

# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE I. GENERAL PART

Date of issue: 22.04.2024


Prepared by:

Signature: .....

  
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Signature: .....

  
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## Contents

1.	Introduction	3
2.1.	Availability of the documentation	4
2.2.	Personnel scope of application	4
2.3.	Chronological scope of application	4
2.4.	Geographical scope of application	4
2.5.	References	4
	2.5.1. Internal regulators	4
	2.5.2. External regulators	5
2.6.	Definitions	5



## Chapter I. - General part

### 1. Introduction

The quality of our products shall meet several requirements, inter alia current laws, **Customer Requirements**, and food safety standards. Our primary aim is to meet the requirements facing us. Additionally to meet all the above mentioned, the management of Hell Energy Hungary Ltd would like to establish a Code, which coordinates the requirements of Good Product Handling Practices worldwide.

To accomplish our aims we feel the need to issue and operate our **Good Product Handling Practice**. This code includes the management steps of shipping, delivery, storage, complaints and rejected products of Hell Energy Hungary Ltd, which comes into effect this day.

Hell Energy Hungary Ltd. operates with keeping an eye on the good producing and hygienic practice and the food safety and environmental standards so that our products be consumed safely and meet the requirements of our customers. Our products are made under regulated circumstances and regular control. The safe and legal product manufacturing is ensured by **FSSC 22000:2011** (Food Safety System Certification), **IFS** (International Food Standard), **HALAL**, **KOSHER** and **HACCP** Food Safety Standards System.

In the Good Product Handling Practice the use of procedures, methods, solutions and documentations and their forwarding to third persons or institutions can only performed in written form with the previous approval of Hell Energy Hungary Ltd. as the documentation is the intellectual property of Hell Energy Hungary Ltd.

The regulations of Good Product Handling Practice are obligatory for:

- Employees of Hell Energy Hungary Ltd,
- Employees warehousing the products manufactured by Hell Energy Hungary Ltd,
- Employees distributing the products manufactured by Hell Energy Hungary Ltd,
- Employees of trade partners of Hell Energy Hungary Ltd,
- And all employees who are in contact with the safety of the manufactured product.

The preparation, modification, management, continuous improvement and distribution of Good Product Handling Practice is the task of Hell Energy Hungary Ltd.



## 2. Field of application

### 2.1. Availability of the documentation

The original copy can be found at the producer, namely *Hell Energy Hungary Ltd.*

The Buyer, transporter and warehousing company should be informed about the electrical availability and existence of the documentation. This documentation is available on the *Hell Energy Hungary Ltd.*'s official homepage ([www.hellenergy.com/qualitycontrol/](http://www.hellenergy.com/qualitycontrol/)). One copy related to the shipping from this documentation should be handed over to the driver.

### 2.2. Personnel scope of application

Applies to everyone who gets in contact with the products of *Hell Energy Hungary Ltd.*

### 2.3. Chronological scope of application

This documentation is valid from 2015.05.03 until cancellation.

### 2.4. Geographical scope of application

The whole plant area of *Hell Energy Hungary Ltd.* 3800 Szikszó, Hell street 1-3.

The transportation routes of products manufactured by *Hell Energy Hungary Ltd.*

The storing and distributing areas of products manufactured by *Hell Energy Hungary Ltd.* (all over the world).

### 2.5. References

The basic regulatory documents, issued by the plant, of Good Product Handling Practice are the following:

#### 2.5.1. Internal regulators

- ÉBIR manual, which is regulated by FSSC 22000:2011, HIP-QC-40-0027 ÉBIR manual
- HACCP manual and associated documents, regulations and instructions
- HELL-QC-40-0001 Good Manufacturing Practice (GMP), HELL-QC-40-0002 Good Manufacturing Practice PET (GMP), HELL-QC-40-0028 Good Manufacturing Practice Coffee plant (GMP), HIP-QC-40-0001 Good Manufacturing Practice HIP CAN (GMP)

- Good Hygienic Practice (GHP), HELL-QC-40-0019 Cleaning Instructions, HELL-QC-40-0019 Cleaning Instructions Coffee plant, HIP-QC-40-0008 Cleaning Instructions

The detailed list of internal regulators is included in No. 1 Annex of **HELL-QC-40-0016 Documentum Handling Instructions**.

