements relating to the collection, holding, processing, disclosure and use of personal data. The privacy of others and the confidentiality of information received in the course of business must be respected. Business units should comply with Swire Coca-Cola's policy on data privacy, which can be found [here](#) and forms part of this Code. Any personal data relating to Swire Coca-Cola customers or employees must be handled and stored confidentially and in a way that ensures compliance with Swire Coca-Cola's information security policies and with confidentiality and data privacy laws both within Hong Kong and globally.

2.10 Conflict of Interest

A conflict of interest arises when a person's private interests interfere with the proper discharge of his official duties. Swire Coca-Cola is committed to conducting its businesses without conflicts of interest and this Code requires all Relevant Persons to avoid any situation which may lead to an actual or perceived conflict of interest without prior consent. Such consent should be sought in the first instance from the People Department. Set out below is a non-exhaustive list of circumstances that would potentially give rise to a conflict of interest:

- working for a non-Swire Coca-Cola company or non-affiliated organisation at the same time as being employed by Swire Coca-Cola;
- becoming a member of a board of any non-affiliated commercial, financial or industrial organisation;
- a Relevant Person or a Connected Person negotiating or transacting business with Swire Coca-Cola (other than employment contracts or purchases as a consumer of Swire Coca-Cola products); and
- having an interest in a company (other than as a holder of securities in a company whose securities are listed on any stock exchange) which either competes with or has business dealings with Swire Coca-Cola.

Swire Coca-Cola does not discourage family members and relatives from working at the same company – quite the contrary, in fact. However, the Company does recognize that a conflict of interest could exist if an employee has any influence in a decision regarding the hiring, promotion, transfer, or incentive payout for his/her relative. Thus, the Company requires that employees notify management immediately in writing of the names and job positions of any relatives that are working for Swire Coca-Cola, or for any subsidiaries of Swire Coca-Cola.

If you are unsure what equates to a conflict of interest, seek guidance from your local HR business partner.

2.11 Gambling

Relevant Persons should not engage in frequent or excessive gambling of any kind with other Relevant Persons or with persons having business dealings with Swire Coca-Cola. In social games of chance with clients, suppliers or business associates, they must exercise judgment and withdraw from any high stakes games.

2.12 Alcohol and Other Drugs

You must not be under the adverse effect of alcohol or other drugs whilst at work. This includes medication, where this potentially impairs the performance of your duties. It is not acceptable to use, possess, traffic, manufacture or sell illicit drugs at any time whilst employed or engaged by the Company.

3 Behaviour towards external parties

3.1 Anti-financial crimes

Swire Coca-Cola believes that conducting business with integrity is critical to continuing to develop Swire Coca-Cola as a successful, sustainable and responsible business group. Breach of laws that counter bribery and corruption, fraud, money laundering and criminal or terrorist financing (“Anti-Financial Crime Laws”), wherever and however this takes place, is a serious offence and may expose Swire Coca-Cola to significant fines and other penalties, and individuals to imprisonment. Even the appearance of a breach of the Anti-Financial Crime Laws can cause very significant damage to Swire Coca-Cola’s reputation.

It is Swire Coca-Cola’s policy that all Relevant Persons should comply with the Anti-Financial Crime Laws to which they are subject. This Code and Anti-Fraud and Anti-Corruption Standard (“**Anti-Fraud and Anti-Corruption Standard**”) set out the standards of behaviour expected from Swire Coca Cola and the procedures adopted in relation to compliance with the Anti-Financial Crime Laws. All Relevant Persons should receive training on the Anti-Financial Crime Laws.

A. Anti-bribery and corruption

Relevant Persons should not solicit or accept Anything of Value from any person or company having business dealings with Swire Coca-Cola (e.g. clients, suppliers, contractors). However, they are allowed to accept (but not solicit) the following gifts offered voluntarily:

- advertising or promotional gifts of a nominal value; or
- gifts given on festive or special occasions subject to a maximum limit set out in the Anti-Fraud and Anti-Corruption Standard.

Anything of Value accepted or given by a Relevant Person should be in accordance with this Code and the Anti-Fraud and Anti-Corruption Policy.

Relevant Persons should decline an offer of a gift if acceptance of it could affect the Relevant Person's objectivity, or induce the Relevant Person to act against Swire Coca-Cola's interests, or lead to questions of bias or impropriety.

Under no circumstances may a Relevant Person offer Anything of Value to any person or company having business dealings with Swire Coca-Cola for the purpose of influencing such person or company in any business dealings.

