

Environment and Safety Brochure

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Artikel 1: General

As owner and operator of its buildings, Royal FloraHolland is bound by legislation, regulations, licensing requirements, and General Orders in Council in the domains of environmental protection, safety and fire safety.

Anyone (further also referred to as "you") who rents or otherwise uses our auction complex (land or buildings) is bound by the same regulatory regimes. In addition, Royal FloraHolland's Auction Regulations (in Dutch: Veilingreglement) apply to the auction complex. This brochure summarizes the key requirements of the law, regulations and Royal FloraHolland's Auction Regulations in the areas of environment, safety and fire safety. In addition, the brochure has been supplemented with regulations for (fire) safety. No rights can be derived from this text by parties other than Royal FloraHolland.

This brochure is provided as a supplement to Royal FloraHolland's Auction Regulations and forms part of the rental agreement.

Royal FloraHolland may monitor compliance with this brochure and act to enforce its contents, in accordance with Royal FloraHolland's Auction Regulations.

In matters of environmental protection, safety and fire safety, everyone is expected to take responsibility for ensuring that they observe the applicable legal frameworks, including the those dictated by licenses and General Orders in Council applicable to Royal FloraHolland, and to take measures wherever necessary to ensure such observance. The complete text of our licensing paperwork can be consulted in our Real Estate & Facility Management Department.

In the event of a compliance check by Royal FloraHolland or a government body, you are expected to cooperate at all times, and provide access to premises and information, including (inspection) evidence that inspectors are required to monitor. If you do not provide information on time, or the information is incorrect or incomplete, the relevant government body and/or Royal FloraHolland may impose sanctions. You are obliged to share the results of inspections and monitoring referred to in this brochure with Royal FloraHolland upon first request.

We would like to remind you that legislation and regulations are subject to change. Royal FloraHolland may decide to reflect such intervening changes in subsequent editions of this brochure. Changes in legislation and regulations could mean that rules or terms and conditions are added or tightened up in the future. Should this be the case, you will not be able to derive any rights from the previously approved situation: Royal FloraHolland cannot itself claim entitlement from the government or another legislating or regulating body.

For queries or further information, please telephone Customer Service +31 (0)88 789 89 89.

Artikel 2: Waste **2.1 Commercial waste**

The conditions below apply to the disposal of waste.

- It is prohibited to dispose of any waste in the auction complex that has not been produced by the user's regular commercial operations, or that has been brought in from outside the auction complex.
- It is prohibited to leave behind waste (including commercial waste) in the auction buildings or on the auction grounds.
- The law mandates that the following categories of waste material must be collected, stored and disposed of separately: organic waste / paper / cardboard / plastic (wrap, vacuum packaging, pots, strapex) / metal / wood / textile / glass / tires / electrical appliances / construction and demolition waste / batteries / any other hazardous waste.
- Waste must always be sorted and disposed of separately, and only put in the appropriate designated container.

- Materials for recycling must be clean, empty and sorted, and made as compact as possible.
- Hazardous waste cannot be disposed of at Royal FloraHolland.
- You must keep receipts for waste materials disposed of for 5 years.

Waste of non-box holding buyers

- Buyers who are not box holders can deposit packaging material bought from Royal FloraHolland at one of the environmental stations (in Dutch: milieu-eilanden), sorted according to the type of material.

