



**A Message from Ahold Delhaize USA CEO Claire Peters:
Caring for Customers, Associates and Partners**

Over the last few days, our companies have been responding to a cybersecurity incident that has created business disruption across Ahold Delhaize USA companies, impacting our team members and the customers we are honored to serve each week.

Protecting our infrastructure in the best interest of our customers, associates and partners is a top priority and as a result, we took some of our systems offline – including our brands' websites and applications.

I want to apologize for the inconvenience this caused, especially to our customers. We take seriously the trust you place in us and we let you down simply because we were not available to serve you in all the ways you expect from us. Our teams are working tirelessly to restore our websites and applications.

Throughout this situation, each of our brands' stores – Food Lion, The GIANT Company, Giant Food, Hannaford and Stop & Shop – have remained open and ready to serve you. We are also working with our partners, including Instacart, DoorDash and Uber Eats, to meet customers' pickup and delivery needs.

I am extraordinarily proud of the swift action of our teams. They have been working around the clock, and I am incredibly grateful for their commitment, care and determination.

We know this situation has caused disruption, but our commitment to our customers, associates and partners remains unchanged.

We are here for you each day, and are proud to support great places to work, strong communities and, most importantly, to help you nourish your loved ones. Thank you for trusting us with this responsibility. And thank you to every team member and partner who has lent their support during this time.

Sincerely,

A handwritten signature in dark ink that reads "Claire". The signature is written in a cursive, flowing style and is positioned above a horizontal line that serves as a baseline for the signature.

Claire Peters, CEO
Ahold Delhaize USA