



Supply Regulations



Royal
Flora
Holland

Flowering the world.

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Abbreviations and definitions

| | |
|------------------------|---|
| Supplier | Person supplying product with a load carrier to a Royal FloraHolland location |
| Arbo | Abbreviation of the word 'arbeidsomstandigheden' [labour conditions]. The Arbo Act obliges companies (employers) to provide a safe work environment. Companies must also take measures to limit the safety risks for their employees. |
| BLO | Abbreviation of 'buiten logistiek om' [not through the auction] |
| CC-container | Logistic load carrier for flowers and plants. A CC-container has a hallmark from Container Centralen: the red RFID-tag. CC-containers are rented with a maintenance contract. |
| CC-container base | The base with wheels and CC-hallmark of a CC-container |
| CC-container shelves | Shelves forming the layers in a CC-container |
| EDF | Abbreviation of 'electronic delivery form' |
| Whole-trolley purchase | A single trolley with products that has been or will be sold to one buyer in its entirety |
| Packaging | The standardised transport packaging of Royal FloraHolland for flowers or plants (e.g. box, plastic container, tray) |
| Packaging code | Unique code distinguishing packaging types |
| Large lot (LL) | Minimum of one to maximum of 99 trolleys in one lot |
| KUMA-support piece | Plastic support piece to increase the height of a CC-container |
| Trays | Aluminium shelves forming the layers in a trolley |
| Fixed tray | Tray that is fixed to the trolley with a cable. Each trolley has three fixed trays. |
| Moveable tray | A moveable tray (with a blue edge) to create an extra layer. There is a deposit associated with moveable trays. |
| Tray holes | The holes in the posts of a trolley or CC-container to which the trays are secured |
| LV-form | The paper delivery form on a CC-container being sold at the clock. A CC-container with an LV-form must always be accompanied by a trolley with a parent form and a duplicate form. |
| Multi-lot trolley | A trolley containing several lots from one auction group |
| Parent form | The paper delivery form on a trolley that is the parent trolley of a CC-container (or containers) that is being auctioned at the clock (see also LV-form) |
| PDF | Abbreviation of 'paper delivery form' |
| Lot | A number of exactly the same products being supplied as a unit |
| RFH | Abbreviation of 'Royal FloraHolland' |
| RFID | Abbreviation of 'radio frequency identification'. RFID allows trolleys and CC-containers to be traced. |
| Trolley | Logistic load carrier for flowers and plants. A standard trolley has three fixed shelves, which can be secured at varying heights. |
| Tag | A small chip for RFID |
| Duplicate form | The duplicate form links the parent trolley (with a parent form) to the attached trolleys (CC-containers with a LV-form) |
| QR-code | Abbreviation of 'Quick Response' code. The QR-code is a square, chequered barcode. From 1 March 2017 all paper delivery forms must have a QR-code included with the EDF information. |

1. Introduction

Each day, thousands of load carriers with flowers and plants arrive at Royal FloraHolland. We want to deliver all of these products or load carriers safely, quickly, efficiently and undamaged to the buyer. Clear Supply Regulations support this process. We would like to draw your attention to our 'Logistics Supply Regulations'. These Supply Regulations apply to products that arrive at our locations on trolleys and/or CC-containers. Once there, they are auctioned at the clock or delivered directly.

We have grouped the Supply Regulations to make a clear overview:

- Are you responsible for filling the load carrier? Then look primarily at chapters 2 (Load carriers), 3 (Loading), 4 (Information) and 6 (Compliance with Supply Regulations).
- Are you a supplier? Then read chapters 5 (Supply) and 6 (Compliance with Supply Regulations).

In the interests of customer, suppliers and transporters, Royal FloraHolland pays close attention to compliance with the Supply Regulations. Not following the regulations can lead to additional costs, for example due to delay. In addition, Royal FloraHolland retains the right to abstain from further service provision. We may also take the measures described in chapter 6 and in the Royal FloraHolland Auction Regulations.

Sometimes damage can arise if you do not comply with the Supply Regulations and the Auction Regulations. We would like to stress that Royal FloraHolland is not liable for this damage. You may be charged for damage to trolleys due to incorrect use. This is clearly stated in article 4 of the Auction Regulations.

Do you have any questions about the Supply Regulations? Please contact our Customer Services by telephone 088-789 89 89 or e-mail (klantenservice@royalfloraholland.com).

