

For Coca-Cola Bottlers Japan Inc. (CCJBI)

January 31, 2021

CMS-EA-2020-CC02

Third-party Opinion Letter on Conformity of the Complaints – handling Process



Tokio Marine & Nichido Risk Consulting Co., Ltd. made a third-party assessment on CCBJI's complaints-handling process (or the complaints-handling management system), for the purpose of verification of conformity of the process to the relevant standards. We will express our views as follows.

1. Objective

The purpose of this third-party assessment is to verify whether the complaints-handling process established by CCBJI complies with the requirements of **JIS Q 10002:2015 (ISO 10002:2014)** "Quality management - Customer satisfaction - Guidelines for complaints-handling in organizations" and to express our opinion from the standpoint of a third party.

2. Date of Assessment

November 11, 2020

(Last assessment: Opinion letter No.CMS-EA-2018-CC01, the date of assessment on July 30, 2018)

3. Assessment Methodology

- (1) The assessment verified whether CCBJI's complaints-handling process is established in conformity to JISQ 10002:2015 (ISO 10002:2014), by investigating the CCBJI's internal information such as: the documents related to the complaints-handling process, the complaints-handling records, other supporting materials.
- (2) The assessment verified whether CCBJI's complaints-handling process is managed and maintained in conformity to the documents pertinent to the complaints-handling process, based on the interviews with concerned parties as well as investigation into the supporting internal information such as activity records.

4. Conclusion of the Assessment

Based on the foregoing results of the third-party assessment, it is our opinion that:

- (1) This assessment identified that CCBJI's complaints-handling process and the documents related to the complaints-handling process are in conformity to JIS Q 10002:2015 (ISO 10002:2014).
- (2) This assessment identified that the complaints-handling process of CCBJI is managed and maintained in conformity to the documents regarding its complaints-handling process.

The end of this letter