

Particulars

About Your Organisation

1.1 Member Name

Royal Ahold Delhaize N.V

1.2 Membership number

3-0020-07-000-00

1.3 Membership sector

Retailers

1.4 Membership category

Ordinary

1.5 Country

Netherlands

2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants
- I trade or broker palm oil, palm kernel oil or related products
- I am a refiner of palm oil or palm kernel oil
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related ingredients
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products
- I manufacture consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors.
- I retail consumer (B2C) products containing palm oil, palm kernel oil or related products
- I operate food retail outlets that use palm oil, palm kernel oil or related products
- I support the sustainable development of the palm oil industry as a conservation and environmental NGO
- I support the sustainable development of the palm oil industry as a social and human development NGO

Retailers

1. Operational Profile

1.1 Please state your company's main activity(ies) within the palm oil supply chain. Please select all options that apply to your operations.

- Retail - with own brand products
- Retail - without own brand products
- Food service providers
- Retail wholesalers
- Other

Other

-

2. Palm Oil and Certified Sustainable Palm Oil Consumption

Information in Section 2.0 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed, to enable the RSPO to accurately calculate uptake of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.

2.1 Please list down all operations and subsidiaries using palm oil, palm kernel oil and related products that are owned and/or managed by the member, including those under Group Membership

Stop & Shop
Food Lion
Giant Company
Giant Food
Hannaford
Retail Business Services
Peapod Digital Labs
Albert Heijn
Bol.com
Etos
Delhaize
Albert
Alfa Beta
Mega Image
Delhaize Serbia
Super Indo (Joint venture)
For more information please see the 2020 annual report page 11
https://media.aholddelhaize.com/media/emmkj0we/annual_report_2020_full_links-1.pdf?t=637526943268000000

2.1.1 In which markets does your company sell goods with palm oil and oil palm products?

Europe, North America, Indonesia

DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:

an aggregate level (as in previous ACOP reporting cycles)

2.2 Total volume of uncertified and certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products

Description	Tonnes
Total volume of crude palm oil (tonnes)	12977.0
Total volume of crude palm kernel oil (tonnes)	627.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.0
Total	13604

2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2) derived from palm oil or from palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based derivatives.

Description	Percentage
Palm oil-based derivatives and fractions	-
Palm kernel oil-based derivatives and fractions	-

2.3 Please estimate the regional distribution of your company's uncertified and certified palm oil, palm kernel oil and related products sales (as declared in Question 2.2) in the following countries/regions. In cases where sales distribution data is not available, members may use manufacturing regions as a proxy for regional usage of certified volumes.

Countries/Regions	Percentage
Europe	63.0
North America	15.0
Malaysia	0.0
Indonesia	22.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

2.4 Total volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.

Description	Crude/Refined Palm Oil (CSPO)	Crude/Refined Palm Kernel Oil (CSPKO)	Palm Kernel Expeller (CSPKE)	Certified Derivatives and Fractions
RSPO Credits from Mill / Crusher	4994.0	198.0	0.0	0.0
RSPO Credits from Independent Smallholder	100.0	0.0	0.0	0.0
Mass Balance (MB)	3547.0	372.0	0.0	0.0
Segregated (SG)	4336.0	57.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	12977.0	627.0	0.0	0.0

2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.4) derived from RSPO-certified palm oil or from RSPO-certified palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based

Description	Percentage
Certified Palm oil-based derivatives and fractions	-
Certified Palm kernel oil-based derivatives and fractions	-

2.5 According to the volume information you have provided in Question 2.2 and Question 2.4, your company's Certified Sustainable Palm Oil uptake is:

100.00%

2.5.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake. This may include your usage of RSPO Credits to cover gaps in certified uptake, changes due to business environment, variations due to stock positions or efforts to support independent smallholders beyond volume commitments.

During 2020, palm oil certifications expired for several suppliers. Due to COVID-19, these suppliers had difficulties extending their certifications, since audits could not always be performed in time. As a result, the suppliers' palm oil consumption could not be reported as certified, so we covered this with Book & Claim credits instead. Our brands continue working with these suppliers during 2021 to make sure their certifications are extended again.

2.6 Please estimate the regional distribution of your company's RSPO certified palm oil and palm oil-products usage (as declared in Question RT.2.3) in the following countries/regions:

Countries/Regions	Percentage
Europe	63.0
North America	15.0
Malaysia	0.0
Indonesia	22.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

3. TimeBound Plan

3.1 Which year did your company begin (or expects to begin) using RSPO-certified sustainable palm oil and palm oil products in own-brand products

2010

3.1.1 If the previous target year has not been met, please explain why.

Our target is to have 100% of palm oil volume in own brand products certified to an acceptable standard or to RSPO book & claim

3.2 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.

2010

3.2.1 If the previous target year has not been met, please explain why.

Our target is to have 100% of palm oil volume in own brand products certified to an acceptable standard or to RSPO book & claim

3.3 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil and palm oil products from physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.

2010

3.3.1 If the previous target year has not been met, please explain why.

We are working to set a target year for this specific topic

3.4 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why

All countries where we operate are covered.

