

Procedures for breaks and clock disruptions at export locations

Disruption:

Remote Buying

Procedure:

- Individual disruptions on the customer's part do not suspend the auction. Customers are responsible themselves for their own emergency measures.
- Collective disruptions of the Remote Buying application (e.g. MPN disruptions) lead to an immediate suspension of the auction at the export locations.
- If the disruption at the flower and plant auctions persists for longer than 2½ hours, a decision is taken on how to proceed.
- We leave an interval of 5 to 10 minutes between the resolution of the disruption and the actual start of auctioning so customers have the time to restart and/or mark their Remote Buying application.

Product photos/
Remote Buying supply

For disruptions in the display of product photos and/or Remote Buying supply before the start of the auction, a maximum of 30 minutes is allowed to resolve the problem. After that, the auction is started. This also applies to similar disruptions during the auction. Maximum of 30 minutes to resolve the problem, or otherwise start auction.

Auction process at
another location

Disruptions in the auction process at one location do not lead to a suspension of the auction at the other locations.

ECT

During an ECT disruption, the auction process is suspended. Alternatives to ECT are being examined.

Chain track

With disruptions of the chain track, the auction will be suspended for a maximum of 30 minutes. If the problem is not resolved within 30 minutes, the emergency measures will be instituted. The total suspension of the clock can last for at most 45 to 60 minutes because the organisation of tractor transport (and switching to image auctioning) also takes time.

Break:

Maintaining/abolishing regular
breaks during disruptions

Procedure:

An auction break is always held between 07:00 and 07:10 at the flower clocks unless the disruption affects more than 2 clocks between 06:00 and 07:00 and lasts over 30 minutes. For plants, auction is always suspended at Naaldwijk from 07:00 to 07:10 unless the disruption affects more than 1 clock between 06:00 and 07:00 and lasts longer than 30 minutes. A break is always held between 08:10 to 08:30 unless:

- The disruption affects more than 2 clocks and lasts over 30 minutes. The same applies to the disruption of more than 1 clock at the plant clocks in Naaldwijk.
- The disruption affects more than 2 clocks (or more than 1 clock for plants at Naaldwijk), lasts longer than 30 minutes, and the auction lasts longer than 10:00. Then a 15-minute break is held halfway through the auction process after resolving the disruption.

Maintaining/abolishing breaks
when the supply of flowers
and plants at Naaldwijk is low

- An auction break is always held between 07:00 and 07:10.
- A break is always held between 08:10 to 08:30 unless the last clock finishes auctioning before 08:25.

Break and start times of
plant clocks at Aalsmeer

Follow the current policy until further notice:

- End of auction before 08:45, no break
- Auction between 08:45 – 09:15. Break 07:53 – 08:00.
- Auction between 09:15 – 11:15. Break 08:07 – 08:30.
- Auction after 11:15, 2nd break: 10:17 – 10:30.

You can receive an sms notifying you of a disruption in the auction process. Would you like more information about this option?

- Look at the page: Auction process alerts for suppliers
- Look at the page: Auction process alerts for customers