

# Safety Regulations for construction, service and maintenance

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**Attachment: Safety Rules**

**Reading Guide**

After the general conditions in Articles 1 and 2, Article 3 provides conditions and agreements regarding work permits at Royal FloraHolland.

In Article 4 specific safety aspects are dealt with for working in the buildings and on grounds of Royal FloraHolland.

Article 5 deals with the more general safety regulations. Article 6 concerns the actions and consequences in case of shortcomings, Article 7 the start work instruction and Article 8 the change management.

## **Introduction**

Royal FloraHolland is a non-stop business where many people having different purposes work and cross paths. Lessees and their employees, Suppliers, temporary staff and Royal FloraHolland personnel must negotiate their way around in this complex work environment every single day.

In particular the logistics processes involved in the supply, auctioning and transport of Flowers and Plants are dynamic in nature. In this environment it is necessary for all safety regulations to be observed in order to avoid accidents and incidents.

Royal FloraHolland acts in compliance with its own Auction Regulations and Dutch legislation and/or regulations (see 1.3) and assumes its responsibility by communicating clear, appropriate rules, which are understandable and workable for all.

This way we can create a 'safe and hospitable Royal FloraHolland'!

Royal FloraHolland is working on establishing a safe working environment in which it wants to improve safety and increase safety awareness.

These safety regulations apply to anyone who is in Royal FloraHolland's buildings or on their sites.

This is notwithstanding other requirements such as:

- [Auction Regulations Royal FloraHolland \(see 1.3\)](#),
- [Environment and Safety brochure Royal FloraHolland](#)
- The General Terms and Conditions for Industrial Trucks: [Algemene voorwaarden transportwerktuigen](#)
- [General Terms and Conditions Use and layout of rooms with sprinkler\(s\)](#)
- General provisions for rental and leasing of business and handling areas: [Algemene bepalingen voor huur- en verhuur van bedrijfs- en verwerkingsruimte](#)
- Purchasing Conditions for Suppliers: [Algemene inkoopvoorwaarden voor leveranciers](#)

## **Article 1. General**

### **1.1. Scope of application**

These safety regulations apply to all construction, renovation and maintenance work which takes place at Royal FloraHolland auction complexes.

The following are examples of the work referred to (not an exhaustive list): work assigned to contractors by Royal FloraHolland (Projects and Maintenance departments), or work carried out by Royal FloraHolland (Maintenance). Where reference is made in this document to a 'department' this shall signify a department of Royal FloraHolland. In the event of a contract being awarded, these safety regulations shall be referred to in writing and provided, before such an instruction is issued and at the time it is issued.

These regulations also apply to work carried out by order of lessees; here too reference must be made to these safety regulations if a contract is awarded, stating the website (location) where they can be found, including the fact that they will be provided free of charge upon request.

A distinction is drawn in certain sections of these regulations between small projects and projects which on account of their size or risk come under the European guideline for temporary and mobile construction sites.

Royal FloraHolland/Lessee/(main)Contractor/Supplier may be the Client.  
(sub)Contractor/Supplier may be the Contractor.

### **1.2. Purpose and Disclaimer**

This document describes in particular safety regulations specific to all Royal FloraHolland locations, plus the general rules.

*No rights towards Royal FloraHolland may be derived from this content.*

Although Royal FloraHolland has made every effort to mention the applicable legislation and regulations, any liability on account of the content is excluded.

This document cannot cover or describe all aspects; indeed, this is not the intention. There is a responsibility on the part of the individual to act in accordance with Dutch legislation and regulations.

### 1.3. Legislation and regulations

The Dutch Occupational Health and Safety regulations shall apply. Should the present safety regulations be less stringent than (existing) Dutch Occupational Health and Safety legislation in certain areas, the latter shall prevail over these regulations.

The current auction regulations (at any rate chapters 1 and 6) apply in full for external operators who carry out work on the Royal FloraHolland premises.

They are available to read on the Royal FloraHolland website in Dutch and in English <https://www.floraholland.com/media/3316098/veilingreglement-versie-1.2-online.pdf> and available free of charge from the gatehouses of the Security department.

Royal FloraHolland reserves the right to stop and/or break off work which does not comply with these regulations and/or applicable legislation and regulations at the expense and risk of the contractor/operator without prejudice to its other rights, or to arrange for such. In the event of a breach of these safety regulations the Royal FloraHolland security department may also impose sanctions or punitive measures in accordance with the Auction Regulations,

notwithstanding the other rights of Royal FloraHolland. In addition, the SZW Inspectorate (formerly Labor Inspectorate) shall have authority to act at all times.

### 1.4. Responsibilities of the various parties

The Dutch Health and Safety at Work Act sets out stipulations which clients, employers and employees must abide by. Pursuant to the Dutch Health and Safety at Work Act working conditions are the joint responsibility of the employer and the employee.

A subcontractor/independent without staff also falls under this provision.

#### 1.4.1. Obligations of the client

- Responsible for the coordinated and safe execution of the work.
- An executive coordinator must be appointed for work in which 2 or more contractors simultaneously, or consecutively, carry out work.
- Projects which come under the Working Conditions Decree on account of their size or risk must be assigned one or more V&G coordinators and V&G plans must be drafted for the design and implementation stage.
- Work with an increased risk or in risk areas should also be carried out in accordance with the system for work permits adopted by Royal FloraHolland, (see section 3.)

#### 1.4.2. Obligations of contractors

- The contractor and their subcontractors are VCA certified.
- An independent without staff hired by the contractor must have a VCA VOL diploma. The work of the independent without staff on the work floor is in accordance with the requirements of the VCA. The contractor must verify this.
- A line manager, belonging to a contractor, is partly responsible for organizing good working conditions.
- As line manager you must inform your employees about risks and the measures to be taken. This also applies to third parties working on behalf of Royal FloraHolland.
- Inform the employees about these safety regulations and the system for work permits by means of information and instructions.
- Ensure that the provisions of these safety regulations and of the procedure for work permits are respected.
- Arrange for work to be carried out in accordance with the safest working method.
- Oversee safe performance of the work and actual use of the mandatory personal protection equipment.
- An employee who organizes and oversees the work is partly responsible for implementing the safety measures.

