

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Royal Ahold Delhaize N.V

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

- Grower
  - Processor and/or Trader
  - Consumer Goods Manufacturer
  - Retailer and/or Wholesaler
  - Bank and/or Investor
  - Social and/or Development NGO
  - Environmental and/or Conservation NGO
  - Supply Chain Associate
  - Affiliate
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#### 1.3 Membership number

3-0020-07-000-00

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#### 1.4 Membership category

Retailers

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#### 1.5 Membership sector

Ordinary

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**Retailer and/or Wholesaler****1. Operational Profile**

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- Wholesaler  
 Retail  
 Food service providers  
 Own-brand  
 Third-party brands  
 Other:

Other:

**2. Palm Oil Use and Certification Progress**

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

Ahold Delhaize is one of the world's largest food retail groups, a leader in supermarkets and eCommerce, and a company at the forefront of sustainable retailing. Our family of great local brands serves over 50 million customers each week, in Europe, the United States and Indonesia.

US:

Since we first entered the US market in the 1970s, we have grown to become one of the country's most significant retail groups. The 204, 000 talented associates at our local companies serve millions of customers each week in more than 2, 000 stores and distribution centers across 23 states. We have a particularly strong presence in major markets along the east coast.

Belgium and Luxembourg:

In total, we have approximately 800 stores in Belgium, supported by 14, 000 associates.

Netherlands:

Today, more than 100, 000 talented associates serve millions of customers each week in more than 2, 100 stores and distribution centers across the country. Our brands include the Netherlands' leading supermarket, Albert Heijn, and its number one online retailer, bol.com. They also include the drugstore Etos and the specialist wine and liquor shop Gall & Gall.

Central Southeastern Europe:

Ahold Delhaize companies have over 1, 700 stores in four countries in southeastern Europe. Our teams include nearly 50, 000 talented associates who serve millions of customers each week.

Our brands in the region include Albert, the largest retail brand in the Czech Republic, Greece's Alfa-Beta (AB) family of supermarkets, Romania's number one convenience store Mega Image, and Serbia's largest hypermarket chain Tempo.

2.1.1 In which markets do you sell goods with palm oil and oil palm products?

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

2.2 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

N/A

2.2.2 Total volume of crude and refined palm kernel oil in the goods sold in the year (tonnes)

N/A

**2.2.3 Total volume of palm kernel expeller sold in the year (tonnes)**

N/A

**2.2.4 Total volume of other palm-based derivatives and fractions in the year (tonnes)**

N/A

**2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year (tonnes)**

N/A

**2.3 Volume of palm oil and oil palm products used in the year, in your own brand products, that are RSPO-certified (tonnes):**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	N/A	N/A	N/A	N/A
2.3.2 Book and Claim from Independent Smallholder	N/A	N/A	N/A	N/A
2.3.3 Mass Balance (MB)	N/A	N/A	N/A	N/A
2.3.4 Segregated (SG)	N/A	N/A	N/A	N/A
2.3.5 Identity Preserved (IP)	N/A	N/A	N/A	N/A
2.3.6 Total volume (tonnes)	N/A	N/A	N/A	N/A

**2.4 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?**

**2.4.1 When do you plan to cover the gap by using RSPO Credits?**

N/A

**2.4.2 Please explain why**

N/A

**2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:**

**2.5.1 Africa**

0%

**2.5.2 Oceania**

0%

**2.5.3 Europe**

100%

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**2.5.4 North America**

100%

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**2.5.5 Latin America**

0%

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**2.5.6 Middle East**

0%

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**2.5.7 China**

0%

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**2.5.8 India**

0%

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**2.5.9 Indonesia**

100%

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**2.5.10 Malaysia**

0%

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**2.5.11 Rest of Asia**

0%

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**3. Time-Bound Plan**

**3.1 Year expected to start (or year started) using RSPO-certified sustainable palm oil and oil palm products, in your own brand products**

2010

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**3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products**

2010

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**3.2.1 If target has not been met, please explain why.**

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**3.3 Year expected to be (or already) using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.**

2015

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**3.3.1 If target 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

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**3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.**

2015

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**3.4.1 If target 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

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**3.5 Which markets do these commitments cover?**

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

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**3.6 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?**

No

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**3.7 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?**

No

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**3.8 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?**

N/A

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**4. Trademark Use****4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**

Yes

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**4.2 Please select the countries where you use or intend to apply the Trademark.**

Belgium

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**4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.**

2018

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**4.3 Please explain why**

- Challenging reputation of palm oil
- Confusion among end-consumers
- Costs of changing labels
- Difficulty of applying for RSPO Trademark
- Lack of customer demand
- Limited label space
- Low consumer awareness
- Low usage of palm oil
- Risk of supply disruption
- Others

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Other:

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**4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?**

No

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**5. Actions for Next Reporting Period****5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.**

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.

We are also an active member of the CGF Palm Oil Working Group

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**6. Non-Disclosure of Information**

**6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.**

No - Redact volume data

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**7. Application of Principles & Criteria for all member sectors**

**7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.**

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**7.1.A Water, land, energy and carbon footprints**

File: --

Link: We have a position on palm oil on our website <https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/> All our suppliers need to adhere to our standards of engagement available on our website:

<https://www.aholddelhaize.com/en/about-us/ethical-business/code-of-ethics/our-standards-of-engagement/>

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**7.1.B Land use rights**

File: --  
Link: --

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**7.1.C Ethical conduct and human rights**

File: --  
Link: We have a position on palm oil on our website <https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/> All our suppliers need to adhere to our standards of engagement available on our website: <https://www.aholddelhaize.com/en/about-us/ethical-business/code-of-ethics/our-standards-of-engagement/>

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**7.1.D Labour rights**

File: --  
Link: We have a position on palm oil on our website <https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/> All our suppliers need to adhere to our standards of engagement available on our website: <https://www.aholddelhaize.com/en/about-us/ethical-business/code-of-ethics/our-standards-of-engagement/>

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**7.1.E Stakeholder engagement**

File: --  
Link: <https://results.aholddelhaize.com/media/1154/ahold-delhaize-annual-report-2018-interactive.pdf>

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**7.1.F None of the above. Please explain why**

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**7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?**

We created a video and used this internally to provide insight for our associates why we want to make sure we use sustainable palm oil for our own brand products. <https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/>

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**8. Greenhouse Gas (GHG) Footprint****8.1 Are you currently reporting any GHG footprint?**

Yes

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**8.1.1 Please upload your publicly available GHG report**

File: --

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**8.1.1.1 OR please insert the URL to the GHG section of your corporate website.**

<https://results.aholddelhaize.com/media/1154/ahold-delhaize-annual-report-2018-interactive.pdf> page 222

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**8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.**

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**8.3 What methodology are you using to calculate your GHG footprint?**

We are following the recommendations set by the GHG protocol

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**9. Support for Oil Palm Smallholders**

**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

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**9.2 If yes, how are you supporting them?**

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

No

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**9.2.2 When do you plan to start your support for oil palm Independent Smallholders?**

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**10. Challenges****10.1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?**

- 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
  - Others
- 

**Other:**

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.

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**10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)**

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

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**Other:**

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.

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**10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

<https://www.aholddelhaize.com/en/about-us/stakeholder-interests/palm-oil/>  
<https://results.aholddelhaize.com/media/1154/ahold-delhaize-annual-report-2018-interactive.pdf>