### 2.5.2. External regulators

*The system standards*, regulating the Food Safety Management System, are included in the external documents of the plant:

- MSZ EN ISO 22000:2005 Food Safety and Management Systems. Requirements concerning organizations in the food chain.
- FSSC 22000 (Food System Safety Certification) Food Safety System.
- IFS (International Food Standard) Food Safety System

*Laws* concerning and specifying the operations of the plant (laws, decrees, directives, etc.).

*Official decisions, stances, tests, reports and licences*.

*Operating instructions and documents of the involved parties* (claims, feedbacks, certifications, declarations of conformity, etc.).

### 2.6. Definitions

The interpretation of general transportation, warehousing, quality and food safety standards happens according to the effective laws under Good Product Handling Practice.

**Supply contract:** concluded on the delivery of some materials or some services. It is a business agreement between the Buyer and the Seller, with a legal effect and concurring declaration of the will, which is a unique or a framework contract according to its type.

**Warrant:** a report or a form, which officially announces the result of a quality test or a statement of data.

**Document:** a requirement or specification, which ensures the instructional environment of the quality system on paper or electronically.



**Food Safety:** during the whole production process and distribution it ensures that the given foodstuff does not mean harm for the health of the consumer if it is prepared and consumed according to its intended purpose.

**Food Safety Hazard:** media in the foodstuff or packaging with biological, chemical or physical effects or a state of the foodstuff or packaging, which can be harmful for human health.

**Sales contract/agreement:** a business agreement concluded on the delivery of a product or a service, between the Seller and the Buyer in a written form with a legal effect and concurring declaration of the will. It is also regarded as a sales contract if there is a positive feedback or if after confirmation, there is no contrary intention of the Buyer within a reasonable time according to the appropriate provisions of the Civil Code (Ptk).

**Record:** the document, which gives objective proof of actions or achievements.

**Monitoring/Supervision:** observations or measurements in a pre-planned order to evaluate whether the regulatory actions prevail as intended.

**Production documentation:** all written documents required for production (technology instructions, product sheets, etc.)

**HACCP:** the system, which defines, evaluates and regulates hazards significant for food safety.

**Audit on site:** the on-site audit of the supplier's plant, according to the requirements of the plant.

**Defective or non-conforming product:** the product, which does not meet the requirements.

**Verification:** the verification with serving objective proofs that the requirements have been met.

**Approved supplier:** the supplier or subcontractor, classified by Hell Energy Hungary Ltd., who meets the supplier requirements.

**Finished product:** the product, manufactured by the plant (energy drink, Ice Tea, carbonated and non-carbonated soft drink, Energy Coffee, flavored water, flavored milk products, milk-based drinks), which meets the parameters defined on the product sheet or specifications or other official regulations, which can be traded or sold for further processing.

**Preventive action:** an action, which was instituted to cease the cause of possible non-conformities or faults or other undesirable situation.

**Order:** the notification for the avail of some products or services at the customer, which can be occasional or recurring.

**Quality:** all the features of a product or a service, which affect the capability of satisfying definite or expected requirements.

**Quality complaints:** notification towards the plant of the quality faults and quantity deviation of the product or the problems connected to the services and all the requirements emerging from these.

**Classification (process monitoring):** the process to certify that the plant is able to meet the requirements.

**Non-conformity:** the non-fulfillment of some requirements.

**Traceability:** the possibility that the record, use or storage of the products or their components can be identified on the grounds of recorded data.

**Rejected product:** the product, which is unsuitable for use.

**Supplier:** an organization or a person who provides products or services.

**Regulatory action:** any action or activity connected to food safety, which can be used to prevent, avoid or reduce any other undesirable situations to an acceptable level.

