

Particulars**About Your Organisation****Organisation Name**Royal Ahold NV

Corporate Website Address<http://www.ahold.com>

Primary Activity or Product

- Wholesaler and/or Retailer
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Related Company(ies)No

Membership

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

Retailers

Operational Profile

1.1 Please state what your main activities are within retailing

- Food Goods
- Home & Personal Care Goods
- 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?

Yes

2.2.1 Total volume of Crude Palm Oil processed and/or traded in the year:

9022.00

2.2.2 Total volume of Palm Kernel Oil processed and/or traded in the year:

1661.00

2.2.3 Total volume of other Palm Oil Derivatives and Fractions processed and/or traded in the year:

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2.2.4 Total volume of all palm oil and palm oil derived products you processed and/or traded in the year:

10683.00

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

No	Description	Crude Palm Oil (Tonnes)	Palm Kernel Oil (Tonnes)	All other palm-based derivatives and fractions (Tonnes)
2.3.1	Book & Claim	3215.00	688.00	
2.3.2	Mass Balance	4315.00	972.00	
2.3.3	Segregated	1492.00	1.00	
2.3.4	Identity Preserved			
2.3.5	Total volume of palm oil used that is RSPO-certified:	9022.00	1661.00	

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

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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 sell 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?**

- End-product manufacturer
- Ingredient manufacturer
- Food Goods
- Home & Personal Care Goods
- Own-brand
- Manufacturing on behalf of other third party brands
- Biofuels
- Adhesives
- Manufacturer of candles
- Trade Association
- Other:

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. Beyond food products, we are now also focusing on transitioning to physically RSPO certified PKO and Derivatives in our non-food products.

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
Uploaded file: [R-Policies-to-PNC-waterland.pdf](#)
- Ethical conduct and human rights
No file was uploaded
- Labour rights
Uploaded file: [R-Policies-to-PNC-laborrights.pdf](#)
- Stakeholder engagement
No file was uploaded
- None of the above

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:

We work closely with our suppliers to transition to 100% physically certified palm oil as soon as possible.

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

Yes

We already cover the gap via Book & Claim certificates.

Concession Map**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

Please upload related report:

Related report:

URL: <https://www.cdp.net/en-US/Results/Pages/Company-Responses.aspx?company=21338>

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?

Availability of CSPO in the North American and Asian market is difficult. CBs and Group Certification managers are missing or are price prohibitive in North America and Asia. We are happy to see RSPO plan to hire a local outreach manager for the North American and Asian market to begin mitigating these issues. There are a lot of industry guidance materials on palm oil and food products. We are missing guidance on certified derivatives in personal, beauty and home care products.

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

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Cost Effective:

Yes

Robust:

Yes

Simpler to Comply to:

Yes

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 engage our supply chain on sustainable palm oil. We take part in RSPO (via retail representation on the Board of Governors), RSPO NEXT consultation, and the RSPO Communications and Claims Working Group. We also take part in external initiatives such as the CGF, the TSC and the Retailers Palm Oil Group (RPOG) and others that support the further development of sustainable palm oil.

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

Please see our 2015 Responsible Retailing report.
