

award by the University.

Note: The University's technical representatives shall be able to approve the use of equipment other than specified in this proposal in order to meet space requirements, facilitate service, or improve the quality of the beverages dispensed. (See Exhibit II)

Coca-Cola Response: Coca-Cola will lease to Customer for its use without charge during the Term, the Fountain Beverage dispensing equipment reasonably necessary to enable Customer to dispense a quality Fountain Beverage in the Covered Outlets. Ice makers and water filters are not included but may be provided or made available at an additional cost if mutually agreed. Freestyle beverage dispensing equipment is not available under this agreement and is part of a separate agreement with the University. The equipment provided by CCNA will at all times remain the property of CCNA and is subject to the terms and conditions of CCNA's standard Fountain Beverage equipment lease agreement, but no lease payment will be charged. The standard lease terms are attached as Exhibit "A" and are part of the Agreement, except as specifically changed by the Agreement.

5.2.12 Returns

In addition to accepting all returns regardless of reason (damage, overstock, change in inventory), the successful Vendor will be expected to waive restocking charges on unused, unopened products. Products which are not damaged will be returned unopened and in the same condition as they were received.

Coca-Cola Response: Understood and agreed.

5.2.13 Nutritional Information and New Products

5.2.13.1 Vendor must provide specifications and nutritional analysis information for all products provided to the University.

Coca-Cola Response: Understood and agreed. Transparency is at the heart of our business. We were the first global beverage company to voluntarily commit to put calorie counts on the front of our packages and are putting calorie information on the front of our company-controlled vending machines and fountain machines in the US. In an effort to ensure transparency, Coca-Cola includes information on our product facts website (coca-colaproductfacts.com) and through QR codes on our packaging.

5.2.13.2 Each product container shall provide beverage ingredients. Vendors must identify products which contain infinitesimal amounts of alcohol (e.g. Kombucha) or cannabis extracts to clearly advertise the ingredients inclusion.

Coca-Cola Response: Understood and agreed.

5.2.13.3 When new products become available, or if the products proposed in the RFP response differ from what is being currently used at the University, the Vendor may be requested to furnish samples at no cost to the University. The University reserves the right to establish a panel for taste testing new products or as part of the evaluation of the Vendor's RFP response. As new products are introduced the University must be offered the opportunity to accept these products with the same pricing structure. However, the decision as to whether a new product is added to the beverage program is at the University's discretion.

Coca-Cola Response: Coca-Cola will provide a sample (Minimum of 1 unit) for any new products planning to be introduced on your campus and any new products introduced on campus will be mutually agreed upon.

5.2.14 Sustainability

The University whenever possible fosters sustainability. This can be accomplished by purchasing products that are produced and transported in environmentally sound/conscious ways. The successful Vendor will be expected to address and provide any services which may assist the University's commitment to waste reduction, recycling of containers, energy efficient machines, or any related services that the Vendor may offer.

Explain in detail an outline of any current sustainability initiatives you have in place and/or future project plans. Outlines must address, but not be limited to the following bullet points:

- Reduction in the use of single use plastic containers. The University is looking to gradually reduce and eventually eliminate the consumption of single use plastics on campus over the life of this contract. During the initial term, the goal is to reduce consumption of single use plastics by 50%. The awardee must be a willing partner to assist the University with our sustainability initiatives.

Coca-Cola Response: To help address environmental issues created by packaging around the world, The Coca-Cola Company is leading the industry with its bold and ambitious global World Without Waste initiative.

Our global goals for creating a World Without Waste include:

- Make all of our packaging 100% recyclable by 2025
- Produce bottles and cans with 50% recycled content by 2030
- Collect and recycle a bottle or can for every one we sell globally

We're working toward these global goals and initiatives by focusing our efforts in three key areas:

- **Design:** We specifically design our bottles and cans using materials like PET and aluminum that are valuable recyclables.

Our bottles are not designed to be single use. They are designed to be reused to make new bottles or cans.

- **Collect:** We believe it should be easier for Americans to recycle than it is to throw items away. That is why we have been investing in recycling infrastructure and education programs to help make recycling simpler and more accessible in cities across the country.

- **Partner:** Because no one can do this alone, we are partnering with organizations, governments, our customers, industry leaders and our associates to support a healthy, debris-free environment.

Creating a World Without Waste is the right thing to do for our planet, our communities and our business. And it is why DASANI® is working to remove the equivalent of 1 billion virgin plastic bottles from its production over the next 5 years. By the end of 2020, DASANI will remove more than 100 million bottles of plastic from the USA. And by 2025, 100% of DASANI's packaging will come from renewable, recycled or certified sources. There are several ways DASANI will achieve this aggressive goal:

- Number one is with an innovative hybrid bottle. This 20-ounce DASANI Hybrid bottle is 50% recycled PET and renewable PlantBottle resources – making the bottle fully recyclable.
- Number two is by launching a new .5 liter PET bottle with 20-30 percent less plastic. We're start with the 24 and 32 packs in 2020 and expand throughout the entire portfolio over the next three years.

Now comes the part where many of our colleges and universities partners lean in: campus recycling. We understand that consumers expect companies like Coca-Cola to be leaders and help make a litter-free world possible.

