



MINIMUM PRODUCT REQUIREMENTS REGARDING SOCIAL COMPLIANCE & THE ENVIRONMENT FOR OWN BRAND PRODUCTS

(Version 2.6)

This document is valid from July 1st 2021



Social Compliance

Albert Heijn follows the Ahold Delhaize global policy. This policy is explained in the Ahold Delhaize Standards of Engagement. In addition, 100% of own brand suppliers in high risk countries as defined by the Business Social Compliance Initiative (BSCI) must be audited against BSCI standards (or equivalent). Audit reports must be made available in Albert Heijn's designated supplier database.

Sustainability Policies

- Cocoa
 - All Albert Heijn own brand products containing cocoa must comply with the new 2021 Rainforest Alliance requirements and [Rainforest Alliance Seal Graphic Guidelines](#).
 - All Albert Heijn own brand cocoa and chocolate products are Rainforest Alliance Certified, based upon mass balance.
 - All Albert Heijn own brand products containing the equivalent of 5% or more cocoa beans are Rainforest Alliance Certified, based upon mass balance.
 - All Albert Heijn own brand products containing less than the equivalent of 5% cocoa beans, but cocoa and/or chocolate is an identifiable component, or cocoa and/or chocolate is part of the name of the Albert Heijn own-brand product, should be Rainforest Alliance Certified, based upon mass balance.
 - All Albert Heijn organic cocoa needs to be organic and Fairtrade/Rainforest Alliance Certified, organic certification on its own is not acceptable.

- Coffee
 - All Albert Heijn own brand coffee products must comply with the new 2021 Rainforest Alliance requirements and [Rainforest Alliance Seal Graphic Guidelines](#).
 - All own brand coffee products, based upon segregation, are Rainforest Alliance Certified, preferably 100%. If 100% is not available then only the highest possible content claim is acceptable.
 - All own brand coffee products containing the more than the equivalent of 1% coffee, should be Rainforest Alliance Certified.
 - When coffee is part of the name of an own brand product, the coffee component should be Rainforest Alliance Certified. All Arabica and Robusta beans are in scope.
 - All own brand organic coffee must also be Fairtrade or Rainforest Alliance Certified. Organic certification on its own is not acceptable.



- Dairy
 - At Albert Heijn, own brand dairy products originate from grazing cows (*weidemelk*) as much as possible. However, this is not always possible due to landscape and/or climate. Dairy used in Albert Heijn own brand fresh products (milk, yogurt, buttermilk and gouda cheese) is sourced from a closed chain of own dairy farmers and comply with and are audited against the Beter voor Koe, Natuur & Boer requirements, including additional requirements which are beneficial for people, planet and animal welfare.
More information on the certification scheme can be found [here](#) and the [audit protocol](#) can be found here.

- Eggs
 - The minimum quality for Albert Heijn own brand consumer eggs regarding animal welfare is barn egg with *Beter Leven Keurmerk 1 star (BLK)* (Better Life Label). The minimum quality accepted for Albert Heijn own brand products containing egg is barn eggs (EU Egg Code 2). Cage eggs are not allowed in recipes with egg as an ingredient (0%).
 - The minimum requirement for food safety is IKB and KAT certification for all consumer eggs.
 - The minimum requirement for egg as an ingredient in Albert Heijn own brand products containing 5% equal or more egg, or containing less than 5% egg but egg mentioned in the product name or showing on the packaging is IKB or KAT (or Lion code) certified.
 - We started the transition to source all egg as an ingredient (≥5%) or less than 5% but mentioned in the product name or showing on the packaging from the Albert Heijn closed egg supply chain by 2024. A closed supply chain refers to exclusive sourcing from a limited number of supplier(s) and farmers.

- Flowers and plants
 - All flowers and plants must be 100% certified against the FSI benchmarked standards for social and environmental compliance.
 - We ask that suppliers consider becoming members of the Floriculture Sustainability Initiative (FSI).