Waste of renters and owners

- Renters/owners are obliged to have their own waste regularly collected at their own expense, or to dispose of it in accordance with the regulations set down here, unless they have received a written exemption from Royal FloraHolland. To obtain such an exemption, renters/owners are obliged to enter into an agreement with a service provider. For service inquiries, please telephone Customer Service at +31 (0)88 789 89 89.
- Royal FloraHolland is not party to any agreement between service providers and users, and thus holds no responsibility whatsoever for the implementation of the specific agreement, or for any potential complaints or disputes that could arise from such agreements.
- All waste containers and recycling carts used by renters/owners must be marked and clearly identified with the name of the renter/owner.
- All materials for recycling that are disposed of or made ready for pick up must be accompanied by a visible name, as for example on a registration receipt.
- The renter/owner is obliged to ensure that the waste containers in use are in good condition and remain that way; that no disturbances are experienced in the proximity of wheeled containers; and that these containers are thoroughly cleaned at least twice annually at the renter/owner's own expense.
- The renter/owner is obliged to ensure that the waste containers or recycling cart in use can be closed with a lid or has been filled in the proper manner. Any waste that falls out of the wheeled container or recycling cart during transfer or emptying must be cleaned up.
- Waste must be transferred to the service provider in the manner indicated by the service provider for collection and disposal.
- Facilitation of service provision is available every workday for readying waste for pick-up and disposal. Each Royal FloraHolland location has set times. Time may vary according to changes in season.
- Wheeled containers and recycling carts must be placed in the street ready for service providers to pick up in a place adjacent to the rented/owned space. If such a space is lacking, Royal FloraHolland will assign a space where waste and materials for recycling can be picked up.
- Renters/owners are allowed to have waste or recycling collected and picked up at a different time to be agreed in consultation with Royal FloraHolland.
- If waste collection and disposal does not take place to the satisfaction of Royal FloraHolland, after a written warning has been issued, Royal FloraHolland has the right to have the waste or materials for recycling collected and disposed of at the expense of the person or party involved. The said person/party can then no longer invoke any rights with regard to the waste.
- It is prohibited to place a compactor or other storage facilities on the grounds of the auction complex without written permission.

2.2 Discharges

You may and should discharge your regular commercial waste water, including water from packaging, into the sewer from the space(s) that you have rented. For buyers-not-box-holders, there is a special provision available: waste water containers. These are also made available to box holders who have no discharge drain in the box they have hired. Waste water containers must be thoroughly cleaned at least twice annually.

It is prohibited to discharge liquid substances such as heavy metal compounds, dyes, oils,

ammonia, frying fat or solvents such as turpentine. You are also prohibited from disposing of solids such as plastic bags, organic waste (leaves, etc.), or sanitary products in discharge water.

You are not permitted to discharge waste water into the public drains in the transport areas of Royal FloraHolland.

2.3 Restaurant

The preparation of meals on site must be conducted in compliance with food safety regulations (HACCP). The Licensing and Catering Act applies to serving alcohol.

The fumes and vapours given off when fat is melted, when oil is heated, and during cooking, baking, roasting, frying and grilling of foodstuffs must be mechanically extracted and filtered. The filter must be cleaned or replaced at proper intervals. Frying equipment must be thermally limited such that the temperature of the oil cannot rise above 180°C. A fitted lid must be on hand for each deep-fryer used. Grease traps must be cleaned at proper intervals and inspected annually. Residues and sediments from frying must be stored in properly closed and sealed containers.

Artikel 3: Paint, glitter or wax on products

At Royal FloraHolland, a special exemption is required for the application of paint, glitter, wax, and the like, to products. This exemption must be applied for in writing and sent to the Real Estate & Facility Management Department. Supplementary conditions apply to this exemption, which may be granted either for a set time or indefinite period. When carrying out the designated activity, you must be able to produce the exemption. If you violate the conditions, your exemption could be revoked early.

Whether or not you have special exemption, the packaging and the trolleys on which you supply your product, and which you return to Royal FloraHolland, must be free of any residues of paint, glitter, wax, etc.

It is prohibited to discharge water containing coloured dyes. For companies in receipt of a written exemption as described above, separate agreements are in place for handling dyed water.

Artikel 4: Asbestos

The law prohibits working with asbestos-containing material (e.g. drilling through such material). In addition, asbestos-containing material may only be removed by a specially certified removal company. Demolition is allowed only with the permission of the municipal government (in Dutch: College B&W), plus permission from Royal FloraHolland. Because most of the buildings of Royal FloraHolland were built in a period when asbestos was still being used, you must always be alert to the fact that asbestos might present in any given structure. When in any doubt about materials, please contact Customer Service.

Artikel 5: Hazardous substances

5.1 Storage of hazardous substances

Hazardous substances include any substances that fall within one of the ADR categories, or that bear an orange

hazard warning pictogram. This also applies to gas canisters and other pressurized containers, such as spray cans. Whether a substance falls within an ADR category or not can be found on the Material Safety Data Sheet for that particular substance. The Material Safety Data Sheet (MSDS) can be requested from the supplier.

