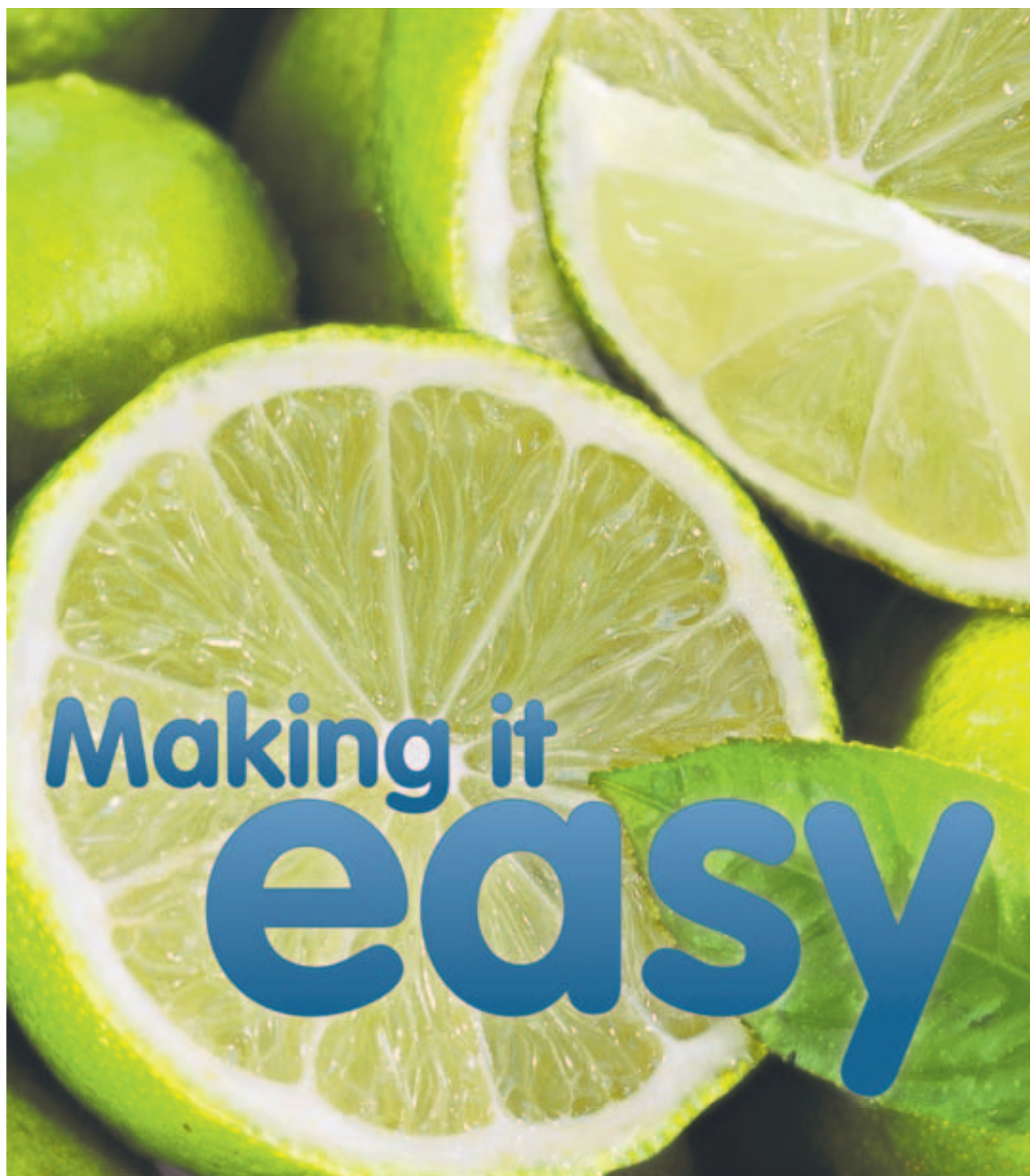


Corporate Responsibility Report 2008



FOR MORE INFORMATION
 www.ahold.com/reports2008



1 Message from the CEO

2 Corporate responsibility

- 2 An integrated part of our business
- 2 Balancing the interests of people, planet and profit

3 Our priorities

- 3 The main corporate responsibility themes
- 3 The main components of our corporate responsibility strategy
- 4 Stakeholder engagement

Ahold leaders agree CR priorities – page 2



Healthy living – page 5

Helping children make healthy choices



Sustainable trade – page 10

ICA improves control of its Asian supply chain



Climate action – page 17

Group CO₂ footprint and reduction target published



Community engagement – page 24

Fighting hunger in our markets, and beyond, by supporting local food banks



Our people – page 28

Albert Heijn named best multicultural employer in the Netherlands

34 How we manage corporate responsibility

- 34 Corporate responsibility model and organization
- 34 How and why we set the current targets and key performance indicators
- 34 How we measure
- 35 Corporate responsibility steering committee
- 36 Our partnerships and memberships
- 37 Corporate affairs
- 37 About our corporate responsibility report

38 Group at a glance

- 38 Where we operate
- 39 Highlights

40 Our business

- 40 Our brands
- 46 Our leadership

47 Other information

- 47 Glossary
- 49 GRI cross-reference table
- 54 Contact information
- 54 Cautionary notice



Message from the CEO



We had a successful year rolling out our corporate responsibility program. Our focus remained on healthy living, sustainable trade, climate action and community engagement, which are the areas where we are able to make the greatest impact.

An important part of our corporate responsibility strategy is to support the local communities in which we operate. Our businesses, in both the United States and Europe, were again actively engaged in a wide range of charitable programs, fundraising initiatives and community activities throughout the year. We were particularly active in supporting food banks that distribute food to those in need who are increasingly affected by the current economic crisis.

We have also worked hard to improve the quality and transparency of our corporate responsibility reporting. We have established processes for collecting data and tracking our performance across our companies. This year we are reporting our carbon footprint for the first time and we have been able to set company-wide targets to reduce our greenhouse gas emissions significantly by 2015.

Corporate responsibility is now integrated into our day-to-day business. Senior management across the company is committed to ensuring that our corporate responsibility priorities are a central part of decision-making and how we manage our operations.

We still have much to do, but I am confident that we have the right strategy in place. Our programs, coupled with the commitment and passion of our employees in supporting them, are making a difference in each of the communities we serve. I am proud of the achievements we are making together.

This year, we are publishing our corporate responsibility report and annual report almost entirely online for the first time to reduce the environmental impact associated with printing, conserve resources and save costs. I hope you like the result.

John Rishton

Chief Executive Officer

“Our programs, coupled with the commitment and passion of our employees in supporting them, are making a difference in each of the communities we serve.”



Corporate responsibility

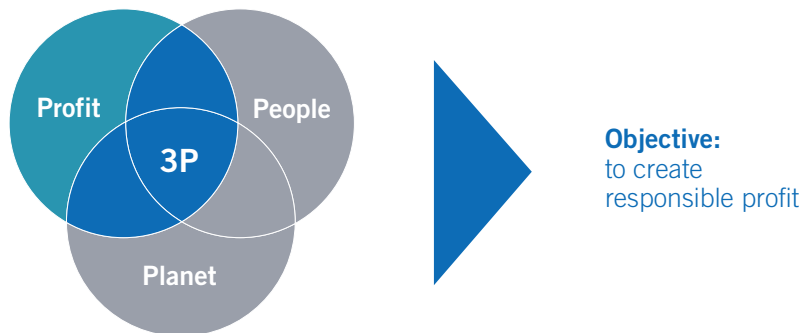
An integrated part of our business

Corporate responsibility is an integrated part of Ahold's daily business. As one of the world's leading food retailers, we can help consumers understand the consequences of the choices they make when shopping in our supermarkets and the impact of those choices on their health, the environment and communities.

We believe that building a sustainable future for our company and our stakeholders is the right thing to do. Our customers, investors, suppliers, employees and the communities we serve also expect us to take environmental and social interests into account. We consider their concerns every time we make a business decision.

Balancing the interests of people, planet and profit

Corporate responsibility benefits all our stakeholders and supports the profitability of our business. We work according to the "Triple P" model.



Profit
 Corporate responsibility
 Good cause

This model aims to balance the interests of people, the planet and profit to create a business that is profitable and sustainable.

Our vision, policies, goals, targets and performance measures are set at a global level by Ahold and carried out locally. This allows our operating companies to meet the specific needs of stakeholders in each market.

This structure also enables us to share expertise and resources across the company. Our operating companies have varying levels of maturity. Sharing knowledge of successful initiatives across the group makes it possible for us to provide the right solutions, at the right time, in the right place.

Ahold leaders agree CR priorities



Senior executives from across Ahold discussed and agreed our 2009 corporate responsibility priorities at the global leadership conference in Washington D.C. in September 2008. Ahold's corporate responsibility strategy was one of the main themes of the conference, underscoring our commitment to building a sustainable business. The meeting gave the Corporate Executive Board, management teams from each of our operating companies, and senior managers from the Corporate Center the opportunity to discuss Ahold's priorities and dilemmas.

“We can help consumers understand the consequences of the choices they make.”

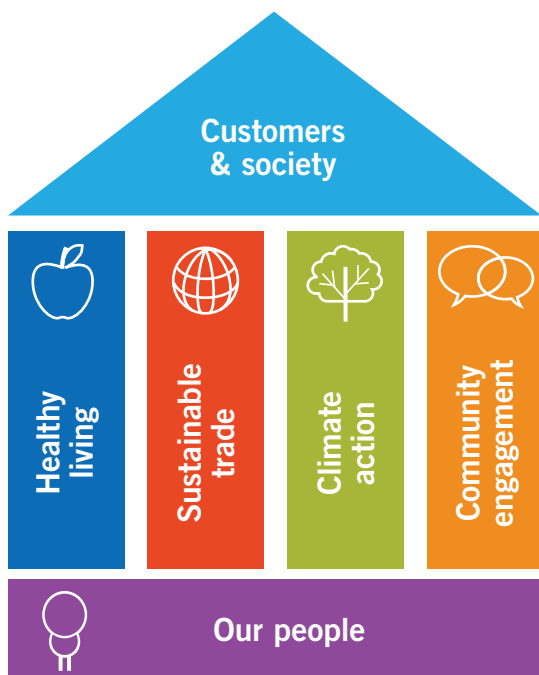


Our priorities

The main corporate responsibility themes

Our corporate responsibility activities are organized around four main themes – healthy living, sustainable trade, climate action and community engagement. These themes are the most relevant to our business today. They are also areas where we see the greatest opportunity to make an impact.

The foundation for all of our corporate responsibility activities is our people. Ensuring they are aligned with the main themes of our corporate responsibility strategy gives us the opportunity to have a positive impact on the lives of our customers and our other main stakeholder groups.



The main components of our corporate responsibility strategy:



Healthy living

We offer healthy choices in our assortment as well as product information and services that promote the benefits of a healthy diet and lifestyle. We also provide healthy living lifestyle programs to our employees.



Sustainable trade

We provide products that are safe and responsibly produced. We choose suppliers carefully and work with them to improve the social and environmental impact of the products we sell.



Climate action

We are making our operations as efficient as possible and are limiting our impact on the climate and the environment. Our priority is to improve our energy efficiency and reduce greenhouse gas emissions.



Community engagement

We are active, contributing members of society, supporting the communities in which we operate.

Albert/Hypernova raises employee awareness



A special CR awareness day at Albert/Hypernova's Prague headquarters encouraged employees to think more about corporate responsibility and their own environmental footprint. As they arrived at work, they were greeted by Albert/Hypernova CEO Johan Boeijenga, who handed out information on the company's corporate responsibility activities. This was followed by a day of CR initiatives, including a presentation to give employees a better idea of their individual impact on the environment and the introduction of recycling containers for plastic and paper.

Strategy supported by:



Our people

Our employees are the foundation of our business and the key to Ahold's success. We are committed to being a company that people are proud to be a part of.



Stakeholder engagement

The challenges of corporate responsibility are highly complex and we recognize that we have much to learn from others, both inside and outside of our business.

Interaction with our stakeholders – customers, employees, suppliers, the financial community, and the communities we serve – helps us understand the issues that are important to them and therefore to our business.

Customers

We learn what is important to consumers through daily dealings with customers, consumer research and other external research. A basic expectation of customers is that we are a responsible company.

Financial community

There is increasing awareness about corporate responsibility in the financial community and among our investors. Corporate responsibility control systems help limit the environmental and social risks to a business, while supporting good corporate governance.

Suppliers

We work to develop mutually profitable, long-term relationships with our suppliers. Sharing our corporate responsibility ambitions with them leads to better cooperation in terms of volume, quality and pricing.

Employees

We are a people business and our employees are our most important asset. We are committed to supporting their health and well-being. Our commitment to corporate responsibility also makes it easier to attract, develop and retain talent.

Communities

We are good corporate citizens and contribute to the communities we serve. We support the well-being of those communities, as well as those where our suppliers are active. We have strong relations with governments, as well as governmental and non-governmental organizations, ranging from the local to international levels.

Interaction with each of our main stakeholders groups is the basis for the activities that are detailed further in this report.

Albert Heijn publishes CR overview



Albert Heijn published its first overview of its CR activities in 2008. The publication – “Bewust en Betrokken” (Aware and Involved) – was distributed to all employees. As well as outlining the four pillars of Ahold’s CR strategy, it contains details of many of Albert Heijn’s CR activities.

Healthy living

Inspiring healthy lives

Healthy living is at the heart of Ahold's commitment to being a responsible company. As one of the world's leading food retailers, we are in a strong position to help customers and other stakeholders make choices that lead to healthier lifestyles.

We see a need among our stakeholders to take action in response to global trends – including increases in obesity, heart disease, and diabetes. Our companies are committed to providing healthy products at affordable prices. We work closely with universities, industry groups, scientists and nutritionists to create healthy living programs for customers and employees. We work with suppliers to create healthy products to add to our assortment.

Healthy living goals

Our primary goals in healthy living are to:

- Be recognized as a leading food retailer with the most reliable and accessible approach to healthy living;
- Make it easy for customers to choose healthy products;
- Encourage customers to make healthy lifestyle choices by providing a range of information and educational programs;
- Offer health and wellness programs for employees.

Healthy products

Our supermarkets offer a full range of products for a healthy lifestyle. Making healthy products affordable is a fundamental part of both our business strategy and our approach to healthy living.

We focus on fresh foods – particularly fruit and vegetables – and have healthy product lines. In order to give customers healthier options, we recently changed the recipes of several corporate brand products. We also eliminated trans fats and reduced the saturated fat, salt and sugar content in a selection of our prepared foods to make them healthier.