**Supplier contract:** the business agreement with a legal effect and unanimous declaration of the will, contracted between the Buyer and the Seller on the delivery of some material or services, which is a unique or a framework contract according to its type.

**Service:** the manufacturing processes and external activities, which directly affect the quality of the manufactured products are called services (e.g. maintenance, shipping, etc.)

**Instructions:** documents containing the quality management tasks and the description of their implementation methods.

**Buyer:** our commercial partner.

**Customer satisfaction:** a quality approach comprising the feelings, the needs and requirements of the Buyer about the Supplier.

**Customer complaint:** a negative remark of the Buyer.

**Hazard:** a biological, physical or chemical material occurring in the product or a state of the foodstuff which can result adverse health effects.



# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE II. DELIVERY

Date of issue: 22.04.2024

Prepared by:

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## Contents

Contents	2
1. The rules of product delivery (to Hell)	3
1.1. Requirements regarding to the shipping company	3
1.2. Rules for the Supplier (at the Hell plants)	3
1.3. Quantitative delivery	6
1.4. Qualitative delivery	7
2. Rules of delivery (dispatching from Hell plant)	7
2.1. Rules for the Supplier at Hell Energy Hun. Ltd. plants (Supplier)	8
3. Transportation requirements of the goods	11



## Chapter II. – Delivery

### 1. The rules of product delivery (to Hell)

#### 1.1. Requirements regarding to the shipping company

1. Possessing the suitable licenses and permissions for operation, and owns a proper valid insurance in the value of the products, furthermore it can be proved officially with documents.
2. Transports with a vehicle, which meets the regulations and suitable for specialized shipments and it ensures the other hygienic conditions of supply. Appropriate hygienic requirements must be met for all vehicles and equipments used for loading/unloading (e.g. silo hoses).
3. Ensures a vehicle, which is clean, and can be cleaned well due to its design, free from pollutants, infectious agents and materials which can cause damage (external studs, etc.), odourless, closed or possesses cover and pneumatic suspension.
4. Ensures the protection of goods through avoiding movement during shipping, which is suitable to maintain the quality and quantity of the products.
5. He does not transport any media together with the foodstuff, which is pollutant or can damage the products in any other way.

#### 1.2. Rules for the Supplier (at the Hell plants)

1. The Supplier has to acknowledge the rules and times of delivery and dispatching date. If he arrives out of this period, he has to wait for the next delivery time.
2. The Supplier has to bear the responsibility to take care of the proper fixing of pallets, so these can not move or slip under transportation.
3. It is permitted to use empty pallets or similar objects as spacer material, because the sharp edges and corners can cause damage on cans and PET bottles.
4. In the case of sealed cargo, the seal must be taken off by the Recipient. The Supplier is not allowed to take off or touch the seal in any case, furthermore he has to take responsibility for the soundness of the seal under the whole transport.

If the seal damaged in any reason beyond the driver, he has to take photos and issue a protocol about the event and immediately has to inform the Consignor who will define the next steps about the problem.

5. We kindly ask all the drivers to drive safely and carefully! Please avoid sudden acceleration or heavy breaking and over and above to take the small arced turns with high speed.
6. The products, which were damaged under transportation also must be delivered to its destination. The annihilation of these items will be the Recievers task.
7. The driver must observe the delivery and traffic rules. He cannot cause a jam and shall contribute to the right traffic morale with his attitude.
8. The driver must not enter any premises except the warehouse office. He shall wear visibility vest everywhere. He shall wait in his vehicle, until his turn.
9. He shall obey all safety (eg.: wear safety shoes etc.) and hygienic (eg.: bathroom usage, meal, waste handling etc.) rules which are effective in the plant.
10. The supplier shall give the shipping documents to the Buyer.
11. The Buyer compares the shipping documents to the order sheet. In case of consistency, he shall also check if the product possesses marks required by law (palletlabel, product name (if necessary, E-number as well) batch number, net quantity, shelf life, name and address of producer, place of production, expiry date, „for human consumption” text, storage and usage conditions and whether the product possesses quality certification, etc.) and specifications.

