

Policy on communications and bilateral contacts with shareholders



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Title

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Approved on

November 17, 2009

Koninklijke Ahold Delhaize N.V. (“Ahold Delhaize” or “the Company”) aims to keep private and institutional investors and equity and fixed income investors informed by providing investors with equal and simultaneous information on the Company’s performance and prospects. In doing so, Ahold Delhaize engages with shareholders and other investors (together called “investors”) and analysts in formal meetings as well as outside such meetings.

Events and conference calls organized by Ahold Delhaize open to analysts and investors, and press conferences shall be announced in advance on the Company’s corporate website (www.aholddelhaize.com). All analysts and investors are given the opportunity to follow the meetings by telephone or through the internet. Presentations given during these meetings – if any – shall be posted on the Company’s corporate website.

If inside information is disclosed during a meeting or conference call, this information shall be made public without delay. Ahold Delhaize shall not disclose inside information during bilateral contacts with analysts or investors.

Ahold Delhaize considers each and every reasonable request for contact seriously, and will determine - at its sole discretion - whether it will accept invitations from its shareholders, or parties representing shareholders, to engage in a dialogue.

Ahold Delhaize is committed to a corporate governance structure that best suits its business and stakeholders. With this policy, the Company applies best practice IV.3.13 of the Dutch Corporate Governance Code.

This policy may be amended or revoked by the Management Board of Ahold Delhaize at any time and without prior notice. The Company reserves the right to deviate from this policy.



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