



Albert Heijn 

MINIMUM PRODUCT REQUIREMENTS REGARDING PRODUCT INTEGRITY WHICH INCLUDES: SOCIAL COMPLIANCE, HEALTH, THE ENVIRONMENT, PRODUCTION, ETC. FOR OWN BRAND PRODUCTS.

Version 2.7

EXHIBIT E

This document is valid from May 1st 2022

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1 General

1.1 Own brand definition

- Products offered to customers in the supermarkets owned by or affiliated with Ahold Delhaize businesses that fall under any of the following categories: Private Labels, fancy brands (proprietary Private Labels that are a fantasy name owned by Ahold Delhaize), exclusive brands (not being an international, national or regional brand), store prepared products (in-store food preparation), non-branded products (such as bulk fruit and vegetables or no name non-food products) and promotional items relating to the former.
- In short: every product sourced that is not an international, national or regional brand.

1.2 General minimum requirements

- The requirements stated in this Exhibit E are valid for all Albert Heijn operating companies (Albert Heijn, Albert Heijn to go, Albert Heijn Belgium, Etos and Gall & Gall), further referred to as 'Albert Heijn'.
- Suppliers of own-brand products of Albert Heijn operating companies must, at all times, comply with the requirements set in this Exhibit.
- Brokers must also comply at all times with the requirements in this Exhibit.
- Suppliers must have signed the Ahold Delhaize Standards of Engagement, the Albert Heijn Standard Buying Terms (or comparable terms from Albert Heijn operating companies) and The Supply Framework Agreement, including the corporate responsibility appendix.
- Suppliers and products must comply with current European, as well as national, legislation in the relevant sales markets of Albert Heijn operating companies.
- In addition to complying with European legal requirements, the supplier must be able to present documentation proving that products comply with the specific legal requirements of the countries in which the operating companies operate.
- Production must take place in accordance with product specifications and contract terms.
- Products and packaging must, at all times, conform to specifications in the Albert Heijn product specification database. Moreover, the product label must conform with specifications at all times.
- Albert Heijn must be informed immediately of any modifications and/or non-conformities in the product, product specifications, product label, packaging, production location or production methods.
- A supplier must be available 24 hours a day, 7 days a week.
- For each relevant sales market of Albert Heijn operating companies, the responsible supplier or distributor of the product shall:
 - Register/notify the products to local authorities if needed (e.g. poison center, Cosmetic Product Notification Portal);
 - Be affiliated to recycling organizations and pay all necessary fees to meet our requirements regarding packaging and products.

- Do not use Polyvinyl Chloride (PVC) in products and packaging. Exceptions need to be approved by the Albert Heijn quality department.
- Social Compliance: Albert Heijn follows the Ahold Delhaize global policy. This policy is explained in the [Ahold Delhaize Standards of Engagement](#). 100% of own brand suppliers in high-risk countries must be audited against BSCI (Business Social Compliance Initiative) standards (or equivalent, see appendix). Audit reports must be made available in the designated supplier database.
- Albert Heijn has the right to execute unannounced audits (direct access to production without delay).

1.3 Traceability

- Products must be traceable up until the last stage of production. This means that all products shall be traceable back to the production batch and production site within three hours, through code and date labelling on the package.
- In relation to traceability, Albert Heijn requires all own brand suppliers and producers to be able to trace back ingredients to the first stage of production.

2 Sustainability

2.1 Sustainability Policies

The requirements on sustainability mentioned below are subject to alteration. The most up-to-date sustainability policy is available in our specification system (TraceOne).

- Canned tomatoes
 - All own brand canned tomato processors in Italy should have a valid Business Social Compliance Initiative (BSCI) audit or equivalent.
 - From 2023 the origin of all processed tomatoes, used in our own brand canned tomato products from Italy, must be fully traceable up to farm level.
 - From 2023 all farms supplying our own brand canned tomato suppliers from Italy should have:
 - A valid Global Gap GRASP 2.0 audit at farm level; OR
 - A valid BSCI audit (or equivalent) at farm level.
- Carbon Neutral
 - For products that are to have a Carbon Neutral Claim, the following policy must be followed to ensure the credibility of Carbon Neutral Claims.
 - The following requirements are made explicit.
 - Please note: Shall-clauses are required, whereas the Should-clauses are preferred.
 - Carbon offset organisation
 - 1a. Carbon Offset Organisation *shall* be an ICROA accredited organization.
 - 1b. Carbon Offset Organisation *shall* demand GHG emission reduction target and periodically evaluate emission reduction performance.
 - Offsetting projects