Compliance shall be checked together with the Buyer and the Driver and documented on the Delivery Report (Annex Paragraph 2).

In case on non-compliance a photo shall be taken of the cause of the claim (if it is possible) and this fact shall be attached to the documents and signed by both parties. (According to Annex Paragraph 1).

12. The driver shall roll the cover up for the request of Reciever and open its side as the loading of the truck shall happen also from the side. **In all cases, it is the responsibility of of the forwarder (Driver) to move the given goods ont he transport vehicle so that the consignee (HELL) can remove the goods from the end or side of the vehicle.**
13. The truck shall be closed, clean, hygienic and suitable for preserving the quality and quantity features of the foodstuff. Foreign load cannot be on the truck. The load compartment must be free of: foreign odors, humidity unfavorable tot he product being transported, high dust loads, pests and molds. These must be inspected prior to loading and documented ont he Vehicle Inspection Sheet (Good Handling Practices – HELL-QC-40-0010, Anex I.)

If these requirements are not accomplished, the warehouse can deny the unloading of products. A photo shall be taken of the cause of the claim (if it is possible) and this fact shall be attached to the documents and signed by both parties. (According to Annex Paragraph 1).

14. The product shall be free from any damages and damp. A photo shall be taken of the damaged ones and the cause (if it is possible) and this fact shall be attached to the documents and signed by both parties. (According to Annex Paragraph 1).

If the goods are already delivered, the damaged ones shall be separated at once (according to Chapter IV, paragraph 5.4.) and the quality claim shall be indicated (according to Chapter IV, paragraph 6).

15. During loading the Driver must be present.
16. The possible claims connected to loading shall be indicated immediately. If the Driver has a claim regarding the loading, a photo must be taken and (if it is possible) it shall be attached to the shipping documents and signed by both parties. (According to Annex Paragraph 1).
17. Before and after loading the Buyer checks if the quality and quantity of products is adequate. If there is no irregularity, this is documented in the Delivery Document (Annex Paragraph 2).

If some pallets are not well packed, damaged or there are some irregularities, a photo shall be taken (if it is possible) and it shall be attached to the documents and signed by both parties. (According to Annex Paragraph 1).

18. The cover shall be rolled up until the gatehouse so the guards can check the truck.
19. During transport, care must be taken that batches containing allergenic substances must not contaminate the batch containing allergenic substances. In the event of an indication to this effect (e.g. damage during transport / product flow / product dispersion), the items must be separated until further action is taken.

The cleaning and disinfectioning of vehicles to meet the hygienic requirements is the task of the Transporter. The suitability and cleanliness of the truck transporting foodstuff (including odourlessness, etc) shall be checked before loading. If the vehicle is not proper, goods must not be loaded!

The implementation of the rules regarding transportation is the responsibility of the Driver.

During the delivery of goods, one shall take care of the prevention of their hedonic value and prevent them from infections, pollutants and deterioration.

During unloading the foodstuff shall be prevented from the environmentally damaging and polluting effects of weather.

### 1.3. Quantitative delivery

Goods belonging to different product groups have also been taken over, measured and stored separately not to pollute each other.

Incoming products, depending on their character have to be measured, counted and compared to the data on shipping documents or order sheet. In case of compliance the shipping document is signed by the Recipient who registers the quantity in the warehouse registry system.

In case of non-compliance the product cannot be delivered. The failure must be indicated to the Purchase Department, who will contact the Supplier and arrange the quantitative problem. (According to Annex Paragraph 1).





#### 1.4. Qualitative delivery

At the time of product delivery the soundness of packaging, the existence of the allotted indicators (name, batch number, country of origin, name of manufacturer, etc.), safety data sheets, quality certificates, product followers, expiry dates must be checked.