- Stop the work immediately in the event of (very) dangerous situations and alert the client directly and Royal FloraHolland Security.

1.4.3. Obligations when carrying out work (for all persons)

- Make sure you are briefed and that you attend training sessions;
- Reassure yourself that the circumstances under which the work is to be carried out are safe for yourself, your colleagues and third parties;
- Apply the specifications and/or measures and maintain these.
- Use the prescribed PPE;
- Work in a safe and orderly manner;
- Leave a tidy and safe workplace behind after work has been completed. Tidy clutter regularly at the end of the job or at the end of the work day. Take away superfluous packaging materials and unused equipment.
- Notify the responsible manager immediately if an error or a defect poses a potential danger to people.
- If possible, take direct action in order to eliminate the danger.
- Ensure that the work location is safe to enter and leave before doing so.
- Always follow the safety signs.

**Article 2. Rules of conduct**

2.1. Codes of conduct relating to safety

Every employer working at Royal FloraHolland is personally responsible for the work conditions and also responsible for the work conditions of their employees and other individuals on the work floor/in the offices and in the immediate vicinity of the employee. This means that the employee must abide by all prevailing regulations, directions, instructions and procedures connected to safety in the broadest sense. Employees must draw the attention of those in the immediate vicinity to the importance of regulations, directions, instructions and procedures and ensure compliance with such.

2.2. Duties and responsibilities

Everyone is responsible for his/her own work conditions and those of his/her colleagues and other persons on the work floor/in the offices in the immediate vicinity of the employee. The employer is responsible for supervising his or her own employees.

2.3. Undesirable behavior

Discriminatory behavior, (sexual) intimidation and harassment will not be tolerated at Royal FloraHolland. If any form of this deviant behavior occurs, managers or Security must be notified immediately.

2.4. Traffic at Royal FloraHolland

The Royal FloraHolland sites are subject to Dutch transport rules and the Dutch Road Act plus Chapter 6 of the Auction Regulations and the General Terms and Conditions for Industrial Trucks.

- Whilst operating a vehicle, it is forbidden to use a mobile phone.
- A vehicle may not convey more persons than there are available seats.
- Royal FloraHolland auction trolleys may only be used for transporting floriculture-related products.

2.5. Logistics processes

The Operations department is responsible for safety on the work floor.

All persons wanting to enter this work floor during the process shall do so in consultation with their client. It is the responsibility of the client to coordinate with the Operations department.

- During the Logistics processes no unauthorized persons are permitted to enter the work floor.
- During the Distribution process of Flowers and Plants no other (e.g., construction or maintenance) work may be carried out, unless agreed with the Operations department.
- It is compulsory to wear Safety shoes, Vests and other compulsory protection equipment on the work floor.
- It is forbidden to cross over chain conveyors and trains of auction trolleys.

## 2.6. What to do in an emergency

In an emergency a swift response is essential. The emergency must be dealt with as efficiently as possible.

### 2.6.1. Fire

In case of fire

- Always report the fire to the alarm number of the location and communicate the precise location and the nature of the fire.
- Assess the fire and try to extinguish it if safe to do so.
- If attempts to put out the fire are unsuccessful, set off the fire alarm.
- If possible, bring any persons at risk to a safe place and consider your own safety first.

### 2.6.2. Accidents

A (serious) accident must be reported to the alarm number of the location.

Aalsmeer: Telephone number: 0297 – 392222 or **92222**  
 Naaldwijk: Telephone number: 0174 – 632333 or **32333**  
 Rijnsburg: Telephone number: 071 – 4094200 or **74200**  
 Eelde: Telephone number: 050 – 3097298 or **27298**

- Any casualties must be kept calm as far as possible.
- Consider your own safety and that of others.
- Only administer first aid to the casualty and allow the professionals to take over, such as the first aid team member, emergency response team member or member of the emergency services
- Any reports intended for the Social Affairs & Employment (SZW) Inspectorate are made by the Security department manager.
- For an accident that is required to be reported which has affected third parties but not Royal FloraHolland employees, it is the responsibility of the casualty's employer to report the incident.

### 2.6.3. Notification of unsafe situations and near-accidents

A near-accident, unsafe situation or unhealthy situation must be reported by the manager, client or the department of Health and Safety and the Environment

- [Veiligopdeveiling@RoyalFloraHolland.nl](mailto:Veiligopdeveiling@RoyalFloraHolland.nl)

to Security of the location concerned;

Aalsmeer: Telephone number 0297 – 392500 or **92500**  
 Naaldwijk: Telephone number 0174 – 632555 or **32555**  
 Rijnsburg: Telephone number 071 – 4094201 or **74201**  
 Eelde: Telephone number 050 – 3097298 or **27298**

### **Article 3. Work permit Royal FloraHolland**

#### **3.1. Work permit from Royal FloraHolland**

Where reference is made in this document to a '(work) permit' this shall signify a specific written permission from Royal FloraHolland. This 'permit' does not replace government-prescribed permits.

Certain work may only be carried out with a work permit or a TRA (Task-Risk-Analysis) and the appropriate measures in place. Every person is obliged to adhere strictly to the stipulations of the procedure for work permits.

For work which does not require a work permit, please refer to the present regulations and these terms and conditions, which apply.

Having a work permit does not exempt the holder from the obligation to comply with general company regulations and statutory provisions.

Royal FloraHolland sets out specific measures in the permit.

Royal FloraHolland is not responsible for the content of a work permit.

#### **3.2. Aims of the work permit system**

The work permit system serves three purposes:

1. to prevent or restrict risks for the executing person and persons in the immediate vicinity.
2. to prevent or restrict disruption to Royal FloraHolland's logistics process.
3. to protect Real Estate and associated facilities.

There are types of work that involve several of the above risks.

#### **3.3. Certain activities and work in risk areas**

'Certain activities' is understood to mean work which, without additional safety provisions or safety measures, can lead to an increased risk for the employee or the surroundings (see below).

Certain activities may only be carried out once a work permit has been obtained and appropriate measures are in place.

Work in risk areas may only be carried out once a work permit has been obtained.

The paragraphs below explain in more detail what is meant by certain activities and/or work in risk areas.