For storage of hazardous substances, written permission is needed from the Real Estate & Facility Management Department; the storage must also meet the requirements (legal and otherwise) in place. Granting permission may be subject to conditions. These conditions may result from or refer to the applicable Building Regulations (Bouwbesluit), environmental

legislation, the Dutch government's Hazardous Substances Publication Series 15 (PGS15), and/or supplementary fire safety requirements.

Due to the particular nature of Royal FloraHolland's business, internal regulations may be stricter than the general national and/or local ones.

The requirements stated above also apply to the storage of gas canisters and spray cans, and to the storage of petrol (gasoline), diesel oil and heating oil. Permission will be granted for the storage of hazardous substances only if they are needed for floriculture-related business operations or services.

The following hazardous substances are in any case always prohibited: explosives (ADR class 1), highly toxic substances (ADR class 6), and radioactive materials (ADR class 7).

Storage must be in a dedicated, suitable storage facility; these are also often subject to additional requirements set by the fire brigade.

The packaging of hazardous substances must bear the correct label (see www.rijksoverheid.nl).

Storage of, and works involving, substances hazardous to the soil must be undertaken in or above a suitable drip tray.

5.2 Logging of hazardous substances

Each company renting premises from Royal FloraHolland is obliged to maintain a log of hazardous substances. At a minimum, this must state the following: the name (including chemical name) of the substance; the hazards posed by the substance; and the department or location where it is to be used.

Information about the substance in question is typically provided on the labeling and the Material Safety Data Sheet. The MSDS can be requested from the supplier.

Royal FloraHolland maintains a central log. Changes in storage details must be reported as soon as possible to Customer Service on tel. +31 (0)88 789 89 89.

5.3 Welding units/Gas canisters

Permission from the Real Estate & Facility Management Department is required for holding of a workplace (including maintenance facility) on site. In addition, gas canisters must usually be stored outside and require written permission (see above). Gas canisters must be stored vertically whenever possible and supported so as to prevent them falling over. The due date for reinspection of gas canisters must not have expired. There are specific inspection periods in force for individual gases. These periods are never more than 10 years, and for some gases the inspection period is just 5 years. Empty canisters must be stored in the same manner as full ones.

Welding units must be equipped with a fire extinguisher. Depending on the work activities to be carried out, it may be obligatory to use a vapor extractor.

Artikel 6: Exhaust gases

Royal FloraHolland strives to reduce emissions of particulate matter and diesel soot within its buildings. In most Royal FloraHolland buildings, it is forbidden to drive vehicles with combustion engines. Even where vehicular traffic is still permitted, additional requirements may be imposed in future. We are phasing in a complete ban on vehicles in more and more zones of our buildings, making them no longer accessible to vehicles with a combustion engine. This also applies to motorcycles, mopeds and powered scooters.

Even where vehicles are permitted, it is always strictly forbidden to run combustion engines (including refrigeration motors) in our buildings other than when entering and leaving the premises. This also applies to combustion engines that are not fitted to a vehicle.

There are signs at the various entrances and exits to our buildings indicating whether

loading is permitted inside and what requirements apply; for instance, you might be entering an environmental protection zone (in Dutch: milieuzone), or a license or exemption might be required. When entering a building with a license or exemption, the permit must be visible on the outside the vehicle when in the vehicle. Please contact Customer Services to request a license or exemption.

Artikel 7: Energy

Each entrepreneur must do his/her best to use energy sparingly and efficiently. The basics of energy savings include implementing every technical, organisational and behavioural measure that can reasonably be taken to reduce gas, water and electricity usage. When new investments have to be made or equipment is due for replacement, the principle of buying the Best Available Technology (Dutch acronym: BBT) should be borne in mind. According to this principle, there is an obligation to apply all energy-saving techniques available, unless the payback time for such a technology is more 5 years.

Artikel 8: Work activities

Royal FloraHolland safety protocols apply to all work that is carried out. This means that our specific rules apply in addition to satisfying national regulations.

A work permit is required for performing most technical work. For work permits, please contact customer service.

Changes to Royal FloraHolland buildings, installations or fire safety installations may only be undertaken by Royal FloraHolland or at the direct commission of Royal FloraHolland.