The compliance of products is verified by the Deliverer by signing the shipping documents.

In case of non-compliance the Delivery Report must be filled in (Annex Paragraph 2) in 3 copies. This must be signed both by the Deliverer and the Recipient. 1 must be to the Consigner, 1 to the Deliverer and 1 to the Recipient. Non-compliance should be reported to Quality Management.

The shipped products shall be examined under on-site laboratory conditions (if possible). The result must be compared to the Supplier specifications.

In case of non-conformity the product must not be used. The failure must be indicated to the Purchase Department (according to Chapter IV, paragraph 6), who will contact the Supplier and arrange the qualitative problem.

#### 2. Rules of delivery (dispatching from Hell plants)

The Supplier shall take care of hygienic requirements, appropriate cleaning and disinfection of vehicles according to law prescriptions. The suitability and cleanliness (including odourlessness, etc.) of foodstuff transporting vehicles must be checked before loading. In case of non-compliance the goods must not be loaded!

Regarding the transport, it is the Driver's responsibility to execute the defined rules.

At the time of delivery, care must be taken of good protection and preventing the goods from infections, pollutants and deterioration.

During loading foodstuff must be prevented from the environmentally damaging and polluting effects of weather, direct sunlight, high temperature and moisture.

## 2.1. Rules for the supplier (loading at Hell Energy Hungary Ltd. plants)

1. Possessing the suitable licenses and permissions for operation, furthermore it can be proved officially with documents.
2. The Supplier has to acknowledge the rules and times of delivery and dispatching date in the plant area. If he arrives out of this period, he has to wait in front of the guardhouse.
3. At arrival he has to check-in at the guardhouse. The guards inform the vending persons, who defines the exact time of loading.
4. The guards inform the Driver about the time he can enter the plant area and drive to the defined transfer gate.
5. The driver must keep himself to the delivery and traffic rules effective in the plant area. He cannot cause a jam and shall contribute to the right traffic morale with his attitude.
6. The Driver must not enter any premises except for the warehouse office. He shall wear the visibility vest everywhere. Until it is his turn, he shall wait in his vehicle.
7. He shall keep himself to all safety (eg.: wear safety shoes etc.) and hygienic (eg.: bathroom usage, meal, waste handling etc.) and other (proper clothing, well-groomed looks, smoking and drinking alcohol is forbidden etc.) rules effective in the plant.
8. The Supplier registers in advance the license plate number of his vehicle. The warehouse identifies the vehicle according to its license plate so the goods become deliverable.
9. The Driver must keep a CMR, signed by the supplier company at himself.
10. The Driver shall roll the cover up for request of the vending persons and open its side as loading of the truck shall happen also from the side. **In all cases, it is the responsibility of the forwarder (Driver) to move the given goods onto the transport vehicle so that the consignee (HELL) can remove the goods from the end or side of the vehicle.**
11. In the case of cargoes with replacement pallets, we only accept good, not damaged pallets.
12. The handover of the pallets should be always recorded in writing (form for this can be found in Annex Paragraph 6).
13. The truck shall be closed, and be clean, hygienic and suitable for preserving the quality and quantity features of foodstuff. Foreign load cannot be on the truck.
14. The proper conditions of the transporting vehicle should be checked and documented on the Vehicle checking form in every cases. ( Annex Paragraph 5).



In case of transport of bulk goods (milk, granulated sugar), the carrier must present a document proving that the transport vehicle has been brought to the proper hygienic condition before being filled with the transported consignment (e.g. washing / cleaning report).

Compliance of the container must be checked and documented each time on the Container Control Sheet. (Annex Paragraph 4).

If these requirement is not fulfilled, the warehouse can deny the loading of products and can require a new shipment. A photo shall be taken of the cause of the claim and it shall be attached to the CMR and signed by both parties. (According to Annex Paragraph 1).