2. Load carriers

Two types of load carriers can be used to deliver products to Royal FloraHolland:

- Trolley
- CC-container

Are you using a trolley? It must meet the following criteria:

1. four smoothly turning wheels
2. Three fixed trays (secured with a fixed cable)
3. A straight tow pin (which drops down after uncoupling via the lever)
4. An undamaged plastic tube on the tow pin
5. An undamaged straight coupling hook with spring (which keeps the hook upright)
6. A functional form clamp
7. A pulling handle (to be able to pull the trolley by hand)



Are you using a CC-container?

It must meet the following criteria:

1. four smoothly turning wheels
2. a steel label and an original red lock with a RFID-tag
3. full-size shelves
4. a base that does not sag
5. four well secured posts



To be able to process the products safely and soundly, the load carriers must be in good condition. Royal FloraHolland does not accept any trolleys and/or CC-containers that present (could present) a safety risk or could seriously disrupt the logistics processes.

Is your trolley and/or CC-container defective? Then there is a safety risk or a risk of disruption of the processes. We ask you in that case to transfer your load to a sound trolley or CC-container.

3. Loading

We have classified the loading regulations into 4 groups:

1. loading, general: these regulations apply to all products supplied
2. loading trolleys
3. loading CC-containers
4. specific loading regulations

3.1 Loading, general

- Do not supply products containing living animals, like fish.
- Always hook a tray or CC-container shelf in a hole in the post (never at the top of the post).
- Load a load carrier from the bottom and work upwards. This improves the stability. Only start on the next tray or CC-container shelf when the layer below is full.
- Leave enough free space between the top of the product and the tray or CC-container shelf above. This prevents damage to the product.
- Place the product inside the boundaries of the load carrier. Take steps to prevent the product sticking out of the load carrier. For example, use sealing film, rope or elastic bands. Even after sealing the product must not stick out, nor should bowls and pots. Load carriers with a product that sticks out will not be processed. They can disrupt the further processing or mechanised process.
- Ensure that the product cannot fall off the load carrier during normal transport. In particular, pay attention to long, top-heavy products and ones that are lying around loose. Use sealing film, rope or elastic bands. Do not use tape! Tape can damage the product and contaminates the load carrier.
- Always use the Royal FloraHolland hanging racks to supply hanging products (packaging code 986).

3.2 Loading trolleys

| Maximum weight for trolleys | |
|---|--------|
| Load weight per trolley*) | 600 kg |
| Load weight per tray evenly distributed*) | 120 kg |
| Weight per package | 14 kg |
| Height of plants**) | 2.70 m |
| Height of flowers in RFH plastic packaging**) | 2.60 m |
| Height of flowers in RFH boxes**) | 2.57 m |

*) The load weight excludes the weight of the trolley (80 kg) or tray.
 **) Height from the floor to the top of the product



3.3 Loading CC-containers

| Maximum gewicht voor CC-containers | |
|--|--------|
| Load weight per CC-container*) | 400 kg |
| Load weight per CC-container shelf evenly distributed *) | 60 kg |
| Weight per package | 14 kg |
| Height**) | 2.70 m |

*) The load weight excludes the weight of the container (circa 70 kg) or shelf.
 **) Height from the floor to the top of the product

- Always hook CC-container shelves in a hole in the post or support piece (never on top of the posts or support pieces).
- Do you use support pieces? Then seal the CC-container completely. You may use wooden or plastic extensions to stretch the sealing film around.
- Only the following support pieces are permitted:
 - Metal support pieces: only if you do not have any loaded CC-container shelves placed above the seventh hole (counting from the bottom of the support piece).
 - Plastic KUMA-support pieces: only if you do not have any loaded CC-container shelves placed above the fifth hole (counting from the bottom of the support piece).
 - Plastic support pieces: only if you do not have any loaded CC-container shelves placed above the third hole (counting from the bottom of the support piece).



3.4 Specific loading regulations

3.4.1 Several lots on one trolley

You may supply several lots from one grower on one trolley within one auction group. Follow the correct loading and numbering regulations:

- Place the heaviest products at the bottom of the load carrier.
- Load the trolley from the bottom and move upwards, and work from the front to the back. The front of the trolley is recognisable from the form clamp.
- Lot numbering:
 - Affix the lot number at a minimum of 1.5 cm height, in a contrasting colour on a background without printing.
 - Start numbering from the second lot on the trolley. The first lot is not given a number.
 - Starting from the second lot, all of the outermost packages on the trolley receive a card with the lot number. That is the lot specification. Make sure to give a lot specification to the packages on all four sides of the trolley.
 - For boxed products, all packages on the trolley must be numbered.¹
 - If your containers from the second lot on a load carrier are not, not completely or incorrectly numbered, Royal FloraHolland will correct the numbering. You will be charged a correction fee.¹