In addition to the wide range of affordable healthy products in our overall assortment, we also sell products that do not meet the definition of "healthy". Our goal is to provide information on all products to help customers make positive, informed choices that allow them to strike the right balance in their lives. Our customers' right to choose is paramount.



Albert Heijn helps reduce salt intake



Albert Heijn launched an initiative in the Netherlands in 2008 to help Dutch consumers lower their salt intake. According to the Dutch Nutrition Center, the average person in the Netherlands consumes 10 to 12 grams of salt per day, twice the recommended amount. About 25% of the salt comes from bread. Working with leading bakers in the country, Albert Heijn has reduced the amount of salt in its bread by approximately 10%. It also includes information on added salt on its corporate brand products.

“Healthy living is at the heart of Ahold’s commitment to being a responsible company.”



Healthy living

Affordable options in every price range

Our supermarkets offer healthy alternatives in every price range. Many also educate customers about maintaining a healthy diet on a budget. For example, Stop & Shop and Giant-Landover organized a series of “affordable food summits” where experts taught customers how to get the best value for money for a balanced diet.

In its monthly customer magazine *AllerHande*, Albert Heijn publishes nutritious recipes for customers on a budget, including nutritional information and a shopping list. Giant-Carlisle publishes recipes on its website to help families on a budget and chefs in the company’s cooking schools prepare the recipes each week and provide money-saving tips.

Product labeling

Starting with ICA in the 1980s, all our companies have introduced or are developing labeling systems to help customers identify products suitable for a healthy diet. The Swedish “green keyhole” is based on a symbol developed by ICA more than two decades ago and adopted by the Swedish National Food Administration in 1989. The symbol denotes products high in fiber and/or low in fat, salt and sugar. It was adopted by Norwegian and Danish authorities in 2008.

Albert Heijn developed its Healthy Choice Clover symbol with the advice of the Dutch Nutrition Center (Voedingscentrum). It introduced the symbol on corporate brand products in 2005. The symbol helps customers identify foods low in saturated fat, sugar and salt, and high in fiber. It has become one of the best-known healthy product logos in the Netherlands. In early 2009, Albert Heijn made changes to the symbol based on recommendations from the Dutch Health Council (Nederlands Gezondheidsraad).

In 2008, our companies in the United States developed the Healthy Ideas symbol. It was created using insights from ICA and Albert Heijn. The symbol was designed to comply with U.S. government standards on foods that can be labeled “healthy”. Starting in 2009, the symbol was added to the packaging of relevant corporate brand products. In addition, Stop & Shop and Giant-Landover began to add the Healthy Ideas symbols to certain shelf-tags, including some A-brand products that meet the Healthy Ideas standards. Giant-Carlisle also plans to introduce the Healthy Ideas shelf-tags in 2009.

In addition, Ahold USA’s organic corporate brand, Nature’s Promise, has symbols that provide information on nutrition and allergens. These symbols are being revised to align with the Healthy Ideas symbol.

Products with a healthy living logo¹

	2008
Stop & Shop/Giant-Landover	4,343
Giant-Carlisle	44 ²
Albert Heijn	1,185
Albert/Hypernova (Czech Republic)	NA ³
Albert/Hypernova (Slovakia)	NA ³
ICA	2,510

¹ Includes product labels and shelf tags.

² In the process of rolling out healthy living logo program.

³ In the process of introducing healthy living logo program.



Helping customers on a budget



In 2008, Stop & Shop and Giant-Landover began a series of affordable food summits in their stores. The aim is to help customers get the most from their dollars and eat healthier at the same time. Customers are informed about ways to reduce their grocery bills. This includes tips on how to stretch a budget, avoid wasting food, and shop in a smarter way.



Albert Heijn’s healthy living program leads the field



For the second year running, the Dutch consumers’ association recognized Albert Heijn as the Dutch supermarket with the most reliable and accessible healthy living program. Albert Heijn performed particularly well in the categories of labeling and accessibility. It was the only supermarket chain to score “very good” for labeling and for giving healthy products as much shelf space as less healthy products.

Healthy living

Labeling and allergens

We have introduced clearer food allergen labeling on many corporate brand products. Our companies provide additional information through websites and customer publications.

In 2008, our U.S. operating companies were involved in two campaigns to raise awareness of food allergies. During U.S. National Food Safety Education Month, they took part in the Take Action to Prevent Allergic Reaction campaign, aimed at reducing incidents of food allergy reactions. Stop & Shop partnered with the National Foundation for Celiac Awareness (NFCA) to make it easier to shop for gluten-free foods and medicines. It sponsored a gluten-free cook-off with top chefs and doctors. The company also hosted a “gluten in medications” event to educate hospitals, communities and its own pharmacists about celiac disease. In addition, Giant-Carlisle’s in-store nutritionists provide individual counseling and classes for customers with food allergies.

In Europe, Albert Heijn ran a pilot to make it easier for customers to spot products with allergens. The system works with hand-held scanners in the stores. Customers indicate which ingredients they are allergic to and as they scan products, information is displayed on the screen.

In 2008, the Swedish Celiac Youth Organization awarded ICA the SCUF fork, a prize recognizing efforts to make it easier to identify products containing gluten, lactose or soy. ICA has worked on food allergy issues since the early 1990s and carries a special product line, SärNär/FriFor, for people with food allergies.

Information and advice on healthy living

Ahold’s companies provide extensive information, services, and educational programs to help customers and employees make healthy choices.

We use a range of methods to advise customers, such as customer magazines, websites and in-store computers. Our companies also work with organizations and experts to provide classes and other activities. These are aimed at helping customers and employees tackle health issues.

Giant-Carlisle has introduced in-store nutritionists. They offer individual consultations, store tours, classes and advice on nutrition to customers while they are shopping. In April 2008, Giant-Carlisle launched “The Nutritionist”, a section of its website focused on healthy living. It offers general information and includes recommendations on children’s nutrition and tips for healthy snacking and healthy recipes.

Stop & Shop/Giant-Landover’s consumer affairs advisor offers advice on topics such as healthy eating on a budget. The advisor also brings customer and employee concerns – such as health and wellness issues – to the attention of senior management.

Ahold’s companies in the United States have been recognized by the Produce for Better Health Foundation (PBH) for encouraging people to eat more fruit and vegetables. Our supermarkets were among the first in the United States to launch the PBH Fruits and Veggies – More Matters program.

Albert/Hypernova has a toll-free line that consumers can call to ask a nutritionist questions related to healthy living and nutritional issues.

Our healthy living programs are examined in several ways, both internally as well as by independent external organizations. For example, ICA’s programs in Norway and Sweden had been listed in the “Satisfied customer index”. In 2008, Stop & Shop/Giant-Landover launched a performance measurement standard for healthy living programs.



Helping children make healthy choices



A new partnership between Albert/Hypernova and Bambiriáda, a nationwide children’s event in the Czech Republic, sees the supermarket educating more children about the importance of a healthy diet through its Healthy 5 program. Albert/Hypernova is now the main regional partner of Bambiriáda, which took place in 22 cities and towns in 2008. Over 100 youth associations and related groups come together for the event, which aims to stimulate the personal development of children.



Teaching kids healthy habits for life



Giant-Carlisle’s in-store tours for schoolchildren proved so successful that the company expanded the program to approximately 60 stores in 2008. The “Kid Healthy Ideas” tours teach children good eating habits. The tours are so popular with children, parents and teachers that Giant-Carlisle will expand the program in 2009. The company is also continually developing the program to involve the widest possible range of age groups, from preschool through approximately age 12.



Healthy living

Teaching our youngest customers healthy habits

Many of our efforts are dedicated to teaching children healthy eating habits that will serve them throughout their lives.

Every year, Albert Heijn organizes “Class Lunch”, an in-school educational program that explains the benefits of a healthy diet. In 2008, a record 138,000 pupils participated.

Stop & Shop/Giant-Landover sponsors “Kids Corner”, which uses popular television characters to deliver healthy living messages to children. Giant-Carlisle cooperates with Produce for Kids, a U.S. national program that promotes the importance of fruit and vegetables in children’s diets.

In 2008, Giant-Carlisle increased the number of its store tours to promote healthy eating habits to children. Giant-Carlisle conducted “Kid Healthy Ideas” tours in approximately 60 stores and is expanding the program to another 60 stores in 2009. In 2008, almost 17,000 children took part in educational programs offered by Giant-Carlisle. Stop & Shop/Giant-Landover also educated more than 6,000 elementary schoolchildren through its Healthy Ideas store tours.

Albert/Hypernova is helping to fight diet and weight-related problems in Central Europe with Healthy 5, an in-store program to educate children about the need to consume five portions of fruit and vegetables a day. More than 10,000 children have taken part in the program since it was launched in 2004.

ICA expanded its “Buddy with your body – 5 a day” program to Norway in 2008. In Sweden, the program is run together with the Swedish Cancer Society and teaches children the importance of including vegetables and fruit in a healthy diet. Approximately 95,000 children took part in the program in 2008.

Children educated through the healthy living program	2008
Stop & Shop/Giant-Landover	6,303
Giant-Carlisle	16,881
Albert Heijn	137,895
Albert/Hypernova (Czech Republic)	2,516
Albert/Hypernova (Slovakia)	175
ICA	94,575
Total	258,345



School lunch program sets record



Albert Heijn gave a record 138,000 children from more than 6,000 classes in the Netherlands free lunch during its 2008 Class Lunch program. The annual event teaches children the importance of a healthy and balanced midday meal.

“We are teaching children healthy eating habits that will serve them throughout their lives.”

Healthy living

Organic products

More and more customers are asking for organic products or products produced in a natural way. We are responding by introducing new organic product lines and expanding existing offerings.

Among them is Albert Heijn's organic line, Biologisch, which has been credited by consumer organizations with driving a significant increase in the consumption of organic products in the Netherlands in recent years. Likewise, ICA's own organic line – which was rebranded in 2008 as “I love eco” – is meeting customer demand for these kinds of products.

In the United States, our operating companies offer the Nature's Promise corporate brand natural and organic line, which includes meat and poultry products. The icons on the Nature's Promise packaging make it easy to identify and understand health and allergen information.

We are currently working on an organic offering in the Czech Republic by helping suppliers reach the volumes required for the 300 Albert and Hypernova stores we operate in that country.

Products that are certified organic	2008
Stop & Shop/Giant-Landover	3,481
Giant-Carlisle	2,136
Albert Heijn	290
Albert/Hypernova (Czech Republic)	332
Albert/Hypernova (Slovakia)	197
ICA	1,392



Healthier checkouts



In 2008, ICA introduced sugar-free checkout areas in Norwegian supermarkets, replacing candy, chocolate and soft drinks with sugar-free chewing gum, prepackaged fruit and vegetables, nuts and water. The change makes it easier for customers to resist the impulse to buy less-healthy snacks as they go through the checkout.

“We are introducing new organic product lines and expanding existing offerings.”

Sustainable trade

Shared ambitions

We are committed to providing products that are safe and responsibly produced. We choose suppliers carefully and work with them to improve the social and environmental impact of the products we sell.

Sustainable trade is about ensuring responsible behavior at each step of the production process. We balance economic success with social and environmental responsibility. That means helping suppliers create businesses that are commercially, socially and environmentally sustainable.

The aim of our sustainable trade program is to create transparency throughout the supply chain and increase our influence over the way in which our products are produced and sourced.

Sustainable trade goals and targets:

Our primary goals in sustainable trade are to:

- Source safe products. Product safety for all our customers is non-negotiable. It is the starting point for safeguarding our customers' health and well-being;
- Source responsibly. We aim to ensure that our suppliers respect the rights of their workers and provide safe working conditions and protect the environment;
- Buy close to home. We need to balance international sourcing with buying locally to help communities and small, local businesses develop.

Our targets:

- We are striving for Global Food Safety Initiative (GFSI) (or equivalent) food safety certification for our corporate brand food suppliers;
- We are striving for social audits to be conducted on suppliers of our corporate brand food and non-food products in high-risk countries.



Albert Heijn Foundation helping African communities



Albert Heijn is working to improve the lives of African suppliers – and their employees and their families. The Albert Heijn Foundation funds projects in the communities of African suppliers who produce fresh fruit and vegetables for the supermarket chain. The foundation supports projects that lead to better prospects for the communities involved – from water projects to educational and medical programs – while at the same time helping our suppliers to grow their businesses and create an improved product portfolio in terms of volume, quality and pricing.

“We are committed to providing products that are safe and responsibly produced.”



Sustainable trade

Food safety: Our top priority

Our food safety policies and procedures are our top priority and meet the highest international standards.

Our companies maintain food safety policies based on:

- Sound scientific principles;
- Practical operational procedures;
- Employee training and educational programs;
- Proactive customer education programs.

We require corporate brand suppliers to follow stringent product safety practices and to comply with internationally accepted standards. We work with them to make improvements.

Ahold was one of the founders of the Global Food Safety Initiative (GFSI). We were also among the first global retailers to specify acceptance of any food safety certification endorsed by GFSI for suppliers of corporate brand food products. A total of 68% of Ahold's corporate brand products – not including ICA corporate brands – are certified to GFSI or an equivalent standard. We are working to convert the remainder to this high level of assurance. We recognize GlobalGAP certification as an assurance of appropriate food safety management at farm level for fruit, vegetables, salmon and shrimp.

In Europe, Ahold is implementing the British Retail Consortium (BRC) Consumer Products certification for corporate brand suppliers of high-risk non-food products. In the United States, we are implementing a strict third-party testing program for general merchandise and seasonal products.

We are continuously looking for improvements in product safety. Under the supervision of our Product Safety Steering Committee, we have developed a single compliance model for food safety management. Based on this, we are developing a similar compliance model to manage the safety of non-food products.



ICA improves control of its Asian supply chain



ICA established a Hong Kong-based sourcing and quality control operation in 2008 to gain better control of its value chain in Asia. While helping to reduce its purchasing prices, the move gives ICA increased supervision of the suppliers it is using. ICA quality and social compliance teams have also been set up in Shanghai and Ho Chi Minh City. Being on-site makes it easier for ICA to monitor suppliers and help them make improvements.

68%

of Ahold's corporate brand products are certified to GFSI (or equivalent)

“We require corporate brand suppliers to follow stringent product safety practices and to comply with internationally accepted standards.”



Sustainable trade

Workers rights and labor conditions

We source products from many different countries with many different working practices. Wherever we do business, we are committed to promoting the rights of our suppliers' employees. We help suppliers grow their businesses in a responsible and sustainable way and ensure that the working conditions of their employees comply with local and international standards.

