



Albert Heijn 

**MINIMUM PRODUCT REQUIREMENTS REGARDING
SUSTAINABILITY FOR OWN BRAND PRODUCTS.**

Version 1.0

EXHIBIT E-b

This document is valid from January 1st 2024

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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),(overarching) brands owned by Ahold Delhaize/Albert Heijn for local specialties (f.e. Streeckgenoten, Onze Trots), 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 Exhibit E-a (product integrity) and -b (sustainability) 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. In addition, brokers need to comply with one of the GFSI (Global Food Safety Initiative) standards, including IFS (International Featured Standards) broker or BRCGS (British Retail Consortium Global Standards) agents and brokers. Brokers need to have their chain of brokers towards their LSOP and LSOP (Last Stage of Production) certified against a GFSI recognized standard.
- 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.
- Albert Heijn operates in Belgium..For food products with added nutrients (e.g. vitamins and minerals) and food supplements there is a legal obligation on notification in Belgium. Suppliers of these products must notify AH own brand products via the online application Foodsup of the Federal Public Service of Health, Food Chain Safety and Environment of the Belgium government.
- 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.
- A clear process and procedure shall be in place to ensure effective recalls or withdrawals of products. This shall also be tested at least once a year to ensure it is updated and working in practice. This procedure should include informing the Albert Heijn quality department in the discussions about the product(s) involved. Albert Heijn quality department is available 24/7 through telephone number: +31 88 659 9111

- 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.
- Albert Heijn has the right to execute unannounced audits (direct access to production without delay). See chapter 2 and 3 of this Exhibit for more information.

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

The requirements on sustainability mentioned below are subject to alteration. For the latest and complete policies, contact the relevant quality manager.

2.1 Overarching sustainability requirements

- **Climate**
 - As part of the Science Based Target initiative (SBTi), Albert Heijn aims to achieve a 45% reduction in carbon emissions in its supply chain by 2030, compared to 2018. In that context, we collaborate with suppliers in setting individual climate objectives and reporting progress annually.
 - Suppliers of own-brand products have committed to limit global warming to 1.5°C and set climate targets to be validated by the Science Based Targets initiative (SBTi) or equivalent.
 - Suppliers of own-brand products annually disclose Scope 1-2-3 carbon emissions and emission reduction plans to Albert Heijn via the Impact Buying reporting platform.

- **Packaging**
 - All packaging of own brand products must comply with Albert Heijn's sustainability policy for packaging. In 2025 all Albert Heijn own brand packaging must be 'good recyclable' (based on the definition of Kennisinstuut Duurzaam Verpakken, KIDV). Packaging weight should be minimized without compromising other packaging qualities, such as keeping products protected and fresh. In total Albert Heijn aims to have saved 20 million kg's of primary and secondary packaging material between 2018 and 2025. All revised or new products must undergo evaluation with regard to our sustainability policy for packaging. Sustainable packaging guides are available on request.
 - 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:
 - Reduction:
 - Reduce the weight of packaging where possible. Reduce any unnecessary packaging.
 - Recyclability:
 - Do not use the following packaging materials:
 - Black plastic
 - Colored PET
 - Polystyrene (PS)
 - Polyvinyl Chloride (PVC)
 - Where possible, only use mono materials.
 - Recycled content:
 - Maximize the use of recycled content in packaging.
 - Wood fiber based packaging (primary, secondary, tertiary):
 - Use FSC or PEFC certified paper and cardboard
 - Maximize the amount of recycled paper and cardboard
- To monitor progress, each supplier is required to maintain up to data on primary, secondary and tertiary packaging within TraceOne (all fields). It is the supplier's responsibility to notify relevant stakeholders of any changes or mutations and initiate the necessary projects in TraceOne to update the information.