Relevant Persons should exercise good judgment and practise moderation in giving gifts. These should not be given in cash, cash equivalents or loans. Excessive gifts in terms of value or frequency should not be offered to potential or existing customers. Gifts bearing a Swire Coca-Cola logo are preferred.

The above requirements apply whether the solicitation, acceptance and offering of Anything of Value are within or outside Hong Kong. Any Relevant Person who conducts business on behalf of Swire Coca-Cola in another jurisdiction must abide by the laws of that jurisdiction, including laws and regulations on anti-bribery and corruption, and all other laws and regulations pertaining to ethical business conduct.

Relevant Persons should pay particular attention to the following activities:

- Payments to Public Officials: It is strictly prohibited to offer Anything of Value to any Public Official. Prohibited Anything of Value should not be made directly, through a Relevant Person's own personal involvement, or indirectly, for example by authorising or allowing a third party to provide a prohibited Anything of Value on behalf of Swire Coca-Cola. The provision of festive or special occasion gifts, entertainment, hospitality or travel to Public Officials with a justifiable business purpose is permitted, but should be treated with extra care so as to avoid any appearance that they are aimed at obtaining any advantage from a person in a public position, and is subject to the prior approval of the relevant head of business. Any request for Anything of Value by any Public Official in relation to gaining business or a business advantage for Swire Coca-Cola must be refused and promptly reported to an appropriate director or officer of Swire Coca-Cola or to Chief People Officer of the People Department.
- Charitable contributions and sponsorship: Use of Swire Coca-Cola's resources to make or solicit contributions to charitable or other organisations, if done in accordance with applicable laws and regulations, is appropriate. Nevertheless, care must be taken to ensure that such activities do not create, or appear to create, an improper advantage covered by this Code and the Anti-Fraud and

Anti-Corruption Standard. Relevant Persons must comply with procedures under this Code and the Anti-Fraud and Anti-Corruption Standard for contributions or solicitations of contributions by Swire Coca-Cola to charities or other organisations.

- Entertainment and corporate hospitality: Although entertainment is an acceptable form of business and social behaviour, Relevant Persons should not accept excessive entertainment in terms of value or frequency from persons with whom Swire Coca-Cola has business dealings if, by doing so, it might be perceived that they are placing themselves in a position of obligation to the offeror. When giving entertainment, company functions are normally preferable to entertaining individuals, though this does not preclude meals and similar entertainment of moderate expense for individuals with whom Swire Coca-Cola has dealings. The business purpose of entertainment and corporate hospitality should be documented.

Relevant Persons should be particularly vigilant concerning entertainment offered to them outside Hong Kong and turn down invitations to meals or entertainment that are excessive in terms of value or frequency and appear to have no or minimal business purpose. It should be noted that any free trips or travelling expenses are considered as Anything of Value. Without the prior consent of Swire Coca-Cola, acceptance of these advantages is strictly prohibited. Relevant Persons should follow the procedures under this Code and the Anti-Fraud and Anti-Corruption Standard.

- Travel expenses: Travel expenses incurred on behalf of a person or company (including a Public Official or a Government Entity) that are directly related to promoting, demonstrating, explaining, or certifying Swire Coca-Cola's products or services, or that are directly related to executing or performing a contract with Swire, may be proper. In practice, for purposes of promoting, demonstrating or explaining its services, Swire Coca-Cola may occasionally invite a person or company (including a Public Official) to travel to its facilities, offices and exhibits for plant tours, product demonstrations or business meetings at Swire Coca-Cola's expense. Swire Coca-Cola may reimburse such persons or organisations for reasonable and bona fide expenditures directly related to any such purpose, such as travel or lodging expenses. Reimbursed travel expenses may include the reasonable cost of such person or organisation's transportation, meals and lodging.

B. Anti-money laundering and criminal/terrorist financing

Relevant Persons are prohibited from engaging directly or indirectly in acts of money laundering or criminal or terrorist financing. Money laundering is the process of changing "dirty" money (i.e., money generated from criminal activities)

into 'clean' money in order to hide the fact it originated from criminal activity. Criminals may use legitimate businesses in order to 'launder' the proceeds of their crime. Criminal or terrorist financing involves collecting or providing funds (whether directly or indirectly) with the intention or knowledge that they will be used to support terrorism or criminal activity.

