

# Conditions of supply

to deliver safely, quickly, efficiently  
and without damage



**Royal  
Flora  
Holland**

**Customised logistics.  
Simplified dealmaking.**

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# Abbreviations and terminology

<b>Supplier</b>	The person who supplies a load carrier with products at a Royal FloraHolland hub.
<b>Arbo</b>	Abbreviation of the word <i>arbeidsomstandigheden</i> (working conditions). The Occupational Health and Safety Act requires companies (employers) to provide a safe working environment. In addition, companies must take measures to reduce safety risks for workers.
<b>OL</b>	Abbreviation for 'outside logistics'.
<b>CC-container</b>	Logistics load carrier for flowers and plants. A CC-container is always fitted with a CC mark plate and a CC-TAG6 lock.
<b>CC-container base</b>	The base of a CC-container fitted with four functioning wheels, a CC mark plate and a CC-TAG6 label.
<b>CC-container plates (CC plate)</b>	Plates that form the layers in a CC-container.
<b>EAB</b>	Abbreviation of <i>elektronische aanvoerbrieff</i> (electronic delivery form).
<b>Single purchase</b>	A trolley with products that will be or has been sold in its entirety to one customer.
<b>Packaging</b>	Royal FloraHolland's standardised transport packaging for flowers or plants (e.g. box, multi-use flower container, plant tray).
<b>Packaging code</b>	Unique code distinguishing packaging types from one another.
<b>Large lot (GP in Dutch)</b>	A minimum of one to a maximum of 99 single-lot trolleys.
<b>Chain sticker</b>	A logistics chain sticker containing a unique reference for each lot. This lot reference is generated in Floriday and can be used by all chain partners. This sticker will be tested and rolled out in the near future.
<b>KUMA attachment</b>	Plastic attachment to increase the height of a CC-container.
<b>Shelves</b>	Aluminium sheets that form the layers in a trolley.
<b>Fixed shelf</b>	Shelf attached to the trolley by a retaining cable. Each trolley has three fixed shelves as standard.
<b>Separate shelf (deposit shelf)</b>	A separate shelf (with a blue edge) to create an additional layer in an auction trolley. Available at one of our packaging locations for a small rental fee. A deposit applies to a separate shelf.
<b>Shelf holes</b>	The holes in the uprights of a trolley in which the shelves are attached.
<b>Multi-lot trolley</b>	An auction trolley containing multiple lots from one auction group.
<b>MV form</b>	Stands for Moederbrief (top copy). It is the first auction trolley of a lot that includes several trolleys.
<b>PAB</b>	Abbreviation of <i>papieren aanvoerbrieff</i> (paper delivery form).
<b>Lot</b>	Number of exactly the same products offered as a unit.
<b>RFID</b>	Abbreviation of 'radio frequency identification'. RFID enables the tracking of auction trolleys and CC-containers.
<b>SOP</b>	Quality instructions for CC-containers (Abbreviation of Standard Operating Procedure).
<b>Auction trolley</b>	Logistics load carrier for flowers and plants. A trolley has three fixed shelves as standard, which are attached to the trolley by a retaining cable and the user can attach at different heights.
<b>Tag</b>	A small RFID chip attached to an auction trolley. There are two types: <ol style="list-style-type: none"> <li>1. LF tag: Low Frequency tag attached under the auction trolley, which we use for our internal processes</li> <li>2. UHF tag: Ultra High Frequency tag attached to the auction trolley that can be used for Track &amp; Tracing</li> </ol>
<b>VV form</b>	Trailing trolley (trolleys that are part of a large lot. This begins with a mother trolley)
<b>QR code</b>	Abbreviation of 'Quick Response' code. The QR code is a square, pixelated bar code. From 1 March 2017, all paper delivery forms must have a QR code with the EAW information.

# 1. Introduction



We want to deliver your flowers and plants to the customer safely, quickly, efficiently and without damage to products or load carriers. Clear supply regulations help us achieve this. The supply regulations apply to all products that are processed on auction trolleys and/or CC-containers at our hubs.

