

**General conditions  
Environment and Safety Brochure**

*In 2016, this document only the design including the words 'FloraHolland' changed to that of "Royal FloraHolland"*

**Table of contents**

Article 1	General
Article 2	Waste
Article 3	Paint, glitter or wax on products
Article 4	Asbestos
Article 5	Hazardous substances
Article 6	Exhaust gases
Article 7	Energy
Article 8	Maintenance
Article 9	Noise
Article 10	Installations
Article 11	Drinking water safety and prevention of Legionnaires' Disease
Article 12	Floor loads
Article 13	Fire Safety
Article 14	In case of an emergency

## **Article 1 General**

As owner and operator of its buildings, Royal FloraHolland is bound by legislation, regulations and licensing requirements in many domains, including environmental protection, safety and fire safety. Anyone who hires or otherwise uses our auction site (land and buildings) (further also referred to as: "you") is bound by the same regulatory regime. In addition, Royal FloraHolland's Auction Regulations (Veilingreglement) apply to the auction complex. This brochure summarizes the key requirements of the law, regulations and the Auction Regulations in the area of the environment, safety and fire safety. The brochure also includes guidelines for safety and fire safety. No rights can be derived from this text by parties other than Royal FloraHolland.

This brochure is provided as a supplement to the Auction Regulations and forms part of the tenancy of lease.

In matters of environmental protection, safety and fire safety, everyone is expected to take responsibility for ensuring that they observe the applicable legal framework, including the applicable environmental and discharge licenses, and to take measures wherever necessary to ensure such observance. The complete text of our environmental licensing paperwork can be consulted in our Facility Management Department. To read the text, seek clarification on it or for any other related queries, please make an appointment via Customer Service on tel. +31 (0)88 789 89 89.

In the event of a compliance check by Royal FloraHolland or government bodies, you are always expected to cooperate and provide access to the premises and information, including (inspection) evidence that inspectors require to check. If information is not provided on time, or is incorrect or incomplete, the relevant public authority and/or Royal FloraHolland may impose sanctions.

We remind you that legislation and regulations are subject to change. Royal FloraHolland will reflect intervening changes in subsequent editions of this brochure. Changes in legislation and regulation could mean that rules or terms and conditions are added or tightened in the future. Should this be the case, you will not be able to derive any rights from the previously approved situation.

## **Article 2 Waste**

### **2.1.**

#### **Commercial waste**

The law obliges the following categories of waste material to be collected, kept and disposed of separately:

- organic waste;
- paper;
- cardboard;
- plastics (wraps, thermoformed, tubs);
- metals;
- wood;
- textiles;
- glass;
- tires;
- white and brown goods;
- building and demolition waste;
- batteries; and
- other hazardous waste.

Waste to be handed in must not be contaminated with other types of material. Additionally, there is a legal requirement to log all packaging material (for both packaging and repackaging) and waste regarding the following data: material, weight, quantity, sales market for which the product is destined, and the person processing the waste.

At the departments of Royal FloraHolland that process waste, the waste that arises from treatment processes within the auction can be returned; market rates will apply. For service queries, you can contact Customer Service at tel. +31 (0)88 789 89 89.

Nobody, also those hiring our premises, and their customers, contractors, fitters and service providers, are permitted to leave waste (including commercial waste) behind in the auction buildings or on the auction grounds

Buyers who are non-box-holders can hand in packaging material bought from Royal FloraHolland at one of the environmental stations (milieu-eilanden), sorted according to type of material. It is forbidden to hand in residual waste that was created /originates outside Royal FloraHolland.

You are obliged to keep for 5 years any receipts you are given for materials disposed of.

## 2.2. Discharges

You could and should discharge your regular commercial waste water, including water from packaging, into the sewer from the space(s) that you have hired. However, substances (including liquids) that contain heavy metal compounds, dyes, oils, ammonia, frying fat or solvents such as turpentine must not be discharged. Also not to be disposed of in discharged water are solids such as plastic wrappings, sanitary products and organic waste (leaves, etc.).

Neither is it permitted to discharge into general drains in transport areas of Royal FloraHolland. For those buying products loose, 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.

## 2.3. (Personnel)restaurants

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

The steam given off when fat is melted, when oil is warmed, 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 fitting lid must be on hand for each frying pan used. Grease traps must be cleaned at proper intervals and inspected annually. Residues and sediments from frying must be stored in well-secured containers.

## Article 3 Paint, glitter or wax on products

At Royal FloraHolland, a special exemption is required for paint, glitter, wax, etc. to be applied to products. This exemption must be applied for in writing to the Facility Management Department. Supplementary conditions apply to this exemption, which may be granted either for a set time or indefinitely. In the event of infringement of conditions, exemptions can 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.