##### **3.3.1. Work by the Maintenance department**

Preventive or repetitive work which is carried out by or on behalf of the Maintenance department can be implemented without a work permit, with the provisos set out in the paragraphs below. The aim here is to restrict the administrative burden for those cases where the aforesaid risks are already sufficiently covered. The conditions for a dispensation of the system for work permits are as follows:

- A TRA must have been completed with a work instruction, which covers the aforesaid aims of work permits, amongst others.
- When the work order is issued, said work instruction must be added.
- Supervision is required on the compliance of the work permit.
- If work, mentioned in section 3.4 is executed by Maintenance, a work permit is required.
- The work instructions must be implemented. In addition, the regulations from section 3 of this document shall continue to apply in full.
- Various kinds of work may only be carried out by or on behalf of the Maintenance department.

##### **3.3.2. Work in the Aalsmeer Shuttle area**

A licensing requirement applies to work in the Aalsmeer Shuttle area (within or directly adjacent to it). The work permits for this work are issued by the Operations Aalsmeer Shuttle department.

3.3.3. Work in ICT rooms  
Permission for work in computer rooms (including data network, server and patch rooms) is given by the BTO department.

3.4. When is a work permit required?

In all cases the contractor must ask the client to describe which specific work requires a work permit. A work permit is required for the following work:

- Hoisting work (inside and outside).
- Work carried out a height of 2.5 meters or more, without permanent security protection.
- Scaffolding construction (fixed scaffolding)
- Roof works.
- Work to smoke and heat evacuation system/Light beams.
- Asphaltting work (inside, outside in case of major disruption).
- All excavation works.
- All demolition works.
- Asbestos removal.
- If there is any likelihood of air, water or soil contamination.
- Welding, grinding, cutting, (includes permission from Company Fire Brigade).
- Work on the Fire Detection System.
- Work on the Sprinkler System.
- Work on the Underground Riser System.
- Work on the Refrigeration Units (additional work instructions required, e.g., NH<sub>3</sub>)
- Entering and working in an enclosed space.
- Work on the Royal FloraHolland chain conveyors.
- Complex E work (additional instructions required)
- High voltage work (switching authorization letter and extra instructions required).

3.5. Applying for a work permit

The application for the work permit is addressed to the Project manager or the Technical Specialist 2 of Royal FloraHolland.

The Work permit procedure can be requested via the AMV Operational Adviser at Royal FloraHolland from the Maintenance department or Customer Services at Royal FloraHolland.

#### **Article 4. Specific safety regulations**

The buildings and grounds of Royal FloraHolland have some specific dangers, which also require specific safety regulations. These specific safety instructions are described in this article. In the next article (Article 5) the more general safety regulations are listed.

4.1. Working at height

The intensity of the logistics processes in the Royal FloraHolland buildings pose an additional danger when working at height. Especially the danger of collisions with aerial platforms, ladders and scaffolding. That is why specific conditions apply for working at heights and the blockades used.

4.1.1. General

**Basic rule: if you work somewhere with a drop of more than 2.5 meters, fall prevention equipment is compulsory.**

When working at height, whereby there is a danger of falling from height, scaffolding or a work floor with edge protection and facilities to prevent falling objects must be used.

If this is not possible, another work method must be chosen, for example via boom lifts, a man basket or a ladder.

- Work is also understood to mean visits and inspections.

- You may only work at heights if you are familiar with the associated hazards, and the specific responsibilities of your task constitute a guarantee for following the safety regulations.
- You must be in good health.
- Before working at height a work permit or project report are necessary.
- Screen off areas in which objects might fall. Use a red and white tape or a red and white chain, hazard signs, and safety netting to cordon off any area into which objects may fall. For short jobs and temporarily unsafe areas a safety official may be required.
- Use of only personal protective equipment when working on a roof (provided the roof is equipped for this) is only permitted if the installation of temporary facilities takes longer than the work is required. Entering a roof automatically applies as working at height.
- Accessing a roof automatically constitutes working at height.
- Work can only begin once the work has been reported and after the area has been released by the site manager.
- Use the necessary barriers and blockades (see 4.2).

#### 4.1.2. Scaffolding

- Erecting, relocating, altering or dismantling scaffolding or sections of scaffolding may solely be carried out by authorized persons and under the supervision of an expert. Before the scaffolding is commissioned the person requesting the scaffolding must inspect the scaffolding structure. The person requesting the scaffolding inspects it to see if it has been erected according to specifications and whether it is fitted with handrails, toe boards and proper access and escape routes.
- Access points to the scaffolding must be labeled properly. It is forbidden to use scaffolding if it has not been released for use by the manager in charge of the scaffolding structure.
- Use scaffolding properly. Inspections are carried out in accordance with current guidelines.
- When working on scaffolding above a height of 2.5 meters a proper railing (handrail and guardrail), toe plate and proper access stairs.
- The scaffolding must be erected in accordance with the applicable guidelines, including the Working Conditions Decree and workplace health and safety policy.

#### 4.1.3. Mobile scaffolds

- Erecting, altering or dismantling mobile scaffolding must be done according to the manufacturer's or supplier's operating manual.
- Mobile scaffolds must be fully erected at all times. The horizontal and vertical support, handrails and foot rail must be erected in accordance with the operating manual before the mobile scaffolding can be used.
- During use mobile scaffolding must be disabled to prevent it from moving.
- The height of the mobile scaffolding may not exceed the stated installation height of the manufacturer or supplier. A maximum height of 8.00 m for external use and 12.00 m for internal use shall apply. Internal use shall be understood to mean an area not exposed to wind.
- When using mobile scaffolding on the safety floors in the Aalsmeer Shuttle area or on unstable ground it is obligatory to ensure the wheels of the mobile scaffolding are in U profiles or standing on plates and to fit them with stability distributors.
- It is forbidden to move mobile scaffolding if persons are present on one of the work floors.

#### 4.1.4. Ladders and stairs

- Only use a proper ladder or stairs to reach a higher level.
- Ladders must only be used as a means to convey people.
- Ladders and stairs may not be erected in or close to thoroughfares.
- When using ladders or stairs on the safety floors in the Aalsmeer Shuttle area it is compulsory to use ladders or stairs fitted with stability distributors.
- Wooden ladders and stairs may not be painted. Treatment with a preservative or clear varnish is permitted. Portable climbing equipment must be maintained in accordance with the manufacturer's regulations.