In the interests of customers, growers and transporters, Royal FloraHolland pays close attention to compliance with the supply regulations. Therefore, adhere to the regulations to avoid additional costs. Royal FloraHolland is entitled to charge incurred costs to the supplying party or to refrain from further service provision if the supply regulations have not been followed. Article 4 of the [Auction Regulations](#) sets out the measures we can take in the event of additional costs or damage. We are not liable for the damage to your products due to non-compliance with the supply regulations.

If you have any questions about the supply regulations, please get in touch with our [Customer Contact Centre](#).

# 2. Load carriers



There are two types of load carriers on which you can supply your products to Royal FloraHolland:

1. Royal FloraHolland auction trolley
2. CC-container

## 1. Royal FloraHolland auction trolley

When supplying products, only use trolleys that meet the specifications below:

- Four smoothly rolling wheels
- Three standard fixed (grey) shelves (that are attached using the retaining cable to the auction trolley)
- Good working tow pin
- Undamaged tow pin sleeve (plastic tube around the tow pin)
- Functioning triangle with spring
- Properly functioning letter clip under which at least one letter remains secured
- Equipped with a hand-pull handle

If an auction trolley does not meet these specifications, don't use it for supply. Please hand it in at one of the Royal FloraHolland hubs. Help us by attaching a yellow defect label - through the lock-plate holder - to this broken trolley. You will find these yellow defect labels in the supply area at all Royal FloraHolland hubs.

1. Wheels
2. Grey shelves
3. Tow pin
4. Tow pin sleeve
5. Triangle
6. Letter clip
7. Hand pull handle



## 2. CC-container

When supplying products, use only CC-containers that meet the specifications below:

- Both CC-container and CC plates meet the quality requirements described in Container Centralen's [SOP](#)
- Four smoothly rolling wheels.
- Place uprights firmly in the base; there should be no play between the corner and the upright. The uprights must not sink through the corner pieces.
- A CC-container has two authenticity features:
  - Metal CC-brand plate (see image below)
  - CC-TAG6 label ('lock') (see image below)

Does a CC-container not meet these specifications? You can return or exchange it non-functional (broken) CC-material at a repair depot of Container Centralen at the Royal FloraHolland hubs Aalsmeer and Naaldwijk. To return non-functional material to a Container Centralen depot, please follow a specific procedure. Please refer to Container Centralen's [manual on the website](#).

1. Metal CC-brand plate
2. CC-TAG6 label



Please note: when using CC material (both Clock and Direct Sales), users are responsible for using CC containers and shelves that meet the quality requirements as described in the Container Centralen [SOP](#). If broken (non-functional) material is found, it is up to the users to resolve this among themselves. Royal FloraHolland is not involved as a party and is not responsible for quality issues.

# 3. Loading



We have divided the loading requirements into four groups:

- 1. Loading in general: these requirements apply to all supply**
- 2. Loading auction trolleys**
- 3. Loading CC-containers**
- 4. Specific loading requirements**

## 3.1 Loading in general

- Do not supply products containing live animals.
- Always hook a shelf or CC plate into a hole in a post (never on top of the posts).
- Load a load carrier from bottom to top, right to left and front to back.
- With mixed loads, place the heaviest products at the bottom.
- Ensure there is a minimum of five centimetres between the top of the product and the shelf or plate above it. This prevents product damage.
- Make sure the product is not protruding and cannot fall over during transportation:
  - Use sealing film, string or elastic for this.
  - Not tape as it contaminates the load carrier and can damage the product.
  - Please note that we cannot process load carriers with protruding products.
- To supply of hanging products, always use the Royal FloraHolland hanging racks (Fc986).
- If you need more than three fixed standard shelves, use a [deposit shelf](#).

