

Completed by (name of company):

Ahold Delhaize, Provincialeweg 11, 1506 MA Zaandam, The Netherlands

Date: 14-10-2021

General explanation for the questionnaire:

Ahold Delhaize has 19 local Supermarket Brands based in the United States, Europe and Indonesia. One of our Brands, Albert Heijn has disclosed supplier information on the AH website.

Considering the legal sensitivity of disclosing information about suppliers we are not able to share volume & price information.

SUPPLY CHAIN TRANSPARENCY

Note: Tea in this section refers to tea originating from the Camellia sinensis plant*

1. **Current practice:** To what extent does your company currently publicly disclose supplier lists for tea* sourced by your company? (Please select one of the following options)

a. Fully Yes | No

If Yes, please share relevant links:

b. Partially Yes | No

If Yes, please specify what is disclosed (e.g. only direct suppliers, specific regions):

Please share relevant links:

<https://www.ah.nl/suppliers/map?category=Koffie%20%26%20Thee>

Ahold Delhaize comment: One of our Brands, Albert Heijn has published a sourcing map where you can see our first-tier suppliers (please find the link above). Currently, we are discussing with certification bodies (Rainforest Alliance and Fairtrade) how to be more transparent and use their tools to create our sourcing maps towards full traceability & transparency for a complete overview from tea farms to retailers. Also, this year we will start with a shared responsibility approach issued by Rainforest Alliance – it means that we must confirm our tea volumes in their system this will give us a total overview for tea.

c. Not at all Yes | No

2. **Future commitment:** Are you willing to commit to annually updating your complete tea* supplier lists in the prescribed format (attached) and making them available publicly?

Yes | No

Please share a full list of suppliers in the attached format (*Tea supplier list template.xlsx*) with us by 24 September 2021.

OWN COMPANY POLICY: HUMAN RIGHTS IN YOUR SUPPLY CHAIN

1. Freedom of Association and Collective Bargaining

- a. Does your sourcing policy/ supplier code of conduct/ supplier contract specifically guarantee the protection of the right to freedom of association *in your supply chain*?

Yes | No

If Yes, please share any relevant documents or clauses in your agreements with suppliers that you use for this purpose.

Ahold Delhaize comment: Please find below the link to our standards of engagement

<https://www.aholddelhaize.com/about/governance/our-standards-of-engagement/>

These topics are covered by Ahold Delhaize accepted standards. In 2020, the Ahold Delhaize USA brands, Albert Heijn, Albert in the Czech Republic, Delhaize Belgium, Mega Image and Alfa Beta reached 100% certification for tea. The brands that did not achieve 100% certification for one of these categories are all close to achieving the targets, with only a few products remaining to be certified. Please find below our commitment and our results:

https://media.aholddelhaize.com/media/emmkj0we/annual_report_2020_full_links-1.pdf?t=637526943268000000

<https://www.aholddelhaize.com/sustainability/our-position-on-societal-and-environmental-topics/coffee-tea/>

- b. Has your company previously taken remedial action in response to allegations regarding threats to freedom of association *in your supply chain*? Yes | No

If Yes, please share the name of the supplier, year of incident and how the situation was resolved.

Ahold Delhaize comment: No reported incidents so far but we do have locally developed escalation procedures at the Brand level.

- c. Is your company (or any of its subsidiaries) part of active collective bargaining agreements with labour unions *in your supply chain*? Yes | No

If Yes, please provide details of the countries, estates and/or factories involved.