The discharging of water containing dyes is not permitted. For companies in receipt of a written exemption as described above, separate agreements are in place on the handling of dyed water.

## Article 4 Asbestos

It is not permitted to work with asbestos-containing material (drilling through included). In addition, asbestos-containing material may only be removed by a specially certified 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 in the Royal FloraHolland estate were built during the period when asbestos was still being used, you must always be aware of the risk that asbestos might present in the structure. If in any doubt about materials, please contact Customer Service.

## **Article 5 Hazardous substances**

### **5.1.**

#### **Storage of hazardous substances**

Hazardous substances are any substances that fall within one of the ADR categories, or that bear an orange hazard warning pictogram. This also encompasses gas canisters and other pressurized containers such as spray cans. Whether a substance falls within a ADR category can be found in the Material Safety Data Sheet (MSDS), which can be requested from the supplier.

For storage of hazardous substances written permission is needed from the Facility Management Department, and the storage must also meet the requirements (legal and otherwise) in place. The granting of the 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 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.

This requirement for written permission also applies to the storage of gas canisters and spray cans and to the storage of benzene (petroleum), 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, and the Fire Brigade usually attaches additional requirements to these.

Packaging of hazardous substances must bear the correct label (see [www.rijksoverheid.nl](http://www.rijksoverheid.nl)).

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

### **5.2.**

#### **Logging of hazardous substances**

Each company hiring 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 designation) of the substance; the hazards posed by the substance; and the department at which it is to be used.

Information about the substance in question is typically provided on the labeling and the Material Safety Data Sheet (MSDS), which can be requested from the supplier. You should have these MSDS available at the storage of hazardous materials

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.

### **5.3.**

#### **Welding units/Gas canisters**

Permission from the Facility Management Department is required for the holding of a workshop (including maintenance facility) on site. In addition, for the storage of gas canisters, written permission is needed (see above) and usually these will be required to be stored outside. Gas canisters must be stored vertically whenever possible and be 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 several 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 may be periodically inspected by the Royal FloraHolland's Company Fire Brigade and Company Security Department. Welding units must be equipped with a fire extinguisher. Depending on the works to be carried out, it may be obligatory to use vapor extractors.

**Article 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 combustion -engine traffic. 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.

Infringement of this rule may result in a fine.

It is indicated on signs at the various entrances and exits to our buildings whether loading inside is permitted and what requirements apply; for instance, you might be entering an environmental protection zone (milieuzone), or a license or exemption might be required. You can contact Customer Services to request a license or exemption.

**Article 7 Energy**

Each entrepreneur must do his/her best to use energy sparingly and efficiently. The basics of energy savings are to implement every technical, organizational and behavioral 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. Under this principle, it is an obligation to buy in all the energy -saving technology that is available unless the time it will take for it to pay for itself is over 5 years.

**Article 8 Maintenance**

Royal FloraHolland safety protocols apply to works that are to be carried out, which means that on top of satisfying national regulations, you will have to meet our specific corporate rules, and for some types of works, you will need a work permit too.

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.

**Article 9 Noise**

9.1. Rules are in place across all Royal FloraHolland grounds to limit the amount of noise released to the environment. For this reason, we levy 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 queries on noise issues, you can contact Customer Service on tel. +31 (0)88 789 89 89 or talk to the project lead who will be supervising the task.

9.2. Vehicular traffic

To keep to a minimum the amount of noise annoyance suffered by our neighbors, we do not allow truck engines to be left running in our car parks, except in spots where permission is explicitly stated. 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 the vehicle.

As laid down in the Dutch highway code, it is forbidden to sound your horn on Royal FloraHolland grounds except where there is a genuine need to warn of your presence to 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 Facility Management Department.

**Article 10 Installations**

10.1. Electrical installations

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

Only persons who are qualified by law may carry out works on electrical installations. Dutch Health and Safety at Work (Arbo) legislation requires each entity that hires premises from us to identify 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 installation(s), a drawing of the new situation must be submitted in advance to Royal FloraHolland.

A full inspection of the fixed electrical installations must be conducted by a company recognized under the meaning of 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 see the log.

