

**Date:** January 29, 2024  
**Subject:** Ahold Delhaize's response to the Business and Human Rights Resource Centre

Ahold Delhaize's commitment to respect human rights is outlined in its [Position on Human Rights](#) (available [here](#)). In response to your questions on Oxfam's report on meaningful human rights impact assessments, Albert Heijn, the brand that is mentioned in the report, shared its own detailed reaction. You can find more information about Albert Heijn's approach to – and experience with – Human Rights Impact Assessments, as well as their reflections on Oxfam's conclusions, in their separate response.

Ahold Delhaize's [Human Rights Report 2022](#) (and the previous [Human Rights Report 2020](#)) provides detailed insight into our approach to human rights due diligence. Ahold Delhaize recognizes that driving positive impact and mitigating negative impact for people is most effectively accomplished locally through its brands. Ahold Delhaize's Dutch brand Albert Heijn, for example, publishes its (detailed) approach to due diligence on its website (available [here](#)), and has conducted multiple Human Rights Impact Assessments. As Ahold Delhaize, we are proud of Albert Heijn's progress and accomplishments, and we support their approach to drive meaningful impact together with suppliers, rightsholders and other stakeholders.

As part of its Roadmap on Human Rights, Ahold Delhaize committed to five next steps, including formalizing the approach to due diligence. We are currently working with an external partner to expand our due diligence process to social and environmental impacts with engagement of relevant stakeholders. To improve the effectiveness of our social compliance program, Ahold Delhaize reviewed and updated its Standards of Engagement in 2023 (available [here](#)), which now includes expectations on responsible recruitment, land rights and the environment, as well as strengthens our accountability expectations of our suppliers. In the Roadmap, Ahold Delhaize also committed to support some of the priority salient issues at the group level. While still work in progress, we will conduct at least two Human Rights Impact Assessments in 2024, and we will provide an update on our progress in the Human Rights Report 2024, which will be published later this year.

On a final note, Albert Heijn's response clearly demonstrates that this is a journey and that they are learning as they go. In the coming months, Ahold Delhaize will also gain practical experience with conducting Human Rights Impact Assessments. We intend to first evaluate our experience with HRIA's, together with the brands, to then draw



conclusions on what guidance, if any, we should provide to the brands going forward. In that process, we will also take into consideration the learnings from Albert Heijn, as well as the best practices shared by Oxfam and other stakeholders, to ensure that we drive meaningful change in addressing our salient impacts.