- Incomplete, broken or irreparably damaged climbing equipment must not be used and should be removed and destroyed as swiftly as possible.
- Use ladders for climbing only or for short-term work (less than 1 hour).
- Ladders must comply with NEN 2484. Ladders must be inspected regularly and have a safety sticker including the type, name of the manufacturer and user instructions.
- A ladder must extend at least one meter above the level where you step onto or off the ladder.
- Ladders must not extend above 10 meters.
- Make sure the ladder is securely positioned at both the top and bottom.
- Make sure the ladder is placed at an angle of between 65 and 75 degrees. If ladders are placed at steeper angles they must be secured to the structure and fitted with a cage or a safety line.
- Do not climb any higher up a ladder than the fourth rung from the top unless the entrance is fitted with a handle or rail.
- Do not climb on the ladder outdoors in wind force 6 and above.
- Use safety shoes with a good tread.

#### 4.1.5. Boom lifts

- All equipment must be operated proficiently and approved in accordance with the requirements of Dutch law.
- The operator must have a certificate from Royal FloraHolland showing that he is sufficiently instructed to operate a boom lift. The platform must have the latest inspection report.
- The boom lift must have the most recent inspection report.
- Users of the boom lift must be informed of the risks and be familiarized with the safety measures.
- All present safety materials (safety belt and fall protection in the box) should be used for buckling arm / Nifty and fork-lift trucks.
- Due to the many logistical flows within Royal FloraHolland, wearing a safety harness when working on platform lifts is mandatory, except for this rule is work that is carried out in a completely enclosed space that is designated as a construction site
- Always secure the safety line of the harness to the man basket.
- It is only permitted to enter and leave the man basket from/onto a secure surface.
- No climbing tools may be used in/on the boom lift to compensate for a lack of height.
- If there is a rotating light on the boom lift, it must always be used; otherwise, if not available, a traffic cone with a flashing light must be used.
- It is forbidden to travel at height (>1 meter) in the forklift or boom lift.
- It is strictly forbidden to enter or leave a boom lift or work cage at height.

#### 4.1.6. Fall protection

- When using personal fall protection equipment safety shoes are compulsory.
- Securely attach yourself using your safety harness via a safety line to a secure anchor point if you are working in an area with a fall hazard.
- Safety lines: You may only attach the safety line to the rear-most eyelet of the safety harness and to a suitable anchor point (5 KN of strength). You must keep adjustable safety lines as short as possible (no slippage). Wire gate and other carabiners may not be encumbered by other loads. Moreover, safety lines must have a fall arrest system. Please pay particular attention to the minimum drop! See the instructions of your fall arrest system.
- Positioning lines: Thanks to positioning lines you can use two hands to work in zones with a fall risk if you can stand safely. Because positioning lines have no fall arrest system you can only use them in two positioning eyes from your harness.
- Fall arrest system: Attach the carabiner from your fall line directly into the tie-in loops of your harness. You may not use any interim lines or hooks.
- Securing obligation: On platforms and roofs there is an obligation to secure oneself. On platforms and roofs with permanent safety railing there is no obligation to secure oneself. You must always secure yourself in locations in which work is being carried out within a zone with fall risk, such as within 2 meters of an unsecured roof edge. An obligation to secure oneself does not apply if work is carried out in an area with a slope of less than 20 degrees and more than 2 meters from the edge.

- Secure footing on vertical ladders without climbing protection: If you climb on vertical ladders without climbing safety you must secure yourself with a fall line.
- Anchor points: Only use anchor points with sufficient strength, such as specific safety eyelets or holders. Use an anchor noose.
- Warning! Metal rungs without climbing safety provide insufficient support.

#### 4.1.7. Working at height outdoors

- Do not work in fall-risk zones if the wind is stronger than force 6;
- Do not work in fall-risk zones if the access routes are covered in snow and ice;
- In extreme weather conditions such as strong winds, thunderstorms and icy conditions it is forbidden to work at height.
- Frozen climbing and fall protection systems must not be used.
- If work becomes hazardous due to rapidly changing weather conditions, the work must be stopped immediately.

#### 4.2. Blockades

Generally speaking, an area must be signed and/or blocked off in the event of danger.

Moreover, a traffic cone or tape shall constitute a sign only and not a blockade.

The following rules apply chiefly to processing areas and roadways. For construction sites other conditions generally apply.

Within the Royal FloraHolland complex a collision involving a boom lift in slow traffic, such as electric towing vehicles with trains of auction trolleys or the like, constitutes the main safety risk. This risk must be covered.

A blockade must be clear and it is necessary to prevent an electric towing vehicle from 'slipping' past the blockade inadvertently.

Therefore, there must be sufficient clearance for traffic, or if that is not possible, the roadway must be closed off entirely.

Flashing lights must also be positioned on the blockade in order to alert the different users of the FloraHolland building to the blocked off area.

- Short jobs are understood to mean: under one hour.
- Long jobs are understood to mean: over one hour.
- The times of the distribution process can be seen each morning on the LED notice board.

The roadways and ramps may only be fully blocked off/closed with the permission of Security.

**A Royal FloraHolland auction trolley is regarded as material and as a result it may only be used as an obstacle the auction trolley is clearly marked as obstacle and is well lit. Good marking consists of red / white ribbon and flash lamps.**

#### 4.2.1. Blockades for working at height

##### **Short jobs in the distribution area during distribution process hours and/or work on the roadways**

- This is only permitted with a Work Permit and should be avoided as far as possible.
- In most cases this will concern a situation in which a fault is being corrected. As such, an urgent action plan day situation will be in effect.
- Here, "barriers" must be used and positioned in an unbroken manner around the boom lift or stairs. The clearance around the boom lift must be a minimum of 1.5 meters.
- Also, a safety official must stand below during the work in order to keep watch. This man/woman must wear a safety vest in order to be more visible.
- The times of the distribution process can be seen each morning on the LED notice board.

##### **Short jobs after distribution process hours**

- Here, it is possible to use a "Semi-permanent protection grid" which, together with a tape, must be placed around the boom lift or stairs. The clearance must be a minimum of 1.5 meters.

- Also, at least two flashing traffic cones must be used here in order to increase visibility.