4. Trademark Use

4.1 Does your company use or plan to use the RSPO Trademark in own-brand products?

Yes

4.2 Please select the countries where your company uses or intends to use the Trademark

Belgium

4.2.1 Which year did your company begin (or expects to begin) using the RSPO Trademark

2018

5. Actions for Next Reporting Period

5.1 Please outline activities that your company will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

Ahold Delhaize Brands require that all suppliers who use PO/PKO in our own brand products use RSPO MB or SG certified palm oil, and are RSPO Chain of Custody Certified themselves.

In general, AD is working towards increasing the amount of physically certified RSPO palm oil in its supply chains, while reducing the use of Book&Claim.

We engage proactively with the RSPO to strengthen its Principles and Criteria, and to reduce risk in its assurance protocols.

We are part of the Retailers Palm Oil Group, which engages on these topics pre-competitively, and is represented on the RSPO Board of Governors.

Ahold Delhaize is a member of the Palm Oil Transparency Coalition (POTC) which identifies and engages with major palm oil companies to gain greater transparency of the sustainability performance of our global palm oil supply chains. As a group of leading retailers, the POTC collaborates to obtain greater transparency of information relating to the sustainability performance of our global supply chains in order to incentivize faster progress towards a sustainable palm oil industry.

Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility indicators will be done through several channels, including ACOP. As the implementation of Shared Responsibility reporting is still on-going and in development, the Shared Responsibility section in ACOP is not yet final and may change in future ACOP cycles. For more information on Shared Responsibility, please go to <https://rspo.org/news-and-events/news/what-are-the-new-shared-responsibility-rules> or email the ACOP team at acop@rspo.org

Labour & Labour Rights

1.1 Does your company have a publicly-available policy covering Labour & Labour Rights?

Yes

1.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

Ethical Conduct & Human Rights

1.2 Does your company have a publicly-available Policy covering Ethical Conduct & Human Rights?

Yes

1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

Land Use

1.3 Does your company have a publicly-available Policy covering Land Use?

Yes

1.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

Occupational Health & Safety

1.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?

Yes

Climate Change & Greenhouse Gas (GHG)**1.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?**

Yes

1.5.1 Does the policy cover:

- Identification and assessment of GHG
- Monitored implementation plan to reduce or minimise GHG emissions

Complaints & Grievances**1.6 Does your company have a Complaints & Grievances Mechanism?**

Yes

1.6.1 Is your Complaints & Grievance mechanism in line with the principles of the RSPO's grievance mechanism, which are the elements of fairness, transparency, and impartiality?

Yes

Smallholders**1.7 Does your company support oil palm independent smallholder groups?**

Yes

1.7.1 Does this support cover:

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

1.7.2 How is your company supporting them?

Started to buy smallholder credits

Sustainable Palm Oil Policy

1.8 Does your company have a publicly-available Policy covering the implementation of RSPO Shared Responsibility principles?

Yes

Waste Management

1.9 Does your company have a waste management plan?

Yes

Water Management

1.10 Does your company have a water management plan?

No

Energy Use

1.11 Does your company have an energy use plan covering fossil fuels and renewable energy?

Yes

RSPO Services and Support

1.12 Does your company provide services and support to the RSPO, eg. participation in RSPO Working Groups and Task Forces

Yes

Shared Responsibility Resourcing

1.13 Does your company have a plan to commit resources to ensure effective implementation of RSPO Shared Responsibility principles?

Yes

Challenges and Support

1.1 What significant obstacles or challenges has your company encountered in the promotion of certified sustainable palm oil (CSPO)? What efforts has your company taken to address these obstacles or challenges?

- Awareness of RSPO in the market
- Difficulties in the certification process
- Certification of smallholders
- Competition with non-RSPO members
- High costs in achieving or adhering to certification
- Human rights issues
- Insufficient demand for RSPO-certified palm oil
- Low usage of palm oil
- Reputation of palm oil in the market
- Reputation of RSPO in the market
- Supply issues
- Traceability issues
- No challenges faced
- Others

Others

There is very little availability of physically certified palm oil in countries like Eastern Europe and Indonesia. Barriers to compliance are high - Chain of Custody certification is expensive and cumbersome. No local (language) Chain of Custody auditors in many countries - No local groups Managers in most countries. RSPO not adequately pitching/selling Group Certification as a good option. No local (language) materials in many countries. It is difficult to ask for or claim RSPO certified in Indonesia.

1.2 In addition to the actions already reported in this ACOP report, what other ways has your company supported the vision of the RSPO to transform markets to make sustainable palm oil the norm?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues such as trade workshops or industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- No actions taken
- Others

Others

Ahold Delhaize Brands require that all supplier who use PO/PKO in our own brand products use RSPO MB or SG certified palm oil and are RSPO Chain of Custody Certified themselves. This means that we reach out to every supplier using PO/PKO to start the journey towards compliance. In general, AD is working towards increasing the amount of physically certified RSPO Palm Oil in its supply chain, while reducing the use of Book&Claim. We engage proactively with the RSPO to strengthen its Principles and Criteria, and to reduce risk in its assurance protocols. We are part of the Retailers Palm Oil Group, which engages on these topics pre-competitively, and is represented on the RSPO Board of Governors. Ahold Delhaize is a member of the Palm Oil Transparency Coalition (POTC) which identifies and engages with major palm oil companies to gain greater transparency of the sustainability performance of our global palm oil supply chains. As a group of leading retailers, the RPOTC collaborates to incentivize faster progress towards a sustainable palm oil industry.

1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

<https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/>