All our corporate brand suppliers are required to sign our standards of engagement, which outline CR-related requirements. These standards follow International Labour Organization (ILO) conventions and set clear minimum standards on issues such as working conditions.

We face several challenges in this area. One is to decide how far back in the supply chain we can – or should – track the compliance of goods and raw materials. The costs associated with various forms of auditing could have a significant financial impact on some, particularly smaller, suppliers.

Ahold is in the process of implementing the Business Social Compliance Initiative (BSCI) program with corporate brand suppliers in high-risk countries.

One of the characteristics of the BSCI system is that it does not certify suppliers, but rather focuses on the improvement process. Statistics show that most suppliers fail to achieve a good result at the first audit. Instead of delisting the supplier, we continue our trading relationship as long as the supplier can demonstrate that there are no unacceptable non-compliances (such as child labor) and that there is continuous improvement. In fact, we try to support the suppliers with training activities together with other BSCI members and our local network.

All BSCI members are committed to actively implementing this program in their supply chains. Ahold joined the BSCI in 2005 and was one of the key retailers involved in the working group expanding the scope of BSCI to the food supply chain.



BSCI



Photo: Heiner. H. Schmitt Jr.

The Business Social Compliance Initiative (BSCI) is a non-profit organization based in Brussels. It supports more than 250 international companies in the process of monitoring and improving working conditions in the global value chain. The BSCI offers a social compliance platform with a common Code of Conduct and implementation process.



Fairtrade flowers from Africa



In 2008, Albert Heijn became the latest Ahold operating company to introduce Fairtrade flowers to its stores. Albert Heijn celebrated its launch of Fairtrade spray carnations with an event at its headquarters. Other Ahold companies also sell Fairtrade flowers. Giant-Carlisle has Fairtrade-certified roses in its assortment. ICA only purchases roses for its corporate brand from farms in Kenya that have been Fairtrade certified.

Sustainable trade

Critical commodities

Most of our work on sustainable trade focuses on the products sold in our stores, not the ingredients in these products. However, for certain critical commodities, we are engaged in initiatives related to social or environmental issues. These commodities include cocoa, coffee, cotton, fish, palm oil, soy and tea.

For example, palm oil is an important raw material for the food and non-food industry and is used widely in products from margarine to cosmetics. As it can only be produced in tropical areas of Asia, Africa and South America, palm oil production competes for land with tropical rain forests.

Ahold is part of the Round Table for Sustainable Palm Oil (RSPO), which addresses the problem by cooperating with suppliers and stakeholders. We are a member of the trade and traceability working group of the RSPO. Albert Heijn and Etos have pledged to use only sustainable palm oil in their corporate brand products by 2015.

We are also members of the Roundtable on Responsible Soy (RTRS). This group is working to promote responsible production and trading of soy by creating a third-party certification program for suppliers. In addition, we are part of the RTRS criteria development group.

Certified products

Ahold's operating companies sell a variety of products certified under independent standards for socially- and environmentally-responsible production. For example, all of Albert Heijn's "Perla" corporate brand coffee, all ICA coffee, and Albert/Hypernova's "Albert Quality" corporate brand coffee is UTZ Certified, as is all the coffee produced by the Ahold Coffee Company. The standard assures the quality and integrity of coffee production.

Most of our operating companies carry a selection of Fairtrade-certified products and continue to add new ones. At the start of 2009, Albert Heijn introduced Fairtrade-certified spray carnations. Other Fairtrade items in our companies' assortments include coffee, such as Café Oké developed by the Ahold Coffee Company in partnership with Albert Heijn and Solidaridad. Albert Heijn's assortment also includes Fair Trade Original products, such as juice, rice, candies and spices.

Products that are Fairtrade-certified	2008
Stop & Shop/Giant-Landover	65
Giant-Carlisle	90
Albert Heijn	68
Albert/Hypernova (Czech Republic)	NA ¹
Albert/Hypernova (Slovakia)	19
ICA	87

¹ Will start selling Fairtrade products in 2009.



Supporting sustainable palm oil



In 2008, Albert Heijn and Etos announced that from 2015 they will use only sustainable palm oil in their corporate brand products. Palm oil can only be produced in tropical areas and its production competes for land with tropical rain forests. Palm oil plantations take up a considerable amount of space, which has led to acres of rain forest being destroyed to make room for them. Now the Round Table on Sustainable Palm Oil (RSPO), of which Ahold is a member, has introduced a system of certification. Members of RSPO agree to only use palm oil that is purchased from plantations where rain forest has not been cut down recently. Albert Heijn and Etos are taking this commitment one step further. They have pledged to gradually increase the amount of palm oil they buy from certified plantations and to only use 100% sustainable palm oil in corporate brand products by 2015. There is currently not enough certifiable sustainable palm oil available to achieve this sooner as the first plantations have only just been certified.

Sustainable trade

Protecting the oceans

As an international group of supermarket companies, it is important that the seafood we sell comes from sustainable sources. We continually improve our assortment by including more sustainable seafood products and removing less sustainable varieties.

In 2008, we implemented a group-wide seafood sustainability policy. The policy includes 10 rules for the sourcing and sale of seafood, and an assessment tool to measure supplier performance.

Ahold's goals for delivering sustainable seafood into its stores are to:

- Promote the sale of seafood that is harvested in a sustainable way;
- Avoid the sale of species that have been over-fished or are in jeopardy;
- Actively work with the industry, NGOs and governments to monitor and improve long-term viability of fish stocks.

The World Wide Fund for Nature (WWF), New England Aquarium, and Chicago's Shedd Aquarium are among the organizations supporting Ahold in developing a more sustainable approach to seafood.

Since 2000, Ahold USA has partnered with the New England Aquarium on a program called Choice Catch. The aquarium assesses the sustainability of seafood sources and identifies those with better levels of sustainability. It also supports Ahold's work with suppliers to improve their performance. Based on the aquarium's recommendations, in 2008 our companies in the United States discontinued the sale of shark, Chilean sea bass and orange roughy until issues regarding the sustainability of these species are addressed. Ahold USA companies also announced their support of the Conservation Alliance for Seafood Solutions' Common Vision, a consensus statement on sustainability developed by 15 NGOs.

Our European companies have strong relationships with the WWF and work with the Marine Stewardship Council (MSC), which runs a sustainable fisheries certification program. Albert Heijn's partnership with the WWF has significantly increased public awareness of the issue of sustainable seafood in the Netherlands. In addition to educating consumers, Albert Heijn's assortment included 15 MSC-certified products by the end of 2008.

In 2008, ICA worked with the WWF and Greenpeace to tighten central purchasing requirements and improve traceability for seafood. In May, ICA stopped selling bluefin tuna, blue marlin, swordfish, skate, shark and eel in Norway and introduced information in stores about endangered species. In addition, ICA introduced KRAV-labeled cod to its assortment in 2008. KRAV is a certification system based on Scandinavian ecological and animal husbandry standards. KRAV-labeled cod is line-caught, reducing by-catch, and is only harvested during a limited period of the year.



Removing "at-risk" seafood from our shelves



Copyright J. Simpson

In 2008, based on the New England Aquarium's recommendations, Giant-Carlisle, Giant-Landover and Stop & Shop discontinued the sale of shark, Chilean sea bass and orange roughy and will not sell them in their stores until issues regarding the sustainability of these species have been addressed. Ahold USA companies were applauded by environmental organizations, the media and customers for their efforts. The New England Aquarium said that by removing threatened species from stores, Stop & Shop had put a public spotlight on the chain's partnership with the aquarium. "It's a great opportunity for Ahold to talk to its customers about what they've been committing to for a number of years," the aquarium said.

Sustainable trade

Animal welfare

We respect local regulations concerning animal welfare and often implement stricter controls. We aim to improve living conditions for animals while, at the same time, delivering safe, quality products.

Our operating companies cooperate with various stakeholders on animal welfare. We supported the establishment of a European Animal Welfare Platform to discuss matters of concern with suppliers, researchers, NGOs and other retailers. We are also involved in a European research initiative called Welfare Quality to create a measurement tool for animal welfare. The goal is to integrate this into existing food safety assessments conducted at farm level.

In 2008, Albert Heijn and other Dutch supermarket chains held talks with the foundation "Pigs in Need" (Varkens in Nood) about the castration of piglets, a common practice due to the fact that meat from some male pigs that have not been castrated has an odor that makes it unpalatable. As a result of those talks, the supermarkets have agreed from 2009 to only sell meat from pigs that were anesthetized before castration.

Ahold does not commission any animal testing.

Supplier diversity

We are committed to having a diverse group of suppliers and have several programs to promote it. In the United States, we have a supplier diversity development program and small business initiatives.

These initiatives support regional, small, minority and women-owned businesses to gain access to wider markets. Supporting such businesses improves the economic health of the communities we serve. It also benefits our diverse base of customers, bringing in products they might not otherwise find on our shelves, and appeals to people who want to support local producers.

In 2008, Giant-Landover worked with the Minority Supplier Development Council of Maryland and Washington D.C. to hire local minority-owned contractors to renovate 100 stores in the region. Stop & Shop/Giant-Landover also organized supplier diversity Not-for-Resale vendor fairs in 2008, for purchases ranging from construction services to shopping cart maintenance. More than 100 small, minority and women-owned businesses took part.



Sourcing free range beef and milk



In 2008, ICA introduced free range corporate brand beef from a project it has been working on with the WWF for the past 10 years. The Natural Pasture Meat project started out as a way to preserve biodiversity in natural pastures. In order to achieve that, grazing animals were introduced. This developed into an idea to introduce meat from cows that have been allowed to graze freely.

In the Netherlands, Albert Heijn supports the production of milk from cows that have been at pasture for at least 120 days per year. To do so, the company provides support to the organization "Stichting Weidegang".

“We aim to improve living conditions for animals while, at the same time, delivering safe, quality products.”

Sustainable trade

Local buying

Ahold's "buy local" programs support the economic development of the communities we serve. Stocking locally produced fresh and specialty goods gives customers more choice, helps smaller companies grow and reinforces our stores' connection to their local communities.

In the United States, Giant-Carlisle supports local agribusiness through programs such as PA Preferred to build relationships between bigger businesses and smaller, local producers. PA Preferred gives opportunities to hundreds of small companies, as do other programs supported by Giant-Carlisle in Maryland and Virginia. In 2008, Giant-Carlisle was awarded the Excellence in Agriculture Award by the Pennsylvania Department of Agriculture for its outstanding support of local producers.

In Europe, ICA held a series of roadshows in Sweden as part of its 2008 "Local Tastes" project, meeting with more than 450 local suppliers. The company also began a campaign with the LRF, a Swedish association of farmers, to increase demand for food produced locally. Goals of the program include having 75% of all meat sold in ICA stores by 2012 originate from Swedish farms, as well as larger shares of dairy, fruit and vegetables.



Giant-Carlisle wins award for supporting local producers



In 2008, Giant-Carlisle was awarded the Excellence in Agriculture Award by the Pennsylvania Department of Agriculture for its outstanding support of local producers. As a long-standing participant in the "PA Preferred" program to support local producers, Giant supports the local economy by offering customers the widest selection of locally grown and locally produced products possible. The supermarket is always on the lookout for opportunities to buy products from small farmers and food processors, and uses a wide range of media to promote and help customers find homegrown products. These include tagging PA Preferred TV and radio spots, in-store signage and regular messages in its own circular.

"Ahold's 'buy local' programs support the economic development of the communities we serve."

Climate action

Less is more

Ahold is supporting the global effort to tackle climate change with a host of initiatives in our operating companies and in our supply chain. We have a number of priorities, including ways to reduce energy usage, greenhouse gas emissions, waste, and water consumption.

The scientific community agrees that the planet cannot handle the current output of greenhouse gases. While retailers, in general, have a relatively low environmental impact, we are doing all we can to make our operations as efficient as possible to further reduce this impact and we are working with suppliers and customers to help them reduce theirs.

In 2008, we completed a calculation of our carbon footprint based on internationally recognized guidelines, including GRI's G3 Guidelines, the Greenhouse Gas Protocol and the Carbon Disclosure Project. We have developed an action program to reduce our footprint.

We are also discussing climate action strategies with other retailers and industry bodies to help align efforts to reduce the impact of our industry. These bodies include the European Retail Round Table (ERRT), EuroCommerce and the Food Marketing Institute (FMI). We are also talking with governments, NGOs and other stakeholders to ensure the actions we are taking reflect their concerns.

Our climate action goals and targets

Our main climate action goals are to:

- Improve our ecological and environmental footprint by making our operations more efficient;
- Develop environmentally responsible strategies that improve water conservation and reduce waste;
- Encourage suppliers and consumers to behave in an environmentally responsible manner.

Our target

We will reduce our CO₂ emissions per square meter of sales area by 20% by 2015 against the 2008 baseline published in this report.



ICA measures the climate impact of products



In 2007, ICA began analyzing the climate impact of 100 private label food products. The company is analyzing the emissions of CO₂ and other greenhouse gases of each of the products throughout their lifecycle, in an attempt to understand how different types of products affect the planet. This information is being used to make decisions that will reduce our impact.

“Ahold is supporting the global effort to tackle climate change.”



Understanding our footprint

In 2008, we began collecting data to define Ahold's carbon footprint. We developed an understanding not only of Ahold's direct impact, but also the impact of the supply chain and consumers. At the same time, we worked with external consultants Arthur D Little, DHV, ERM and Verisae to analyze the information and develop goals and targets in the area of climate action.

Our research showed that the total amount of CO₂ that we emit annually (our absolute emissions) is 2,475 thousand tonnes*. This includes fuel, gas and electricity consumption and emissions of refrigerants leakage. We have also included third-party data in the calculations to represent distribution centers, transport and stores.

The combined insights from analyzing competitor activities, stakeholder priorities, mitigation options and our own ambitions resulted in the reduction target that we have set. We will reduce our CO₂ emissions by 20% per square meter of sales area by 2015 against the 2008 baseline published in this year's report. Our research has also provided the basis for the program we are implementing to reduce Ahold's carbon footprint and the sharing of best practices across the company.

ICA helped further our understanding of our impact by performing a life-cycle analysis on corporate brand food products. The project assessed the greenhouse gas emissions of approximately 100 products and was carried out together with the Swedish Institute for Food and Biotechnology. Building on this experience, Albert Heijn commissioned an in-depth analysis of 15 products. Data from both studies is helping us make decisions about reducing our environmental impact.

