



### **More information about the “VRM CC Imbalance Contribution” surcharge**

Royal FloraHolland calculates this surcharge by checking every two weeks whether the physical stock of CCs at VRM has increased due to supply, buy, collect, or return.

The following applies:

- Every two weeks, we determine the CC base balance of a user at VRM; a week runs from Friday to Thursday, as is the case with the current invoicing of CCs. For example: the first two-week period starts on Friday, February 27, 2026, and the last day of the first two-week period is Thursday, March 12, 2026.
- If the balance for the two weeks exceeds 25 bases, we will charge for the number of bases above that (i.e., from bases onwards).
- We determine the balance for a supplier by subtracting the number of (empty) CCs collected in a period from the number of CC bases supplied and empty returned in that same period.
- We determine the balance for a buyer by subtracting the number of CC bases returned in a period from the number of CCs bought and collected in that same period.
- If a user has multiple administration numbers and works with a main number, we determine the balance based on the main number. This also applies if a contact has their balance managed by a third party. In that case, we determine the balance based on the main number of this third party and, if necessary, we also charge this third party.
- We will charge any surcharges via the service invoice under invoice code 2416.

We expect that users who keep their CC flows on VRM in balance will pay little or no “VRM CC Imbalance Contribution” surcharge.