15. During loading the Driver must be present.
16. Possible claims connected to loading shall be indicated immediately. If the Driver has a complaint regarding to loading, than a photo must be taken and shall be attached to the shipping documents or CMR and signed by both parties.
17. Before and after loading the Driver has to check, whether the packaging of the pallets are adequate and not damaged. There is no irregularity.

If some pallets are not well packed, damaged or there are some irregularities, he can require another (well-packed, undamaged, etc.) pallet or in the case of shortage of replacement pallets he can ask for repackaging.

18. It is the responsibility of the Transporter to fix the pallets appropriately so that they cannot move or lean during shipping.
19. In the case of using fastening tools, which can cause a physical effect or damage on the products (like ratchet straps), it is obligatory to use edge protection or other kind of protection materials to avoid the cans damage.
20. Pallets must be placed close so they can not damage each other. (See the right pallets placement options in Annex Paragraph 7.)
21. In case of sealed shipment the guards compare the number of the seal to the number indicated on the shipping document.

If the shipment is not sealed, the guards check the shipment according to the delivery note.

22. After loading the Transporter is responsible for the goods. After loading we cannot accept any complaints.
23. In case of sealed shipment the seal can be moved only by the Sender or the Recipient, or an appointed representative person. The Transporter cannot touch the seal and he takes responsibility for its soundness during the whole transportation period.

If the seal gets damaged due to a cause out of his control, a photo shall be taken and a report shall be written about the case and the Sender must be informed immediately, who defines the further steps.

24. Ask the driver to drive carefully. Avoid fast speeding, immediate stopping and small turns with high speed.
25. Those products, which were damaged during transportation shall also be delivered. The Recipient takes care of their elimination.



### 3. Transport Requirements of goods

As soon as the goods are loaded and the Transporter has dispatched, the following requirements must be kept and acknowledged:

1. After loading the Transporter is responsible for the goods. After loading and leaving the loading site, we cannot accept complaints with referenc to qualitative or quantitative claims.
2. The Driver is responsible for executing the requirements (traffic, safety, hygenic etc.) of shipping.
3. Foodstuff shall be protected against the harmful and contaminating effects of weather during transportation.

The transportation vehicle shall protect foodstuff from harmful weather conditions. In case of CANS: dry space and cargo hold, temperature between 5-30 °C, relative humidity max. 55%, temperature fluctuations in a short period of time cannot exceed 10 °C) or such material shall be used, which help to keep harmful parameters under a limit (isolation, the use of hygroscopic materials, ventillation, etc.).

In case of PET bottles it is very important, beside the above mentioned, that they shall be protected from direct sunlight.

4. In case of a sealed shipment the seal can be removed only by the Sender or the Recipient, or an appointed person. The Driver cannot touch the seal and he takes responsibility for its soundness during the whole transportation period.

In case the seal gets damaged due to a cause out of his control, a photo shall be taken and a report shall be written of the case and the Sender must be informed immediately, who defines the further steps.

5. Ask the driver to drive carefully. Avoid fast speeding, immediate stopping and small turns with high speed.
6. Before spending the rest period, the load shall be checked (if it is possible). All the products must be undamaged, clean and dry.
7. Products damaged during trasportation shall also be delivered. The Recipient takes care of their elimination.

If the Transporter detects some damaged products in the shipment, he shall inform the Deliverer (or the Recipient) immediately, who will know the further steps. One shall keep himself to the received instructions severely.



# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE III. WAREHOUSING

Date of issue: 22.04.2024

Prepared by:

