

Q&A Face masks

Update: 13 January 2021

In accordance with the guidelines of the Dutch government and the RIVM to wear non-surgical face masks in public spaces, you are obliged to wear a face mask at the Royal FloraHolland marketplace starting from 1 December 2020. The auction room itself is excluded from this as long as you are seated. It is mandatory to wear a face mask for the walking route to and from your seat.

Wearing a non-surgical face mask does not replace the 1.5-metres, social-distancing rule. It is imperative that you always maintain a distance of 1.5 metres from other people and in addition to that, make use of a non-surgical facemask. You are personally responsible for adherence to the corona rules in your box space.

The safety of users of our marketplace is paramount. That's why we ask you to actively observe the guidelines for the use of our marketplace and the RIVM guidelines. Only then can we create, together, a safe and healthy workplace for everyone in our marketplace.

You will find more information on this subject below.

Am I allowed to wear a face shield or chin cover in the public areas of Royal FloraHolland?

A face mask should cover the mouth and nose completely, and has to be designed to prevent the spread of viruses. Medical face mask are meant for healthcare; face masks are fit for use in shops, at school, in public transport and at the hairdresser. Therefore, it is preferable to use face masks that are available at the drugstore or supermarket. A face shield does not cover the mouth and nose completely, and is therefore not a valid alternative for a face mask. The same is true for a scarf or bandana.

Is wearing a face mask in my box required?

You are personally responsible for taking measures and adherence to the corona rules in your box space. You are free to decide if your box space has a public aspect, which makes wearing a face mask mandatory. Therefore, Royal FloraHolland will not enforce this.

Does the obligation to wear a mouth mask also apply in KNB areas (areas where customers rent flexible rooms)?

Yes, the duty to wear a mouth mask also applies in these areas. The KNB areas (also called loose purchaser areas) are leased, but are located in open areas with a strong connection to the logistics streets. Security can also monitor compliance with this duty.

Is it also compulsory to wear a face mask in the front area of my box?

The requirement to wear a face mask applies in all areas of Royal FloraHolland; these areas have been further explained to give you more clarity.

In all open areas, such as the KNB areas, delivery lanes and unfenced areas next to the boxes, a face mask is mandatory. This applies to these areas because they are not screened off and are therefore accessible to others in practice. If the area is screened off with cloths or fences that reach at least shoulder height, the obligation does not apply from Royal FloraHolland. In these screened areas, such as your own box, you can decide for yourself whether a mouth mask is compulsory. Here too, we expressly advise the use of face masks. As a tenant/employer, you are responsible for complying with the guidelines.

The extension of the compulsory use of face masks to all open spaces applies from 18 January 2020.

Do I always have to wear a face mask indoors?

No. If you sit down inside, you can remove your face mask. When you move through or stand still in the public spaces of Royal FloraHolland, you are required to wear a face mask. So if you are going to the auction room, wear your face mask. As soon as you sit down in the auction room, you can remove your face mask. And if you go to the restroom, wear your face mask again.

Do I have to wear a face mask outside?

No, you need not wear a face mask outdoors (on our premises). We only require that you wear a face mask in places with a roof (indoors). If you have to keep walking back and forth from inside to outside and back again, then please keep your face mask on.

Will I receive a fine if I am not wearing a face mask?

You may be fined for € 95 for not wearing a face mask.

Do you also have to wear a face mask, if you have a medical reason as to why you cannot wear one?

The obligation to wear a face mask at the marketplace of Royal FloraHolland also applies to people with a medical background. An exception can be made for people who are not capable of wearing a face mask due to (visible or invisible) disabilities or chronic illnesses, because this will severely disturb them. They are required to wear a face shield or chin mask instead.

Do I need written proof that I am not capable of wearing a face mask due to a medical background?

Whether you are considered to be covered by the exception in connection with a medical background depends on your personal situation. This means that you will have to prove for yourself why you qualify for the exemption from the mouthguard obligation. The security of Royal FloraHolland and Royal FloraHolland employees may ask you to prove this. You can demonstrate this in various ways. Examples are:

- Wearing a face shield - if that is possible;
- showing a card with which you can invoke the exemption (see below);
- a note from a (family) doctor, practitioner or institution;
- a statement from a supervisor or next of kin that can be called;
- show a device or relevant medicines.

If there is another way for you to demonstrate that you are covered by the exemption, you can also use it.

In order to give you extra support in demonstrating that you are covered by the exception and to ensure greater clarity in enforcement, work has been done in consultation with client organisations on a ticket for you as a client. The card clearly states that you are invoking the exception. You will be the first to show this card to an enforcing body. If you wish, you can add your own information to this card; for example, in brief the reason for not wearing a mouth mask, the name and telephone number of your therapist or a close relative, or a stamp or sticker from your healthcare institution. See the following link to download a card. <https://www.vilans.nl/leven-in-coronatijd-als-je-risico-loopt#item1>

Is your question not answered here?

Please contact us on +31 (0) 88 789 89 89 or corona@royalfloraholland.com.