## 3.2 Loading auction trolleys

Maximum loading requirements for auction trolleys	
Loading weight per trolley	600 kg
Loading weight per shelf	120 kg
Total weight per packaging	14 kg
Maximum plant loading height on auction trolley (measured from the driving floor to the top of the product)	2.70 m
Maximum flower loading height on auction trolley (measured from the driving floor to the top of the product)	2.60 m
Maximum RFH box loading height on auction trolley (measured from the driving floor to the top of the product)	2.57 m

### 3.3 Loading CC-containers

Maximum loading requirements for CC-containers	
Loading weight per CC-container	400 kg
Loading weight per CC plate (distribute load evenly on the plate)	60 kg
Total weight per packaging	14 kg
Maximum plant loading height on CC-container (measured from the driving floor to the top of the product)	2.70 m
Maximum flower loading height on CC-container (measured from the driving floor to the top of the product)	2.60 m
Maximum RFH box loading height on CC-container (measured from the driving floor to the top of the product)	2.57 m

#### 3.3.1 Specifications for use of attachments

For high loading of a CC-container, you decide whether to use so-called attachments. These attachments are available in different materials, for which different requirements apply:

- Steel attachments: do not place CC plates above the seventh hole from the bottom up.
- KUMA attachments: do not place CC plates above the fifth hole from the bottom up.
- Other plastic attachments: do not place CC plates above the third hole from the bottom up.
- Wooden attachments: not permitted in combination with the use of plates. However, you may use these to seal products.

Please note that if you are using attachments or extensions, always seal the CC-container including these pieces. We do not, however, charge for for the attachments and/or extensions.

### 3.4 Specific loading requirements

#### 3.4.1 Product label for cut flowers

##### Product label for cut flowers

Provide each container (excluding rack attachments) with a label specifying:

- Grower number
- Company name
- Cultivar name
- Number per container
- Relevant grading characteristics

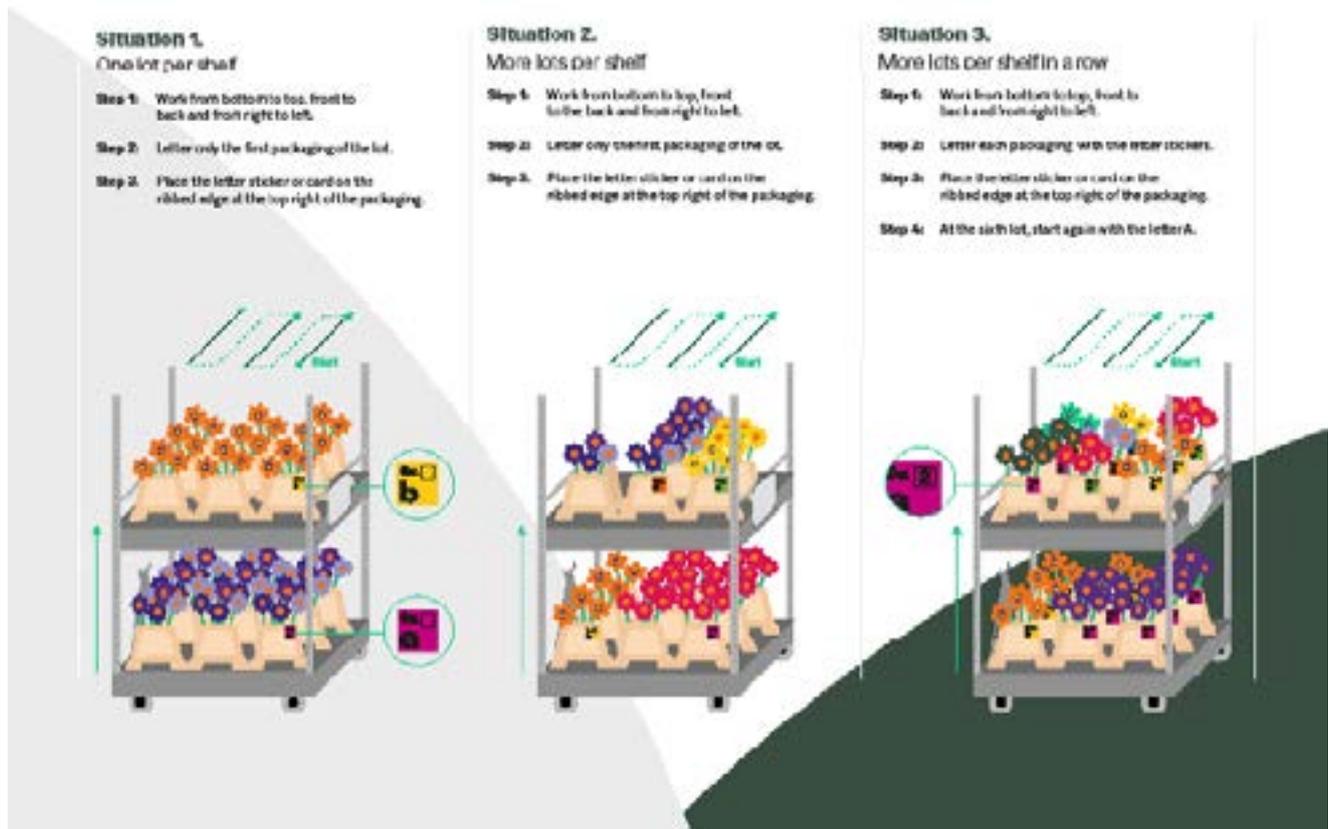
#### 3.4.2 Multiple lots on an auction trolley for the auction clock