Our research revealed that recent energy reduction measures implemented by Ahold's U.S. operating companies have resulted in a carbon footprint that rivals best-in-class competitors in the United States.

Fuel consumption (between DCs and stores)	Thousands of liters 2008	Distance per liter of fuel in km 2008
Stop & Shop/Giant-Landover	33,743	2.37
Giant-Carlisle	11,499	2.20
Albert Heijn	24,186	2.74
Albert/Hypernova (Czech Republic)	6,260	3.79
Albert/Hypernova (Slovakia)	529	3.85
ICA	32,599	NR ¹
Total	108,816	2.59

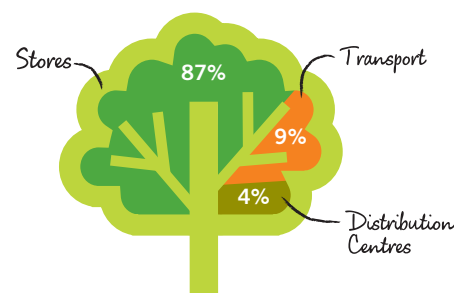
¹ Traveled distance is not measured.



Introducing solar powered supermarkets



Introduction of solar power at Stop & Shop and ICA is helping each of the companies reduce their CO₂ footprints. Stop & Shop installed a system of solar panels at a store in Connecticut. Consisting of 1,320 individual solar panels capable of generating 175 watts each, the installation went live at the start of January 2009. Solar power will provide approximately 9% of the store's electrical consumption. At its Maxi store in Västerås, Sweden, ICA installed 300 square meters of solar panels. They will provide an estimated 25-50 megawatt hours of electricity per year.



2,475,000

The Ahold group emits
2,475 thousand tonnes
of CO₂ annually.

* Sources for converting fuel and gas: GHG protocol – Mobile guide (03/21/05) v1.3 and 2006 IPCC Guidelines for National Greenhouse Gas Inventories.
Source for converting electricity per country: International Energy Agency (IEA) Data Services, 2006.
Source for converting refrigerant substances: Climate Change 2007 – The Physical Science Basis, Contribution of Working Group I to the Fourth Assessment Report of the Intergovernmental Panel Climate Change (IPCC), table 2.14, time horizon – 100 years.

Climate action

Natural gas consumption in DCs and stores in thousands of cubic meters

	2008
Stop & Shop/Giant-Landover	55,419
Giant-Carlisle	11,140
Albert Heijn	25,764
Albert/Hypernova (Czech Republic)	6,419
Albert/Hypernova (Slovakia)	1,286
ICA	NA
Total	100,028

Electricity¹ consumption in DCs and stores in millions of kWh

	2008
Stop & Shop/Giant-Landover	1,688
Giant-Carlisle	509
Albert Heijn	500
Albert/Hypernova (Czech Republic)	256
Albert/Hypernova (Slovakia)	46
ICA	1,676 ²
Total	4,675

¹ Includes renewable and regular electricity.

² Includes district heating, except for ICA Sweden stores.

Leakage of refrigerant substances in DCs¹ and stores in tonnes

	2008
Stop & Shop/Giant-Landover	152
Giant-Carlisle	19
Albert Heijn	21
Albert/Hypernova (Czech Republic)	11
Albert/Hypernova (Slovakia)	3
ICA	11
Total	217

¹ Outsourced DCs are excluded.

Leakage of refrigerant substances in DCs¹ and stores as a % of total refrigerants

	2008
Stop & Shop/Giant-Landover	15%
Giant-Carlisle	9%
Albert Heijn	7%
Albert/Hypernova (Czech Republic)	11%
Albert/Hypernova (Slovakia)	13%
ICA	15%
Total	13%

¹ Outsourced DCs are excluded.

Reducing energy use and greenhouse gas emissions

We are reducing our energy usage through more efficient refrigeration, transport and distribution, and innovations in our stores.

We continuously work to save energy and reduce emissions in the way we distribute, transport, prepare and store our products. Our operating companies also look for opportunities to use “green” energy. ICA’s distribution centers in Sweden use only “Good Environmental Choice” electricity, the criteria for which is set by the Swedish Society for Nature Conservation.

In 2008, Stop & Shop was awarded the United States Green Building Council (USGBC) “Leadership in Energy and Environmental Design” (LEED) certification for 51 of its buildings, reflecting the use of improved design and technologies to make them more energy efficient and environmentally friendly.



Stop & Shop/Giant-Landover recognized for “green” leadership



Stop & Shop and Giant-Landover have been honored with the 2008 John A.S. McGlennon Environmental Award for Corporate Leadership. Presented by the Environmental Business Council of New England, the award recognizes Stop & Shop/Giant-Landover’s commitment to corporate responsibility. Their efforts were also recognized by the United States Green Building Council (USGBC), which awarded the company its “Leaders in Energy and Environmental Design” (LEED) certification for 51 of its stores. The initiatives that contributed to the LEED certification include doors on dairy coolers, reduced lighting during off hours, reflective white roof membranes to reduce heat absorption, and using less air conditioning in summer.

Climate action

Risk and opportunities due to climate change

Reducing carbon emissions is the focus of our climate action policy. Climate change may have an impact on our business, but compared to other industries, retailers face relatively limited direct risks. Since our emissions are relatively low, new or stricter environmental legislation will not have a major influence on our business.

In addition to possible direct effects caused by a changing climate, we are carefully evaluating how to anticipate society's changing understanding of climate change so that we can meet the resulting demands of customers and other stakeholders.

Taking steps to improve energy efficiency

To provide safe, fresh, quality food in an appealing shopping environment, we need to use energy for refrigeration and food preparation. This energy usage is one of our most significant direct environmental impacts.

We track and benchmark our energy consumption and invest in energy-efficient equipment. We develop solutions with vendors, share best practices among operating companies, and train employees to save energy. New technologies, such as LED (Light Emitting Diodes) lighting, use less energy and help us save costs.

We monitor the refrigerants we use and each of our companies maintain systems to minimize leakage. Our companies are phasing out refrigerants that damage the ozone layer.

Albert Heijn and Stop & Shop have both carried out trials with doors on coolers and freezers that are traditionally open. At Albert Heijn, these innovations are applied in the company's newest stores. Albert Heijn has had an energy savings program in place for its stores since 1995.

Giant-Carlisle is testing the use of glycol as a cooling agent for medium refrigeration racks to reduce the use of refrigerants and minimize leakage. ICA uses the CoolICA system in many of its Norwegian stores to monitor energy consumption and temperatures in refrigerated display cases and freezers. More efficient monitoring reduces energy use and service costs.

Our companies are also removing or upgrading inefficient lighting systems. This helped Stop & Shop/Giant-Landover reduce energy consumption in 2008 by 35 million kilowatt hours. The company has also achieved significant energy reductions with steps including the replacement of old doors on frozen foods cases and by disconnecting excess light fixtures in refrigerated cases. A program started by Giant-Carlisle in 2008 to remove or upgrade lighting fixtures in 56 stores has already resulted in an overall reduction of 1.6 million kilowatts.



New technology creates significant energy savings for Albert Heijn



New technology in new Albert Heijn stores has reduced energy consumption by 15%-20% for every meter of refrigerated space, compared with conventional stores. Innovations include LED lighting on all store exteriors and inside many new stores as well. There are also motion sensors that automatically turn lighting off and lighting systems that adjust intensity according to differing needs at various times of the day. Albert Heijn has also run pilots with several energy-saving systems, including one which reuses heat generated by refrigeration units to heat stores.

“Our companies are phasing out refrigerants that damage the ozone layer.”

Climate action

More efficient transport and distribution

Reducing the environmental impact of our transportation and distribution network makes good business sense. In most cases, the measures we are taking also reduce operating costs and increase efficiency.

The steps our companies are taking to reduce fuel consumption, lower carbon emissions and reduce costs include:

- Continuous replenishment: linking store ordering systems with distribution centers and suppliers to keep the transport of unwanted goods to a minimum;
- Training drivers in eco-efficient driving methods that reduce fuel usage and CO₂ emissions;
- Using aerodynamic roof air shields, cab fairings, and front air dams to reduce air resistance;
- Planning efficient delivery routes;
- Backhauling: where goods from a supplier are collected on a truck's return trip to a distribution center to reduce the number of kilometers that trucks drive empty;
- Introducing more efficient trucks, such as Albert Heijn's introduction of Euro 5 trucks. In 2008, Euro 5 trucks made up 50% of its fleet. The entire fleet will be converted to Euro 5 trucks by 2010.

In addition, Albert Heijn has introduced "whisper trucks", truck trailers which are almost silent and therefore less disruptive. This means the company can make deliveries at night and in the early morning, avoiding traffic in peak hours and reducing travel time and energy use. The company aims to deliver all its products in whisper trucks from 2010.

Ahold is also taking steps to limit business travel and encourage employees to conduct meetings by telephone or videoconferencing wherever possible. Other initiatives include carpool programs at Giant-Carlisle and ICA and an offset program for greenhouse gas emissions at ICA.



ICA offsets air travel emissions



In 2008, ICA began taking steps to neutralize the CO₂ impact of all business air travel. For every flight taken by employees traveling for work, ICA is contributing money to projects that reduce or neutralize carbon emissions. It has partnered with carbon offset company Tricorona in Sweden to identify CO₂ neutralization projects to support. ICA supports a wind power mill in northern China that contributes to reducing carbon dioxide emissions by 98,000 tons every year.

“Reducing the environmental impact of our transportation and distribution network makes good business sense.”

Climate action

Reducing and recycling waste

We are committed to reducing waste and encouraging people to recycle. Reducing waste means our business consumes less, which is good for the planet. It also reduces costs. Recycling can, in some cases, provide additional income. In many cases, recycling and waste reduction demands a cultural change; in others, the infrastructure to recycle certain materials does not yet exist.

Our operating companies have also introduced education programs for employees and customers. They include ICA's website, which explains the environmental impact of wasting food.

Other measures include a reduction in shrink as a result of the value improvement program at Stop & Shop/Giant-Landover. In Sweden, ICA became the first company to commercially launch a plastic film made from renewable resources. It was introduced on its "I love eco" salad, apple and carrot lines in 2008. Albert Heijn uses biodegradable film for organic products.

Many of our operating companies are continuing to explore new ways to recycle additional types of waste at offices, stores and distribution centers. For instance, Ahold USA companies recycle shrink film, plastic bags and cardboard, which provides an opportunity to reduce waste and, in some cases, generate income. For example, Giant-Carlisle recycled more than 39,000 tonnes of store cardboard and paper in 2008, generating more than \$5 million in revenue. Albert Heijn also recycles plastic and cardboard in its stores and distribution centers.

A number of our businesses audit their stores and distribution centers to ensure recyclable waste is not included in the residual waste stream when recycling facilities are available. In Europe, our companies work with suppliers to reduce packaging waste in line with the EU Packaging Directive.



Albert praised for green packaging



In February 2008, Albert was recognized by the Czech environmental organization Arnika for replacing PVC packaging with "greener" materials. Working closely with Arnika, Albert has replaced PVC with polyethylene in the packaging of fresh red meat products sold under the Albert Quality brand. Arnika's comments came as a result of a survey of 11 food retail chains in the Czech Republic, carried out as part of the organization's anti-PVC campaign.

Waste by type (tonnes)	Stop & Shop/ Giant- Landover	Giant- Carlisle	Albert Heijn	Albert/ Hypernova (Czech Republic)	Albert/ Hypernova (Slovakia) ¹	ICA	Total
Organic	8,842	2,020	31,220	3,683	NR	90,226	135,991
Cardboard and paper	136,510	39,158	57,418	12,391	NR	21,127	266,604
Plastic	1,980	1,254	2,907	1,020	NR	3,535	10,696
Wood	26,155	8,637	123	215	NR	3,252	38,382
Metal	675	220	27	38	NR	600	1,560
Other	135,244	44,863	15,169	15,398	NR	53,521	264,195
Total	309,406	96,152	106,864	32,745	NR	172,261	717,428

¹ Implementing a process for capturing reliable data.

Total waste in % by disposal method	Stop & Shop/ Giant- Landover	Giant- Carlisle	Albert Heijn	Albert/ Hypernova (Czech Republic)	Albert/ Hypernova (Slovakia) ¹	ICA	Total
Compost	1%	0%	0%	4%	NR	53%	13%
Reused, recycled or recovered	55%	53%	57%	42%	NR	17%	46%
Fermented	0%	0%	29%	0%	NR	0%	4%
Incinerated	44%	1%	14%	15%	NR	10%	24%
Landfill	0%	46%	0%	39%	NR	20%	13%

¹ Implementing a process for capturing reliable data.



Organic waste

Recycling organic waste requires a special infrastructure that does not exist in all market areas. In Massachusetts, Stop & Shop has helped state officials create an infrastructure and set standards for organic recycling.

Albert Heijn is using its organic waste to produce green energy. Like all of Ahold's operating companies, Albert Heijn is focused on reducing organic and other types of waste it produces.

Protecting the water supply

Several of our companies have taken part in programs to educate customers about the importance of recycling medicines to keep them out of the water table. In 2008, Giant-Carlisle worked with local governments and recycling authorities to collect unwanted prescription and over-the-counter drugs at three of its stores. The program taught residents how to properly dispose of unwanted or expired medication. It is being replicated in other stores.

“We recognize that paper bags also have a negative impact on the environment and encourage customers to choose reusable shopping bags.”

Water consumption in DCs and stores in thousands of liters	2008
Stop & Shop/Giant-Landover	2,457,639
Giant-Carlisle	1,171,686
Albert Heijn	321,867
Albert/Hypernova (Czech Republic)	NR ¹
Albert/Hypernova (Slovakia)	95,011
ICA	81 ²
Total	4,046,284

¹ Implementing a process for capturing reliable data.

² Only includes consumption of ICA Sweden DCs.

Plastic bags

The use of plastic bags is a topical issue in all of our markets, particularly in the United States where they have been banned in some communities. We recognize that paper bags also have a negative impact on the environment and encourage customers to choose reusable shopping bags.

Giant-Carlisle has conducted research into customer attitudes on recycling and reusability. It shows that many customers balance their environmental aspirations with their concerns about reduced convenience, uncertainty about alternatives, and additional costs. To overcome such barriers, our operating companies are developing information campaigns, incentives for using reusable bags, and providing attractive and affordable alternatives to traditional plastic bags.

Again, our primary goal is to encourage the use of reusable bags.

Our operating companies offer reusable shopping bags and opportunities to recycle plastic bags. In the United States, our stores have collection points to return plastic bags for recycling. Plastic bags collected at Giant-Carlisle's stores are recycled into material for decks and railings, by Trex, a manufacturer of alternative lumber in North America. Plastic bags that Albert Heijn sells in its stores are made from recycled plastics.



