strategy day 2024

tech Al deep dive

Ben Wishart Chief Technology Officer



cautionary notice

This communication contains information that qualifies as inside information within the meaning of Article 7(I) of the EU Market Abuse Regulation.

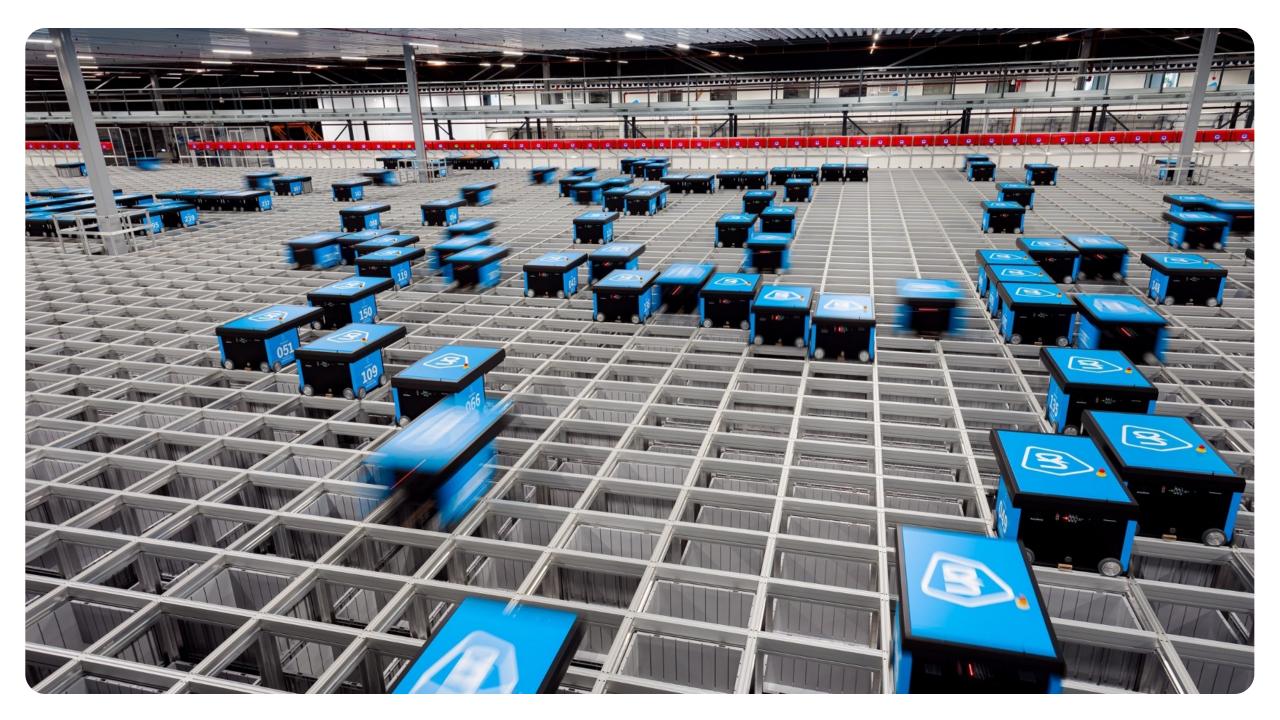
This communication includes forward-looking statements. All statements other than statements of historical facts may be forward-looking statements. Words and expressions such as successfully, vision, purpose, 2O25, 2O28, inspiring, ambitions, by, values, future, success, accelerat(e)/(ating), strategic, priorities, strong, performance, key, growth, invest, densify, innovate, leverag(e)/(ing), deliver(ing), support(ing), through, reduc(tion)/(e), increasing, remains, committed, will, continue(d), monitor, developments, subject to, consistent, significant, driving, strength, steps, expand, optimiz(e)/(ing), focus(ed)/(ing), improve, leading, capabilities, create, experience, 2O3O, 2O4O, 2O5O, lead(ers), front-running, across, reach, engage, value, development, supporting, well positioned, strongest, impact, plans, will, raising, current, short term, long term or other similar words or expressions are typically used to identify forward-looking statements.

