

Ahold Delhaize update on status of cybersecurity incident

Zaandam, October 19, 2026. Ahold Delhaize today announced an update about the cybersecurity issue that was [previously disclosed on Monday, October 12, 2026](#). The update outlines the actions taken since the incident was detected, the progress made in restoring services and the company's continued cooperation with the relevant authorities.

Ahold Delhaize detected suspicious activity in its IT infrastructure and immediately took action, including engaging cybersecurity experts to investigate. The investigation confirmed the suspicious activity resulted from the malicious actions of others.

Protecting our infrastructure in the best interest of our customers, associates and partners is a top priority. As a result, we proactively took certain systems offline, including our brands' websites and apps, as a precautionary measure to protect them. This decision affected most of our brands across Europe and the United States, although the impact varied by brand. Throughout this incident, our brands' stores remained open to serve customers. We apologize for any inconvenience this issue may have caused customers and partners.

As part of our response, we notified the Dutch National Cyber Security Centre (NCSC) within 24 hours of discovering the malicious activity and have continued to provide timely updates to the NCSC, law enforcement and other relevant regulatory authorities. Today, Ahold Delhaize has filed a formal police report with the Dutch police. We remain fully engaged with the appropriate authorities and will continue to support their investigations, while working diligently to restore services for our customers as quickly as possible.

Our teams are working tirelessly to restore our brands' sites, apps and services for our customers. We continue to make good progress. Albert Heijn's website and app are back online, with home deliveries expected to resume from Friday, October 23. The Etos and Gall & Gall websites are also available for customers. E-commerce services at our Ahold Delhaize USA brands are expected to come back in the coming days. In Belgium, e-commerce is now fully operational. The majority of the websites and apps of our brands in the Central and Southeastern Europe (CSE) region is available for customers.

All stores across all brands have remained open throughout the incident, while we have continued the phased restoration of our systems and services to support the distribution of groceries to our brands' customers as quickly as possible. As the investigation is ongoing, we are not sharing further details that could compromise security measures or interfere with our response efforts. While our investigation is still ongoing, we have no evidence at this moment that suggests that any sensitive customer, associate or partner data was taken.

Frans Muller, President and CEO of Ahold Delhaize: “Taking systems offline to help protect them was a precautionary measure that affected most of our brands across Europe and the United States. The investigation to date confirms this was the right decision. Although this incident was caused by the malicious actions of others, we apologize for the inconvenience this has caused - especially to our customers. We take seriously the trust you place in us. We know this situation has caused disruption, and our commitment to our customers, associates and partners remains unchanged. We are deeply grateful to our colleagues across the organization who are working tirelessly on recovery, serving customers in our brands’ stores and supporting our businesses and brands’ customers across our organization.”

Cautionary notice

This communication includes forward-looking statements. All statements other than statements of historical facts may be forward-looking statements. Forward-looking statements can be identified by certain words, such as “anticipate,” “intend,” “plan,” “goal,” “seek,” “believe,” “project,” “estimate,” “expect,” “strategy,” “future,” “likely,” “may,” “should,” “will” and similar references to future periods.

Forward-looking statements are subject to risks, uncertainties and other factors that are difficult to predict and that may cause actual results of Koninklijke Ahold Delhaize N.V. (the “Company”) to differ materially from future results expressed or implied by such forward-looking statements. Therefore, you should not place undue reliance on any of these forward-looking statements. Factors that might cause or contribute to such a material difference include, but are not limited to, the factors affecting the Company's business set forth 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.