Artikel 9: Noise

9.1 General

Rules are in place across all Royal FloraHolland grounds to limit the amount of noise released to the environment. For this reason, we have set requirements on how much noise installations are allowed to generate. You might encounter these rules in various situations, such as when you make changes to buildings and/or installations. For inquiries about noise issues, please telephone Customer Service at +31 (0)88 789 89 89, or talk to the project lead who will be supervising the task.

9.2 Traffic

To keep the amount of noise annoyance suffered by our neighbours to a minimum, we do not allow truck engines to be left running in our car parks, except in spots where permission is explicitly announced. Vehicles' refrigeration motors (with the exception of electrically powered refrigeration motors) may not be left working when the engine is shut off. It is also forbidden for truck exhausts to be fitted with any adaptations to make them roar.

Stereo systems and two-way radios must not be audible outside your vehicle.

As laid down in the Dutch highway code, it is forbidden to sound your horn on Royal FloraHolland grounds except when there is a genuine need to warn others in order avert an accident.

9.3 Installations

Fixed installations must run as quietly as possible (and you must observe the Best Available Technology/BBT principle).

Replacements and assembly may only be undertaken after consulting the Real Estate & Facility Management Department.

Artikel 10: Installations

10.1 Electrical systems and installations

Electrical installations must satisfy the applicable standards and guidelines, including NEN 1010 and NEN 3140. Electrical installations within a rented box are the responsibility of the user and/or renter.

Only persons who are qualified by law may carry out work or repairs on electrical installations. Dutch Health and Safety at Work (Arbo) legislation requires each entity that rents premises from us to appoint a person responsible for the installations as described in NEN 3140. This may be an external party. Only persons trained in accordance with NEN 3140 may carry out minor adjustments to the installation(s) on their own. To make changes to installations, permission from Royal FloraHolland is required. To request this permission, please contact your account manager or Customer Service. For all changes to installations, a drawing of the new situation must be submitted in advance to Royal FloraHolland.

A full inspection of fixed electrical installations must be conducted by a recognised company, as referred to in NEN 3140, every five years. Portable electrical installations, such as machines and tools (“anything with a plug on it”), must be reapproved annually. Besides electrical regulations, there are separate safety guidelines for machines, including the EU Machinery Directive.

A log must be kept of all tests and inspections. Should there be an accident, the Inspectorate of the Dutch Ministry of Social Affairs and Employment may demand to inspect the log.

10.2 Battery chargers

Battery chargers in the rented boxes must not pose any danger to people or the environment. Most batteries release hydrogen — a flammable gas — while being charged. An annual NEN 3140 reapproval is needed for chargers, too. A checklist of requirements for battery charging docks has been drawn up. You can request this checklist from Customer Service.

Some of our rules for battery chargers are:

- No flammable objects within a radius of 2 meters
- Battery chargers must not be placed on flammable materials
- Battery chargers must be raised at least 50cm from the floor
- "Dead" batteries awaiting recharge must not be placed under battery chargers, or placed such that they could end up beneath one
- You must clearly display a sign prohibiting smoking and naked flames in the area
- Battery chargers must be fitted with collision protection

N.B.: You can have your battery chargers reapproved at the same time as your tractor.

10.3 Refrigeration units

Refrigeration units are subject to European and Dutch laws and regulations. Royal FloraHolland additionally sets some specific requirements in this domain. You must report to Royal FloraHolland any installation or removal of refrigeration units, or any changes to them. For inquiries, please contact Customer Service at Royal FloraHolland.

Non-natural refrigerants

Refrigeration units, including air conditioning equipment, in which CFCs and HCFCs are used as coolants are governed by EU and Dutch legislation, including the Fluorinated Gases Directive (F-gassenbesluit), the Ozone Directive (Ozonbesluit), and associated regulations. Only installation companies who have STEK recognition or hold a certificate in accordance with Dutch regulations on fluorinated greenhouse gases and controlled coolant substances are permitted to carry out installation, testing and maintenance tasks on such equipment. An instruction sheet must be provided on or beside refrigeration installations which states the amount and type of coolant used. Depending on the type and amount of coolant, periodical maintenance, testing, and inspections are required. All work on the installation must be recorded in a logbook, which must be kept beside the installation. The logbook must

contain details of all matters relevant to the installation in question. The logbook is specific to each installation. In other words, it must be kept beside the installation it refers to. Responsibility for the refrigeration unit and logbook rests with the owner and/or user.