Forward-looking statements are subject to risks, uncertainties and other factors that are difficult to predict and that may cause the actual results of Koninklijke Ahold Delhaize N.V. (the "Company") to differ materially from future results expressed or implied by such forward-looking statements. Such factors include, but are not limited to, risks relating to the Company's inability to successfully implement its strategy, manage the arowth of its business or realize the anticipated benefits of acquisitions; risks relating to competition and pressure on profit margins in the food retail industry; the impact of economic conditions, including high levels of inflation, on consumer spending; changes in consumer expectations and preferences; turbulence in the global capital markets; political developments, natural disasters and pandemics; wars and geopolitical conflicts; climate change; energy supply issues; raw material scarcity and human rights developments in the supply chain; disruption of operations and other factors negatively affecting the Company's suppliers; the unsuccessful operation of the Company's franchised and affiliated stores; changes in supplier terms and the inability to pass on cost increases to prices; risks related to environmental, social and governance matters (including performance) and sustainable retailing; food safety issues resulting in product liability claims and adverse publicity; environmental liabilities associated with the

properties that the Company owns or leases; competitive labor markets, changes in labor conditions and labor disruptions; increases in costs associated with the Company's defined benefit pension plans; ransomware and other cybersecurity issues relating to the failure or breach of security of IT systems; the Company's inability to successfully complete divestitures and the effect of contingent liabilities arising from completed divestitures; antitrust and similar legislation; unexpected outcomes in the Company's legal proceedings; additional expenses or capital expenditures associated with compliance with federal, regional, state and local laws and regulations; unexpected outcomes with respect to tax audits; the impact of the Company's outstanding financial debt; the Company's ability to generate positive cash flows; fluctuation in interest rates; the change in reference interest rate; the impact of downgrades of the Company's credit ratings and the associated increase in the Company's cost of borrowing; exchange rate fluctuations; inherent limitations in the Company's control systems; changes in accounting standards; inability to obtain effective levels of insurance coverage; adverse results arising from the Company's claims against its self-insurance program; the Company's inability to locate appropriate real estate or enter into real estate leases on commercially acceptable terms; and other factors discussed in the Company's public filings and other disclosures.

Forward-looking statements reflect the current views of the Company's management and assumptions based on information currently available to the Company's management. Forward-looking statements speak only as of the date they are made, and the Company does not assume any obligation to update such statements, except as required by law.

Abbreviations and terms used in this presentation that are defined in the Ahold Delhaize Annual Report 2023 should be construed in accordance with the definitions and abbreviations appendix of the Ahold Delhaize Annual Report 2023 to the extent appropriate.

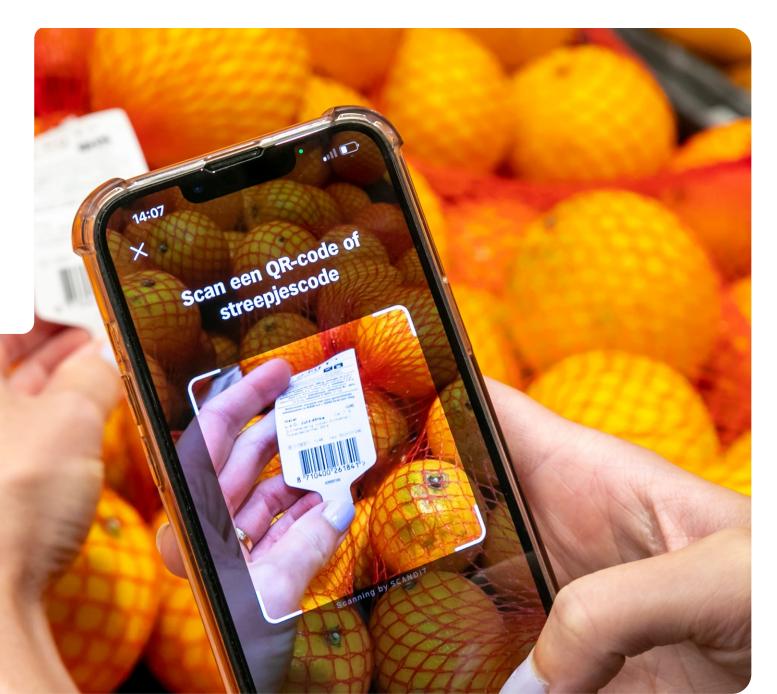


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Noortje van Genugten VP Product Operations