It's a primary focus of our global World Without Waste initiative, and we're committed to providing tools and resources to help your school create awareness, educate and then provide a seamless, successful implementation programs that work. From implementing a robust recycling program to creating better bottles made of more recycled content, we're here to help make a litter-free campus – and a litter-free world – a reality.

Finally, Coca-Cola is committed to testing more sustainable solutions. And where better to test those innovations than on college campuses. Here is one example:

- Refillable beverage containers, equipped with micro-chipped, ValidFill® radio frequency identification (RFID) technology, can be used with Coca-Cola Freestyle®

machines. The smart refillable cups, mugs and bottles help reduce packaging footprints, while also giving students more of the variety they crave.

At Coca-Cola, we aim to be your total business partner and we believe we are strategically positioned to help support your sustainability journey on campus and in the community. We consistently look for opportunities to partner with you to collaboratively address your sustainability needs on campus.

- Energy efficient equipment

Coca-Cola Response: The energy efficiency of our equipment is key to reducing emissions. Over the past decade, Coca-Cola has invested over \$100 million to make our cold drink equipment 60% more efficient. We've accomplished this in several ways.

- In the US, all eligible coolers and venders are Energy Star certified at the time of production.

- By 2020 all new cold drink equipment purchased will be hydrofluorocarbon or HFC-free.

- We use HFC-free insulation foam for new equipment to eliminate 75% of direct greenhouse gas emissions.

- And, we're working with other corporations and environmental organizations to accelerate the move to more climate-responsible refrigeration through engagement with Refrigerant, Naturally! and the Consumer Goods Forum.

- Transportation and distribution solutions

Coca-Cola Response: Coca-Cola and our bottling partners are working to increase the efficiency of our fleet of delivery vehicles worldwide by incorporating more fuel-efficient modes of product delivery and reducing fleet and transportation emissions. We are investing alternative fuel and advance technology vehicles to further reduce our carbon footprint. Examples are electric, natural gas, and hybrid-electric.

We are continually exploring ways to reduce greenhouse emissions through our partnership with Future of Fuels, which is studying sustainability of fuels, and National Clean Fleets Partnership Program, which aims to accelerate the widespread adoption of energy-efficient and alternative fuel vehicles nationwide.

- Corporate practices in the manufacture of products

Coca-Cola Response: By implementing clean technology initiatives focused on recycling, water, and energy efficiency, Coca-Cola has able to make significant and impactful strides in how our products are made. We are focused on recycling within our facilities and have State-of-the-Art Recycling Facilities. We've invested \$125M+ in the development and installation of 2 plants in Mexico, IMER and PetStar. Our PetStar plant is the largest food-grade PET bottle-to-bottle recycling plant in the world. We've successfully diverted 95% of our facilities' solid waste away from landfills to be reused and/or recycled through our Target 100 Program.

- We've made water efficiency improvements in our facilities, such as the installation of air rinsers, water reclaim systems, and dry line lube on conveyer lines, which have helped save 8 billion gallons of water in the U.S. Plus, we are proud to be the first Fortune 500 Company to return 100% of every drop of water used in our finished beverages back into communities and nature – a goal we set out to achieve by 2020 but accomplished by 2015. We did this by helping farmers install smart irrigation technology, removing invasive species along riverbanks, and restoring meadows.

- Then there's our focus on energy efficiency. We've partnered with the World Wildlife Fund (WWF) to implement The Top 10 Energy-Saving Challenge in our North American facilities. We're also on the U.S. Environmental Protection Agency's list of largest onsite green power generators.

- Recyclability of your containers and corporate reclamation programs

Coca-Cola Response: Coca-Cola is committed to expanding our recycling and package

sourcing efforts. Nearly all – 99% of Coca-Cola’s packaging is recyclable and we are continuing to innovate to bridge the gap on the few packages that remain a challenge. We are committed to light weighting – not only PET but aluminum and glass as well as our caps. Our packaging has evolved significantly over the years as we work to reduce our carbon footprint and achieve zero waste. Most notably is our PlantBottle:

- In 2009 we introduced the PlantBottle, a fully recyclable PET plastic bottle made of up to 30% plant-based materials
- To date, 60B PlantBottle® packages have been distributed in 44 global markets across 36 brands; 25B PlantBottle packages have been distributed in North America.
- The use of PlantBottle packaging globally has saved over 600,000 barrels of oil* or eliminated more than 430,000 metric tons of potential carbon dioxide emissions. To put this in perspective, that’s the equivalent to the greenhouse gas emissions from over 90,000 passenger vehicles off the road for one year. In North America, this breaks down 260,000 metric tons of potential carbon dioxide emissions and over 55,000 passenger vehicles off the road for one year. (*Petroleum is what is used to produce virgin PET).

In 2020, we are launching our HybridBottle technology on all Dasani 20 oz. packaging. The HybridBottle technology is one of the first of its kind. Made of two non-virgin PET resins: PlantBottle® (biopet) and recycled PET (rPET). The 20 oz. bottle will be made from 50 percent recycled and renewable material.