2. Wage payments

- a. Has your company publicly made a commitment to guarantee payment of living wages throughout your tea supply chain? Yes | No

These topics are covered by Ahold Delhaize accepted standards. In 2020, the Ahold Delhaize USA brands, Albert Heijn, Albert in the Czech Republic, Delhaize Belgium, Mega Image and Alfa Beta reached 100% certification for tea. The brands that did not achieve 100% certification for one of these categories are all close to achieving the targets, with only a few products remaining to be certified. Please find below our commitment and our results:

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<https://www.aholddelhaize.com/sustainability/our-position-on-societal-and-environmental-topics/coffee-tea/>

If you answered Yes, please share:

- i. The source or methodology for the living wage numbers that you use for this purpose
 - ii. The year by which you expect to achieve the commitment
 - iii. A link to the webpage or copy of the document where the public commitment is published
- b. Does your sourcing policy/ supplier code of conduct/ supplier contract specifically guarantee the following with respect to wages paid to workers *in your supply chain*? (Please select all that apply)

Criteria	Y/N
Payment of legally mandated minimum wages (excluding in-kind benefits)	<input type="checkbox"/> Yes <input type="checkbox"/> No
No pay discrimination/ Equal payment for equal work	<input type="checkbox"/> Yes <input type="checkbox"/> No
Payment of legally mandated severance (excluding in-kind benefits)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Maternity leave entitlement with full pay	<input type="checkbox"/> Yes <input type="checkbox"/> No
Sick leave entitlement with full pay	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered Yes to any of the above criteria, please share any relevant documents or clauses in your agreements with suppliers that you use for this purpose.

Please find below our related documents:

Our Standards of Engagement

<https://www.aholddelhaize.com/about/governance/our-standards-of-engagement/>

Human rights report

<https://media.aholddelhaize.com/media/lx5he3ot/ahold-delhaize-human-rights-report.pdf?t=637545979387870000>

Certification

<https://www.aholddelhaize.com/sustainability/our-position-on-societal-and-environmental-topics/coffee-tea/>

- c. Has your company previously taken remedial action in response to allegations regarding non-payment of due wages or severance *in your supply chain*? Yes | No

If Yes, please share the name of the supplier, year of incident and how the situation was resolved.

Ahold Delhaize comment: No reported incidents so far but we do have locally developed escalation procedures at the Brand level.

3. Discrimination, violence and harassment

- a. Does your sourcing policy/ supplier code of conduct/ supplier contract specifically guarantee the protection of *workers in your supply chain* from workplace discrimination, violence and harassment?

Yes | No

If Yes, please share any relevant documents or clauses in your agreements with suppliers that you use for this purpose.

Please find below our related documents:

Our Standards of Engagement

<https://www.aholddelhaize.com/about/governance/our-standards-of-engagement/>

Human rights report

<https://media.aholddelhaize.com/media/lx5he3ot/ahold-delhaize-human-rights-report.pdf?t=637545979387870000>

Certification

<https://www.aholddelhaize.com/sustainability/our-position-on-societal-and-environmental-topics/coffee-tea/>

- b. Has your company previously taken remedial action in response to allegations regarding violence and harassment in the workplace *in your supply chain*? Yes | No

If Yes, please share the name of the supplier, year of incident and how the situation was resolved.

Ahold Delhaize comment: No reported incidents so far but we do have locally developed escalation procedures at the Brand level.

4. **Occupational Safety, Health & the Environment (OSH&E) rights**

- a. Does your sourcing policy/ supplier code of conduct/ supplier contract specifically address the following OSH&E rights in your supply chain? (Please select all that apply)

Criteria	Yes/ No
Access to safe drinking water and sanitation for all employees	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reducing health hazards including the use of harmful chemicals (herbicides)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
No minimum quantity for plucking required to earn the basic wage	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If Yes, please share any relevant documents or clauses in your agreement with suppliers that you use for this purpose.

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<https://www.aholddelhaize.com/sustainability/our-position-on-societal-and-environmental-topics/coffee-tea/>

- b. Has your company previously taken remedial action in response to allegations of OSH&E issues in your supply chain? Yes | No

If Yes, please share the name of the supplier, year of incident and how the situation was resolved.

Ahold Delhaize comment: No reported incidents so far but we do have locally developed escalation procedures at the Brand level.

5. **Grievance redressal mechanism:** Does your company have a grievance redressal mechanism that can be directly accessed by any worker in your supply chain?