Royal FloraHolland is switching to order picking instead of distributing. For the auction groups where we have already implemented order picking, you may also supply multiple auction groups on a single load carrier for the auction. In that case, follow the loading and lettering instructions below. It is also necessary for these auction groups to have the same cooling regime. If several auction groups with different cooling regimes are still on the trolley, the trolley is stored in the lightest cooling regime. If several auction groups with different cooling regimes are still on the trolley, the trolley is stored in the lightest cooling regime.

## Loading and lettering with multi-use packaging

By making the lots recognisable, mistakes are prevented and your product reaches the customer faster. You can use letter stickers or your own cards. Place the sticker/card indicating which lot it is (A, B, C, D, E) on the top right of the multi-use packaging.

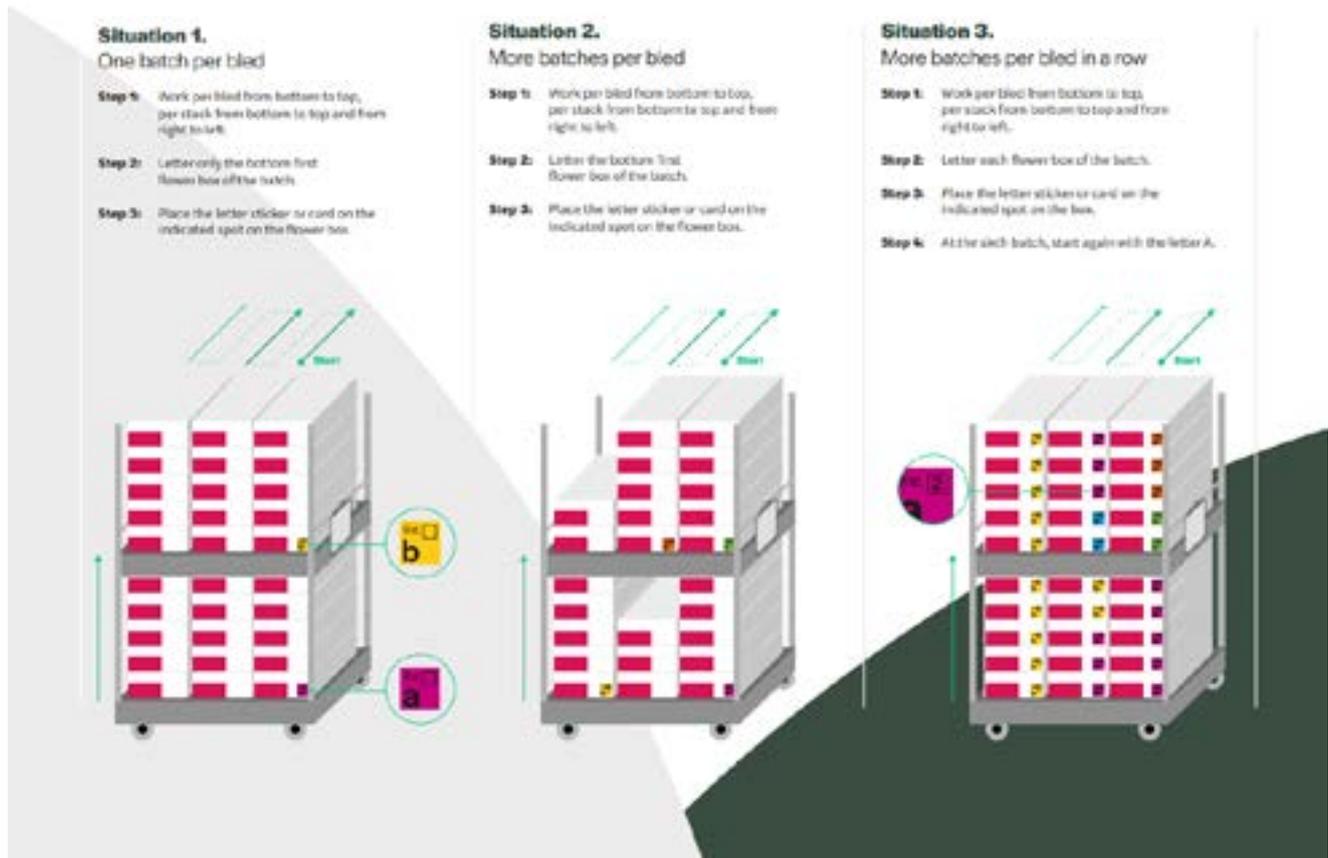
*\*Floriday is currently working on a standard for lot identification (chain sticker) for all sales channels. In anticipation of this, lettering your lots is desirable, but not mandatory.*