***Long jobs in one location/place***

- During this work "barriers" must always be used and positioned in an unbroken manner around the boom lift or stairs, together with at least two flashing traffic cones.
- The clearance around the boom lift must be a minimum of 1.5 meters.

***Long jobs involving the constant relocation of the boom lift***

- In this situation it is possible to use a "Semi-permanent protection grid" which, together with a tape, must be placed around the boom lift or stairs. This work may only be carried out outside the distribution process times.
- The clearance around the boom lift must be a minimum of 1.5 meters. Also, at least two flashing traffic cones must be used here in order to increase visibility.
- The times of the distribution process can be seen each morning on the LED notice board.

4.2.2. Blockades for work in chain conveyor pits

For work in chain conveyor pits "barriers" must be used at all times. In this situation, at least two flashing traffic cones must be used here in order to increase visibility.

***Short jobs during distribution process hours***

- In most cases this will concern a situation in which a fault is being corrected. As such, an urgent action plan day situation will be in effect.

The pit is completely blocked off using flexible fences and flashing lights; one person shall remain above the pit and this individual must wear a safety vest for better visibility.

***Maintenance to chain conveyors:***

*Turning bays*

The turning bays are completely blocked off with a clearance of approximately 2.5 meters using flexible fences and flashing lights (present in the chain conveyor pits). A safety official will be present in the blocked off area.

Only in exceptional circumstances is it possible to deviate from this and barriers may be erected.

*Pits*

The pits are completely blocked off with clearance of approximately 2.5 meters using flexible fences plus flashing lights (present in the chain conveyor pits). One individual shall remain above the pit and this individual must wear a safety vest for better visibility.

4.2.3. Blockades for work on ramps

The ramps are completely blocked off using flexible or concertina fences, above and below, the fences measure 2,500 x 1,000 mm and weigh 15 kilograms. If the total upward and/or downward route for trolleys is blocked this must be indicated either above or below in each case. For long-term work an alternative route must be given.

4.3. Aalsmeer Shuttle area

A work permit requirement applies to working in the Aalsmeer Shuttle area (within or directly adjacent to it). The procedures for working and access can be obtained from the Control Room of Operations Aalsmeer Shuttle.

4.4. NH<sub>3</sub> areas.

For work on refrigeration units the engineers must have sufficient knowledge and expertise in relation to the professional competence requirements. Carrying out work on these units must be described using procedures and instructions.

A work permit requirement applies to working in NH<sub>3</sub> areas. Prior to the start of the work, an MOC procedure must be held at least 1 week prior to the work. A kick-off meeting should be held before commencing work.

#### 4.5. Chain conveyors

- All persons working with or around the system must wear safety shoes so that they cannot slip on wet or smeared cover plates.
- Do not pick up any items that have fallen out of the track or fallen off other components if the system is in operation. There is a risk of serious injury if your hand gets stuck in the moving chain or if the gear box suddenly closes.
- Before carrying out maintenance to the mechanical or electromechanical units you must ensure that the switch on the control panel has been switched off and locked.
- Mechanical modifications or electrical repairs may only be carried out on a live unit if there is absolutely no other option for completing the task. Only switch on the circuits needed for maintenance.
- In such cases a helper must be on stand-by in order to operate the emergency stop, main isolator switch or circuit breaker, depending on which is closest to the place of maintenance.
- Before removing cover plates mark out this area for the safety of others.
- When you have finished you must put back all the cover plates and secure them properly.
- Before wanting to go into the drive pit you must first of all remove a cover plate and ventilate the drive pit. Only once the drive pit is sufficiently ventilated is it safe to work there. The time for ventilating depends on the oil used and any present volatile liquids. In case of doubt you can perform a measurement or a stand-by helper must be outside the drive pit.
- If you are in the drive pit or have to work there, you must wear safety shoes, a helmet and goggles. Dirt caught up in the chain can make the drive pit very slippery. Because the pit is so low you can bang your head. The stopper of the fluid coupler can melt in the event of overheating, which can lead to oil splashing. Ensure that your hands do not get caught between the chain and the sprocket or between the pulleys and the belts.
- If you are working on or around the motor, the hydro-coupling or gear unit, you must wear safety gloves. In particular if the system has just come to a stop the components might be hot.
- Before refreshing or topping up the oil you must ensure that the correct safety procedure is followed. Documents with safety information concerning the oils recommended for use are available from Royal FloraHolland's QHSE officer or the product supplier. If a different oil is selected you must consult the supplier for information about safe use. You must also contact the supplier regarding safe use of lubricant for the gearing system, lubricant for the transfer unit and anti-corrosion oils.  
The personnel must handle hazardous products in accordance with the statutory procedures for good industrial hygiene and safety.  
All members of staff handling these products must be familiar with the basic procedure for first aid in the event of accidents.

#### 4.6. Hoisting work

During hoisting work it is obligatory to wear a safety helmet.

- The area beneath is at risk during hoisting work. The falling circle of the crane is also a risk area. Depending on the situation and the work these areas must be blocked off and evacuated.
- On occasion, an order may be given to prevent the work from going ahead at specific times.
- Blockades (for roads) must be coordinated with Security.

At the Royal FloraHolland Aalsmeer site the use of a high crane might necessitate permission from Schiphol (notification or permit). This also applies to short-term work. The height of the crane is concerned here, and not the height of the load. The relevant heights will depend on the location at the site. The guideline is that for cranes of 30 meters and taller agreement must be sought from Schiphol (020-4062201) (Helpdesk Air Traffic Control Netherlands). For cranes higher than 35 meters a permit must be applied for from the Inspectorate for Transport, Public Works and Water Management ([obstakels@ivw.nl](mailto:obstakels@ivw.nl)). The application for this permit takes **4 to 6 weeks**.

