

Particulars

About Your Organisation

1.1 Name of your organisation

Royal Ahold Delhaize N.V

1.2 What is/are the primary activity(ies) or product(s) of your organisation?

- Palm Oil Grower
- Processor and/or Trader
- Consumer Goods Manufacturer
- Retailer
- Bank and/or Investor
- Social and/or Development NGO
- Environmental and/or Conservation NGO
- Affiliate

1.3 Membership number

3-0020-07-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

Retailers

1. Operational Profile

1.1 Please state your company's main activity within the palm oil supply chain

- 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 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil and palm oil products consumed, to enable the RSPO to accurately calculate uptake on a member, sector and total level. ACOP reports without reported volume data will be considered incomplete and will not be accepted.

2.1 Please list down all operations and subsidiaries using palm oil 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 Gall&Gall Etos Delhaize Albert Alfa Beta Mega Image Delhaize Serbia Super Indo (Joint venture) For more information please see the 2019 annual report page 7-16 <https://results.aholddelhaize.com/media/1258/ahold-delhaize-annual-report-2019-interactive.pdf>

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

Belgium ,Czech Republic ,Greece ,Indonesia ,Luxembourg ,Netherlands ,Romania ,Serbia ,United States

2.2.5 Total volume of all palm oil and palm oil products (palm-content only) used in your company's own-brand products in the year:

Description	Tonnes
Total volume of crude/refined palm oil (tonnes)	12853.0
Total volume of crude/refined palm kernel oil (tonnes)	740.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	0.0
Total	13593.0

2.2.6 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2.4) 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	80.0
Palm kernel oil-based derivatives and fractions	20.0

2.3 Volume of RSPO-certified palm oil and oil palm products (palm-content only) used in your company's own brand products in the year (tonnes):

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	4125.0	236.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	3303.0	460.0	0.0	0.0
Segregated (SG)	5425.0	44.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	12853.0	740.0	0.0	0.0

2.3.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.3) 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 derivatives.

Description	Percentage
Certified Palm oil-based derivatives and fractions	80.0
Certified Palm kernel oil-based derivatives and fractions	20.0

2.4 According to the volume information you have provided in Question 2.2 and Question 2.3, your company's certified palm oil and palm oil products uptake is:

100.00%

2.4.1 If your company has not reached 100% usage of sustainable palm oil through the four supply chain models (RSPO Credits, MB, SG or IP), do you have any plans to cover the gap using RSPO Credits?

Yes

2.5 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	65.0
North America	14.0
Malaysia	0.0
Indonesia	21.0
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 for RT.3.1 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 and palm oil products from any supply chain option in own-brand products.

2010

3.2.1 If the previous target year for RT.3.2 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 for RT.3.3 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 Retail Palm Oil Transparency Coalition (RPOTC) 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 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.

6. Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil (RSPO) 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

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

Yes

6.1.1 Does the policy cover:

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

6.1.2 Has your company previously uploaded or linked its Labour & Labour Rights policy in previous ACOP reporting cycles?

Yes

Ethical Conduct & Human Rights

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

Yes

6.2.1 Does the policy cover:

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

6.2.2 Has your company previously uploaded or linked its Ethical Conduct & Human Rights policy in previous ACOP reporting cycles?

Yes

Land Use

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

No

Occupational Health & Safety**6.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?**

Yes

6.4.1 Has your company previously uploaded or linked its Occupational Health & Safety policy in previous ACOP reporting cycles?

No

Climate Change & Greenhouse Gas (GHG)**6.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?**

Yes

6.5.1 Does the policy cover:

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

6.5.2 Has your company previously uploaded or linked its Climate Change & Greenhouse Gas policy or report in previous ACOP reporting cycles?

Yes

Complaints & Grievances**6.6 Does your company have a Complaints & Grievances Mechanism?**

Yes

6.6.1 Is your Complaints & Grievances mechanism in line with the RSPO's grievance mechanism? For details of the RSPO's grievance mechanism, please go to <https://askrspo.force.com/Complaint/s/>

Yes

Smallholders**6.7 Does your company support oil palm independent smallholder groups?**

No

6.7.3 Do you have any future plans to support oil palm Independent Smallholders?

Yes

7. Challenges

7.1 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.

7.2 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 Retail Palm Oil Transparency Coalition (RPOTC) 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. We are also an active member of the CGF Palm Oil Working Group.

7.3 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/>