## Loading with flower boxes

By making the lots recognisable, mistakes are prevented and your product reaches the customer faster. You can use letter stickers or your own cards. Place the sticker/card indicating which lot it is (A, B, C, D, E) on the bottom right of the flower boxes.

*\*Floriday is currently working on a standard for lot identification (chain sticker) for all sales channels. In anticipation of this, lettering your lots is desirable, but not mandatory.*



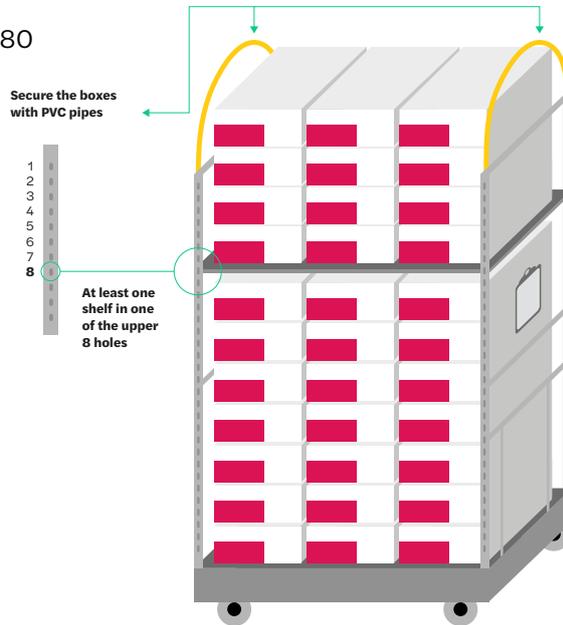
### 3.4.3 Specific set-up of the loading with packaging boxes

It is not allowed to load auction trolleys with boxes above the front and rear rack without securing them.

Loading boxes higher above the front and rear racks is only possible when using plastic tubes (Fc180) for securing. Place at least one shelf in the auction trolley's top eight shelf holes.

#### Securing in general

PVC tubes, box code 180



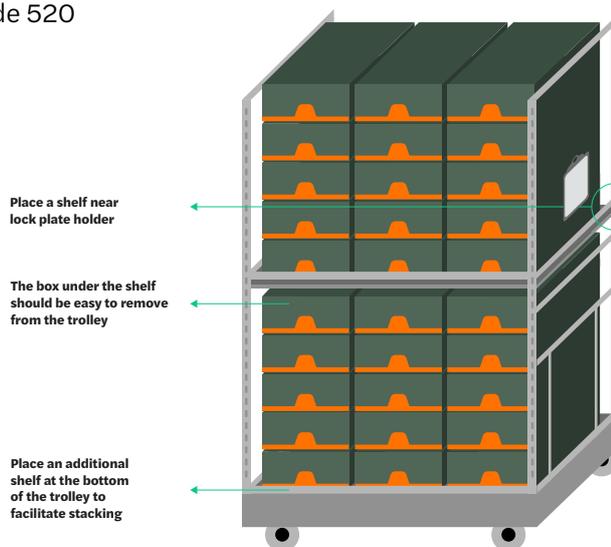
#### Loading requirements specific to flower box Fc520

