

The Ahold Delhaize whistleblower line

While we strive to keep an open dialogue with all associates and other stakeholders such as suppliers and customers, we realize it may not be possible to be aware of every incident in the workplace. Therefore, our brands provide whistleblower lines for times such as this. To ensure confidentiality, our whistleblower lines are administered by a third party and are available via an online portal or by telephone 24 hours a day, 7 days a week, 365 days per year. All reports are forwarded to the appropriate internal resource for review and prompt response or investigation. All reports are treated confidentially, so callers can feel comfortable providing useful information without fear of retaliation.

2019 Overview

In 2019, 6,653 reports were received through the Ahold Delhaize whistleblower lines. Over 86% of these reports related to routine human resource-related issues. After human resource-related issues, the five most frequently reported issues are employee theft/dishonesty (2%), workplace safety (2%), substance abuse (1%), violation of a law (1%), and data privacy (<1%). Approximately 40% of the reports were made anonymously. The average time for reports to be investigated and resolved was 19 days and a potential breach of policy was identified in 39% of reported cases. In 2019, there were no substantiated reports of significant financial reporting, accounting, fraud or ethical violations.

No Retaliation

Associates are encouraged to raise concerns about improper behavior or possible violations of law or policy. We will not retaliate or allow retaliation against anyone who, in good faith, reports a potential violation of the law, our Code of Ethics or any other Company policy. Any form of retaliation is a serious violation of our Code of Ethics and may result in disciplinary action, up to and including termination of employment.



