

Procedure and conditions of use of the new packaging card

- *Rationale and aim of the packaging card:*
 - This packaging card replaces the existing – different – procedures for authenticating and approving packaging transactions at the locations. The packaging card currently being used in Aalsmeer will be replaced by the new packaging card, which is valid for use at all Royal FloraHolland locations;
 - The packaging card serves as a means for authenticating and approving both issuing and accepting transactions of packagings.
- *Procedure for packaging transactions:*
 - The packaging card is intended for all packaging users (Seller, Buyer and Transporter as defined in the auction regulations of Royal FloraHolland) and is linked to the administration number;
 - Transporters can use this packaging card to collect and return packagings on behalf of all packaging users they work with. The authorisations that are known at Royal FloraHolland are linked to the packaging card;
 - The packaging user should:
 - Register transactions (collection and return) in advance. Initially, this can be done using the existing channels, but soon we shall be switching to the dedicated digital ordering portals: via My Royal FloraHolland, the new packaging app and any webAPI links to the packaging users' systems;
 - Be present during transactions and have their packaging card with them;
 - Have their administration number ready for checking (it is not printed on the packaging cards for security reasons);
 - Also have the transaction number ready that was provided when digitally registering the transaction in the new packaging system;
 - By providing the packaging card during a packaging transaction, the packaging user declares that s/he:
 - Is authorised to conduct the packaging transaction and indemnifies Royal FloraHolland appropriately;
 - Agrees to the packaging transaction;
 - In cases of doubt, Royal FloraHolland can always demand proof of identity or contact the packaging user.

- *Management:*

- Royal FloraHolland issues the packaging cards for the packaging user's administration number, not to an individual;
- The packaging user can decide on the number of packaging cards to use and distributes them on the employee level him- or herself;
- The management of the packaging cards and their issuing to individual employees are thus the responsibility of the packaging user;
- The packaging card remains the property of Royal FloraHolland;
- Its loss or theft must be reported immediately to Royal FloraHolland Customer Services, by e-mail: klantenservice@royalfloraholland.com or by telephone: 088-7898989;
- When applying for a new packaging card after loss or theft, costs may be charged to you;
- Royal FloraHolland uses camera images to confirm a transaction, so a transaction can be reviewed when it is disputed or suspected of involving misuse;
- Responsibility for the packaging transactions always remains with the packaging user;
- The Royal FloraHolland auction regulations, the General terms and conditions for packagings and the Supplementary terms and conditions for subturns apply to this procedure.