- Over 27 boxes for auction only:

Place a shelf at the level of the lock-plate holder. This is a health and safety requirement; placing a shelf makes stacking possible. Make sure the boxes under the shelf can also be removed from the trolley easily.

#### Securing in general

>27 boxes, fustcode 520



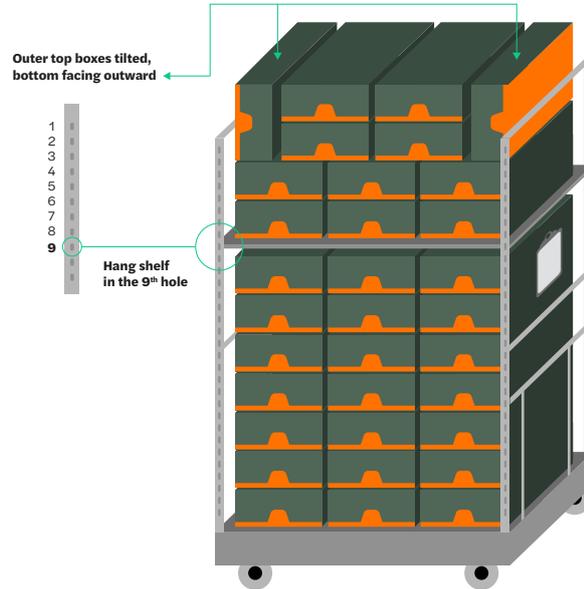
**Load with the maximum number of 33 boxes**

Hook a shelf into the ninth shelf hole from the top.

Place the two outermost boxes at the top tilted, with the bottom facing outward.

*Securing in general*

Max 33 boxes, fustcode 520



# 4. Information on the load carriers



We strive to process load carriers efficiently. Therefore, ensure that each load carrier is provided with an electronic delivery form (EAB) or paper delivery form (PAB).

More information on delivery forms, software packages and software suppliers can be found on our [website](#).

## 4.1 Electronic waybill (EAB)

Create and send the EAB via Floriday or using an EAB software package. Fill in the EAW completely and correctly.

Don't forget to state:

- The right number of packaging and products,
- The number of blue separate deposit shelves,
- The auction group number,
- The correct packaging code,
- Create a link to an approved photo in the image bank,
- Do not offer the products at any of our hubs until we have received the EABs.

## 4.2 Paper delivery form (PAB)

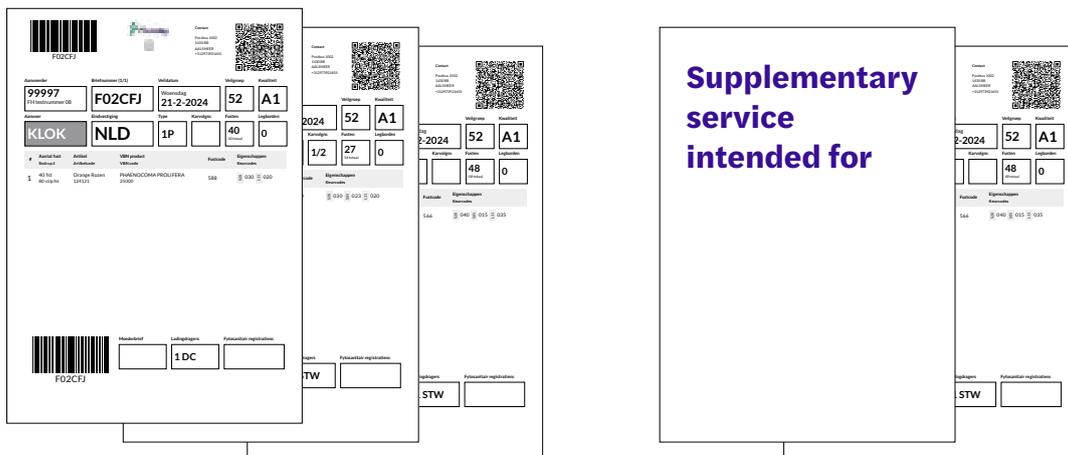
Create and print the PAB via Floriday or using a Royal FloraHolland EAB software package. Fill in the PAB completely and correctly.