The same requirements hold for a refrigeration unit that has been turned off as for a refrigeration unit that is turned on, except if special preventive measures have been taken or the coolant has been removed and this has been recorded in the logbook.

Natural refrigerants

Refrigeration units with natural coolants must be certified once in each calendar year for safe functioning if the volume of coolant is greater than the volume of ammonia (10 kg), carbon dioxide (10 kg) and hydrocarbons (5 kg). In addition, the requirements of the Pressure Equipment Commodities Act apply. Extensive additional requirements apply to refrigeration units with ammonia; these are given in the Hazardous Substances Publication Series 13 (in Dutch: PGS13).

Artikel 11: Drinking water safety and preventing Legionnaires' Disease

Several laws and directives contain measures intended to prevent outbreaks of Legionnaires' Disease. The Mains Water Directive (in Dutch: Waterleidingbesluit) tells you which measures must be taken to prevent infection from drinking water or warm tap water. Health and Safety at Work legislation (Arbo) establishes what employers must do to prevent their staff becoming infected. Companies that are not obliged by law to take measures to combat Legionella are still under a duty of care to provide decent tap water. You can find more information on this at www.antwoordvoorbedrijven.nl.

Renters are responsible for inspecting and maintaining the drinking water system in the rented property, in accordance with laws and regulations. Renters are also responsible for the implementation of requirements in the water safety management plan drawn up by Royal FloraHolland, and for reporting this back to Royal FloraHolland. If a main connection with shut-off valve of Royal FloraHolland is present, this obligation does not apply to the main connection itself.

Artikel 12: Floor loads

On the upper floors you should inform yourself of the maximum floor load in your rented space and the surrounding transport routes by consulting posted signs or Customer Service. Different load-bearing values apply to the point load and use load. If you want to proceed with storage or place racks, you may need a builder to check this out first. Such a check will be conducted at your expense.

Artikel 13: Fire safety 13.1 General

Due to the special nature of Royal FloraHolland's buildings, we have a number of specific fire safety regulations.

General legislation and regulations stipulate that you are responsible at all times for ensuring people can make a safe escape from your rented space. Escape routes (including staircases and emergency exits) must always be kept clear.

In addition to these general requirements, Royal FloraHolland maintains the following rules as set down in its Auction Regulations:

- There is a universal ban on smoking within Royal FloraHolland buildings (with the exception of designated smoking areas).
- The storage of materials in cold stores is not permitted.
- Paper and wood shavings must be stored in sealable metal or wooden crates.
- Utility rooms must be kept free and not used for storage.
- Spaces intended for the storage of flammable substances must not be used for the

storage of any other kind of material.

- Rented spaces must be kept neat and tidy. Substantial concentrations of stored flammable materials are not permitted. The decisions of Royal FloraHolland Company Security and Company Fire Brigade on these matters is final.
- If required by Royal FloraHolland, rented spaces must be cleaned up.
- The space in front of fire doors (including the yellow areas) must be kept clear at all times.
- All fire extinguishing equipment and fire detector/alarm equipment must be left unobstructed at all times. Portable fire extinguishing equipment must be reapproved at least once every two years, and fire hose reels every year.
- Nobody is permitted to stay in the buildings overnight.

13.2 Areas with a sprinkler system

For areas with a sprinkler system specific conditions apply to ensure the operation of the sprinkler system.

- No false ceilings may be fitted under sprinklers.
- Sprinklers must not be painted over, concealed or camouflaged in any way at all.
- Absolutely no obstructions may be placed beneath the sprinklers that might interfere with their spraying pattern.
- There is a minimum amount of headroom that must be observed between piles of goods and the deflector plates of the sprinklers. The amount of this headroom depends on the type of sprinkler protection fitted; these details are set out separately.
- Access must always be provided to the rented spaces as required for test and inspection procedures.
- Recommendations arising from sprinkler certifications and inspection reports must always be implemented within the time period given.
- Changes to the layout of rented boxes or office spaces, or changes in storage methods, will require prior consultation with the sprinkler inspector who periodically inspects the premises in question, plus the approval of Royal FloraHolland.
- Nothing may be suspended from the sprinklers or their piping.
- Goods must not be piled above the allowed height limits. The pile height allowed depends on the type of sprinkler protection fitted; these details are set out separately. The same applies to specific rules for storage facilities.