Community engagement

Building relationships

We are active, contributing members of society, and support the communities in which we operate.

Community involvement is a shared engagement between our business, our customers and our employees. We listen to what they say and support the causes they feel strongly about. We support a wide variety of community efforts, combining financial and product contributions with strong local partnerships.

Many of our initiatives complement our main themes in corporate responsibility, such as the promotion of healthy lifestyles.

Community engagement goals

Our primary goals in community engagement are to:

- Support causes that are meaningful for our customers, employees and other stakeholders and where we can make a difference;
- Encourage in-store activities that reflect our local community engagement programs;
- Promote store participation in local community activities.



ICA sponsors charity races for good blood



ICA is the main sponsor of the “Blodomloppet” or Blood Run, a series of runs that have the dual purpose of recruiting blood donors and encouraging people to exercise. Approximately 60,000 people took part in 12 races across the country in 2008, up around 30% from the year before.



Giant-Landover transforms neighborhood



Giant-Landover helped transform a Washington D.C. neighborhood with the opening of the first supermarket in the community in a decade. The “Super Giant”, still the only full-service store in Ward 8, celebrated its first anniversary in December 2008. The 63,000 square foot store is part of a revitalization project in this economically-challenged area where a former U.S. National Guard facility was located. Giant-Landover’s decision to take part in the project finally cleared the way for \$37 million worth of redevelopment. Without a single major grocery store in their community, Ward 8 residents lacked the convenience and quality food products that people in other communities take for granted. The store also brought jobs into the community, employing residents from the surrounding neighborhood.



Community engagement

Fighting hunger in our markets

As a food retailer, hunger relief is a natural focus for us. Over the years, we have raised public awareness, as well as millions of euros for hunger relief. In addition to fundraising efforts at the checkout, we donate products from stores to local food pantries and soup kitchens and provide a variety of services.

All of our operating companies in the United States support local food banks, helping to feed millions of people. At holiday times, they also provide turkeys to families who otherwise would not be able to afford a holiday meal.

Some of our activities to fight hunger include:

- In 2008, Giant-Carlisle donated \$2.4 million in cash and food to regional food banks through a variety of initiatives including its annual “Bag Hunger” campaign;
- ICA distributes food to the Stockholm Stadsmissionen for the homeless in Sweden. It also donates food to the Gothenburg Salvation Army;
- Every autumn, Stop & Shop’s Food for Friends raises \$1 million and donates 20,000 frozen turkeys to families in need;
- ICA Rimi supports SOS Children’s Villages in Latvia;
- Giant-Landover’s Checkout Hunger campaign raised \$200,000 in 2008.



Giant-Carlisle’s expertise helps feed the hungry



Giant-Carlisle has a strong relationship with its regional food bank, Central PA Food Bank. In 2008, the supermarket developed a cross-functional team of internal experts who meet regularly with food bank representatives to discuss their operations and needs. The collaboration ranges from logistics to management support. For example, Giant-Carlisle’s fuel supplier delivers fuel to the food bank at cost and fills delivery trucks overnight. Additionally, Giant-Carlisle’s trucks pick up and deliver donations when they have a truck available. Other items, such as ground beef, perishables and office supplies, are provided to food bank partners at cost. These initiatives translate into more meals for families in need.

“As a food retailer, hunger relief is a natural focus for us.”



Community engagement

Building healthy communities

Encouraging people to make the right choices for a healthier lifestyle is one of our corporate responsibility commitments. Many of our community engagement activities are linked to our aim of making it easier for people to lead healthier lives.

We organize walks and support sporting activities. We also support initiatives aimed at treating people who suffer from illness in the communities in which we are active. Such illnesses include childhood cancer, breast cancer, HIV and Aids and Multiple Sclerosis.

In 2008, Giant-Carlisle received the Shining Star award from the U.S. National Multiple Sclerosis Society for efforts to find a cure for the disease. Giant-Carlisle raised more than \$600,000 for the organization during the year, bringing its total support to more than \$4 million. Giant-Carlisle employees raised nearly \$1 million to support the United Way, a national network of charities. The contribution was its largest by the company to the United Way to date.

Through the Stop & Shop-Giant Family foundation, Stop & Shop and Giant-Landover have partnered with the Healthy Futures campaign of the youth organization YMCA. The program aims to help children and their families stay fit and lead healthier lives. The foundation donated more than \$600,000 in 2008 to nutrition and recreation programs targeted to children at risk.

Ahold's operating companies raise hundreds of thousands of euros to fight breast cancer each year. For example, in 2008, Etos raised €218,000 for the Dutch Pink Ribbon Foundation. Our corporate brands in the United States also joined in, including a pink ribbon logo on corporate brand water and donating a portion of the proceeds to support Breast Cancer Awareness efforts.



Making college education possible for disadvantaged youth



Since 1999, Stop & Shop has helped make the dream of a college education possible for more than 1,000 high school seniors and college students from under-served communities within its market areas. The supermarket partners with Bottom Line, a community-based organization that provides college assistance to disadvantaged youth from the beginning of the college application process through graduation. Stop & Shop creates opportunities for career advancement through individual mentoring, tailored training programs and an annual eight-week summer internship program.



Albert Heijn helps troubled neighborhoods



Albert Heijn is working with the national and local governments, fire department and police to improve the quality of life in troubled neighborhoods across the Netherlands. The company is opening and remodeling stores in these neighborhoods, bringing jobs to the communities and carrying out initiatives to keep neighborhoods clean and safe.



Community engagement

Helping children

Many of our activities in the area of community engagement revolve around facilities and support for children.

Stop & Shop and Giant-Landover are building playgrounds in underprivileged neighborhoods close to their stores while Albert's Bertici project in the Czech Republic provides support for disadvantaged children. In 2008, Albert expanded the project to incorporate children's rights, partnering with the organization SOS Kinderdorfen and its project "Quality for Children".

Giant-Carlisle's A+ School Rewards program helps local schools earn cash for computer equipment, scholarship programs, library books, field trips and summer programs. Giant-Landover and Stop & Shop have similar programs that support local schools. Since 2000, Giant-Carlisle, Giant-Landover and Stop & Shop have together donated more than \$24 million to schools across their operating areas.

Contributions

Contributions ¹ in thousands of EURO	2008
Stop & Shop/Giant-Landover	18,431
Giant-Carlisle	9,935
Albert Heijn	2,520 ²
Albert/Hypernova (Czech Republic)	465
Albert/Hypernova (Slovakia)	9
ICA	2,747 ³
Total	34,107

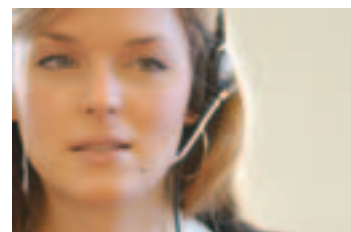
¹ Contributions to charity by Ahold (money raised from our companies, customers, suppliers and employees).

² Completeness cannot be ensured.

³ Excludes contributions by ICA Norway.



Albert supports 24-hour hotline for children in need



In 2008, the Albert supermarket in the Prague suburb of Cimice began supporting the Safety Line, a toll-free number that helps children and young people in need. This includes providing the line's operators with food vouchers for snacks and lunches in the store. The 24-hour Safety Line employs 80 professional operators, who are specially trained to listen and provide advice to children. The hotline handles 300-400 cases a day – dealing with issues ranging from family problems to bullying and abuse.



Albert/Hypernova offers vaccinations to children and mothers in Slovakia



Albert/Hypernova teamed up with Pampers in Slovakia to raise money to vaccinate children and mothers. 2008 was the second year of the program, which has helped raise enough money for the United Nations relief organization UNICEF to vaccinate 50 million mothers and children worldwide against fatal diseases. This includes more than 100,000 who were vaccinated in Slovakia during the year.



Our people

People are our business

Our employees are the foundation of our business. Ahold is one of the largest food retailers in the world, and our employees serve millions of customers every day. Their commitment is essential for the success of our business.

Our goal is to attract, retain and develop the best people. We also want Ahold to be a company that people are proud to work for. We are committed to providing employees with a rewarding career, a great working environment and opportunities to develop, both in their current roles and in the future.

We ensure our employees are treated fairly and enjoy similar opportunities wherever they work. Ahold's Human Resources leadership team plays a key role, developing global policies and coordinating HR activities across the group. This allows us to share best practices, develop standardized processes, and use our collective knowledge and experience to put in place company-wide initiatives.

Human resources goals

The primary goals of our human resource initiatives are to drive Ahold's business success by ensuring:

- Our people are highly qualified and customer-oriented;
- Ahold and its operating companies are great places to work;
- Our people management practices support practical results in the short term, while building a talented and motivated team for long-term success.

232,000

The Ahold group employs more than 232,000 people.

“Our employees are the foundation of our business.”



Our core values

Many of our human resource policies are set at a local level, but the overall approach across Ahold is guided by our core values:

Act customer

Customers are our lifeblood. We make every day easier for them, bringing innovative and interesting shopping experiences.

Engaged associates

We value our diversity and are committed to developing our people and giving them opportunities to grow.

Integrity always

We act openly and honestly. We say what we mean and we do what we say.

One team

We are greater than the sum of our parts. We cooperate to leverage our capabilities, scale, strengths and knowledge.

Innovative mindset

We constantly challenge ourselves to find better ways and better results.

Passion for our business

We love being in the food business. We set high standards and are never satisfied in our search for excellence.

Workforce

Workforce	Employees	Full-time ¹	Part-time ¹
Stop & Shop/Giant-Landover	84,664	30%	70%
Giant-Carlisle	26,890	31%	69%
Albert Heijn ²	76,065	18%	82%
Albert/Hypernova (Czech Republic)	12,793	73%	27%
Albert/Hypernova (Slovakia)	1,863	99%	1%
ICA	29,961	NR	NR
Total	232,236	29%	71%

¹ Based on local definitions.

² Includes Etos, Gall & Gall and Ahold Coffee Company.



Helping people with disabilities build careers



In June 2008, the Marriott Foundation for People with Disabilities named Giant-Landover its "Employer of the Year" for helping people with disabilities achieve their career goals. Over 18 months of 2007 and 2008, Giant-Landover hired 21 young people in seven of its stores as part of the Foundation's Bridges program. From the start, Giant worked closely with program staff to identify the right job match for each Bridges youth. The young people were trained and guided every step of the way, and given opportunities for vocational advancement.

Code of Conduct

Ahold's Global Code of Professional Conduct and Ethics is based on the company's core values. It is intended to help each employee understand and follow relevant compliance and integrity rules, and to know when and where to ask for advice. The code applies to Ahold, its operating companies and all management-level employees, as well as to third parties hired by or acting on behalf of Ahold. It coexists with the local codes of conduct at each of Ahold's operating companies. The code is available in the corporate governance section of Ahold's public website (www.ahold.com).



A great place to work

We are a company that people are proud to work for – both because of the success of our business and the values we embrace. As food retailers, we operate in a highly competitive, low-margin business, where the quality of our people is crucial to stay competitive. It is essential that we provide an attractive working experience and that our companies are seen as great places to work. This is how we attract and retain the best employees: people who serve our customers well, and senior managers who motivate and inspire people.

We provide a safe working environment where employees are treated with dignity and respect. We treat employees fairly, offer a competitive wage and give them the opportunity to grow and have fulfilling careers. We ensure that our workforce reflects the communities we serve.

In 2008, a survey of 1,000 Dutch managers named Ahold the leading retailer in the Netherlands, based on its attractiveness as a potential employer. Albert Heijn was also named the leading multi-cultural employer in the Netherlands thanks to the opportunities it gives employees to develop.

Employee satisfaction

Measuring employee satisfaction and gathering feedback is fundamental to Ahold's commitment to be an employer of choice. It is also important to our success, as customer satisfaction is strongly linked to employee satisfaction.

In 2008, an Albert Heijn survey indicated that employee satisfaction is growing. Eighty-five percent of them rated their "overall satisfaction" at 7.5 on a scale of one to 10 – the highest score to date.

In 2008, Giant-Carlisle surveyed women in store management positions. The survey identified issues on growth opportunities, career advancement, and opportunities for mentoring. Giant is now developing programs to address the concerns raised.

Ahold conducts a group-wide annual leadership survey. Detailed results of the survey are shared with our operating company CEOs and Human Resources teams. Plans are put in place to address the feedback.



Albert Heijn named best multicultural employer in the Netherlands



In March 2008, Albert Heijn was named the best multicultural employer in the Netherlands in an annual survey of more than 1,500 foreign-born Dutch citizens. The award was based in part on the work Albert Heijn does to promote diversity within the company and its commitment to giving all employees equal opportunities for advancement.

“We are a company that people are proud to work for.”

Development and performance management

Developing talent is vital to the success of our business. We have processes in place to reward exceptional performance, set structured goals, provide ongoing coaching and give feedback to our employees.

Our management development practices encourage employees to grow within the company by offering them challenging assignments, targeted training, and rewards based on performance. We fill most vacancies through internal promotion, with career progression based on an individual's aspirations, capabilities, performance and behavior consistent with Ahold's core values. We recruit externally to augment the strategic talent needs of our workforce and to improve the diversity of our workforce.

To ensure that managers at all of our operating companies take part in an annual performance appraisal, we have a group-wide performance management system in place.

Talent and knowledge exchange

One of the significant benefits of operating on a global scale is our ability to share skills, experience and perspectives across the group. Through talent exchange programs, we move people across the business on long-term and short-term assignments. This enables them to share skills and perspectives with others in the company, and develop new ones.

In 2008, a number of employees from our operating companies were sent on temporary assignments to the Corporate Center to work on projects in their functional areas. Stop & Shop/Giant-Landover and Giant-Carlisle each welcomed a management trainee from Albert Heijn who spent six months as an intern in their operations. The trainees chronicled their experiences in blogs that were published on the Ahold-wide intranet.

These activities allow us to develop a pipeline of candidates with international experience suitable to fill top executive positions in the future. For example, in 2008, Giant-Carlisle President and CEO Sander van der Laan was recruited from Albert Heijn. He is applying his extensive knowledge of our European businesses to the U.S. market.



ICA invests in future leaders



ICA's network of young leaders drives internal recruitment, helping to prepare promising management talent for senior functions. Created four years ago, the network links a group of upcoming leaders to senior management. The network improves the members' understanding of the business and gives them the chance to further develop their skills. In 2008, the network included 20 participants aged 30 to 40. All have previous management experience and come from different parts of the company and from different countries. Participants were selected by senior managers and met about once every two months for the year. In total, around 80 people have been part of the network.