Don't forget to state:

- The right number of packaging and products,
- The number of blue separate shelves,
- The auction group number,
- The quality indicator,
- The PAB contains a scannable barcode and a scannable QR code,
- The PAB is dry and fully visible,
- The PAB is attached under the clamp of an auction trolley or at the front of a CC-container.

The front of the CC-container is the side with the CC-TAG6 label. You can also use a cover on the sealing film. Make sure the barcode/QR code is clearly visible.

More delivery forms on one load carrier? Hang them staggered in sequence with the letter of the first lot at the front. This ensures that all letters and barcodes are visible.



### 4.3 Direct trade (Connect)

- Hang the delivery form under the clamp of the trolley or CC-container. Make sure the abbreviation LOG and the barcode are clearly visible.
- If the trolley needs to be split because there are several customers on one load carrier, check [here](#) for more information.
- If you are sending multiple forms on one load carrier to the same customer, use follow-up forms.

### 4.4 Delivery form for the right hub

Aalsmeer uses a delivery form different from Royal FloraHolland's other hubs. To avoid problems, please use the right delivery form. Aalsmeer hub does not accept the delivery form for the other hubs. And you cannot use the delivery form for the Aalsmeer hub at the other hubs. So, please make sure you use the right delivery form for the right hub.

### 4.5 Large parties (GP): top copy (MV form) and subsequent copy (VV form)

If you have a large lot with multiple auction trolleys, attach an MV form to the first trolley. Each subsequent auction trolley should then have a VV (subsequent) form. The MV form specifies the total number of trolleys in the GP. On the VV forms, state the number of the MV form.

### 4.6 Supply of CC-containers

On the EAB/PAB, indicate when CC-containers are intended for the auction clock at Royal FloraHolland. Read more information about the [auction service on CC-containers](#).

# 5. Supply



## 5.1 Supply times

You can find the supply times for all Royal FloraHolland hubs on [our website](#). Are the products intended for the next auction day? Then supply them to Royal FloraHolland the previous day. More information about this service can be found on [our website](#).

## 5.2 Separation between different flows

- You can supply different flows - clock, direct trade (Connect), CC-containers, auction trolley plants, auction trolley flowers, BLO - simultaneously.

Offer the flows separately. This means:

- Submit auction trolleys separately from CC-containers.
- Submit a train of flowers separately from a train of plants, i.e. behind or next to each other.
- Within a train of flowers or plants: offer the part intended for direct trade (Connect) before the part intended for the clock.
- Always offer BLO load carriers completely separately (after all, these are not intended for Royal FloraHolland).

## 5.3 Large parties (GP)

GPs consist of parent trolleys, possibly followed by one or more identical follow-on trolleys.

- Supply GPs in one go
- Submit GPs in the following order:
  - parent trolley in front
  - behind it, the exact number of follow-on trolleys, numbered sequentially according to the delivery forms

### 5.3.1 Continuous auction

For lots that you would like to have in one go for the auction but don't fit in the truck, we offer a [continuous auction service](#). This allows you to supply a lot multiple times and still have it auctioned as one block.

#### **5.4 Transport damage**

If a product or the load carrier has been damaged during transport or unloading, report this immediately. You can report it to an employee of the Royal FloraHolland's Supply department. Is the product damaged beyond repair? Then, we will not take delivery of the product but will make a report and inform the owner of the product.



# 6. Compliance with supply regulations



Royal FloraHolland ensures compliance with the supply regulations. Not adhering to the supply rules? Then Royal FloraHolland is entitled or reserves the right to take or impose measures according to the [logistics resources general terms and conditions](#) and/or the [Royal FloraHolland Auction Regulations](#).