

## Particulars

### About Your Organisation

**Organisation Name**

Royal Ahold NV

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**Corporate Website Address**

<http://www.ahold.com>

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**Primary Activity or Product**

- Wholesaler and/or Retailer
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**Related Company(ies)**

No

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### Membership

| Membership Number | Membership Category | Membership Sector |
|-------------------|---------------------|-------------------|
| 3-0020-07-000-00  | Ordinary            | Retailers         |

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**Retailers****Operational Profile****1.1 Please state what your main activities are within retailing**

- Own-brand

**Operations and Certification Progress****2.1 Do you have a system for calculating how much palm oil and palm oil products you use?**

Under Development

**2.2.1 Total volume of Crude Palm Oil handled in the year: (Tonnes)**

6,124

**2.2.2 Total volume of Palm Kernel Oil handled in the year: (Tonnes)**

814

**2.2.3 Total volume of other Palm Oil Derivatives and Fractions handled in the year: (Tonnes)**

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**2.2.4 Total volume of all palm oil and palm oil derived products you handled in the year: (Tonnes)**

6,938

**2.3 Palm Oil volume used in the year in your own brand products that is RSPO certified**

| No    | Description   | Crude Palm Oil<br>(Tonnes) | Palm Kernel Oil<br>(Tonnes) | All other<br>palm-based<br>derivatives and<br>fractions<br>(Tonnes) |
|-------|---|----------------------------|-----------------------------|---|
| 2.3.1 | Book & Claim  | 2,135.00                   | 19.00                       | -   |
| 2.3.2 | Mass Balance  | 3,173.00                   | 794.00                      | -   |
| 2.3.3 | Segregated  | 816.00                     | 1.00                        | -   |
| 2.3.4 | Identity Preserved                                    | -                          | -                           | -   |
| 2.3.5 | Total volume of palm oil used that is RSPO-certified: | 6,124.00                   | 814.00                      | -   |

**2.4 Volume of all other palm-based derivatives and fractions covered by Book & Claim (Tonnes)**

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**2.5 Volume of Palm Kernel Expeller used/ handled? (Tonnes)**

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**Time-Bound Plan**

**3.1 Date expected to start (or year started) using RSPO-certified palm oil products - own brand**

2010

**3.2 Date expected to be (or already) using 100% RSPO certified palm oil products from any supply chain option - own brand**

2010

**3.3 Date expected to be using 100% RSPO certified oil palm from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) - own brand products**

2017

**3.4 Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**3.5 Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**3.6 Which countries that your organization operates in do the above own-brand commitments cover?**

- Belgium
- Czech Republic
- Germany
- Netherlands
- United States

**3.7 What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%) - please state annual targets/strategies**

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**3.8 Does your company have a Time-Bound Plan for the use of palm oil in the products you sell on behalf of other companies?**

No

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

No

**Please explain why**

Palm oil is usually less than 1% of the product ingredients. Customers do not ask us for sustainable palm oil claims on pack.

**Actions for Next Reporting Period****5.1 Outline actions that you will take in the coming year to promote CSPO use along the supply chain**

We are working with our suppliers to move to segregated CSPO in our own brand products. We are also talking to other players in the palm oil supply chain to get more segregated CSPO into our main markets.

**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 (a) policy/ies, that are in line with RSPO P&C such as:**

- Water, land, energy and carbon footprints  
[R-Policies-to-PNC-waterland.pdf](#)
- Ethical conduct and human rights  
[R-Policies-to-PNC-ethicalconducthr.pdf](#)
- Labour rights  
[R-Policies-to-PNC-laborrights.pdf](#)
- Stakeholder engagement  
[R-Policies-to-PNC-stakeholderengagement.pdf](#)

**7.2 What steps will/has your organization taken to support these policies?**

We have a Code of Conduct and all our suppliers sign our Standards of Engagement. Our requirements are communicated to our suppliers. We check our suppliers for compliance with our requirements.

**Commitments to CSPO uptake****8 As you don't source 100% CSPO through physical supply chains (IP/SG/MB), please answer the following questions: Do you have plans to?**

Yes

Please specify:

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**8.1 Do you have plans to immediately cover the differences/gap using Book & Claim?**

Yes

We are already off-setting 100% of our palm oil use that is not covered by physical supply of CSPO by Book & Claim.

**Concession Map**

Do you agree to share your concession maps with the RSPO?

No

Please explain why

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**GHG Emissions****10.1 Are you currently assessing the GHG emissions from your operations?**

Yes

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

Yes

## 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?

Palm oil is often a small ingredient in various products. Some of our suppliers do not know the product contains palm oil. There is a price increase associated with more sustainable oil. Some fractions and/or derivatives are difficult to get certified on the market and almost impossible to get SG or IP. We are only using small quantities, so our suppliers need more customers asking for segregated CSPO before they can realize this.

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### 2 How would you qualify RSPO standards as compared to other parallel standards?

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#### Cost Effective:

Yes

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#### Robust:

Yes

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#### Simpler to Comply to:

Yes

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

We actively engage with industry and other stakeholders.  
We are active within the RSPO BoG and standing committees.

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### 4 Other information on palm oil (sustainability reports, policies, other public information)

The reported data is based on a review of our current own-brand assortment. We estimate that only a small percentage of our total palm oil consumption used for our own-brand products is not included.

Please see our Responsible Retailing report (on [www.ahold.com](http://www.ahold.com)) for more information on our policies towards more sustainable palm oil.

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