#### 4.7. Electric work

- Electric work may only be carried out by the professional and duly designated (by the installation manager of Royal FloraHolland) personnel, in accordance with NEN 3140.
- Contractors are obliged to provide an overview of the personnel involved and the competences of the personnel before starting electric work to the installation manager of Royal FloraHolland (Management and Projects department).
- Electric work may only be carried out in or to installations for which the contractor has received written instruction from the Management and Projects department.
- The installation manager of Royal FloraHolland shall appoint an employee from the contractor as the work manager in order to carry out electric work on behalf of Royal FloraHolland, or to arrange for such.
- The contractor is obliged to inform directly the installation manager of Royal FloraHolland concerning changes to the personnel concerned or the competences of the personnel involved who are responsible for electric work at Royal FloraHolland sites.
- The "NEN3140 Handboek Royal FloraHolland" and work instructions contained therein shall apply to this work, (available from [beheer-elektrische-installaties@royalfloraholland.com](mailto:beheer-elektrische-installaties@royalfloraholland.com)).

#### 4.15.1 Locking equipment/machinery

During work it is necessary to lock equipment/machinery when:

- the isolating switch coming from equipment/machinery is invisible/not sufficiently visible
- there is a likelihood of (serious) injury in the event of re-engagement.
- the equipment/machinery is unsupervised during the work and there is a risk to the environment.
- Such without prejudice to other situations in which this is necessary or desirable.

Locking must proceed as follows:

- The fitter who must carry out the work will switch off the equipment/machinery and lock the work/main switch using his padlock and hang a ticket with the date and reason for locking.
- If several fitters have to work on a piece of equipment/machinery they will all lock the work/main switch using their padlock and a special bar, (available from the building services office).
- If the work has to be checked at the end by the work manager he will also hang up his padlock.
- The work manager's padlocks are white in color and can only be replaced by him or his replacement.
- When locking equipment by removing fuses so-called dummies must be fitted.

This means that for mechanical work it usually suffices to block an operating switch, while when performing electrical work the relevant installation must be de-energized by removing fuses / knife fuses (separating) and locking (placing dummy cartridges).

### **Lock-out Tag-out Try-out**

For a good execution of the Lock-out Tag-out Try-out program you need to follow the following steps:

#### **1 Prepare**

Prepare the termination of the energy source. Find out what kind of energy is used (eg electric or mechanical) and what the potential dangers are. Locate the insulator (s) and prepare blocking of the energy source.

#### **2 Inform**

Inform the people involved of the work that will take place.

#### **3 Switch off**

Switch off the equipment or machine.

#### **4 Lock**

Lock all energy sources with the correct Lockout materials to stop the supply to the equipment or machine.

Use a lock so that no one can operate the switch or valve while the work is in progress.

Place warning tags to warn against misuse.

#### **5 Testing**

Test all operating instruments and electrical circuits of the equipment or machine to ensure that it is completely insulated.

#### **6 Repair or perform other work**

Perform the repair and / or maintenance work.

#### **7 Switch on again**

If all work has been performed and the Lockout materials have been removed again, tests must be carried out to verify that all instruments and mechanical and electrical Lockout materials have actually been removed.

Notify all personnel before the power supply is switched on again.

## **Article 5. General Safety regulations**

### **5.1. Construction sites and workplaces**

There are many different companies based in the buildings and sites belonging to Royal FloraHolland.

The buildings and sites belonging to Royal FloraHolland are, therefore, to be regarded as multi-tenant business buildings. In the sites and in the buildings not only do we have to deal with Royal FloraHolland employees and lessees of plots and buyers of plots, but also visitors to these companies and tourists.

Construction and renovation work is carried out at Royal FloraHolland sites virtually on a daily basis. Furthermore, large-scale and small-scale maintenance is carried out in many different locations.

Construction sites are work areas where major refurbishments or new construction work is carried out.

As a general rule, a V&G plan is necessary for construction sites, especially when more than one contractor operates, in those cases a main constructor should be addressed. The resulting rules and regulations must be respected. This is far broader than the regulations below. In all situations the following regulations must be observed at minimum.

- Construction sites must be blocked off fully using continuous and interconnected construction site fences, continuous fencing or via the installation of permanent partitions/boundaries.
- When entering the construction site clear warning signs must be in place which contain a reference to where people must report in.
- Work shall be kept separate from the regular work such that no one is adversely affected by this work, nor any ensuing consequences, exceeding the statutory norms for short-term disruption.

- External operators must ensure all the necessary measures are in place in order to allow the process of Royal FloraHolland and its visitors/lessees to take place, i.e., implement adjustments to work methods or carry out the work at other times when they do not disrupt Royal FloraHolland and its visitors/lessees.
- Work with potential risks for the immediate vicinity, or work requiring PPE for persons other than the external operator, should be done such that others are not exposed to such risks.
- Work is only permitted if the workplace is sufficiently lit. A helmet lamp is not enough.

## 5.2. Huts and sanitary facilities

The huts and sanitary facilities which the external companies must provide on the construction sites comply with the provisions of the Working Conditions Decree. Relaxation or canteen areas and sanitary facilities must be adapted to the maximum number of employees on the construction site.

## 5.3. Notification upon commencement and at the end of work

- Before commencing or at the end of work Royal FloraHolland's contractors are obliged to report to the client.
- For work requiring a work permit, the contractors must report to the department stated on the work permit as contact before starting.

## 5.4. PPE

### 5.4.1. General

- Basic rule: Work may not be carried out without the necessary PPE.
- Everyone is obliged to use personal protection equipment as prescribed by law.
- The need for additional PPE, such as breathing protection, special work or protective clothing, facial protection or fall protection, will be apparent from the risk inventory for the work.
- Where PPE is required the contractor must provide it to their staff and ensure that the PPE is actually being used.
- If the employee works for another company than Royal FloraHolland, their work clothes must be in good condition and clearly bear the company name. Wearing loose clothing is not permitted if there is a likelihood of this clothing getting caught in moving parts.
- Wearing necklaces and rings whilst working may give rise to additional risks and is, therefore, not recommended.
- Inspect your PPE before use and reassure yourself that everything is in a perfect condition. The equipment must be checked periodically by experts. A record must be kept of these checks.

### 5.4.2. Safety helmets and safety footwear

- In all workplaces where structural or installation work is being carried out it is obligatory to wear safety footwear. This obligation applies to anyone in such workplaces, including the distribution floor.
- It is obligatory to wear a safety helmet on all construction sites. Also, it is obligatory to wear a safety helmet if there is a possibility of knocking one's head on protruding (structural) components, or there is a danger of falling objects.