- 2a. Offsetting projects *shall* be certified Gold Standard or Verified Carbon Standard (VCS) certified.
 - 2b. Offsetting projects *shall not be*ⁱⁱ:
 - Fossil energy projects,
 - Nuclear energy projects,
 - Biomass energy based on feedstock that is in competition with food production,
 - Clean Development Mechanism (CDM) projects.
 - 2c. Offsetting projects *should* be a proven carbon removal project, such as afforestation, reforestation or direct air capture. In case these are not available the following selection criteria should be followed:
 - Prioritize nature-based (forestation) over tech-based (solar, wind) projects
 - Prioritize Dutch project over foreign projects
 - Within foreign projects, prioritize countries we operate in (Indonesia) or do business with (Brazil, Kenya, etc.)
 - 2d. The vintage year (start year) of projects *should* be as recent as possible, ideally between 1 and 3 years in the past. The older the vintage year, the more likely it is that the quality, additionality and/or demand for this type of project is low or insufficient.
 - Scope of offset activities
 - 3a. The scope of emissions that are being offset for carbon neutral products *should* be from 'cradle-to-gate'. This is accepted as operational retail activities fall under Scope 1 and 2 and would otherwise be double-counted (or in the case of carbon neutral operation double-compensated).
 - Carbon price
 - 4a. The average carbon price paid per credit *should* be fair. The price is always an actual market price. The definition of 'fair' is based on Albert Heijn's expertise and knowledge. In 2022 this is between € 10 and €20 per ton CO₂e.
 - 4b. Carbon price *should* be evaluated at least every 12 months and renegotiated with Carbon Offset Organization.
 - Footprint calculation
 - 5a. The carbon footprint of the operations or products that are (being) compensated *shall* be calculated according to accepted standards. For organizational footprints this is the Greenhouse Gas Protocol. For product footprint this should be ISO14041-44 or PEF Category Rules or equivalent.
 - 5b. The carbon footprint of products *should* be calculated with as much supplier-specific data as possible, complemented with industry average or default data when needed.
 - Communication and Claims
 - 6a. General communications *shall* always include communication where Carbon Neutral or Compensation is connected / embedded in the other climate mitigation strategies (most predominantly the emission reduction targets and efforts). Albert Heijn follows the mitigation hierarchy (Avoid, Reduce, Remove, Compensate) and it should be emphasized that AH takes responsibility for residual emissions while continuing emission reduction. To prevent unclear claims, it is advised to explain which parts of the organization or production processes are in scope of carbon neutralization.
 - 6b. For on-pack claims, the guidelines or policies of offsetting organizations (also the owners of the carbon neutral label) *shall* be adhered to.
- Cocoa

- All 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.
 - All Delicata branded products with cocoa from Ghana and Cote d'Ivoire need to be Rainforest Alliance Certified and purchased according to the Tony's Open Chain principles.
- Coffee
 - All 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 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.
- Cotton
 - All own brand cotton products should be BCI or GOTS certified.
 - By 2022, a minimum of 50% of our own brand textile products must be BCI or GOTS certified.
 - By 2025, 100% of our own brand textile products must be BCI or GOTS certified.
- Dairy
 - At Albert Heijn, own brand dairy products originate from grazing cows (*weidemelk*) as much as possible. Though 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 Own Brand consumer eggs regarding animal welfare is Barn Egg 1-star *Beter Leven Keurmerk (BLK)* (Better Life Label). The minimum quality accepted for

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 or KAT certification for all consumer eggs. In 2020 IKB or KAT (or Lion Code) certification is required for all Own brand products with 5% equal or more egg as an ingredient or 5% less but mentioned in the product name or showing on the packaging.
 - As from 2020 we start the transition to source all egg as an ingredient ($\geq 5\%$) 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 production locations in a BSCI high risk country must be BSCI or equivalent certified according to social certification standards. A high-risk country is defined on basis of the Ahold Delhaize risk categorization.
 - Production locations of Fruit & Vegetables located in Medium risk countries, will be asked to comply with BSCI or equivalent certification as per 1-1-2023. A medium-risk country is defined on basis of the SIVAF classification, including Portugal.
 - Transparency: the origin of all processed and unprocessed fruit and vegetables must be traceable up to farm / production level
 - All Dutch producers / growers 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 in high-risk countries 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.

