

## The Ahold Delhaize whistleblower line

While we strive to keep an open dialogue with all our 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, we provide a whistleblower line for times such as this. To ensure confidentiality and, when requested, anonymity, the whistleblower line is administered by a third party and is 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.

The reporting lines currently available reflect the pre-merger process and are currently branded as the I Share line in the former Delhaize entities and as the Check In Line, the Signaalijn, or the Fair Play line in the former Ahold entities. The branding of all reporting lines will be aligned to the Speak Up Line in 2017.

In 2016, 5,139 reports were received through the former Ahold and Delhaize whistleblower lines. Approximately 40% of the reports were made anonymously. On average, 94% of the reports were investigated and resolved within the quarter in which they were received. Approximately two-thirds of the reports related to HR matters. In 2016, there were no substantiated reports of significant financial reporting, accounting, fraud or ethical violations.

## No Retaliation

We encourage associates 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 or any other Company policy. Any form of retaliation is a serious violation of Our Code and may result in disciplinary action, up to and including termination of employment.