## 5.5. Materials and tools

### 5.5.1. General

- Loose tools must be secured to your belt or tool holder. All other items must be secured so that they cannot fall off.
- Tools or machinery must be stored or placed in blocked off workplaces or construction sites. It is forbidden to leave tools or machinery unsupervised in public places.
- Materials should be stored properly to prevent them from tipping over/falling and if possible stored on blocked off construction sites.
- All work equipment must be in good working order in accordance with the provisions of the Working Conditions Decree and, if applicable, they must be inspected at regular intervals.

- It is strictly forbidden to misuse any equipment and disconnect or bypass protection devices.
- Tools with a defect or with unsatisfactory protection devices must be put out of operation immediately.
- Work equipment must have a valid inspection label.
- Work equipment to process stone / concrete etc should preferably be equipped with dust extraction. If this is not the case, other quartz dust restrictive measures must be taken.
- Work equipment is only used and maintained by skilled and properly trained personnel.
- Electric tools may only be used for the purpose for which they are intended.
- The aforesaid regulations also apply to electric cables.

## 5.6. Construction waste and surplus material

### 5.6.1. General

- Workplaces and construction sites must be freely accessible, without any trip hazards.
- Waste material must be collected daily at the designated locations, or removed.
- Construction waste in the workplaces must be removed daily and collected in its own or designated waste containers.
- Waste material and construction waste on upper levels must be gathered and removed frequently so as to prevent the danger of falling objects.
- It is not permitted to leave behind waste unsupervised in the auction complex.

### 5.6.2. Roofs

- It is not permitted to collect construction waste and surplus material on the roofs.
- Construction waste and waste material must be removed frequently from the roofs, and on a daily basis at least.

### 5.6.3. Chemical waste

It is not permitted to gather residues of harmful substances or chemicals (identifiable by the orange warning symbols on the packaging) at the workplaces. Chemical waste must be removed daily.

## 5.7. Industrial equipment

### 5.7.1. General

Only properly trained and authorized persons (in accordance with the NEN 3140 designation policy) are permitted to operate industrial equipment, machinery and powered tools.

### 5.7.2. Elevators

When using passenger and freight elevators, the following guidelines apply:

- The number of persons carried or weight must not exceed what is stated in the elevator;
- Long loads may not be pushed through the escape hatch;
- It is not permitted to convey gas and oxygen cylinders by elevator;
- The load must be evenly distributed over the elevator floor as much as possible;
- In the event of a fault, the instructions contained in the elevator must be followed;
- In the event of a fire the elevator must not be used as an escape route.

### 5.7.3. Service wall sockets

- For minor (maintenance) work it is permitted to use the service wall sockets. All electrical equipment needed to carry out the work must be connected to a mobile end-distributor fitted with a central 30 mA earth leakage or individual 30 mA earth leakage if directly connected to a service wall socket that is not visibly fitted with an earth leakage device.
- For refurbishments and for new construction projects the contractors must provide the power connections themselves. These temporary facilities must have been approved before the installation manager starts the installation. All the above must proceed in accordance with the instructions contained in NEN 1010 and 3140, unless expressly agreed otherwise.

## 5.8. Working in enclosed spaces

An enclosed space is a workplace that is hard to access, also for emergency response team members, and is difficult to ventilate. Space is tight, it is often dark and there are few escape options. Often there is insufficient oxygen or there are hazardous substances present which are released during the work.

The following are examples of enclosed spaces:

- chain conveyor pits with just one open hatch;
- certain plant rooms;
- crawl space beneath floors;
- boilers and storage tanks;
- sewerage systems;
- manholes and trenches;
- pipelines;
- grease pit feed conveyors residual waste processing.

Examples of work carried out in these spaces are maintenance and cleaning work, repairs and inspections.

Work in enclosed spaces may only be carried out with a work permit.

### 5.8.1. What are the risks of working in enclosed spaces?

In particular poor accessibility for emergency services and poor ventilation make working in enclosed spaces dangerous. Potential dangers occurring during work:

- danger of suffocation;
- danger of fire and explosion;
- danger of intoxication or poisoning;
- danger of electrocution;
- danger of compression;
- danger of injury through falling, falling objects or moving machine parts.

### 5.8.2. Regulations

In order to be able to work safely in an enclosed space a number of measures must be in place.

#### *Preparation phase*

- Before starting work in an enclosed space you must obtain information and instructions from your line manager, during a tool box meeting and/or work instructions about the dangers, the measures to be implemented and the procedures to be followed.
- Do not start work in an enclosed space until it has been ascertained that the space is safe (for example, free of gases and vapors; ensure that cable ducts have "fall prevention features" at floor level);
- Seal all pipes that exit into the enclosed space before work starts;
- Ensure free access to the workplace. Access roads and surrounding areas must be free of materials, tools and equipment;
- Ensure that the enclosed space is ventilated before and during the work;
- Avoid or restrict the time you need to spend in an enclosed space. Erect structures, for example, outside the enclosed space as far as possible;
- Place equipment and machinery, such as electric motors, diesel motors and compressors as far as possible from the enclosed space. This prevents liquids, gases, vapors or sparks from ending up in the enclosed space;
- Have emergency response arrangements in place.

### 5.8.3. During work

- Ensure that a supervisor/safety officer has been appointed. This individual must provide assistance in an emergency and ensures that access to the enclosed space remains open;

- During the work, position barriers and markers in the enclosed space and put up the sign 'Danger, do not enter, enclosed space' at the entrance to the room;
- Only use explosion-proof electrical equipment and lighting. All equipment must have a safe voltage (50 V, alternating current or maximum 120 direct voltage). Battery-operated tools are, of course, also safe;
- Welding and cutting consumes oxygen, so ensure there is sufficient air supply and protect flammable materials/components (such as floor insulation);
- Gas cylinders must be placed outside the room
- Wear all the necessary personal protection equipment.

#### 5.9. Excavation works

Excavation work involves two kinds of danger: on the one hand, there is a risk of being buried or falling in a pit or manhole. On the other hand, there is a risk of damage to cables or pipes. The underground drilling of cables also comes under the definition of excavation work.

- Excavation work may only be carried out with a work permit.
- When excavating holes and trenches, depending on the type of earth involved, scree must have the required angle of slope or have been supported with struts such that there can be no risk of a cave in.
- Holes and trenches must be protected and blocked off effectively.