Yes | No

Ahold Delhaize comment: It's part of our Standards of Engagement (9. Grievance mechanism)

<https://www.aholddelhaize.com/about/governance/our-standards-of-engagement/>

We have our speak up line as well:

<https://secure.ethicspoint.com/domain/media/en/gui/7392/index.html>

If Yes, please provide the following information regarding the mechanism in place

- a. Name, designation, phone number and email address of the person employed by your company responsible for handling the complaints'

Name: Nathan Prater, VP Global Compliance & Ethics

Email: nathan.prater@aholddelhaize.com

Address: NL: Provincialeweg 11, 1506 MA US: 2110 Executive Drive
Zaandam, The Netherlands Salisbury, NC

Phone Number: +31 (0)6 57048262 704.310.2686

- b. Maximum duration before a response must be given on the complaint (in days)

Please read our Speak up Policy:

<https://secure.ethicspoint.com/domain/media/en/gui/7392/speak-up.pdf>

What can you expect if you Speak Up?

Ahold Delhaize and its brands take every report of possible misconduct seriously. When you submit a report, it will undergo an initial review by the Compliance and Ethics team or the local resource assigned to review these reports. If further investigation is appropriate, the report will be assigned to an investigator and case manager for follow up. On average, investigations are completed in less than 30 days.

- c. Link to or recent copy of publicly available data on the practical operation of the mechanism, such as the number and type of grievances filed, addressed, and resolved

Please read our Speak up Policy:

<https://secure.ethicspoint.com/domain/media/en/gui/7392/speak-up.pdf>

PURCHASING PRACTICES

Sourcing

Note: For this section, please only include tea (Camellia sinensis) sourced by your company for sale under its own name/ brand.*

a. Please share the total volume of tea* sourced by your company in 2020 (in metric tonnes).

b. Please share the top five countries by sourcing volume, for tea* sourced by your company in 2020 (in metric tonnes).

Source	Metric Tonnes
Country 1 (please specify):	
Country 2 (please specify):	
Country 3 (please specify):	
Country 4 (please specify):	
Country 5 (please specify):	

c. How much of the total tea* sourced by your company in 2020 came from the following entities? (in metric tonnes).

Source	Metric Tonnes
Independent packers/ blenders	
Auction houses	
Directly from estates	
Directly from bought-leaf factories	
Intermediary traders (excluding those packing and/or blending for your company)	
Others (please specify):	

6. **Certification:** Did your company in 2020 source tea* certified by an independent, internationally recognised certification body (e.g., Fairtrade, Rainforest Alliance/ UTZ etc.)? Yes | No

If Yes, please complete the following table to indicate type of certification by volume.

Certification	Includes wage premium	Metric Tonnes
FLOCERT/ Fairtrade	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Rainforest Alliance/ UTZ	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Please also share the following information about your company's operations in the tea sector:

ABOUT THE COMPANY

7. **Type of company:** Which of the following categories, if any, describes the activities of your company, its subsidiaries or holding company)? (Please select all that apply.)

Category	Yes/No
Tea producer	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Tea packer/ blender	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Tea retailer	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

8. **Brand names:** Does your company, its subsidiaries or its holding company own any tea brands?
 Yes | No

If Yes, please provide a list of any tea brands that are owned by your company, its subsidiaries or holding company.

Europe:

- The Netherlands: Albert Heijn & Bio Brands
- Belgium: Delhaize & Bio Brands
- Greece: Alfa Beta & Bio Brands
- Romania: Gusturi Romanesti, 365, Delhaize & Bio Brands
- Serbia: 365, Premia, Delhaize & Bio Brands
- Albert: Albert, Nature's Promise

USA

- Nature's promise, Hannaford, Food Lion, Stop& Shop

Indonesia

- Super Indo 365

9. Revenue and market capitalisation:

- a. Please share the total revenue from tea earned by your company in 2020. (in USD)
- b. Please share the latest market capitalisation or estimation of your company's market value (in USD)

10. Any other comments (optional): Please share any other information that you consider pertinent to your company's tea operations, its purchasing practices, human rights challenges or commitments in your supply chain. Please provide relevant documentation, where available.

Ahold Delhaize comment: We are currently unable to collect volume and price information within the given timeline due to the complexity of our operations.