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## Contents

1. Warehouse requirements	3
2. Requirements of product warehousing	4
3. Requirements of product movement	5



## Chapter III. – Warehousing

### 1. Warehouse requirements

1. Possesses a business licence, on a specially established and authorized area, complying with public health, foodstuff hygienic, environmental, fire safety, safety and security standards.
2. Protects the products from pollutants and environmentally damaging effects due to its design and comply with the product specification. It also minimizes the risk of contamination or any other negative effect.
3. Traffic routes are well separated, kept free and clean.
4. Where the FIFO principle (first in– first out) is applied and the requirements of product storing can be realised.
5. Possesses well closing openings without gaps (in case of bulk goods, leak-proof).
6. Perfectly protected against the inlet of pests.
7. There is appropriate order, cleanliness and is cleaned regularly
8. Ensures the storing conditions required to preserve foodstuff and additionally takes care of keeping the hedonic value of foodstuff and prevents them from infections, pollutants, deterioration.
9. The persons responsible for the operation of the storage sites must be trained.
10. All incoming goods, including packaging and labels, should be inspected for compliance with regulations and a specific inspection plan. The control plan shall be justified by a risk assessment. A record of inspections shall be made available.
11. Loading/unloading areas shall be constructed in such a way that:
  - a. reduce the risk of pest introduction
  - b. protect products from adverse weather conditions
  - c. avoid the accumulation of waste
  - d. prevent condensation and mold formation
  - e. they should be easy to clean.

## 2. Requirements of product warehousing

Delivered goods must immediately be transported to the appropriate warehouse not to get polluted and not to be exposed to environmentally damaging effects. Products must not be stored in a damp place, in rain and be exposed to direct sunlight.

Products cannot be stored close to chemicals, which can cause corrosion or any other media, which can pollute the product.

Traffic routes must be kept free and clean. A space must be left between the pallets with this ensuring the safe transportation.

The openings must be without gaps and well closing. The inlet of pests must be prevented, do not allow them enter into the storage area.

Toxic baits or other media harmful for human health must not be stored under one airspace.

Unauthorized persons must not enter the warehouse and their access to the products must be denied.

During storing the products the storing conditions maintaining the quality preservation of foodstuff shall be ensured:

- In case of CANS: dry space and cargo hold, temperature between 5-30 °C, relative humidity max. 55%, temperature fluctuations in a short period of time cannot exceed 10 °C.
- In case of PET bottles it is important, above the before mentioned, that they shall be protected against direct sunlight.
- in case of bulk goods (milk, granulated sugar) the parameters included in the specification of the stored raw material must be observed.

Care must be taken of the preservation of the hedonic value of stored products and prevent them from infections, pollutants and deterioration.

Stored foodstuff (drink) must be checked regularly (weekly) due to their expiry dates or other quality problems. Deteriorated, deterioration suspicious, best before time expiring products must be removed from the storing area immediately, must be stored separately from other foodstuff and indicated well visibly. Care must be taken of their elimination.

Other products with qualitative claims must be separated well from impeccable products and indicated with appropriate marking.

Storing without pallets (on the ground) is prohibited.

Pallets shall be placed close to each other without touching.



Products are not suggested to put on each other even if there is not enough space. Additionally other products must not be put on top of the pallets, because they can pollute the product or damage packaging

Stacks shall be placed in a way that anyone can circle around. Appropriate placing shall be ensured between pallets and walls (a person can walk behind).

Products shall be placed according to the FIFO principle (First In First Out). It means that those products are placed in the front, which expire earlier, so they will be consumed first.

Products shall be placed in the warehouse separately and specialized to be accessible, checkable and easily removable.

Identifiability of products must be ensured until their complete use. In case of their repackaging appropriate marks must be indicated on the new packaging as well.

Bales must be stored only in appointed areas and care must be taken of their soonest removal.

Hygienic conditions must be ensured in warehouses, care must be taken of regular cleaning, maintenance and the removal of scraps and unused equipment.

In case of experiencing non-conformity of storing conditions, after sensory tests in case of conformity of the product the proper storing conditions must be ensured.

