

## 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.

## 2017 Overview

In 2017, 6,817 reports were received through the Ahold Delhaize whistleblower lines. Approximately 32% of the reports were made anonymously. On average, 94% of the reports were investigated and resolved within the quarter in which they were received. Reporting categories include: accounting, auditing and financial reporting (<1%); business integrity (4%); HR, diversity and workplace respect (81%); environment, health and safety (9%); and misuse of corporate assets (5%). The top five reported issue types were misconduct or inappropriate behavior, unfair treatment, harassment, violence or threat, and discrimination. These five issues represented over 58% of all reports during 2017, with the remaining reports related to theft, business integrity and health and safety concerns. In 2017, 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.