- Fruits and vegetables
 - All fruit and vegetables produced in a BSCI high risk country must be certified with BSCI or equivalent according to social certification standards. A high-risk country is defined on basis of the Ahold Delhaize risk categorization.
 - Transparency: the origin of all processed and unprocessed fruit and vegetables must be traceable up to farm / production level.
 - All Dutch producers / growers must register the usage of plant protection agents for the production of fruit and vegetables for Albert Heijn in a designated online tool (Cropvision, Teeltcentraal, Agrovision).

- Nuts - All nuts processed in high-risk countries.
 - All our own brand nut processors should have a Business Social Compliance Initiative (BSCI) audit or equivalent.

- Nuts - Almonds, pecans, pistachios, macadamias and walnuts
 - All Albert Heijn own brand nut producers of almonds, pecans, pistachios, macadamias and walnuts in the snack segment cover water-related risk using a system that can be monitored and reported. The system should cover processing and primary production.

- Nuts - Hazelnuts
 - All Albert Heijn own brand hazelnuts in the snack segment are Rainforest Alliance certified, based upon mass balance.
 - All Albert Heijn own brand products in the baking segment, chocolate and hazelnut pastes containing any hazelnuts, and all other products containing the equivalent of >5% hazelnuts are Rainforest Alliance certified, based upon mass balance.
 - All own-brand products containing less than the equivalent of 5% hazelnuts, but with hazelnuts and/or hazelnut paste as an identifiable component, or hazelnut as part of the name of the own-brand product should also be Rainforest Alliance certified, based upon mass balance.



- Packaging

- All packaging of Albert Heijn own brand products needs to comply with Albert Heijn's sustainability policy for packaging. In 2025 all Albert Heijn own brand packaging must be 100% recyclable and reduced in weight by 25% (relative to 2017 levels) without harming the primary function of packaging, which is to protect, distribute and promote the product. As such, all revised or new products must be assessed against the sustainability policy for packaging and document progress with regard to this. More information can be found in the [Albert Heijn Packaging Guidelines](#).
 - i. In addition, Albert Heijn has signed the Plastic Pact and CBL Brancheplan Duurzame Verpakkingen which are framework agreements between the Dutch government and industry. In order to comply, Albert Heijn asks its suppliers to focus specifically on implementing the following objectives, where relevant:
 - ii. Reduction:
 - Reduce the weight of packaging where possible. Reduce any unnecessary packaging.
 - Standardize and optimize shrink and stretch films.
 - iii. Recyclability:
 - Do not use black plastic.
 - Do not use colored PET.
 - Do not use PS.
 - Do not use Polyvinyl Chloride (PVC) in products and packaging. Exceptions need to be approved by the Albert Heijn quality department.
 - Where possible, only use mono materials.
 - iv. Recycled Content:
 - Increase the use of recycled content in packaging.
 - v. Wood Fiber based:
 - For any wood fiber-based packaging: Use FSC or PEFC certified paper and cardboard in primary packaging. Increase the amount of recycled paper and cardboard in secondary packaging. Tertiary packaging is out of scope.

To monitor the achievement of our targets, we require that every supplier fill in detailed data on composition of primary, secondary and tertiary level packaging within the product specification database system (such as TraceOne).



- Palm oil
 - Ahold Delhaize is a member of the Roundtable on Sustainable Palm Oil (RSPO) and is fully committed to making the production of palm oil more sustainable.
 - Albert Heijn's objective is to use only RSPO certified segregated palm oil and RSPO certified derivatives (Segregated or Mass Balance), sourced from RSPO Chain of Custody certified suppliers, in Albert Heijn own brand products. This means that each supplier of own brand products containing palm oil or palm kernel oil, must become an RSPO member, RSPO Chain of Custody Certified and use RSPO certified ingredients in Albert Heijn own brand products.
 - All suppliers must be transparent, and identify the first importer of the palm oil to Europe.
 - This applies to all palm oil, palm fat, palm kernel oil and all their derivatives for all food and non-food products.