¹ There is a temporary exemption for a small number of flower auction groups in Aalsmeer

3.4.2 Loading above the top and rear rack of the trolley

If you have the following packaging codes, you may not load the trolley above the top and rear racks:

- Packaging codes 631 and 525 (insufficiently secure)
- Packaging code 654 (Amaryllis box)
- Packaging code 510 (when filled with Amaryllis)

631

525

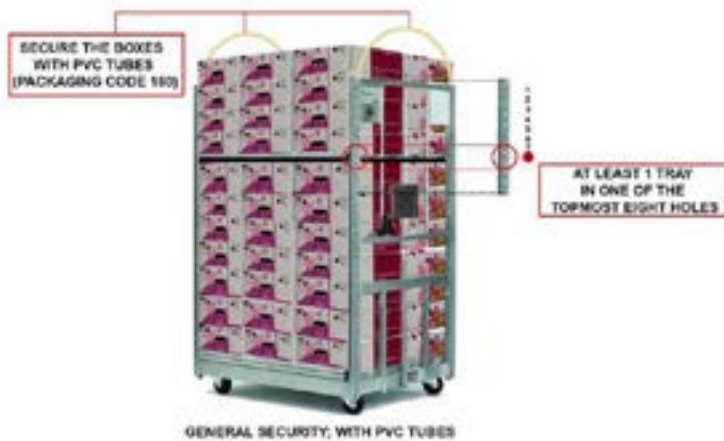
654

510



Are you loading the trolley with boxes higher than the top and rear racks? Then follow the instructions for securing and placing the tray:

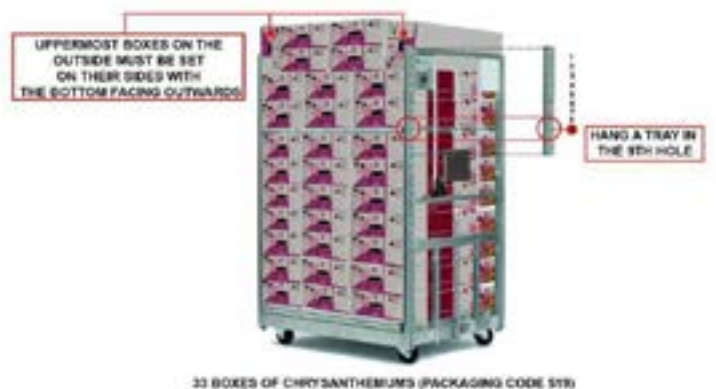
- General:
 - Secure the boxes with PVC-tubes (packaging code 180) and place at least one tray in one of the uppermost eight tray holes of the trolley.



- More than 27 boxes (packaging code 519) only for auctioning:
 - Place a tray at the height of the lock plate holder. This is an Arbo-regulation: placing a tray makes unloading possible. Make sure that the boxes under the tray are easy to remove from the trolley.



- For a maximum of 33 boxes of chrysanthemums in packaging code 519:
 - Place a tray in the ninth tray hole, counting from the top. This will provide enough room to secure the top and rear racks.
 - Tilt the two outermost boxes at the top, so their bottom faces outwards. This will prevent the boxes from opening.



4. Information

We strive to optimise the processing of the load carriers.

That is why we ask you to provide for every load carrier:

- Product label or grower's card (for cut flowers)
- Electronic delivery form (EDF)
- Paper delivery form (PDF)

4.1 Product label for cut flowers

Label every package (excluding support racks) with:

- Administration number
- Company name
- Cultivar name
- Quantity in each package
- Relevant grading codes

4.2 Electronic delivery form (EDF)

- You prepare and send the EDF using an EDF-software package.
- Fill in the EDF completely and correctly. Don't forget to state the correct number of packages and products, the number of blue trays, the auction group number and the correct packaging code. And create a link to an approved photo in the image bank.
- You can only supply the products to one of our locations after we have received your EDFs.

4.3 Paper delivery form (PDF)

- You prepare and print the PDF using an EDF-software package.
- Fill in the EDF completely and correctly. Don't forget to state the correct number of packages and products, the number of blue trays, the auction group number and the quality indicator.
- Your PDF contains a scanable barcode and a QR-code. It has become mandatory to include the QR-code since 1 March 2017.
- The PDF is dry and fully visible.
- The PDF is secured under the clamp of a trolley or to the front of a CC-container. The front of the container is the one with the red lock, but you can also use a sleeve on the sealing film. Make sure that the barcode is clearly visible.
- Do you have a load carrier with several delivery forms? Hang them staggered in the order of the lot delivered: the form for the first lot should be on top. Then you can be sure that all the delivery forms and barcodes are visible.

