



# First quarter 2013 results

June 4, 2013



# Highlights Q1 2013

- **Sales up 4.4% at constant exchange rates to €10.1 billion**
- **Gained market share in our major markets**
- **Underlying operating income in line with last year**
- **Operating income €345 million impacted by a €63 million pension settlement**
- **€2.5 billion received from dividend and sale of our stake in ICA**
- **Share buyback program increased to €2 billion, to be completed by the end of 2014**

# Business highlights

- **Ahold USA**

- Gained market share in all four divisions
- Favorable impact from weather and timing of year end, partially offset by conversion from branded to generic drugs
- Strong performance in the Stop & Shop New York Metro division driven by more effective promotions

- **The Netherlands**

- Market share gain, driven by both ID sales growth and 18 former C1000 / Jumbo stores
- Continued investments in our online businesses, driving strong sales growth
- Ongoing strong performance in Belgium

- **Other Europe**

- Market share slightly up, ID sales growth impacted by 1% VAT increase
- Continued to improve profitability in Czech Republic



# Driving online sales growth

- **Pick-up points**

- Peapod opened another 11 pick-up points, bringing the total to 19
- First store-based pick-up points opened by Albert Heijn
- Announced national rollout of pick-up points for bol.com at 700 Albert Heijn stores



- **Assortment initiatives**

- Doubled number SKUs for albert.nl to 23,000 in most of our markets
- Added six new categories to bol.com since March 2012, recently adding furniture and homeware



- **Expanding geographic reach**

- albert.nl now serving 67% of Dutch households
- Peapod now serving a market of almost 17 million households



# Ongoing strong performance in Belgium

- **Expansion well on track**
  - Currently operating 15 stores
  - 50+ supermarkets by 2016
- **Outperforming the market**
  - Price distance remains very competitive
  - Above average ID sales performance
  - Outperforming the market in sales per square meter: index 105 versus rest of market
- **Very positive customer response**
  - First time included in GFK customer survey report: ranked second
  - More than 10% of Flemish households shop at Albert Heijn Belgium
  - Albert Heijn Belgium has more than 200,000 loyalty card holders



# Group performance

(in millions of euros)

	Quarter 1			
	2013	2012	Change	Change at constant rates
Sales	10,117	9,716	4.1%	4.4%
Underlying operating income	416	416	-	0.4%
Underlying operating margin	4.1%	4.3%	(0.2%)	-
Operating income	345	413	(68)	(67)
Net income from continuing operations	208	257	(19.1%)	(18.9%)
Net income	1,951	285	1,666	1,665

- Underlying operating margin mainly reflects additional non-cash Dutch pension charges
- Operating income includes a €63 million pension settlement related to a withdrawal from an MEP plan
- Net income includes €1,748 related to the sale of our 60% stake in ICA

# Sale of ICA successfully completed

- Remain committed to an efficient balance sheet
- Maintain a strong capital discipline
- Employ balanced approach of investing in profitable growth and attractive returns to shareholders
- Increase our current share buyback program to €2 billion, to be completed by the end of 2014

# Restatements and pension impact

(in millions of euros)

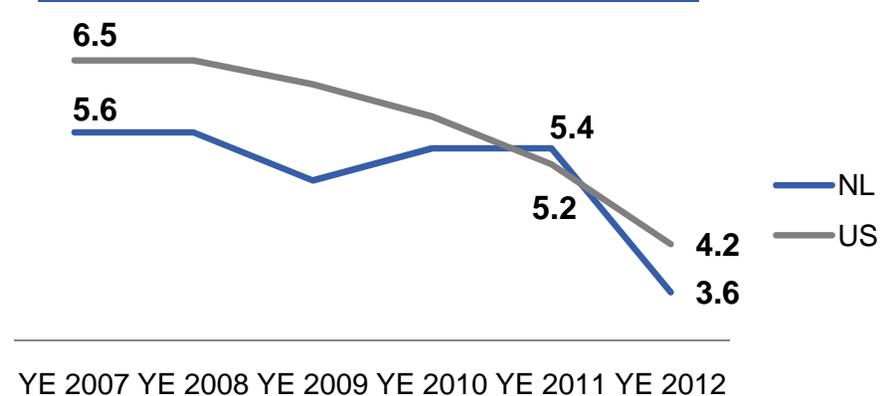
Ahold restated the reported 2012 numbers for:

- Sale of 60% stake in ICA
- Changes to the presentation of the income statement
- Implementation of revised pension accounting (IAS 19R)

## Summary impact IAS19R and decreased discount rates

- Non-cash impact of €40 million on underlying operating expenses in the Netherlands versus restated 2012
- €24 million of notional interest included in net financial expenses full-year 2013
- Unrealized actuarial gains and losses per December 30, 2012 reflected in equity with an impact of (€849) million

## Decreased pension discount rates



## Revised pension accounting IAS 19R and decreased discount rates

(in millions of euros; unaudited figures)

Impact of pension costs on P&L		Reported 2012	IAS19 restated 2012	2013	2013 vs restated	2013 vs reported
The Netherlands <i>(excl. corporate center)</i>	Underlying operating income	(28)	(57)	(97)	(40) <i>(0.3%)</i>	(69) <i>(0.6%)</i>
	Financing income (costs)	-	33	(11)	(44)	(11)
	Total costs*	(28)	(24)	(108)	(84)	(80)
Ahold USA <i>(excl. corporate center)</i>	Underlying operating income	(45)	(24)	(24)	0 <i>0.0%</i>	21 <i>0.1%</i>
	Financing income (costs)	-	(17)	(13)	4	(13)
	Total costs*	(45)	(41)	(37)	4	8
Ahold Group	Underlying operating income	(78)	(86)	(126)	(40) <i>(0.1%)</i>	(48) <i>(0.1%)</i>
	Financing income (costs)	-	17	(24)	(41)	(24)
	Total costs*	(78)	(69)	(150)	(81)	(72)

\* Excluding frozen plan and curtailment

Amsterdam, June 4, 2013 - Ahold Q1 2013 results

# Summary

- **Sales growth of 4.4% at constant exchange rates**
- **Gaining market share in our major markets**
- **Strong cost control: on track with our €600 million cost reduction program**
- **Continued investment in our strategic initiatives**
- **Remain committed to a balanced approach in capital allocation with strong capital discipline**
- **Share buyback program increased to €2 billion, to be completed by the end of 2014**

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