- Pork
 - All fresh pork and Dutch processed pork meat must be certified against the *Beter Leven Keurmerk* (BLK) 1 star quality mark.
 - All deli pork meat (*vleeswaren*) must be minimum BLK 1 star certified.

- Poultry (chicken species)
 - All chicken meat and all processed chicken meat is improved to a 'regular+' quality according to CBL standard '*kip van morgen*' (chicken of tomorrow).
 - All turkey meat and all processed turkey meat is improved to a 'regular+' quality.
 - All deli chicken meat (*vleeswaren*) must be minimum BLK 1 star certified.

- Pulp and wood
 - All Albert Heijn own brand products made from wood, pulp or products containing pulp need to be Forest Stewardship Council (FSC) certified, or Programme for the Endorsement of Forest Certification (PEFC) Grade A certified (only after approval of Quality Assurance department). PEFC Grade A refers to a list of lower risk countries of origin.
 - All Albert Heijn ecological paper products need to be Forest Stewardship Council (FSC) recycled and certified according to one of the ecological schemes (EU-Flower).
 - Products made from wood/fibers from virgin tropical hard wood are not allowed.
 - Albert Heijn own brand suppliers must be able to prove that the wood (derived) products/components delivered to Albert Heijn are not from illegal, unreported and unregulated (IUU) sources.



- Reared/farmed and wild catch game
 - Game supply chains must be transparent.
 - All primary production of farmed game animals is certified by a third party according to a Farm Quality Assurance System.
 - Albert Heijn has a permanent ban on selling *foie gras* and meat/feathers or other by-products from ducks/geese used for producing *foie gras* and selling hair or other by-products from angora rabbits.
 - All rabbit meat must be minimum BLK 1 star certified.

- Seafood
 - All Albert Heijn own brand products containing seafood, and products with >5% seafood as ingredient, or <5% but mentioned in the product name or showing on the packaging must be Marine Stewardship Council (MSC), Aquaculture Stewardship Council (ASC) or Global Sustainable Seafood Initiative (GSSI) equivalent certified.
 - Products for which MSC, ASC or a GSSI Certification are not available, should be sourced from a credible Fishery or Aquaculture in Improvement Project (FIP / AIP) or be assessed by ILVO (Instituut voor Landbouw- en Visserijonderzoek) as low risk.
 - The farm or fishery of origin must be identified for all own brand seafood sold at Albert Heijn.
 - All own brand tuna must have transparency of vessel.
 - All own brand Asian produced shrimp must have traceability back to vessel (of the feedstock).

- Global Wine production
 - Albert Heijn and Gall & Gall requires that all new and current suppliers, farms and factories, must be compliant with an acceptable social and environmental certification before the end of 2022 and provide evidence of progress towards certification before the end of 2021.
 - The Albert Heijn quality department has determined which social and environmental standards are acceptable. Any new standards must be (externally) benchmarked prior to formal acceptance within this policy.
 - We strive towards 100% ethical certification regardless the size of the producer. With an exception for a total purchase volume to Ahold Delhaize operating companies of less than 5000 bottles per producer per year; we accept when producers can demonstrate social compliance through a signed agreement between the wine producer and the responsible Wine Sourcing Manager. This agreement will be valid for 2 consecutive years.
 - All new and current suppliers will be asked to provide additional environmental and traceability information via an annual survey to track environmental footprint.