- Sustainable 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. Packaging weight should be minimized without compromising other packaging qualities, such as keeping products whole and fresh. In total Albert Heijn aims to have saved 20 million kg's of primary and secondary packaging material between 2018 and 2025. 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 Duurzaam Verpakken, which is a framework agreement 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 the following packaging materials:
 - Black plastic
 - Colored PET
 - PS
 - Polyvinyl Chloride (PVC). 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 progress on our targets, we require that every supplier keeps detailed data of primary, secondary and tertiary packaging up to date in TraceOne. The specific packaging tab within TraceOne should be updated after packaging mutations have come into effect.

Please see chapter 7 for General Packaging policies

- 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 product >1% 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 is certified against the *Beter Leven Keurmerk* (BLK) 1 star quality mark.
 - All Dutch deli pork meat (*vleeswaren*) must be minimum BLK* certified (beter leven keurmerk)
- 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* certified (beter leven keurmerk)
- 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* certified (beter leven keurmerk)
- 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 Landouwen- 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 or fishery.
 - For all own brand Asian produced shrimp it's our ambition to 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. The AH quality department have 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
 - Until 2023, 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. This also applies to soy used as an ingredient.
 - After 2023, 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 higher risk (South American) soy is physically verified deforestation

and conversion free, and compliant with the Albert Heijn cut-off date of 1 January 2020. This also applies to soy used as an ingredient.

- Tea
 - All own brand tea products must comply with the new 2021 Rainforest Alliance requirements and [Rainforest Alliance Seal Graphic Guidelines](#).
 - All 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 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 quality mark.

3 Health

3.1 General

Albert Heijn is actively involved in improving the health of customers by reformulating our own-brand products.

Food products must comply with norms set up in the Dutch governmental agreement on product reformulation. These norms are binding for specific product groups, for sodium, saturated fat and energy reduction. Norms are available from your sourcing manager / buyer.

Albert Heijn has its own health policy on the following aspects and food products must comply with the following norms:

- reduced sodium in the entire assortment;
- reduced saturated fat for specific assortments;
- reduced added sugar for specific assortments;
- no added trans fatty acids.

Norms are available from your sourcing manager / buyer.

3.2 Additives

Albert Heijn has a policy on reducing unnecessary additives in his own-brand products. This policy focusses on a clear label, a clean label is not the goal of this policy.

Food products must meet the following policy:

- no unnecessary additives.

- no use of additives that are forbidden in accordance with the Albert Heijn policy. Norms are available from your sourcing manager / buyer.

3.3 Allergens

The supplier is responsible for a conclusive management of allergens according to the 5 basics of good allergen management (i.e. SimplyOK) in raw materials and in the production facility. The allergens are listed in the Albert Heijn product specification system.

Albert Heijn has its own labelling policy for allergens, using an allergens box and 'free from' logos for gluten and lactose. Cross-contamination is only mentioned on packaging if the supplier is able to provide relevant evidence (analysis using the Vital 3.0 method). The complete policy is available from the buyer or can be found in the product specification system.

3.4 Vegetarian

Ingredients and additives must not be derived from animals that had to be killed to obtain the ingredient or substance. This is an 'all-or-nothing' directive. In other words, even small quantities of substances from animals killed to obtain the substance make the product unsuitable for vegetarians. For example, this applies to certain flavourings, colourings and cheeses or wey. This takes into account production and processing steps, technical aids and additives. Albert Heijn will take into account one step back in the production chain.

Cross-contamination with ingredients which are obtained of killed animals should be avoided as much as possible.

3.5 Vegan

To be vegan, food and other products must not be created with the help of living animals or animal-derived products. This is an 'all-or-nothing' directive. In other words, even small quantities of substances from animals killed or used to obtain the substance, make the product unsuitable for vegans. For example, this applies to certain flavourings, colourings, truffles and lots of other substances. This takes into account production and processing steps, technical aids and additives. Albert Heijn will take into account one step back in the production chain.

Cross-contamination with animal (derived) products should be avoided as much as possible.

Appendix: List of amfori-BSCI and equivalent standards (Version 6.0 - December 2022)

- 1.amfori Business Social Compliance Initiative (BSCI)
- 2.BRCGS Ethical Trade and Responsible Sourcing Standard –Issue 1 and 2
- 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)