#### 5.10. Work involving a fire hazard

- Work involving a fire hazard may only be carried out with a **work permit (Hot work permit)**. This also applies to short-term work.
- Adhere to the regulations for equivalence as stated on the work permit.
- Work involving a fire hazard must be reported by telephone to the Company Fire Brigade (Security FHR) before starting work.
- Do not remove or reposition fire and smoke alarm systems without the consent of the Facilities and Management and Projects departments and do not disable them.
- Always switch off electric tools when you leave the workplace. Unplug any tool that is not absolutely necessary from the socket. Once work has been completed seal all fire and smoke partition walls.
- A correct foam (6 ltr) or CO<sub>2</sub> (5 kg) fire extinguisher must be present on site when working with an open flame, such as welding, soldering, grinding and cutting.
- Use only CO<sub>2</sub> extinguishers in server rooms
- Only use powder extinguishers outside, for fires on roofs
- For work involving a fire hazard the contractor must have in their possession a document in which the fire prevention measures are specified and supply this if requested.

#### 5.11. Work with hazardous or dangerous substances

- Work involving liquids/substances/gases that are hazardous or dangerous to human health/safety/the environment is only permitted with a work permit, notwithstanding other requirements.
- This also applies to the transportation or loading/unloading of fuels.
- This does not apply to use of small quantities of lubricants, paint or similar substances (in aerosols).
- In order to restrict the risks of harmful or hazardous substances suitable measures must be met.
- When working with harmful or hazardous substances the safety information tables (MSDS) must be directly available and shown if requested.

#### 5.12. Asbestos and products containing asbestos

- It is forbidden to process material containing asbestos.
- Work to or involving products containing asbestos may only be carried out by a properly certified company.
- Before starting work on products containing asbestos a detailed work plan must be submitted to the Asbestos manager of Royal FloraHolland, (please ask your client).
- At every location an overview must be obtained from the client containing the locations in the buildings where asbestos potentially has been used in the construction.

- If asbestos is encountered unexpectedly or materials suspected of containing asbestos are found in the building the following procedure must be followed:
- The work is stopped. The immediate vicinity is notified.  
The Security and the Management and Projects departments and the Maintenance department are informed.

**5.13. Dangerous situations and cessation of work**

Contractors must report dangerous situations/actions on construction sites or at workplaces verbally and in writing to their client. Dangerous situations must be eliminated immediately according to the appropriate measures. If this is not directly possible (some of) the work will have to be stopped. The notice to stop work can be given by a (duly authorized) external party or Royal FloraHolland.

If necessary, an investigation will be launched in order to assess the dangerous situation. The findings of the investigation will be discussed with the relevant parties. If necessary the findings of a dangerous situation will be disclosed to other contractors, by Royal FloraHolland, in order to prevent similar situations at other locations.

**5.14. The environment**

- For work which may lead to the contamination of air, water or soil permission must be obtained in the first instance from the Safety and the Environment department at Royal FloraHolland.
- Report all instances of environmental pollution to the Health and Safety and the Environment adviser or Customer Services of Royal FloraHolland.
- Remove all surplus environmentally-harmful materials from the workplace and relocate these to the designated places.
- Treat waste in the correct manner in accordance with prevailing Dutch legislation and regulations.
- Waste must be separated as far as is reasonably possible. Waste labeled as dangerous waste in the European Waste List (Eural) must be separated and transported separately.
- The collector, transporter and/or recipient of the waste must be authorized to collect, transport and/or receive the waste.
- Ensure to provide a properly completed and signed accompanying letter plus applicable waste stream number and retain this for five years. A record must be kept of waste that has been taken away. Upon request from Royal FloraHolland these records must be made available for inspection.

**Article 6. Breaches**

In the event of a safety breach Royal FloraHolland will endeavor to take all the measures described below without being obliged to do so.

In the event of a breach, whereby the work can continue:

- Upon detecting the 1st breach a written warning will follow;
- Upon detecting the 2nd breach a written warning and a meeting with the contractor at board level will follow.
- Upon detecting the 3rd breach within 2 years after the 1st breach a financial sanction pursuant to Article 25 of Royal FloraHolland's General Purchasing Terms and Conditions will follow.

In the event of a breach, whereby the work **is stopped**:

- Upon detecting the 1st breach a written warning and a meeting with the contractor at board level will follow and the costs resulting from the halt will be charged to the contractor.
- Upon detecting the 2nd breach within 1 year after the 1st breach the costs resulting from the halt will be charged to the contractor and a financial sanction pursuant to Article 25 of Royal FloraHolland's General Purchasing Terms and Conditions will follow.

- Upon detecting the 3rd breach within 1 year after the 1st breach the costs resulting from the halt will be charged to the contractor and a financial sanction pursuant to Article 25 of Royal FloraHolland's General Purchasing Terms and Conditions will follow and the relationship will be terminated for a period of 2 years.

In the event of a breach, whereby Royal FloraHolland is fined this will be transferred to the contractor.

Examples of breaches:

- Dangerous work with a risk to others or yourself (e.g. work on live electric installations);
- Failure to block off of the work area (e.g. surrounding the boom lift and construction site) on account of which there is a potential risk of injury to third parties or third parties inadvertently carry out actions that are dangerous to fitters;
- Failure to take measures for working safely at height;
- The performance of work involving a fire hazard without a permit;
- Work without the prescribed or necessary PPE;
- Environmental breaches (e.g. discharge into the sewer/dumping);
- Deployment of foreign nationals without a work permit (twv) whilst they actually require this in accordance with the single work and residence permit act (GVVA).

#### **Article 7. Instruction to start work**

It is mandatory to give instructions to the workers regarding the Royal FloraHolland specific regulations prior to commencement of the work. This is done, for example, in a kick-off meeting (start work meeting) with registration of the attendees and signing for approval.

#### **Article 8. Changes/evaluation**

This document and the system for permits/reports are constantly being improved according to further experience.

#### **Version management**

<b>Version</b>	<b>Date</b>	<b>Description</b>
1	January 1 <sup>st</sup> 2016	1 <sup>st</sup> harmonized version
2	June 11 <sup>th</sup> 2018	Updated version

#### **Appendix**

- Appendix with icons named: 'Safety Rules'