Direct trade (Connect)

- Hang the delivery form under the clamp of the trolley or CC-container. Make sure that the abbreviation FHC and the barcode are clearly visible.
- If your trolley has to be divided because there are several customers on one load carrier. Consult www.royalfloraholland.com/en/service-information/?did=226& for more information.
- If you send multiple delivery forms to the same customer on one load carrier, please make use of delivery orders.



4.4 Delivery form for the correct location

The Aalsmeer location uses another delivery form than the other Royal FloraHolland locations. Avoid problems by using the correct delivery form. The Aalsmeer location does not accept the delivery forms for the other locations. And at the other locations you cannot use the delivery form for the Aalsmeer location.

4.5 Large lots (LL): parent form and duplicate form

Are you delivering a large lot consisting of several trolleys? Then affix a parent form to the first trolley. Each subsequent trolley must be accompanied by a duplicate form. The parent form specifies the total number of trolleys in the LL. Include the number of the parent form on the duplicate forms.

4.6 Supply of CC-containers for the auction (LV)

CC-containers destined for Royal FloraHolland must be supplied with a trolley labelled as the parent trolley. Affix a parent form and a duplicate form to the trolley, and list the associated CC-containers on it. Each CC-container also has a LV-form, which is the delivery form for that specific CC-container.

5. Supply

5.1 Supply times

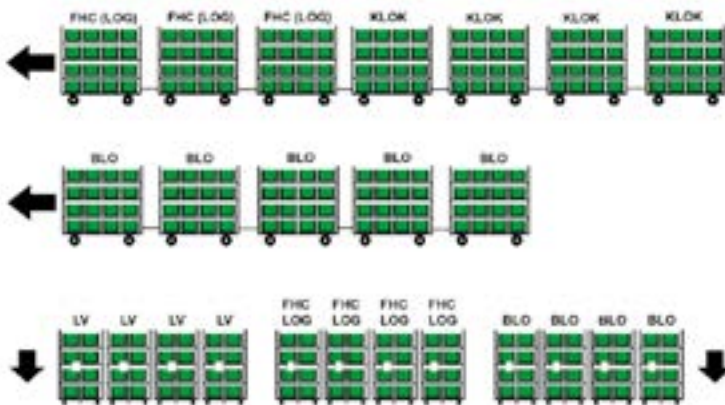
The supply times of all Royal FloraHolland locations can be found at: <http://www.royalfloraholland.com/en/supplying/logistics/delivery-process/delivery-times/>.

Are your products intended for the next auction day? Then supply them the day before at Royal FloraHolland.

5.2 Separating different flows

You can deliver several different flows – clock (KLOK, LV), direct trade (Connect, FHC), CC-containers, plant trolley, flower trolley, BLO – at the same time. However, the flows must be provided separately. This means:

- Supply trolleys separately from CC-containers.
- Supply a train with flowers separately from one with plants, either behind or next to each other.
- Within a train of flowers or plants: supply the part intended for direct trade (Connect) before the part intended for the clock.
- Always supply BLO load carriers on their own. They are not intended for Royal FloraHolland.



5.2 Large lots (LL)

- LLs consist of parent trolleys, possibly followed by one or more identical attached trolleys.
- Supply LLs all at the same time.
- Supply LLs in the following order:
 - parent trolley at the front
 - followed by the exact number of attached trolleys, in ascending order of the numbering on the delivery forms

Continuous auctioning

For lots that you want to present for clock auctioning at the same time, but which do not fit in the trucks in one go, we offer the continuous auction service. It allows you to provide one lot in several batches that are still auctioned in one block.



5.3 Transport damage

Has a product or the load carrier been damaged during transport or unloading? Report that immediately, for example to a staff member of the Supply Department of Royal FloraHolland. If the product is irreparably damaged, we will not accept the product, but we shall prepare a report and inform the owner of the product.



6. Compliance with Supply Regulations

Royal FloraHolland monitors compliance with the Supply Regulations. If you do not comply with the Supply Regulations, then Royal FloraHolland is entitled or retains the right to take or impose the measures specified in the Auction Regulations of Royal FloraHolland (see <http://www.royalfloraholland.com/en/algemeen/general-conditions/>).



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