

## 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?

- Oil Palm Growers
  - Palm Oil Processors and/or Traders
  - Consumer Goods Manufacturers
  - Retailers
  - Banks and Investors
  - Social or Development Organisations (Non Governmental Organisations)
  - Environmental or Nature Conservation Organisations (Non Governmental Organisations)
  - Affiliate Members
  - Supply Chain Associate
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#### 1.3 Membership number

3-0020-07-000-00

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#### 1.4 Membership category

Ordinary

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#### 1.5 Membership sector

Retailers

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## Retailers

### Operational Profile

1.1 Please state your main activities within the palm oil supply chain. Tick all that apply:

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

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### Operations and Certification Progress

2.1 In which markets where you operate do you sell goods containing palm oil and oil palm products?

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

2.2 Do you have a system for calculating how much palm oil and palm oil products there is in the goods you sell?

Yes

2.3 Does this system cover your own-brand use of palm oil and oil palm products or all brands you sell?

Own brand only

2.4 In which markets where you operate do you calculate how much palm oil and oil palm product there is in the goods you sell?

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

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

2.5.1 Total volume of Refined /Crude Palm Oil in the goods sold in the year

18592.15 Tonnes

2.5.2 Total volume of Crude and Refined Palm Kernel Oil in the goods sold in the year

1838.96 Tonnes

2.5.3 Total volume of Palm Kernel Expeller sold in the year

Tonnes

2.5.4 Total volume of other Palm-based Derivatives and Fractions used in the year

Tonnes

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

20431.11 Tonnes

**2.6 Volume of palm oil and oil palm products used in the year, in your own brand of products, that are RSPO-certified**

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.6.1	Book & Claim	8804.87	440.00		
2.6.2	Mass Balance	5311.39	856.59		
2.6.3	Segregated	4475.89	542.37		
2.6.4	Identity Preserved				
2.6.5	Total volume	18592.15	1838.96		

**2.7 Volume of RSPO certified sustainable palm oil and oil palm products purchased from other RSPO certified companies (tonnes)**

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.7.1	Book & Claim	-	-	-	-
2.7.2	Mass Balance	-	-	-	-
2.7.3	Segregated	-	-	-	-
2.7.4	Identity Preserved	-	-	-	-
2.7.5	Total volume	-	-	-	-

**2.8 What is the percentage of RSPO certified sustainable palm oil and oil palm products in the total volume handled by your company in the following regions:**

Africa --%  
 Australasia --%  
 Europe (incl. Russia) 100%  
 North America 100%  
 South America --%  
 Middle East --%  
 China --%  
 India --%  
 Indonesia 100%  
 Malaysia --%  
 Rest of Asia --%

**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 of products**

2010

**3.2 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

**3.3 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**

2023

**Comment:**

Our 2020 commitment is: By 2020, 75% of the PO/PKO in our own brand products should be RSPO MB or SG. We have recently merged and have not set targets yet beyond 2020.

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**3.4 In which markets where you operate, do these commitments cover?**

Applies Globally

**3.5 Does your company have a Time-Bound Plan to require the use of RSPO certified palm oil and oil palm products in the products you sell on behalf of other companies brands?**

No

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

No

**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 Operating Companies 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 will 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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**Reasons for Non-Disclosure of Information****6.1 If you have not disclosed any of the above information, please indicate the reasons why****Application of Principles & Criteria for all members sectors**

**7.1 Do you have organizational policies that are in line with the RSPO P&C, such as:**

- Water, land, energy and carbon footprints  
Uploaded file: [R-Policies-to-PNC-waterland.pdf](#)
- Ethical conduct and human rights  
Uploaded file: [R-Policies-to-PNC-ethicalconducthr.pdf](#)
- Labour rights  
Uploaded file: [R-Policies-to-PNC-laborrights.pdf](#)
- Stakeholder engagement  
Uploaded file: [R-Policies-to-PNC-stakeholderengagement.pdf](#)
- None of the above

**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 have worked with Judith Murdoch to make a Czech Language guide for our Czech market.

Internally, we have also made certification guides in English for global use.

We would welcome additional materials in: Romanian, Serbian, Greek, Bahasa Indonesia (supply chain), Dutch (optional).

**GHG Emissions****8.1 Are you currently assessing your operational GHG emissions?**

Yes

**Uploaded files:**

[M-GHG-Public-Report.pdf](#)

**8.2 Do you publicly report the GHG emissions of your operations?**

Yes

**Uploaded files:**

[R-GHG-Retailer-Emissions-Report.pdf](#)

**Support Smallholders****9.1 Are you currently supporting any independent smallholder groups?**

Yes

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

We purchased 450 Smallholder PO Greenpalm credits from Univanich-Plaipraya in Thailand.

## Challenges

### 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?

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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### 2 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

Ahold Delhaize Operating Companies 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. 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 chains, while reducing the use of Book&Claim. We will 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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### 3 Other information on palm oil (sustainability reports, policies, other public information)

- No files were uploaded
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