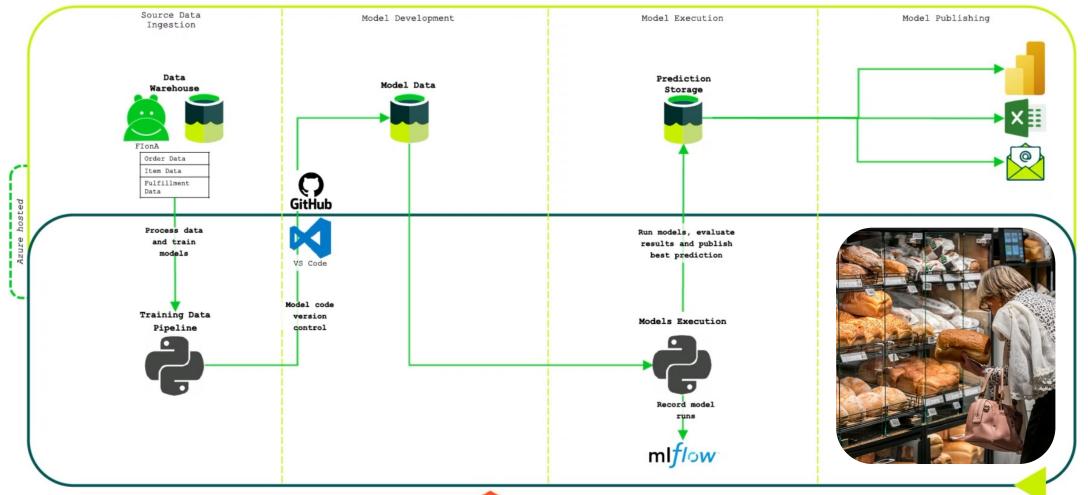
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Karin Chu VP Head of AI at Ahold Delhaize USA





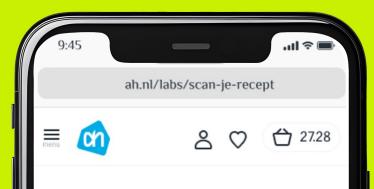




9097 accuracy in forecasts

- Accuracy in more accurate slot availability and customer experience, as well as operational efficiency gains
- First year potential savings of 5% for this phase
- Leading to next phase of expansion





scan your recipe

Scan je ingrediënten

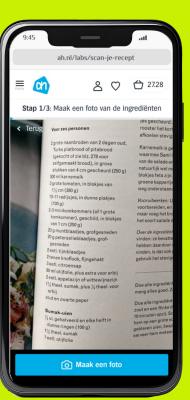
Maak een foto van de ingrediënten uit een kookboek of recept om ze aan je mandje toe te voegen.

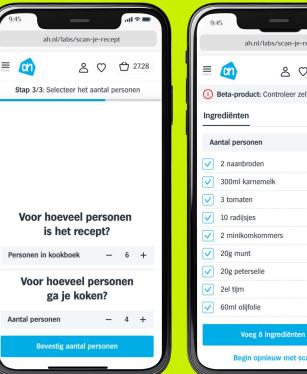
Feedback

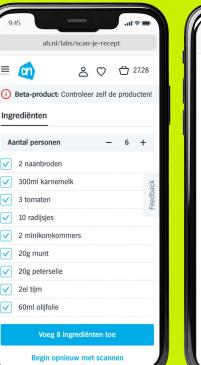


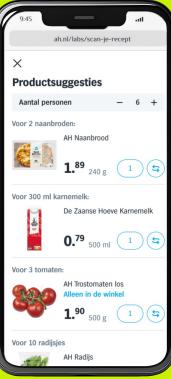
Scan je ingrediënten

Meer informatie







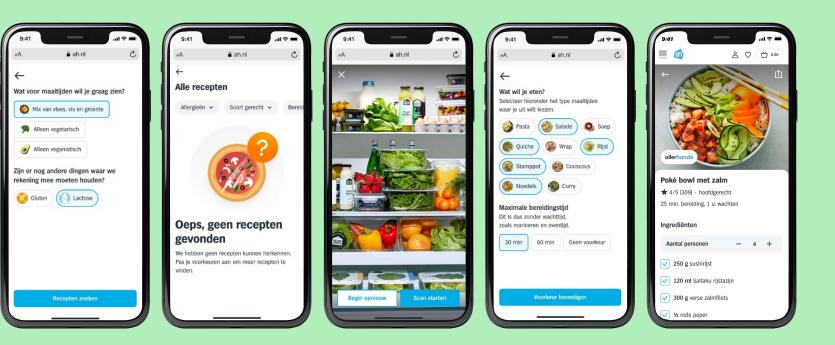




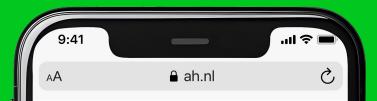
Welkom bij Scan je koelkast

Maak een foto van je koelkast en vind lekkere recepten met de ingredienten die je nog in huis hebt.