“Our management development practices encourage employees to grow within the company.”

Learning

Every position has its own specific training. This provides employees with the skills they need for their jobs. Training is designed to support employees' professional growth and our focus on customers, and to encourage innovation across the company.

Most training activities are handled locally and focus on store-level jobs, as these make up the largest segment of our workforce. We also offer web-based training and educational programs. This allows us to distribute training to a wide audience efficiently and consistently, and to monitor compliance with mandatory training.

Group-wide, we organize a number of programs to develop our best talent:

- Each year the Ahold Retail Academy gives approximately 30 talented managers the opportunity to get together with peers from across Ahold for an intensive one-week study program. The course is run in partnership with Cornell University in the United States;
- The Gerrit-Jan Heijn fellowship provides an exchange opportunity between employees from Ahold USA and Ahold Europe;
- The Ahold Management Program is designed to prepare newer managers at Ahold for the next steps in their careers. Organized in partnership with Nyenrode Business University in the Netherlands, the four-day course develops personal leadership skills and broadens retail knowledge.

Health and safety

We promote the health and well-being of our employees in a variety of ways, and work to provide a healthy and safe working environment.

Many of the health and wellness activities we organize combine other aspects of our commitment to being an employer of choice, or address causes that are important to our employees. For example, our operating companies sponsor teams to raise money for causes ranging from breast cancer to Multiple Sclerosis. We also sponsor athletes for events such as the annual Dam-to-Dam run in the Netherlands.

Our operating companies have various programs addressing the health challenges that affect some of our employees, such as stress, tobacco addiction and weight management. Occupational health and safety is also managed locally, often with the support of our Corporate Center. Each operating company has programs in place to train employees on safety and health risk issues.



Stop & Shop employees treated to health fair



Approximately 1,500 employees at the Stop & Shop distribution center in Freetown, Massachusetts, were given time off work in July 2008 and treated to hand massages, bone density scans and free health care products during the company's Health, Wellness, Benefits & Safety Fair. The program gave employees the opportunity to discover any hidden health issues and provided tips on leading healthier lifestyles. "Not everyone sees a doctor regularly," Human Resource Manager Eva Cabral said. "Many of us wait until we are sick to go see a doctor. If we identify just one person with a health problem, then it is all worth it to us." Many other organizations, including the United Way, Teamsters and Katie Brown, a relationship violence prevention program, were represented at the fair.

"We promote the health and well-being of our employees."



Diversity

As a company with operations in a number of European countries and the United States, Ahold fosters an atmosphere of diversity. Diversity is valued at every level of our organization and recognized as a key component of our continued success. Our goal is to have a workforce that reflects the customers we serve and the communities in which we operate.

This allows us to understand the diversity of our customer base, and to better serve them. It also gives us access to a wider pool of talent and allows us to employ the person best qualified for the job, regardless of gender, ethnicity or age.

To support diversity, we are mentoring employees and supporting groups that promote diversity. These groups include Giant-Carlisle's Female Leadership Advisory Council and the ALANA Resource Group, a support group for employees of African-American, Latino/Hispanic, Asian/Pacific Islander and Native American/Alaskan origins. We believe that diversity must be driven from above, starting with senior management.

For its efforts in this area, Giant-Carlisle was recognized by Central Pennsylvania Business Journal's *Inclusion Magazine*. The magazine said the company's work to support diversity distinguished it from others in the area. In 2008, Albert Heijn was named Best Multicultural Employer in the Netherlands for its approach to diversity.

Composition of the Ahold boards¹

	Male	Female	Total
Corporate Executive Board ²	4	1	5
Supervisory Board	4	3	7
	67%	33%	100%

¹ As of December 28, 2008.

² Includes one acting member of the Corporate Executive Board.

Employees with special needs

As an employer, we can make a positive impact on the communities in which we operate in by employing people with special needs, such as learning or physical disabilities. We have found that the extra attention some employees require is repaid with enthusiasm and success in their work. In the United States, Giant-Landover was recognized by the Marriott Foundation for work with adults with disabilities. Albert Heijn has similar programs, including one that provides jobs to disabled young people. These so-called "Wajongers" are given extra support and supervision to help them make the most of their jobs.



Stop & Shop and Giant-Landover invest in the professional development of women



Stop & Shop has been a corporate sponsor of the Network of Executive Women (NEW) since it was launched, helping to start three regional chapters of the network in New England, New York and the mid-Atlantic markets. NEW is a non-profit educational organization committed to attracting, retaining and advancing women in retail through education, leadership and business development. Through their active participation with NEW, Stop & Shop and Giant-Landover demonstrate their commitment to the professional development of women by providing educational, mentoring and networking opportunities.

“Diversity is valued at every level of our organization and recognized as a key component of our continued success.”



How we manage corporate responsibility

Our corporate responsibility vision, policies, goals and measures are set at a global level by Ahold's Corporate Executive Board. Most of our CR activities are managed locally to address the specific needs of local stakeholders.

Corporate responsibility model and organization

The corporate responsibility department at Ahold reports directly to the Corporate Executive Board through Peter Wakkie, who is a Board member and Chief Corporate Governance Counsel.

In 2008, we set up the Ahold Corporate Responsibility Steering Committee to integrate corporate responsibility into the day-to-day management of our businesses. This committee consists of senior representatives from each of our companies and the Corporate Center, and is chaired by Peter Wakkie.

The Steering Committee ensures the executive teams of our companies are aware of – and support – the corporate responsibility priorities we set. The committee also helps determine Ahold's corporate responsibility strategy through the CR Coordinating Committee and, with the assistance of the CR Steering Committee Data & Reporting, drives the collection of CR-related data.

The CR Coordinating Committee consists of representatives from each of our operating companies and the Corporate Center and is chaired by Roland Waardenburg, Vice President of Corporate Responsibility. It ensures that expertise, information, and best practices related to our corporate responsibility activities are shared across the group.

The CR Steering Committee Data & Reporting consists of senior corporate responsibility, finance and legal executives from Corporate Center. Through this committee, we ensure that the process of CR data definition and collection mirrors the proven financial data processes that are already in place.

How and why we set the current targets and key performance indicators

Ahold's corporate responsibility targets and key performance indicators were developed through a combination of external research, studies on global trends and discussions with our key stakeholders. To this end, we have built partnerships with NGOs and other relevant bodies.

We recognize that targets and key performance indicators must be relevant, achievable and fully integrated into the business in order to be successful. They must challenge us to make clear and measurable improvements. Where possible, targets are based on quantifiable indicators.

In 2008, the Ahold Corporate Executive Board confirmed targets and key performance indicators, which have been published for the first time in this report.

How we measure

Having defined our focus areas for corporate responsibility, the corporate responsibility department, together with experts in the operating companies, developed a uniform system across Ahold's operating companies to collect information that we can use to track and evaluate our performance.

The data collected in 2008 provides a baseline to measure progress.

In line with Ahold's commitment to integrate corporate responsibility into its daily business operations, the evaluation of progress being made in reaching our CR targets has become part of the Corporate Executive Board's regular business reviews with operating company management teams.

Global Reporting Initiative

Guidelines developed by the Global Reporting Initiative (GRI) guide our approach to corporate responsibility reporting.

GRI is a global, multi-stakeholder network of business professionals, representatives from labor organizations, investors, accountants and others who work together to develop an internationally accepted standard for corporate responsibility reporting.

Ahold reports according to the GRI standards (B level). In the GRI cross-reference table in this report we provide a summary of our compliance. The GRI framework outlines several levels of reporting compliance, depending on a company's capabilities and ambitions.



Corporate responsibility steering committee



Peter Wakkie
Executive Vice President
and Chief Corporate
Governance Counsel
Ahold



Roland Waardenburg
Vice President Corporate
Responsibility
Ahold



Chris Dik
Chief Financial Officer
Ahold Europe



Buck van der Werf
Vice President Operations
Albert/Hypernova



Martijn Schaafsma
Chief Financial Officer
Albert/Hypernova,
Slovakia



Ingrid Jonasson Blank
Executive Vice President
ICA AB



Rick Herring
Executive Vice President
Finance Giant-Carlisle



Tom Hippler
Executive Vice President
and General Counsel
Stop & Shop/Giant-
Landover

Our partnerships and memberships



Corporate affairs

Corporate affairs at Ahold covers the company's activities in the areas of government relations and regulatory public affairs. Our priorities in the area of corporate responsibility are important drivers of our Corporate affairs activities.

In 2008, Ahold established a Corporate Affairs Council to ensure it has a consistent approach at both a group and continental level. The Corporate Affairs Council reports to the CEO through the Senior Vice President, Group Communications. The council is made up of representatives from Ahold Europe, Ahold USA, the Corporate Center and the corporate responsibility department.

The council is responsible for global policy, aligning activity and decision-making across the company, and for overseeing Ahold's representation on industry bodies and lobbying organizations.

About our corporate responsibility report

The purpose of Ahold's 2008 Corporate Responsibility Report is to provide a fair and balanced view of Ahold's corporate responsibility strategy, practices and performance for the period from December 31, 2007 to December 28, 2008. The preparation of this report was overseen by the Ahold CR Steering Committee and the CR Steering Committee Data & Reporting and the final report has been endorsed by Ahold's Corporate Executive Board.

This is the seventh corporate responsibility report that we have published and, as of 2007, we publish a corporate responsibility report on an annual basis.

Scope

Our reporting systems facilitate the collection of qualitative and quantitative information from our operating companies. This report covers our operating companies and ICA. The data excludes the entities Ahold Coffee Company, Peapod, Etos, and Gall & Gall, unless indicated otherwise in the report. Financial data included in the paragraph *Highlights* includes all these entities except for ICA.

For the purpose of this report, we report on the indicators specific to:

- stores (owned and franchised);
- transportation (owned and outsourced) from distribution centers to stores;
- distribution centers (owned and outsourced; for Albert Heijn the four outsourced distribution centers are excluded).

We consider these locations and activities to represent the main part of our operations. Direct store deliveries, business travel and offices are not in scope for this report.

Process

Ahold follows the third generation guidelines (G3) of the Global Reporting Initiative (GRI). During 2008, we continued to gain more insight into the best way to measure our data. We have improved our alignment of definitions with GRI G3 Guidelines and implemented a reporting system to consolidate the data from our operating companies. As a consequence, we have been able to improve the consistency and reliability of our data.

Because this year's scope is significantly broader than for the 2007 report and definitions have been updated, the data reported over 2008 is not comparable to previous years without extensive explanations or adjustments. For that reason, we have not included 2007 data as a comparison to this year's reported data.

At each operating company, a designated content owner is responsible for coordinating the corporate responsibility data compilation and reporting to the Ahold Corporate Center. These content owners are responsible for accurate, complete and timely reporting in line with the various procedures, definitions and guidelines as issued by Ahold Corporate Center. The data provided by ICA has been adjusted to align with Ahold's definitions.

This corporate responsibility report includes – among others – data on healthy living, organic and Fairtrade products, percentage of GFSI-certified corporate brand products, fuel consumption, gas consumption, electricity consumption, total leakage of refrigerants and leakage percentage, our total CO₂ emissions, the total water consumption, the total weight of waste, the donations we gave and the total workforce.

Where needed and reasonably possible, extrapolations or estimates have been applied. For example, extrapolations of franchised stores are based on comparable owned stores. The report data were subject to internal review procedures. With respect to the data of outsourced distribution centers in the United States, third-party data is included which was not subject to our internal review procedures.



Group at a glance

Ahold is an international group of leading supermarket companies based in the United States and Europe. We offer customers great value, a convenient and appealing shopping experience, and healthy choices. We love being in the food business and are committed to being a leader in each of the markets we serve.

The power of our local brands sets us apart from the competition. As a group, we leverage knowledge, consumer insight and scale across our businesses to operate in a simple, responsible and efficient way.

Our people play an important role in our success by developing strong relationships with customers and others in our local communities. We continuously innovate products, services and store formats to build customer loyalty and achieve sustainable profitable growth for our company.

Where we operate

U.S. operations



European operations



Highlights

At the end of 2008, we operated 2,897 retail locations in the United States and Europe, employed more than 200,000 people and had combined sales of €25.7 billion. In 2008, we made good progress with our strategy for sustainable profitable growth. Highlights include:

Ahold

- Net sales of €25.7 billion, an increase of 6.9% at constant exchange rates;
- Operating income of €1.2 billion, up 12.2% or €130 million from 2007;
- Retail operating margin was 5.0%; underlying retail operating margin was also 5.0%;
- We repaid €1.1 billion of debt, reduced costs, and proposed a dividend for 2008 of €0.18, up 12.5% compared to last year's dividend;
- We published our carbon footprint for the first time, along with goals for each component of our corporate responsibility strategy.

Ahold USA

- Stop & Shop/Giant-Landover completed its Value Improvement Program (VIP) and rebranded its stores;
- In the second half of the year, Giant-Landover delivered two quarters of positive identical sales growth, the first time it has had positive identical sales since 2002;
- Giant-Carlisle continued its strong track record of continuous growth;
- Carl Schlicker moved from Giant-Carlisle to become President and CEO of Stop & Shop/Giant-Landover;
- Sander van der Laan moved from Albert Heijn to become President and CEO of Giant-Carlisle.

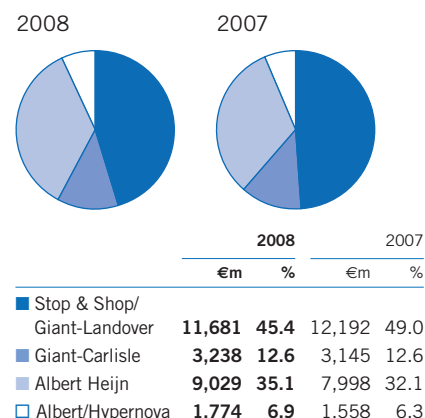
Ahold Europe

- Ahold divested its 73.2% stake in Schuitema;
- Albert Heijn opened or remodeled 95 stores;
- Etos opened its 500th store and was named "Best drugstore in the Netherlands";
- Gall & Gall won the Dutch retail prize for food specialty stores of the year;
- Albert/Hypernova made further progress with the rebranding of its stores under the name Albert;
- Albert was voted "Supermarket of the Year" in the Czech Republic for the fourth year in a row.

