

Procedures for (clock) disruptions and breaks at export locations

Disruptions:

If a disruption occurs at all three export locations, auctioning is immediately halted at all export locations.
If a disruption occurs at one export location, the auction process continues at the other export locations.

For how long will the auction be halted?

The type of disruption determines for how long the auction is halted.

- **KOA disruptions, EKT disruptions or disruptions related to the display of product photos should be solved within an hour and a half.** A solving time of 15 minutes applies to disruptions that occur before the auction process starts. There are always at least 5 minutes between solving the disruption and restarting, so that customers have enough time to restart and/or mark their application.
- **Chain conveyor disruptions entail a halt of 30 minutes at most.** Sometimes the cause is unknown or the expected solving time is longer than 10 minutes. In that case, we immediately switch to image auctioning.

Break and start times

The regular auction break takes place between 7:00 am and 7:10 am and between 8:10 am and 8:30 am (except for the Aalsmeer plant clocks). Disruptions may impact these breaks, depending on the length, location and product group.

Flowers (all locations) and plants (Naaldwijk and Rijnsburg)

- **Auctioning starts at 6:00 am**
- **Break from 7:00 am to 7:10 am**
 - In case of a disruption of a maximum of 2 clocks or a disruption shorter than 30 minutes = break
 - In case of a disruption of 3 or more clocks or a disruption longer than 30 minutes = no break
- **Break from 8:10 am - 8:30 am**
 - In case of a disruption of a maximum of 2 clocks (regardless of length of disruption) = break
 - In case of a disruption of 3 or more clocks?
 - Disruption length < 60 minutes between 6:00 am and 7:00 am = break
 - Disruption length > 60 minutes between 6:00 am and 8:10 am = no break
- **Exception: 15-minute break**
 - Disruption length > 60 minutes, solved before 8:00 am and auction lasts until after 10:00 am = 15-minute break halfway through (new) auction time
- **Exception: in case of limited supply at Naaldwijk**
 - In case of limited supply at flowers and plants Naaldwijk, there will be no break if the auction end time is earlier than 8:25 am.

Plants (Aalsmeer)

Auctioning starts at 6:30 am

In case of auction end time:	Break
Before 8:45 am	No break
Between 8:45 am and 9:15 am	Between 7:53 am and 8:00 am
Between 9:15 am and 11:15 am	Between 8:07 am and 8:30 am
In case of auction end time after 11:15	Second break from 10:17 am to 10:30 am

Stay informed about disruptions

Would you like to be informed immediately of (clock) disruptions?
Please register for our message service via WhatsApp.