- **Social Compliance**

- Suppliers of own-brand products of Albert Heijn operating companies must, at all times, comply with the social compliance requirements set in this Exhibit.
- The Ahold Delhaize global social compliance policy is explained in the [Ahold Delhaize Standards of Engagement](#) (see Exhibit D of the Albert Heijn Supply Framework Agreement) and define the minimum human rights protections that we expect all our suppliers to support and implement. For own brand suppliers with production locations in high-risk countries, this specific requirement applies:
 - All production locations in high-risk countries must have an amfori BSCI (Business Social Compliance Initiative) audit, or equivalent. See appendix for the accepted social compliance standards.
 - Production locations in-scope: locations where last stage of production takes place. This is the stage that involves labor to produce or process the final product. For unprocessed fruit and vegetables, the last stage of production is at the farm and packing station levels. The last stage of production excludes (re-)packing in a non-risk country.
 - Countries in-scope: a high-risk country is any country that is NOT listed on the Ahold Delhaize non-high-risk country list and can be found in Exhibit D.
- The Albert Heijn social compliance policy builds on the Ahold Delhaize global policy with additional requirements from January 1st 2025, for more information see [here](#). For own brand suppliers with production locations in high- and medium-risk countries, two additional requirements apply:
 - All production locations in medium-risk countries must have an amfori BSCI audit report, or equivalent. See appendix for the accepted social compliance standards.
 - Production locations in-scope: see definition above.
 - Countries in-scope: see medium-risk countries in the Albert Heijn [non-high-risk country list](#)
 - All production locations in high- and medium-risk countries must have an amfori BSCI audit report, or equivalent, without critical, crucial and/or major non-compliances. For the following standards these specific performance levels are therefore required:
 - amfori BSCI: level B
 - ETI Smeta: level Green in Sedex database (equivalent to max.4 minor non-compliances)
 - SIZA: level Gold
- Audit reports must, at all times, be made available in the designated database (ImpactBuying/SIM Portal, Sedex database).

2.2 Product-specific sustainability requirements

- **Beef**
 - The use of all beef (fresh and processed) from Brazil is prohibited in all products (own brand and national brand).
- **Cocoa**
 - All cocoa in own brand food products must be certified to one of the accepted standards.
 - Accepted standards: Rainforest Alliance Mass Balance; OR Rainforest Alliance Segregated; OR Organic certification with Rainforest Alliance or Fairtrade certification, only Organic certification is not accepted.
 - Additional requirements: all Delicata branded products with cocoa from Ghana and/or Cote d'Ivoire need to be Rainforest Alliance certified and purchased according to the Tony's Open Chain principles.
 - Products in-scope: own brand products containing >5% of cocoa and own brand products containing <5% cocoa, but with cocoa/chocolate as an identifiable ingredient, included in the product name and/or front-of-pack claims, or shown in images on the packaging.
- **Coconut**
 - The use of coconut and coconut-based ingredients from Thailand is prohibited in all own brand products.
- **Coffee**
 - All own brand coffee products must be certified to one of the accepted standards.
 - Accepted standards: Rainforest Alliance Segregated; OR Organic certification with Rainforest Alliance or Fairtrade certification, only Organic certification is not accepted. If 100% segregated is not available, then only the highest possible content claim is accepted.
 - Products in-scope: own brand products containing >1% of coffee and own brand products containing <1% coffee, but with coffee or mocha included in the product name and/or front of pack claims, or shown in images on the packaging.
- **Cotton**
 - From January 1 2025, all own brand cotton textile products must be certified to one of the accepted standards.
 - Accepted standards: Better Cotton Initiative (BCI); OR Global Organic Textile Standard (GOTS).
 - All BCI or GOTS certified cotton textile products must include a BCI or GOTS logo on pack.
- **Dairy**
 - For all own brand dairy products, the use of milk from grazing cows (*weidemelk*) is aimed for as a minimum standard. Landscape and/or climate conditions may affect availability.
- **Eggs**
 - All own brand consumer eggs must be barn eggs (EU Egg Code 2) and Beter Leven Keurmerk (BLK) 1 star certified as a minimum standard.
 - For all own brand products containing egg, barn eggs must be used as a minimum standard. The use of cage eggs is prohibited.
 - Additional requirements: for food safety, all own brand consumer eggs are IKB or KAT certified. This also applies to own brand products containing >5% egg and own brand products containing

<5% egg, but with egg included in the product name and/or front of pack claims, or shown in images on the packaging.

- **Flowers and plants**

- All flower and plant production locations must be certified against one of the standards for Good Agriculture Practice, social and environmental compliance as benchmarked by the Floriculture Sustainability Initiative (FSI) 2025.
- Suppliers of flowers and plants are asked to become members of the FSI.