- South African Wine production
 - Albert Heijn and Gall & Gall require WIETA (Wine and Agricultural Ethical Trade Association) ethical (or equivalent) certification for all wine originating from South Africa.
 - All current farms and factories should be Wieta/BSCI (or equivalent) certified before end 2021. We accept that farms/factories that have no WIETA certification before end 2021 due to unforeseen delay in implementation.
 - All new farms and factories should be Wieta/BSCI (or equivalent) certified.
 - Small producers/farms that current supply AH/G&G may prove social compliance via a second party check from AH/G&G buyers on an annual basis, though these farms should move towards certification before end 2021.
 - All farms and factories with a WIETA certification without a risk rating will have gone through a WIETA audit with risk rating (ABCD) as planned by August 2020. Until August 2021, we accept farms/factories that have a WIETA certification without risk rating due to unforeseen delay in implementation.
 - We strive that before end 2021 all farms and factories (regardless of size) must WIETA/BSCI (or equivalent) certified.

- Soy
 - All Albert Heijn own brand meat and processed meat (pork, beef and chicken), consumer eggs and dairy (including cheese) originates from animals which are fed with animal feed in which the use of South American soy is offset through the purchase of Roundtable on Responsible Soy (RTRS) credits.
 - All soy as an ingredient of own brand products is responsibly grown. 'Responsibly grown' in this case refers to: soy that originates from the European Union or the United States, soy that is Proterra certified, or South American soy for which RTRS credits are purchased to offset volumes.
 - All soy in animal feed of Albert Heijn own brand products must comply with the August 2020 cut-off date and be physically sourced from land that is conversion/deforestation-free after that date.



- Tea
 - All Albert Heijn own brand tea products must comply with the new 2021 Rainforest Alliance requirements and [Rainforest Alliance Seal Graphic Guidelines](#).
 - All Albert Heijn own brand Tea products containing the equivalent of at least 1% Tea based upon segregation, should be Rainforest Alliance Certified.
 - When tea is part of the name in the own brand product it should be Rainforest Alliance Certified.
 - All Albert Heijn organic tea and Albert Heijn Excellent tea needs to be organic certified, as well as Fairtrade or Rainforest Alliance Certified. Organic certification on its own is not acceptable.
 - All Albert Heijn own brand herbal infusions are Rainforest Alliance Certified, preferably 100%. If not available, then only the highest possible content claim is acceptable.

- Veal
 - All fresh veal is certified against the *Beter Leven Keurmerk* (BLK) 1 star.



Appendix: List of amfori-BSCI and equivalent standards (Version 5.0 - October 2020):

- 1. amfori Business Social Compliance Initiative (BSCI)
- 2. BRCGS Ethical Trade and Responsible Sourcing Standard –Issue 1
- 3. Equitable Food Initiative Social Standards, Guidance, & Interpretations_v2.1 (EFI) including Ethical Charter
- 4. Ethical Trading Initiative (ETI) / SMETA[†], ^{†††}
- 5. Fair for Life / For Life
- 6. Fair Labor Association (FLA) [†]
- 7. Fair Trade USA^{††, †††}
- 8. Fairtrade Hired Labour
- 9. Fairtrade Textile
- 10. Florverde
- 11. Initiative Clause Sociale (ICS)
- 12. Kenya Flower Council (KFC)
- 13. MPS - Socially Qualified (SQ)
- 14. ProTerra^{†††}
- 15. Rainforest Alliance (RA) / Sustainable Agriculture Network (SAN) ^{††, †††}
- 16. Sustainable Agriculture in South Africa (SIZA)
- 17. Sustainably Grown
- 18. Social Accountability (SA) 8000
- 19. UTZ^{††, †††}
- 20. Wine and Agricultural Ethical Trade Association (WIETA)

The full audit frequency is set at 2 years for schemes that do not prescribe an audit frequency. An annual (re)inspection is still required if there are major non-conformities findings on the audit.

[†] Only audit reports conducted by external, independent auditors are considered equivalent.

^{††} Chain of Custody/Trader certificates are not accepted

^{†††} Only applicable in case the scope of certification does not include processing

^{††††} Only audit reports that are registered in the SEDEX database are accepted. Major non-compliances are non-compliances that have a remediation time of equal or less than 90 days in the Corrective Action Plan (CAP).