

Response from Ahold Delhaize and Hannaford to Migrant Justice’s rejoinder – 15/03/2024

Thank you for sharing the rejoinder with us ahead of publication.

Ahold Delhaize and Hannaford addressed Migrant Justice’s allegations in our previous responses. While there is no new or additional information or allegations in their rejoinder, we do want to reiterate a few important things:

- Ahold Delhaize and Hannaford recognize that migrant workers are vulnerable throughout supply chains worldwide, particularly in agriculture, and take reports of abuse such as these very seriously.
- Whenever there are allegations or reports of non-compliance with Ahold Delhaize’s Standards of Engagement, the Ahold Delhaize brands follow up on those. That is why Hannaford has been, and continues to be, engaged in a thorough due diligence review across its dairy supply chain.
- In response to the complaints reported through Hannaford’s Speak Up Line, which is staffed by an independent third-party to assure anonymous and confidential reporting, Hannaford required its private brand supplier to investigate each complaint, including through farm visits in some cases. Hannaford’s supplier has reported that they have not been able to substantiate the complaints.
- The majority (60%) of the complaints filed were either not specific to a particular farm or concerned an incident or conditions on farms outside of Hannaford’s private brand dairy supply chain and several complaints were filed months, sometimes almost a year, after the alleged incidents or conditions occurred.
- The concerns and issues facing agricultural workers in the dairy supply chain are systemic, complex and extend well beyond Hannaford’s private label dairy supply chain located solely in the state of Vermont. Solutions require a scalable, collaborative approach that brings together all relevant stakeholders. That is why Hannaford is working with industry organizations and its direct suppliers, the dairy cooperatives, farmers and farm workers making up this supply chain, to ensure the human rights integrity of its supply chain and the respect and fair treatment of farm workers within it.

Since we shared our previous responses, Hannaford has continued its work with their milk suppliers, the National Milk Producers Federation and the Innovation Center for U.S. Dairy to assess and assure compliance and responsible farm management across their private brand dairy supply chain. By now, their suppliers have assessed working conditions through the FARM tool at more than 200 of Hannaford’s private label milk suppliers, up from 70 since our last update in June 2023. In addition, three external assessments, including engagement with workers, have taken place, and several more are scheduled for 2024. So far, those external assessments generally confirm the findings of the FARM assessments, and they also identify opportunities for further improvement. Any findings of the FARM (or external) assessments are addressed with the respective farmers for remediation. And finally, Hannaford is engaging with the National Milk Producers Federation and other industry forums to explore opportunities for further collaboration, including continued improvement of the FARM program.

As a general note, Ahold Delhaize describes in detail how its social compliance program uses social audits and certifications to monitor working conditions, how the program addresses non-compliances and what the Ahold Delhaize brands do when they find deal-breakers in the [Human Rights Report 2022](#) (page 13-16). Ahold Delhaize plans to publish its next Human Rights

Report in 2024, and we look forward to providing further updates on the progress on Ahold Delhaize's Roadmap on Human Rights.