- **Fruits and vegetables**

- All fruit and vegetable production locations in high-risk countries must have an amfori BSCI audit report or equivalent. See appendix for the accepted social compliance standards.
 - Countries in-scope: a high-risk country is any country that is NOT listed on the Ahold Delhaize non-high-risk country list and can be found in Exhibit D.
- From 1 January 2023, all fruit and vegetable production locations in medium-risk countries are asked to comply with the SIFAV 2025 Basket of Standards.
 - Countries in-scope: a medium-risk country is defined on basis of the SIFAV classification, including Portugal.
- Additional requirements: the origin of all processed and unprocessed fruit and vegetables must be traceable up to farm / production level; AND 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, Teelcentraal, Agrovision)

- **Game (reared/farmed and wild catch)**

- All own brand reared/farmed or wild-caught game must be traceable from primary production or catch method up to processing, and for reared/farmed game, the production is certified to one of the accepted standards.
- Accepted standards: third party certification according to a Specific Farm Quality Assurance System available for primary production per species; Label Rouge for Quail; free range for Duck; Beter Leven Keurmerk (BLK) 1 star for Rabbit.
- Products in-scope: own brand products containing >5% reared/farmed or wild-caught game and own brand products containing <5% reared/farmed or wild-caught game, but with game included in the product name and/or front-of-pack claims, or shown in images on the packaging.
- A ban (own brand and A-brand) is in effect for foie gras as well as the meat, feathers and other by-products from ducks/geese involved in its production, and for the hair and other by-products from angora rabbits.

- **Nuts: all nuts processed in high-risk countries**

- All own brand nut processors in high-risk countries must be certified to one of the accepted social compliance standards. This includes, and is not limited to shelling, peeling, sorting & grading, and packing.
- Accepted standards: amfori Business Social Compliance Initiative (BSCI) audit or equivalent. See appendix for the accepted social compliance standards.

- **Nuts: almonds, pecans, pistachios, macadamias and walnuts**

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

- **Nuts: hazelnuts**
 - All hazelnuts in own brand products must be certified to one of the accepted standards.
 - Accepted standards: Rainforest Alliance Mass Balance; OR Rainforest Alliance Segregated; OR Rainforest Alliance may also be combined with Organic certification, only Organic certification is not accepted.
 - Products in-scope: own brand products containing >5% of hazelnuts and own brand products containing <5% hazelnuts, but with hazelnut as an identifiable ingredient, included in the product name and/or front-of-pack claims, or shown in images on the packaging.
 - All product in-scope must comply with the latest Rainforest Alliance labeling and Trademarks policy.

- **Palm oil**
 - All palm (kernel) oil and its fractions and derivatives used in own brand products must be certified to the Roundtable of Sustainable Palm Oil (RSPO).
 - Certification requirements: RSPO segregated for food products; RSPO segregated or mass balance for near/non-food products. For near/non-food products: if RSPO segregated or mass balance is not available, the supplier must purchase RSPO Credits (Book & Claim) and provide proof of purchase for the full volume used.
 - Additional requirements: suppliers must be member of the Roundtable of Sustainable Palm Oil and Chain of Custody certified; AND suppliers must provide the name(s) of the first importer(s) in their supply chain upon request.
 - Products in-scope: own brand products containing >1% (ingredient based) of palm (kernel) oil, fractions and/or derivatives.

- **Pork**
 - All own brand fresh pork and processed pork meat from the Netherlands and Belgium must be Beter Leven Keurmerk (BLK) 1 star certified as a minimum standard.
 - Pork used as an ingredient in own brand composed products must be Beter Leven Keurmerk (BLK) 1 star certified as a minimum standard, where possible/available.

- **Poultry (chicken species)**
 - All own brand chicken products must be sourced from the 'Beter Voor' poultry chain and are Beter Leven Keurmerk (BLK) 1 star certified as a minimum standard.
 - All own brand turkey products must be BLK 1 star certified as a minimum standard.
 - Products in-scope: own brand products containing >5% chicken/turkey and own brand products containing <5% chicken/turkey, but with chicken/turkey included in the product name and/or front-of-pack claims, or shown in images on the packaging.

- **Pulp (paper) and wood**
 - All own brand products made from wood, pulp or products containing pulp must be certified to one of the accepted standards.
 - Accepted standards: Forest Stewardship Council (FSC); 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 must be FSC recycled and certified according to one of the ecological schemes (e.g. EU-Flower).
 - A ban is in effect for products made from wood/fibers from virgin tropical hard wood. Suppliers must be able to prove that the products/components delivered to Albert Heijn are not from illegal, unreported and unregulated (IUU) sources.