Artikel 14: Personal protective equipment

To protect feet, toes and ankles, and for a proper grip on floors, wearing safety footwear is mandatory in the logistics areas. In addition to this, to prevent collisions, the wearing of hi-vis clothing, such as a brightly coloured vest or jacket, is mandatory. This applies to everyone, in all logistics areas where logistic resources may be moving, for the entire day. This also applies if you are on a bicycle or tractor. Only enter the logistics areas when necessary.

The following principles apply in respect of safety footwear and clothing:

Safety footwear: At least EN ISO 20345 or EN 345 class S2

Safety clothing: At least EN-ISO-20471 or EN 471 class 1

Artikel 15: What to do in an emergency

Be prepared and familiarise yourself straight away with:

- the location of your workspace within the building and
- the escape routes
- the nearest phones
- the nearest fire extinguishers

N.B.: To raise the alarm, you must call the Royal FloraHolland alarm number and not the national alarm number (not: 112). The reasons for this are that Royal FloraHolland's own emergency services can find the location of the incident without any time loss, alert the regional emergency services and guide them to the incident location.

Pre-program the correct alarm number below (for emergencies only!) in your phone. Use the full number from a mobile phone and just the five-digit extension from an internal landline.

- **Aalsmeer:** +31 (0)297 392222
- **Naaldwijk:** +31 (0)174 632333
- **Rijnsburg** +31 (0)71 4094200
- **Eelde:** +31 (0)50 3097298

The following emergency procedures apply within Royal FloraHolland:

Accidents:

- First raise the alarm: call the Royal FloraHolland alarm number
- Report what type of accident has occurred
- Do not leave victims unattended

Evacuation:

- After raising the alarm, leave the working area
- Alert people in the area to the situation
- Follow the instructions of the in-house emergency response team (BHV)
- Report to the assembly point

Fire:

- **First raise the alarm:** call the Royal FloraHolland alarm number and/or press the manual alarm button.
- Then, if possible and safe to do so, try to extinguish the fire
- Close all doors and windows
- Alert people in the area to the situation
- Leave the area and never use the lift

Spills or leakages of oils, coolants or hazardous substances

- **First raise the alarm:** call the Royal FloraHolland alarm number
- If relevant, alert people in the area to the spill or leakage
- If possible, contain the spread of the substance

Artikel 16: Definitions

In addition to the definitions given in the Royal FloraHolland Auction Regulations, in this document the following words have the following meanings:

- **Waste:** All materials and objects that are left over after being processed within the auction complex and that the user or Royal FloraHolland no longer claims possession of;
- **Hazardous waste:** All waste has been designated as such by the government.
- **Service provider:** A company that is professionally occupied with collecting and disposing of waste, and that has been given written permission by Royal FloraHolland to pick up, remove and process waste from the auction complex.
- **Owner:** a dealer registered with Royal FloraHolland who owns and/or uses one or more spaces within the auction complex;
- **User:** The legal entity that uses the facilities of Royal FloraHolland based on the applicable terms, conditions and rates, which in any case includes renters, sub-renters, owners and buyers-not-box-holders.
- **Renter:** The person or legal entity who leases Royal FloraHolland Facilities based on the applicable terms, conditions and rates;
- **Buyer-not-box-holder, or cash buyer:** The buyer who is not a renter or owner but does make use of designated space within the auction complex.
- **Recyclable waste:** All waste that can be recycled and has been designated as such by the government, including in any case all single use packaging materials.
- **Residual waste:** All the waste that remains after sorting out the recyclable waste, hazardous waste and other waste streams that can be processed separately.
- **Auction Complex:** The entirety of all built-on and not-built-on sites and buildings where Royal FloraHolland has registered offices and/or engages in its business processes in whole or in part;