€25.7 billion

net sales

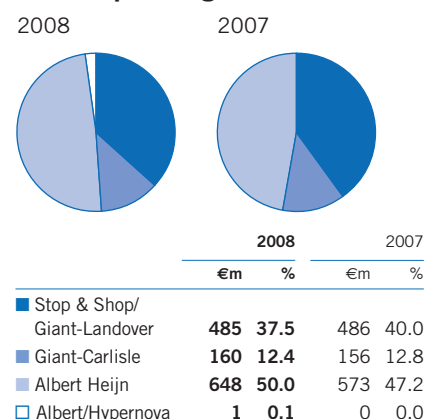
Net sales



€1.2 billion

operating income

Retail operating income



Our brands

Ahold – USA

Stop & Shop/Giant-Landover

Stop & Shop

Company name	The Stop & Shop Supermarket Company LLC
Established	1914
Joined Ahold	1996
Region	United States, specifically the states of Massachusetts, Connecticut, Rhode Island, Maine, New Hampshire, New York and New Jersey
Store formats	Supermarkets and superstores
Private labels	Include: Stop & Shop, Nature's Promise, Simply Enjoy, CareOne, Guaranteed Value, Cottontails, Simply Dry, and Companion

Stop & Shop is one of the leading food retailers in the northeast United States. We operate over 380 stores, throughout seven states, employing approximately 60,000 people.



“From self-service markets to the introduction of the region’s first superstore, Stop & Shop has always been an industry pioneer.”

Carl Schlicker
President and CEO
Stop & Shop/Giant-Landover

Giant-Landover

Company name	Giant of Maryland LLC
Established	1936
Joined Ahold	1998
Region	United States, specifically the states of Virginia, Maryland and Delaware and the District of Columbia
Store formats	Supermarkets and superstores
Private labels	Include: Giant, Nature's Promise, Simply Enjoy, CareOne, Guaranteed Value, Cottontails, Simply Dry, and Companion

Giant-Landover is one of the leading supermarket brands in the mid-Atlantic United States. We operate more than 180 supermarkets across three states and the District of Columbia, employing over 22,000 people.



“At Giant, we’re proud of our heritage and our deep community roots.”

Robin Michel
Executive Vice President and General Manager
Giant-Landover

Peapod

Stop & Shop/Giant-Landover also operates Peapod, LLC (“Peapod”), an online grocery delivery service that works in partnership with the Stop & Shop/Giant-Landover operating company. Peapod also services the metropolitan areas of Chicago, Illinois, and Milwaukee, Wisconsin. Sales are included in sales of Stop & Shop/Giant-Landover.



Highlights: Stop & Shop/Giant-Landover

- The Value Improvement Program ("VIP") was completed;
- In July 2008, Carl Schlicker was appointed President & CEO of Stop & Shop/Giant-Landover;
- In August 2008, Stop & Shop and Giant-Landover rebranded with new logos and initiatives designed to enhance the customer store experience;
- Giant-Landover completed 33 store remodels or replacements as part of Project Refresh.

Net sales

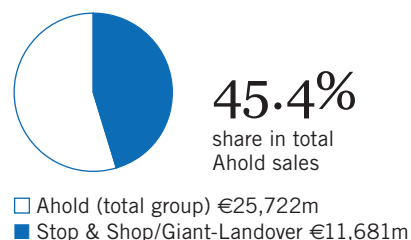
Net sales increased 2.4% in 2008 to \$17.1 billion. The increase was due to identical sales growth and the opening of new and replacement stores; store closures were a partial offset. In 2008, net sales included \$114 million of sales to Tops. Prior to the disposal of Tops, such sales were recorded as inter-company sales.

Excluding gasoline net sales, Stop & Shop identical sales increased 2.1% in 2008 compared with a 0.6% increase in 2007. Over the full year, Giant-Landover identical store sales growth was negative, impacted by lower pharmacy sales. However, Giant-Landover identical sales growth was positive in the second half of the year – the first time since 2002. During 2008, Giant-Landover opened its first two store gasoline facilities.

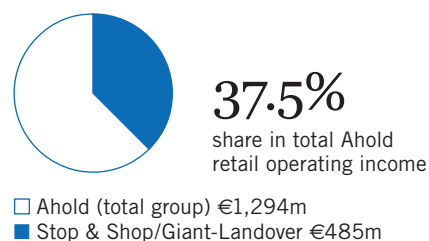
Operating income

In 2008, operating income increased \$39 million or 5.9% to \$701 million. The increase was largely due to higher sales and improved cost efficiencies. The results included approximately \$59 million of impairments, restructuring and related charges, as well as gains on the sale of real estate of \$30 million.

Sales



Retail operating income



	December 28, 2008 Number	December 30, 2007 Number
Store portfolio development		
Stop & Shop	381	376
Giant-Landover	182	184
Stop & Shop/Giant-Landover	563	560

Giant-Carlisle

Company name	Giant Food Stores, LLC
Established	1923
Joined Ahold	1981
Region	United States, the states of Pennsylvania, Virginia, Maryland and West Virginia
Store formats	Supermarkets and superstores
Private labels	Include: Giant, Nature's Promise, Simply Enjoy, CareOne, Guaranteed Value

Giant-Carlisle is one of the leading supermarket brands in the mid-Atlantic United States. We operate nearly 150 stores in four states and employ approximately 27,000 people. Twenty-five stores operate under the name Martin's Food Markets.

Highlights: Giant-Carlisle

- Continued strong track record of continuous growth and increased market share;
- In July 2008, Sander van der Laan was appointed President and CEO;
- Celebrated 85th anniversary;
- Expanded private label assortment, particularly in its value-driven Guaranteed Value brand.

Net sales

In 2008, net sales increased 10% to \$4.7 billion. Excluding gasoline, identical sales increased 4.7% in 2008, compared to 3.2% in 2007. Giant-Carlisle continues to grow in a competitive market by offering quality products and services and running effective promotional activities.

Operating income

In 2008, operating income increased \$20 million or 9.4% to \$233 million. The improvement was driven by strong sales growth, cost efficiencies and cost savings initiatives. The results were impacted by \$11 million of restructuring and related charges.

	December 28, 2008 Number	December 30, 2007 Number
Store portfolio development		
Giant-Carlisle	123	120
Martin's	25	25
Giant-Carlisle	148	145



“David Javitch founded Giant on ‘the best product at the fairest price.’ Eighty-five years later, Giant continues to offer value and serve as a trusted member of the community.”

Sander van der Laan
President and CEO
Giant-Carlisle

Sales



□ Ahold (total group) €25,722m
■ Giant-Carlisle €3,238m

Retail operating income



□ Ahold (total group) €1,294m
■ Giant-Carlisle €160m

Ahold – Europe

Albert Heijn/Etos/Gall & Gall

Albert Heijn



Company name	Albert Heijn B.V.
Established	1887
Region	Europe, the Netherlands
Store formats	Compact hypermarkets, supermarkets, convenience stores and home shopping. Also Etos and Gall & Gall specialty stores
Private labels	Include: AH Huismerk (house label), AH Excellent, AH Biologisch (organic), AH Express and Euroshopper

Albert Heijn is the leading food retailer in the Netherlands and one of the country's best-known brands. Albert Heijn operates more than 820 stores and employs over 70,000 people.

The Albert Heijn operating company includes Etos, Gall & Gall, and the Ahold Coffee Company which produces coffee, mainly for Ahold's subsidiaries and joint ventures.

“One of Albert Heijn's greatest strengths as a company is our ability to understand what the customer wants and translate that insight into innovative products and services.”

Dick Boer
CEO and President
Albert Heijn

Etos



Company name	Etos B.V.
Established	1918
Joined Ahold	1974
Region	Europe, the Netherlands
Store formats	Drugstores
Private labels	Include: Etos house label (Etos Huismerk) and Etos value selection (Etos Voordeelselectie)

Etos is one of the leading health and beauty retailers in the Netherlands, operating over 500 stores and employing over 2,500 people.

“Customers come to Etos for a wide assortment of A-brand and private label products at competitive prices and in a store with friendly and knowledgeable personnel.”

Jan van Dam
General Manager
Etos

Gall & Gall



Company name	Gall & Gall B.V.
Established	1884
Joined Ahold	1989
Region	Europe, the Netherlands
Store formats	Wine and liquor stores
Private label	Includes: range of selected Gall & Gall house wines

Gall & Gall is the leading wine and liquor specialist in the Netherlands, operating over 530 stores and employing over 1,200 people.

“We want to be the most accessible, attractive and inspiring wine and liquor store in the Netherlands.”

Peter Zoutendijk
General Manager
Gall & Gall



Highlights: Albert Heijn/Etos/Gall & Gall

- Albert Heijn extended its store portfolio by 71 stores, including 54 former Schuitema stores;
- Albert Heijn introduced a new slogan "Simply Albert Heijn" and a new look and feel for its website www.ah.nl
- Began the roll-out of a new Albert Heijn supermarket format;
- Etos opened its 500th store and was named the best drugstore in the Netherlands;
- Gall & Gall converted 11 former Schuitema stores to Gall & Gall stores and opened four new stores.

Net sales

Net sales increased 12.9% to €9 billion in 2008. This growth was largely down to the continuing success of Albert Heijn's value repositioning program, effective promotional activities and the transfer of 54 former Schuitema stores to Albert Heijn during the second half of the year. Both Etos and Gall & Gall showed strong sales growth too.

Operating income

In 2008, operating income increased €75 million or 13.1% to €648 million as Albert Heijn benefited from higher identical sales and lower pension charges. The results were impacted by €4 million of impairments, this was more than offset by €24 million gains on the sale of real estate.

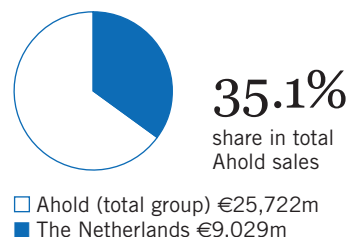
	December 28, 2008 Number	December 30, 2007 Number
Store portfolio development		
Albert Heijn	823	752
Etos	506	485
Gall & Gall	532	519
Albert Heijn/Etos/Gall & Gall	1,861	1,756

Albert/Hypernova

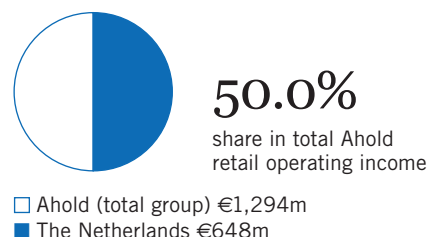
Company name	Albert/Hypernova
Established	Ahold Czech Republic (1991), Ahold Slovakia (2001)
Region	Europe, the Czech Republic and Slovakia
Store formats	Hypermarkets and supermarkets
Private labels	Include: Albert, Albert Excellent, Albert Bio, Euroshopper

Albert and Hypernova are among the best-known food retail brands in the Czech Republic and Slovakia. We operate 300 stores in the Czech Republic and 25 stores in Slovakia and employ over 14,500 people in both countries.

Sales



Retail operating income



“We are focused on providing the best products and service – and a touch of inspiration to make the difference in our customers’ lives.”

Johan Boeijenga
President and CEO
Albert/Hypernova

Highlights: Albert/Hypernova

- Albert was voted Supermarket of the Year by customers in the Czech Republic for the fourth consecutive year;
- Albert/Hypernova was listed among top 30 employers in the Czech Republic;
- Albert/Hypernova continued to roll-out its rebranding program to a single brand, Albert;
- Conducted innovative and award-winning advertising campaign.

Net sales

Net sales increased 13.9% to €1.8 billion in 2008; at constant exchange rates, net sales growth was 2.8%. The increase in net sales was primarily due to increased identical store sales, partially offset by stores that were closed for remodeling during the year. In the second half of the year, the market deteriorated as a result of the economic downturn and continuing competition.

Operating profit

The operating company increased its operating result from breakeven in 2007 to €1 million in 2008. The result included approximately €3 million of gains on the sale of real-estate and €1 million of an impairment reversal.

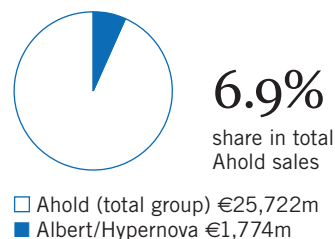
	December 28, 2008 Number	December 30, 2007 Number
Store portfolio development		
Czech Republic	300	296
Slovakia	25	25
Albert/Hypernova	325	321

ICA

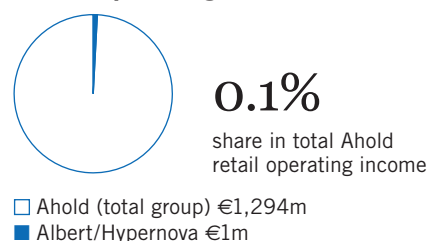
Ahold has a 60% interest in ICA, a food retail and wholesale group, headquartered in Stockholm, Sweden. The remaining 40% stake is held by Hakon Invest AB, a Swedish company listed on the Stockholm Stock Exchange. As of December 31, 2008, ICA served over 2,200 retailer-owned and company-operated retail food stores in Sweden, Norway, Estonia, Latvia and Lithuania. The group reported net sales of €9.5 billion over 2008, which was up 9.6% from the previous year at constant exchange rates. ICA also provides limited consumer financial services through its bank in Sweden.

Under the shareholders' agreement with Hakon Invest AB, our 60% stake in ICA provides that strategic, financial and operational decisions will be made only on the basis of mutual consent.

Sales



Retail operating income



Our leadership

Corporate Executive Board



John Rishton
Chief Executive Officer



Kimberly Ross
Executive Vice President
and Chief Financial
Officer



Peter Wakkie
Executive Vice President
and Chief Corporate
Governance Counsel



Dick Boer
Executive Vice President
and Chief Operating
Officer Ahold Europe,
President and CEO
Albert Heijn



Lawrence Benjamin
Executive Vice President
and Chief Operating
Officer Ahold USA.

Acting member of the
Corporate Executive
Board.

Supervisory Board



René Dahan, Chairman
Chairman of the
Selection and
Appointment Committee



Tom de Swaan,
Vice Chairman
Chairman of the Audit
Committee



Karen de Segundo



Derk C. Doijer
Chairman of the
Remuneration Committee



Stephanie M. Shern



Judith Sprieser



Mark McGrath

Glossary

British Retail Consortium (BRC)

The British Retail Consortium is a trade association for the UK retail industry. It has created standards used to evaluate manufacturers of retailers own brand products.

Business Social Compliance Initiative (BSCI)

The Business Social Compliance Initiative (BSCI) is a non-profit organization. It supports more than 250 international companies in the process of monitoring and improving working conditions in the global value chain.