scan δ kook



Maak foto





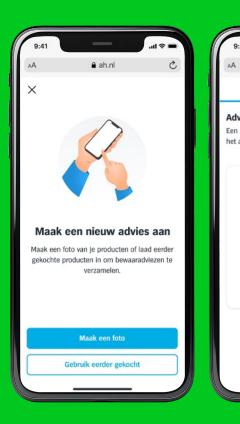
Welkom bij Bewaar en bespaar

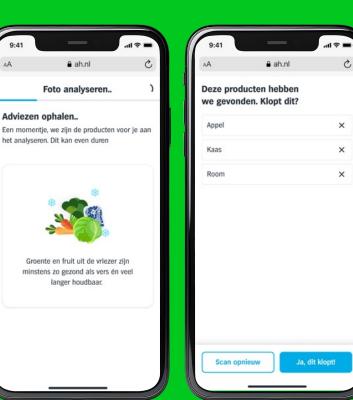
Maak een foto van je producten of laad eerder gekochte producten in om bewaaradviezen te verzamelen.



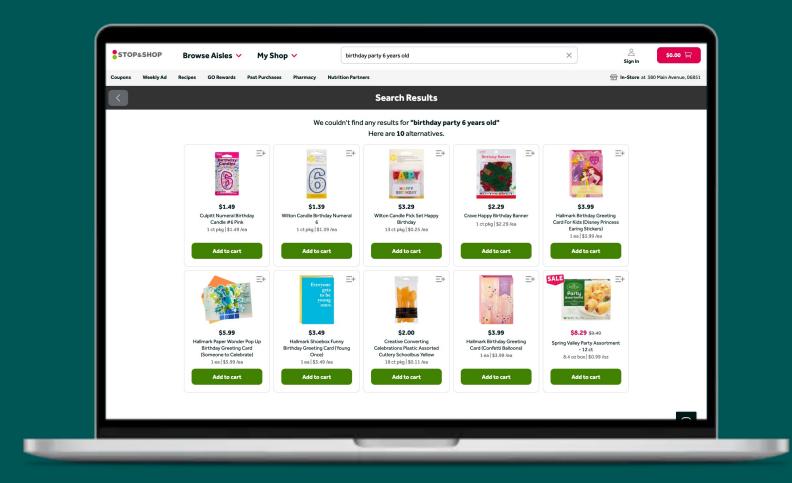
Gebruik eerder gekocht

scan δ bewaar

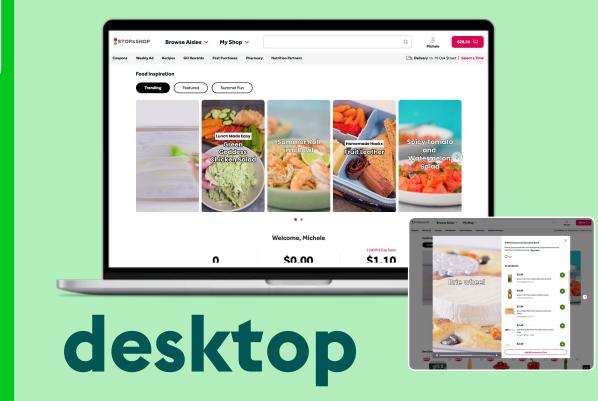




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Min adviezen			Ð
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De beste invriestips	Wat is THT?	Wat is TGT?	Minde
Mijn bewaar		itgebreid	
Mijn bewaar Zoek je product bewaaradvies. Gekoeld (12)	en ontvang u		
Zoek je product bewaaradvies.	en ontvang u		
Zoek je product bewaaradvies. Gekoeld (12) Appel	en ontvang u Ongekoek	Kaas	
Zoek je product bewaaradvies. Gekoeld (12)	en ontvang u Ongekoele	1 (6)	9



short-form video designs



mobile