- **Seafood**
 - All own brand seafood products must be certified to one of the accepted standards or, if no certification is available (yet), sourced from a credible Fishery/Aquaculture Improvement Project or assessed by a credible third party.
 - Accepted standards: Marine Stewardship Council (MSC); OR Aquaculture Stewardship Council (ASC); OR any other GSSI-equivalent standard.
 - Products in-scope: own brand products containing >5% of seafood (fresh, frozen, canned) and own brand products containing <5% seafood, but with seafood included in the product name and/or front-of-pack claims, or shown in images on the packaging.
 - Additional requirements: suppliers of own brand seafood must have full traceability to farm/fishery of origin; AND suppliers of all own brand wild caught seafood must have full traceability back to the vessel
 - A ban is in effect for all IUCN red list species.

- **Shelf stable tomatoes**
 - All own brand shelf stable tomato processors in Italy, Portugal and Spain, and all supplying farms in these countries must be certified to one of the accepted social compliance standards.
 - Accepted standards for processors: amfori Business Social Compliance Initiative (BSCI) audit or equivalent without non-compliances on deal-breakers. See appendix for the accepted social compliance standards.
 - Accepted standards for supplying farms: amfori BSCI audit or equivalent without non-compliances on deal-breakers; OR GLOBALG.AP. GRASP v2 audit with rating “Improvement needed” as a minimum.
 - Additional requirements: suppliers of own brand shelf stable tomato products must be able to provide full traceability on the geographic origin of the tomatoes down to farm level.
 - Products in-scope: own brand shelf stable tomato products such as canned tomatoes, tomato paste, pasta sauce, passata.

- **Soy**
 - All high risk (South American) soy in own brand products and supply chains must be certified to one of the accepted standards. From 2025, all soy must be verified deforestation and conversion free and compliant with the Albert Heijn cut-off date of 1 January 2020.
 - Accepted standards: ADM Responsible Soybean Standard (SG); OR Donau Soja (SG); OR ISCC (SG); OR ProTerra (SG); OR Round Table on Responsible Soy Association – RTRS (SG). For credits we accept RTRS Area Mass Balance Soy Credits; OR CRS Cefetra Certified Responsible Soya Standard.
 - Additional requirements: suppliers must provide the name(s) of the first importer(s) and feed suppliers (if applicable) in their supply chain upon request.
 - Products in-scope: 1) own brand meat/fish products (beef, chicken, pork, farmed fish), including marinated/seasoned and raw/frozen products, excluding cold cuts, canned meat/fish and meat/fish in processed food products; 2) own brand egg/dairy products where >95% of the products is egg/dairy; 3) own brand products containing >95% soy and own brand products containing <95% soy, but with soy included in the product name and/or front-of-pack claims or positioned as a substitute for animal protein.

- **Tea**
 - All own brand tea products are certified to one of the accepted standards.

- Accepted standards: Rainforest Alliance Segregated; OR Organic certification with Rainforest Alliance or Fairtrade certification, only Organic certification is not accepted. If 100% segregated is not available, then only the highest possible content claim is accepted.
 - Products in-scope: own brand products containing >1% of white tea, green tea, black tea, rooibos and/or herbal infusions.
 - All products in-scope must comply with the latest Rainforest Alliance Labeling and Trademarks policy or the Guidelines for use of the Fairtrade mark.
- **Veal**
 - All fresh veal must be Beter Leven Keurmerk (BLK) 1 star certified.
- **Wine (global wine production)**
 - All wine suppliers, farms and factories, must be compliant with an acceptable social and environmental certification.
 - Accepted standards: the Albert Heijn quality department has determined which social and environmental standards are acceptable. These are available upon request. Any new standards must be (externally) benchmarked prior to formal acceptance within this policy.
 - Additional requirements: suppliers will be asked to provide additional environmental and traceability information via an annual survey to track environmental footprint.
 - Products in-scope: we strive towards 100% 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.

2.3 Sustainability Claims

All sustainability claims must be in accordance with applicable laws, regulations and guidelines, including the ACM Guidelines Sustainability Claims. Additionally, all claims must conform to the latest guidelines established by standards and certification systems, such as the Rainforest Alliance Labeling and Trademarks Policy or the Guidelines for the use of the Fairtrade mark.

3 Appendix

List of amfori-BSCI equivalent standards

(Version 6.0 - December 2022)

1. amfori Business Social Compliance Initiative (BSCI)
2. RCGS 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)