Carbon footprint

The total set of greenhouse gas emissions caused directly and indirectly by an individual, organization, event or product. A carbon footprint is measured by undertaking a greenhouse gas emissions assessment. Once the size of a carbon footprint is known, a strategy can be devised to reduce it.

Celiac disease (also spelt coeliac)

Celiac disease is caused by a reaction to gliadin, a gluten protein found in wheat. The disease is an autoimmune disorder of the small intestine that occurs in genetically predisposed people of all ages from middle infancy on up. Symptoms include chronic diarrhea and fatigue.

The CIES – The Food Business Forum

The CIES – The Food Business Forum is a global food business network. It brings together the CEOs and senior management of around 400 retailer and manufacturer members of all sizes, across 150 countries.

CO₂

Carbon dioxide.

Composting

A process whereby organic waste, including food waste, decompose naturally, resulting in a product rich in minerals and ideal for gardening and farming as a soil conditioner.

CR

Corporate responsibility.

DC

Distribution center.

DHV (Dwars, Heederik en Verhey)

The DHV Group is a global provider of consultancy and engineering services in Transportation (including Aviation), Building & Manufacturing, Spatial Planning & Environment, and Water.

Environmental Resources Management (ERM)

ERM is a provider of environmental, health and safety, risk and social consulting services.

EuroCommerce

EuroCommerce is a European trade association of retailers.

European Retail Round Table (ERRT)

The European Retail Round Table is a network of European retailers established to express the views of large retailers on a range of issues of common interest.

Fairtrade

Fairtrade contributes to sustainable development by offering optimal trade conditions to disadvantaged producers (essentially in the countries of the southern hemisphere) and by protecting their rights.

Fermentation

A process whereby organic waste is converted into biogas. Leftovers can be reused as fertilizer.

Food Marketing Institute (FMI)

The Food Marketing Institute represents food retailers and wholesalers by developing and promoting policies, programs and forums supporting its members. It conducts programs in public affairs, food safety, research, education and industry relations on behalf of member companies.

Global Food Safety Initiative (GFSI)

The Global Food Safety Initiative is coordinated by CIES – The Food Business Forum. Its mission is the continuous improvement in food safety management systems to ensure confidence in the delivery of safe food to consumers.

GlobalGAP

GlobalGAP is a private sector body that sets voluntary standards for the certification of agricultural products around the globe. The GlobalGAP standard is primarily designed to assure food safety by minimizing the detrimental environmental impact of farming operations, reducing the use of chemical input and ensuring a responsible approach to worker health and safety as well as animal welfare.

Global Reporting Initiative (GRI)

The Global Reporting Initiative is an international multi-stakeholder initiative that provides an international standard for environmental and social reporting and defines guidelines and key performance indicators.

GSCP

GSCP is a CIES – The Food Business Forum-driven program for companies who want to harmonize their existing efforts in order to deliver a shared, consistent and global approach for the continuous improvement of working conditions in global supply chains.



Glossary

Incineration

Incineration of waste material converts the waste into incinerator bottom ash, flue gases, particulates, and heat, which can in turn be used to generate electric power.

International Labour Organization (ILO)

The International Labour Organization is the United Nations' specialized agency that seeks the promotion of social justice and internationally-recognized human and labor rights.

Kilowatt

The kilowatt, equal to one thousand watts, is typically used to state the power output of engines and the power consumption of tools and machines.

Kilowatt hour

The kilowatt hour is a unit of energy. Energy delivered by electric utilities is usually expressed and charged for in kWh. Kilowatt hour is the product of power in kilowatts multiplied by time in hours.

KRAV

KRAV is a certification system based on Scandinavian ecological and animal husbandry standards.

Leadership in Energy and Environmental Design (LEED)

Leadership in Energy and Environmental Design is an accepted benchmark for the design, construction and operations of high-performance green buildings.

Marine Stewardship Council (MSC)

The Marine Stewardship Council is an independent non-profit global organization created in order to find a solution to the problem of overfishing that has developed an international standard for sustainable, well-managed fishing.

NA

Not applicable.

NGO

Non-governmental organization.

NR

Not reported.

Organic product

Product certified as organic by an accredited and independent organization.

Operating company

For a list of Ahold's operating companies, see section *Our brands* of this corporate responsibility report.

Produce for Better Health Foundation (PBH)

The Produce for Better Health Foundation is a non-profit organization dedicated to encouraging people to consume more fruit and vegetables to improve their health.

Roundtable on Sustainable Palm Oil (RSPO)

The Roundtable on Sustainable Palm Oil is a global, multiparty initiative concerned with the production of sustainable palm oil.

Round Table on Responsible Soy (RTRS)

The Round Table on Responsible Soy is a global, multiparty initiative concerned with the production of sustainable soy.

Shrink

Merchandise that is damaged, stolen, or otherwise unsuitable for sale.

Stakeholders

All of the various groups that participate in the economic life of a company, who monitor the company (unions, NGOs) or who are directly influenced by it (local and national governments). Ahold identifies its five main stakeholder groups as: customers, the financial community, suppliers, employees and the communities we serve.

Sustainable development

Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

U.S. Green Building Council

The U.S. Green Building Council is a non-profit organization dedicated to sustainable building design and construction.

UTZ Certified

UTZ Certified is a certification program that sets standards for responsible coffee production and sourcing. UTZ Certified is in the process of expanding their scope to cocoa and tea production and sourcing.

World Health Organization (WHO)

The World Health Organization is the directing and coordinating authority for health within the United Nations system.

WWF

World Wide Fund for Nature, also known in the United States as the World Wildlife Fund.



GRI cross-reference table

GRI measure

1. Strategy and analysis

1.1 Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy.	Message from the CEO
1.2 Description of key impacts, risks, and opportunities.	Annual Report 2008

2. Organizational profile

2.1 Name of the organization.	Cautionary notice
2.2 Primary brands, products, and/or services.	Our brands
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Where we operate/Our brands
2.4 Location of organization's headquarters.	Contact information
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Where we operate/Our brands
2.6 Nature of ownership and legal form.	Annual Report 2008
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Where we operate/Our brands
2.8 Scale of the reporting organization.	Highlights
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	Annual Report 2008
2.10 Awards received in the reporting period.	<p>Albert Heijn <i>Best multicultural employer in the Netherlands</i> – Intelligence Group – Top rated company in a survey of 1,500 foreign-born Dutch citizens</p> <p>Albert Heijn <i>Recognition for healthy living activities</i> – Dutch Consumers Association – For efforts including labeling and healthy products in assortment</p> <p>Albert/Hypernova <i>Recognition for PVC plastics reduction</i> – Arnika – For replacing PVC packaging with greener materials in fresh red meat products sold under the AH Quality brand</p> <p>Giant-Carlisle <i>Excellence in Agriculture Award</i> – Pennsylvania Department of Agriculture – For support of local producers</p> <p>Giant-Carlisle <i>Business Partner in Waste Reduction Award</i> – Keep America Beautiful – For reducing waste and enhancing public green space</p> <p>Giant-Carlisle <i>Shining Star</i> – U.S. National Multiple Sclerosis Society – For fundraising activities</p> <p>Giant-Carlisle <i>Chairman's Award</i> – Liberty USO of Pennsylvania and Southern New Jersey – For support to members of the U.S. armed forces and their families</p> <p>Giant-Landover <i>Employer of the Year</i> – Marriott Foundation for People with Disabilities – For helping people with disabilities achieve their career goals</p> <p>Stop & Shop <i>Leadership in Energy and Environmental Design (LEED) certification</i> – United States Green Building Council (USGBC) – Certification for 51 buildings, reflecting use of design and technologies to make them more energy efficient and environmentally friendly</p> <p>Stop & Shop/Giant-Landover <i>John A.S. McGlennon Environmental Award for Corporate Leadership</i> – Environmental Business Council of New England – For a commitment to environmental leadership and corporate responsibility activities</p> <p>ICA <i>SCUF fork</i> – Swedish Celiac Youth Organization – For efforts to make it easier to identify products with gluten, lactose or soy</p>



GRI cross-reference table

GRI measure

3. Report parameters

Report profile

3.1 Reporting period.	About our corporate responsibility report
3.2 Date of most recent previous report.	About our corporate responsibility report
3.3 Reporting cycle.	About our corporate responsibility report
3.4 Contact point for questions regarding the report or its contents.	Contact information

Report scope and boundary

3.5 Process for defining report content.	About our corporate responsibility report
3.6 Boundary of the report.	About our corporate responsibility report
3.7 State any specific limitations on the scope or boundary of the report.	About our corporate responsibility report
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	About our corporate responsibility report
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	About our corporate responsibility report
3.10 Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement.	About our corporate responsibility report
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	About our corporate responsibility report

GRI content index

3.12 Table identifying the location of the Standard Disclosures in the report.	GRI cross-reference table
--	---------------------------

Assurance

3.13 Policy and current practice with regard to seeking external assurance for the report.	About our corporate responsibility report
--	---

4. Governance, commitments and engagement

Governance

4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Annual Report 2008
4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Annual Report 2008
4.3 For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Not applicable
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Annual Report 2008
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Annual Report 2008
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Annual Report 2008
4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Annual Report 2008



GRI cross-reference table

GRI measure

4. Governance, commitments and engagement (continued)

Governance (continued)

4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Annual Report 2008
--	--------------------

4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Annual Report 2008
--	--------------------

4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Annual Report 2008
--	--------------------

Commitments to external initiatives

4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Annual Report 2008
---	--------------------

4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Our partnerships and memberships
--	----------------------------------

4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	Our partnerships and memberships
--	----------------------------------

Stakeholder engagement

4.14 List of stakeholder groups engaged by the organization.	Stakeholder engagement
--	------------------------

4.15 Basis for identification and selection of stakeholders with whom to engage.	Stakeholder engagement
--	------------------------

4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Stakeholder engagement
--	------------------------

4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Stakeholder engagement
--	------------------------

Economic performance indicators

Aspect: economic performance

EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Community engagement: Contributions
---	-------------------------------------

EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.	Climate action: Risks and opportunities due to climate change
---	---

EC3 Coverage of the organization's defined benefit plan obligations.	Annual Report 2008
--	--------------------

EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Sustainable trade: Local buying
---	---------------------------------

GRI cross-reference table

GRI measure

Environmental performance indicators

Aspect: energy

EN3 Direct energy consumption by primary energy source.	Climate action: Understanding our footprint
---	---

EN4 Indirect energy consumption by primary source.	Climate action: Understanding our footprint
--	---

EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	Climate action
--	----------------

EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	Climate action
--	----------------

Aspect: water

EN8 Total water withdrawal by source.	Climate action: Protecting the water supply
---------------------------------------	---

Aspect: emissions, effluents, and waste

EN16 Total direct and indirect greenhouse gas emissions by weight.	Climate action: Understanding our footprint
--	---

EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	Climate action
--	----------------

EN19 Emissions of ozone-depleting substances by weight.	Climate action: Understanding our footprint
---	---

EN22 Total weight of waste by type and disposal method.	Climate action: Reducing and recycling waste
---	--

Social performance: labor practices and decent work

Aspect: employment

LA1 Total workforce by employment type, employment contract, and region.	Our people: Workforce
--	-----------------------

Aspect: diversity and equal opportunity

LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Our people: Diversity
---	-----------------------

Human rights performance indicators

Aspect: investment and procurement practices

HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Sustainable trade: Workers rights and labor conditions
---	--

HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Sustainable trade: Workers rights and labor conditions
--	--

Aspect: freedom of association and collective bargaining

HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Sustainable trade: Workers rights and labor conditions
--	--

Aspect: child labor

HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Sustainable trade: Workers rights and labor conditions
--	--



GRI cross-reference table

GRI measure

Human rights performance indicators (continued)

Aspect: forced and compulsory labor

HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.

Sustainable trade

Public policy

S05 Public policy positions and participation in public policy development and lobbying.

Corporate affairs

Social performance: product responsibility

Aspect: customer health and safety

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.

Sustainable trade: Food safety: Our top priority

Aspect: product and service labeling

PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.

Sustainable trade: Workers rights and labor conditions

Non-GRI specific measures

Number of products with a Healthy Living logo.

Healthy living: Product labeling

Children educated through Healthy Living program.

Healthy living: Teaching our youngest customers healthy habits

Number of organic products.

Healthy living: Organic products

Number of Fairtrade products.

Sustainable trade: Certified products

Contact information

Ahold Corporate Center

Piet Heinkade 167-173
1019 GM Amsterdam
The Netherlands

Ahold Corporate Responsibility

Telephone: +31 (0)20 509 5100
Fax +31 (0)20 509 5110
Email: corporate-responsibility@ahold.com

Cautionary notice

This CR Report contains forward-looking statements, which do not refer to historical facts but refer to expectations based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those included in such statements.

Many of these risks and uncertainties relate to factors that are beyond Ahold's ability to control or estimate precisely, including but not limited to, Ahold's ability to augment its corporate responsibility reporting abilities and to develop systems to enhance its capacity to provide consistent group-wide information in future reports, Ahold's ability to implement and complete successfully its plans and strategies and to meet its targets, the benefits from Ahold's plans and strategies being less than those anticipated, the effect of general economic or political conditions, the actions of Ahold's shareholders, competitors, customers, and other third parties, increases or changes in competition, Ahold's ability to retain and attract personnel who are integral to the success of the business, Ahold's IT outsourcing and information security, Ahold's ability to address corporate responsibility issues, fluctuations in exchange rates or interest rates, Ahold's liquidity needs exceeding expected levels, compliance and regulatory risks

and other factors discussed in Ahold's Annual Report 2008, risk management and internal control, risk factors and in Ahold's other public filings. Accordingly, this CR Report is subject to this notice and the "About our CR Report" section in this CR Report and qualified by the assumptions, qualifications and the risk factors detailed in Ahold's publicly filed reports. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date of this CR Report. Ahold does not assume any obligation to update any public information or forward-looking statement in this CR Report to reflect events or circumstances after the date of this CR Report, except as may be required by applicable laws. Outside the Netherlands, Ahold presents itself under the name of "Royal Ahold" or simply "Ahold". For the reader's convenience, "Ahold" or "the company" is also used throughout this CR Report. The company's registered name is "Koninklijke Ahold N.V."

The main corporate responsibility principles as discussed in this CR Report imply obligations to perform to the best of one's ability and do not imply obligations to guarantee a certain result.

Copyright © 2009 Koninklijke Ahold N.V. All rights reserved. Certain products and services named in this report are trademarks owned by Koninklijke Ahold N.V., its subsidiaries, joint ventures or associates.

Designed and produced by Likemind.