C. Anti-fraud

Swire Coca-Cola is absolutely committed to rejecting fraud. Fraud, at its simplest, is doing something dishonest to gain an advantage for, or over, someone else. It can include but is not limited to false representation, failure to disclose, abuse of position, obtaining services dishonestly, false accounting, false statements by company directors, participation in a fraudulent business, fraudulent trading, cheating the public revenue and tax evasion. It does not matter whether the fraudulent activity is intended to benefit an individual or any subsidiary of Swire Coca-Cola. It also does not matter if the intended effects of the fraud are, in fact, ever realised – it is enough that there was an intention to defraud.

3.2 Agents and consultants

No individual or entity may be hired to commit financial crimes on behalf of Swire Coca-Cola. Special care must be taken when Swire Coca-Cola engages the service of an agent, consultant or other third party, when such party is expected to assist in developing business with potential customers or where such party will be involved in obtaining any government approvals or action. Relevant Persons should take steps to ensure that such agent or consultant has fully complied or will comply with the applicable Anti-Financial Crime Laws to which they are subject and to appropriately encourage them to adhere to the general principles set out in this Code and the Anti-Fraud and Anti-Corruption Standard. Before engaging an agent or a consultant, the Relevant Person must follow the Anti-Fraud and Anti-Corruption Standard for engaging an agent or a consultant. No consultant or agent should be proposed for consideration if there are suspicious circumstances that are not satisfactorily resolved. For example, that party:

- has a reputation for corruption;
- is likely to make improper payments or gifts;
- requests that his identity be kept secret; or
- requests (without a reasonable commercial justification) that he or she be paid offshore, up front or in cash.

3.3 Joint venture partners and contractors

Swire Coca-Cola may be held responsible for the conduct of those whom Swire Coca-Cola hires to conduct business on its behalf or with whom Swire Coca-Cola joins to

conduct business. Relevant Persons should ensure that these entities understand this Code and the Anti-Fraud and Anti-Corruption Standard and should comply with the procedures for engaging with joint venture partners and contractors under these documents.

All Relevant Persons are required to take steps to ensure that any joint venture partners, contractors or any other individuals or companies hired to conduct business on behalf of Swire Coca-Cola and over which Swire Coca-Cola has direct control develop and implement policies consistent with the general principles of this Code and the Anti-Fraud and Anti-Corruption Standard. All such individuals or companies over which Swire Coca-Cola does not have direct control should be required contractually (and where not legally possible be appropriately encouraged) to adhere to the general principles set out in this Code and the Anti-Fraud and Anti-Corruption Standard.

3.4 Loans

Relevant Persons should not grant or guarantee a loan to, or accept a loan from or through the assistance of, any individual or organisation having business dealings with Swire Coca-Cola. For instance, a conflict of interest arises when a supplier acts as a guarantor on a bank loan for an employee. There is, however no restriction on normal bank lending made on normal commercial terms by banks which provide banking services to Swire Coca-Cola.

3.5 Political Activities and Contributions

Like any other citizens, Relevant Persons may participate in political activities on an individual basis, including by being members of political parties and standing for election to public bodies. At Swire Coca-Cola's discretion, Relevant Persons may participate in political activities at times when they would normally be working. Swire Coca-Cola may also, at its discretion, reimburse costs which Relevant Persons elected to public bodies are expected to incur in performing their duties, if those costs are not reimbursed by the bodies to which they are elected. In participating in political activities, Relevant Persons must at all times comply with applicable laws and regulations.

Swire Coca-Cola, as a normal business activity, will lobby Government entities either directly or through trade associations to promote policies that encourage business and achieve workable legislation. However, Swire Coca-Cola does not itself make direct political contributions and Relevant Persons should not make any political contribution (in cash or kind, for example by permitting Swire Coca-Cola's premises or equipment to be used by political parties) on behalf of Swire Coca-Cola.

This will not prevent paying for attendance at open social events hosted by political parties. Nor will it prevent Relevant Persons from making political contributions in

their individual capacities or engaging in political activities as contemplated by the previous paragraph.

3.6 Procurement

If you are involved in procurement-related activities, it is important that you always represent Swire Coca-Cola in a fair and ethical manner, and that the reputation of the Company is upheld in all business dealings.

Commercial decisions must be fair and unbiased, and a clear audit trail should always be available on how decisions were made. Goods and services should be purchased in a competitive and equitable way so that the purchases give the best value for money to the Company.

You have a responsibility to ensure that the process is transparent, accountable and in compliance with the Company's relevant policies.