- HybridBottle is made with up to a 50% mix of plant-based renewable and recycled resources and is still 100% recyclable.

Additionally, in the U.S., we have taken, and continue to take, steps toward making better bottles – whether it’s through more recycled, plant-based or renewable content. For example:

- We are working with partners to help ensure recycling programs and infrastructure exist in every community we serve
- We have invested more than \$13 million in innovative partnerships that bring comprehensive curbside recycling programs to communities, help educate Americans on how and where to recycle and support large-scale recycling infrastructure
- Our bottles and cans contain an average of 35% recycled and/or renewable content. In fact, more than 25% of our PET plastic in the U.S. is now in PlantBottle™ packaging.
- Refilled or supported the recovery and recycling of bottles and cans equivalent to nearly 60% of those that we introduced into the marketplace.

Coca-Cola would like to work jointly with UH’s Office of Sustainability on ways that we can best provide support and awareness with recycling on campus to align the University’s efforts and initiatives. We look forward to working with the University of Illinois on ways we can jointly expand our opportunities to provide education around sustainability in the future. As an example, we could offer recycled giveaways to launch the season e.g. a rally towel or t-shirt made from recycled materials during next football and basketball season and develop a program to instantly rewards fans caught recycling at the games. Additionally, we would like to work regularly with the University’s Office of Sustainability, on various ideas for initiatives and activations, such as student led Zero Waste Games for Basketball and Football. With our Earth Week experiential activation on-campus, we can help promote student education and awareness around sustainability and recycling initiatives. These are just a few examples on ways that we can partner together to drive campus awareness on our joint wellness, sustainability, and recycling initiatives.

Additionally, we understand it takes a robust recycling program to make a litter-free world a reality. We are committed to providing tools and resources for your campus and students that help create awareness, educate and then provide a seamless, successful implementation program that help you achieve your recycling goals as well. We partner with Keep America Beautiful on recycling bin grants which are open to our university partners annually to help support their recycling initiatives on-campus.

Also, as part of our 'World without Waste' vision, we are continuing to work toward making all our packaging 100% recyclable globally. We are building better bottles, whether through more recycled content, by developing plant-based resins, or by reducing the amount of plastic in each container. By 2030, we aim to make bottles with an average of 50% recycled/renewable content. The goal is to set a new global standard for beverage packaging. Currently, the majority of our packaging is fully recyclable.

You can read more about World Without Waste in the 2018 progress report:

<https://www.coca-colacompany.com/content/dam/journey/us/en/private/fileassets/pdf/2019/world-without-waste-report-2-6-19.pdf>

5.2.15 Service and Repair

5.2.15.1 The Vendor must provide a service and repair "hot line" for all applicable fountains, displays, coolers, vending and auxiliary equipment twenty-four (24) hours a day, seven (7) days a week, at no cost to the University. The Vendor will provide unlimited service calls, all necessary parts and equipment free of charge. The Vendor is expected to respond to equipment service and repair calls/reports within a minimum of two (2) hours for Beverage equipment between the hours of 7:00 AM and 4:00 PM, Monday through Friday, and four (4) hours response time evenings and Saturdays, Sundays and Holidays. The Vendor will provide routine preventive maintenance on all equipment. Equipment which cannot be returned to full service within 72 hours of notification of needed repair is expected to be replaced with comparable equipment of like quality until the original equipment is returned to service. The equipment repair service shall respond to emergency and daily routine maintenance requirements in a manner that limits equipment down time and customer inconvenience (No exceptions will be allowed).

Coca-Cola Response: The 24-hour, 7 days a week service and repair hotline for fountain equipment is 1-800-241-2653. The 24-hour, 7 days a week service and repair hotline for coolers and vending machines is 1-844-562-2653. Equipment repair service shall respond to emergency and daily routine maintenance requirements in a manner that limits equipment down time and customer inconvenience. Coca-Cola will attempt to return any equipment needing repair to operation within 72 hours of notification of the need for repair but may not meet that timeframe in the event of a parts hold. Bottler's standard response time is within 4 – 8 hours.

5.2.15.2 The Vendor must provide a means by which messages or service calls can be recorded after their normal working hours or on weekends. The Vendor guarantees that the frequency of preventive maintenance will meet, or exceed, that which is recommended by the manufacturer of the equipment. The University will not be required to provide storage space for any backup equipment.

Coca-Cola Response: Understood and agreed.

5.2.15.3 The University will designate a liaison committee to address service and quality issues on a quarterly basis. The Vendor will send appropriate personnel to these bi-annual meeting.

Coca-Cola Response: Understood and agreed.

5.2.15.4 The Department of Intercollegiate Athletics and the State Farm Center requires that service technicians be on-site for any emergency service at no charge to the University during football games at Memorial Stadium (2 technicians beginning 2 ½ hours before kickoff until fourth quarter of the game) and at the State Farm Center (a minimum of one technician beginning approximately one hour before the event through intermission).

Coca-Cola Response: Coca-Cola will provide one on-site service technician for the football stadium to remain until half-time as is our current practice. For the State Farm Center, our on-call technicians will be available to address any service issues arising promptly as is our current practice.

5.2.16 Equipment Maintenance and Replacement