#### 10.2. Battery chargers

Battery chargers in the hired boxes must pose no 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 a battery charging dock has been drawn up and you can request it from Customer Service. Some of our rules for battery chargers are:

- No fire-risk 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
- Dud 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

##### Non-natural refrigerants

Refrigeration units, including air conditioning equipment in which CFCs and HCFCs are used as coolants and which have a drive power over 500 Watt, are covered by EU and Dutch legislation including the Fluorinated Gases Directive (*F-gassenbesluit*), the Ozone Directive (*Ozonbesluit*) and associated regulations. Only companies of fitters who have STEK recognition or hold an *F-gassenbedrijf* certificate in accordance with the Dutch regulations on fluorinated greenhouse gases and controlled coolant substances (*Regeling gefluoreerde broeikasgassen en gereguleerde stoffen koelinstallaties*) may carry out installation or maintenance tasks on such equipment. Royal FloraHolland additionally sets some specific requirements in this domain. For any queries, please contact Customer Service.

An instruction sheet must be provided on or beside installations. Depending on the type and amount of coolant periodical maintenance, monitoring, inspection are obliged. These checks must be carried out by a duly certified fitter and must be logged. The logbook must be kept beside the installation and 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.

##### Natural refrigerants

Cooling systems in which more than 12 kilograms of natural refrigerants such as ammonia, carbon dioxide and hydrocarbons are applied must be inspected once every two calendar years on the safe functioning, leaks and energy efficiency. In addition, the requirements apply from the Pressure Equipment Commodities Act. On cooling with ammonia extensive additional requirements apply, these are in the Hazardous Substances Publication Series 13 (Dutch: PGS13).

**Article 11 Drinking water safety and prevention of Legionnaires' Disease**

Several laws and directives refer to measures to prevent outbreaks of Legionnaires' Disease. The *Waterleidingbesluit* (Mains Water Directive) 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 avoid 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 mains water. You can find more information on this at [www.antwoordvoorbedrijven.nl](http://www.antwoordvoorbedrijven.nl).

Tenants are responsible to maintain and inspect the drinking water system in the rented in accordance with laws and regulations. Tenants are also responsible for the implementation of actions of the water safety management plan drawn up by Royal FloraHolland and the feedback on this 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.

**Article 12 Floor loads**

On the upper floors you should inform yourself of the maximum floor load in the rented space and the surrounding transport routes by the signs or via the Customer Service. These values apply to the separate point load and use load. If you want to place storage and racks, an examination by a manufacturer may be required. This research will be conducted at your expense.

**Article 13 Fire safety**

13.1.

Due to the special nature of Royal FloraHolland's buildings, we have a few particular fire safety requirements.

General legislation and regulation lays down that you are responsible at all times to ensure that people can make a safe escape from your hired space. Escape routes (including staircases and emergency exits) must always be kept clear.

On top of these general requirements, Royal FloraHolland has the following rules in its Auction Regulations:

- There is a universal ban on smoking within Royal FloraHolland buildings (with the exception of designated smoking rooms).
- 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 any storage.
- Spaces intended for the storage of fire-risk substances must not be used for the storage of any other kind of material.
- Hired spaces must be kept neat and tidy. Substantial concentrations of stored flammable material are not permitted. The decision of Royal FloraHolland Company Security and Company Fire Brigade on these matters is final.
- If required by Royal FloraHolland, hired spaces must be cleared up.
- The opening areas of doors (including the yellow areas) must be kept clear.
- All fire extinguishing equipment and fire detector/alarm equipment must always be unobstructed. 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

In areas with a sprinkler system additional conditions apply in order to secure the effect of the sprinkler system.

- No lowered 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 headroom that must be observed between piles of goods and the deflector plate 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 hired spaces as required for approval 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 hired 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.

#### **Article 14 In case of an emergency**

Be prepared and familiarize yourself straight away with:

- the location of your workspace within the building
- the escape routes
- the nearest phones
- the nearest firefighting equipment

Save the applicable alarm number below (to be called in the event of an emergency only!) in your phone, using the full number from a mobile phone and just the five -digit extension from an internal landline:

**Aalsmeer:** (0297 3)92222

**Naaldwijk:** (0174 6)32333

**Rijnsburg:** 071-4094200

**Eelde:** 050-3097298

**Bleiswijk:** 010-5297000

The below 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 victim(s) unaccompanied

##### **Evacuation**

- After having raised the alarm, leave the working area
- Alert people in the area to the situation
- Follow the instructions of in-house first-aiders (BHV)
- Report to the assembly point

##### **Fire**

- **First raise the alarm:** call the Royal FloraHolland-alarm number and/or hit an 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 fire
- Leave the area
- Never use elevators (lifts)

##### **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

*Royal FloraHolland has done her utmost best to translate the Dutch version of these conditions in English. However if there are differences the Dutch version is binding.*

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

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