In procurement Swire Coca-Cola requires Relevant Persons to support the following principles:

- Each business unit should develop policies as to the size of the purchase above which tendering should be carried out. For purchases exceeding this limit, suppliers should be selected on the basis of competitive tendering including the impartial selection of appropriately qualified suppliers.
- Whenever competitive tendering above the size thresholds is not carried out, a file note explaining why such tendering was not done should be produced and kept on the supplier file.
- Re-tendering should in general take place at least every three years.
- Monitoring systems should be put in place to ensure the proper fulfilment of contractual obligations and to provide reasonable assurance that fraudulent or corrupt activities are prevented.
- Suppliers should be encouraged to make an annual statement that no personal benefit accrues to Swire Coca-Cola personnel or supplier personnel from this business arrangement and that they have complied with all legal requirements.
- Business units are required to assess suppliers' compliance with the principles under this Code and the Anti-Fraud and Anti-Corruption Standard.

3.7 Competition and Antitrust

Swire Coca-Cola is committed to complying with all applicable competition and antitrust laws. Relevant Persons should acquaint themselves and comply with the applicable competition laws to which their businesses are subject. These are laws that aim to protect competition by prohibiting anti-competitive behaviour. Breach of competition laws is a serious offence and may expose Swire Coca-Cola to severe penalties and other sanctions, and individuals to imprisonment. Set out below is a non-exhaustive list of anti- competitive behaviour which would potentially amount to an infringement of competition laws:

- participating in price fixing, collective boycotts or market sharing arrangements;

- exchanging competitively sensitive information with competitors;
- imposing restrictions on customers or suppliers, including retail price maintenance; and
- abusing a position of substantial market power or market dominance.

3.8 Media statements

Should you be approached by the media to provide a statement on any matter relating to Swire Coca-Cola, you should politely decline the request and refer the query to the Public Affairs & Communications team in your region.

3.9 Speaking Up

All Relevant Persons are encouraged to report improprieties in accordance with the Speaking up Standard, which can be found [here](#) and forms part of this Code.

4 Compliance with the Code

Relevant Persons must comply with this Code. Individuals who breach this Code will be subject to disciplinary action, including termination of employment. In cases of suspected corruption or other criminal offences, a report will be made to the ICAC or the appropriate authorities. Relevant Persons must also comply with any code of conduct, policy or guideline as may be issued by Swire Coca-Cola from time to time.

Relevant Persons should not seek to avoid these provisions by using agents, partners, contractors, family members, controlled companies or parties acting on their behalf.

5 Glossary

- "Anything of Value" includes a financial advantage, or any other direct or indirect benefit, whether in cash or in kind, tangible or intangible. Examples include money, gifts, loan (including the forgiving of a loan), fee, reward, commission, payment, release, discharge, contract, service, promise, meals, entertainment, airline tickets or discounts, travel, or other types of vouchers, offers of employment, political or charitable contributions and any other favour.
- "Connected Person" includes any close relative of a Relevant Person and any company controlled by a Relevant Person or by a close relative of a Relevant Person.
- "Government Entity" means any national, regional or local government and any department, agency or instrumentality of the foregoing and any entity owned or controlled by another Government Entity (and also includes, for the avoidance of doubt, the government of Hong Kong).
- "Public Official" means all individuals, who, regardless of rank, are:
 - Government officials or employees,
 - Members of political parties, party officials and candidates for public office;
 - Directors and employees of any Government Entity;
 - Officials and employees of public international organisations (for example,

the United Nations, International Olympic Committee, International Red Cross, World Bank, etc.);

- People who are considered to be government officials under Anti-Financial Crime Laws or other applicable local laws;
 - People acting on behalf of any of the foregoing, even though they may not be employees of the government or any of the organisations referred to above; or
 - Close relatives (for example parent, sibling, spouse or child) or close business associates of any of the above.
- “Swire Coca-Cola” means all the subsidiaries, associated companies and joint ventures of Swire Pacific Limited that are grouped under, controlled and managed by Swire Coca-Cola Division.
 - “Relevant Person” means Swire Coca-Cola’s directors, officers, employees (including secondees), temporary agency workers and interns working for Swire Coca-Cola and its subsidiaries.

6 Resources

If you need advice or wish to raise a concern, start with your manager – they are the best position to understand and take appropriate action. If you feel uncomfortable speaking with your manager, you may contact any of the following resources:

ENQUIRY TOPIC	RESOURCE	CONTACT INFORMATION
Accounting & finance policy/procedure questions	Senior Finance team member	Contact your local Finance Director
People-related policy/procedure questions	People Department	Contact your local People Director
Reporting Code of Conduct concerns	EthicsPoint, your Manager/Supervisor, local People Department	Report online: www.swirecocola.ethicspoint.com