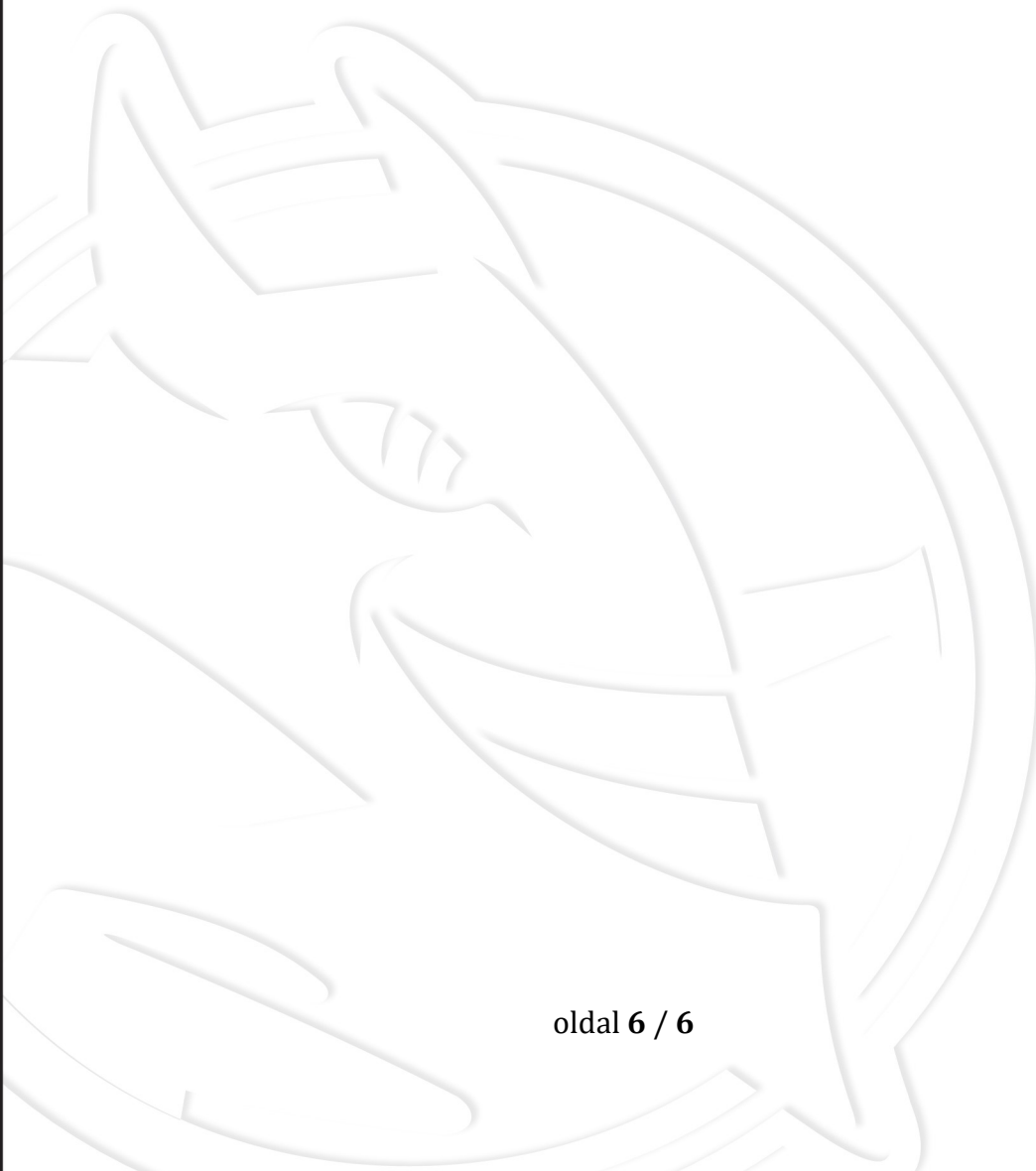
### 3. Requirements of product movement

During product movement the following requirements shall be applied:

- Forklift operators shall be trained for good handling practice and draw their attention for the importance of careful and right can handling. It must be checked by the warehouse manager (and additionally the Deliverer and Recipient) continuously.
- Before product movements the soundness of pallets shall be checked. The movement of damaged pallets is strictly forbidden. Besides it hides material damages, such operations are very dangerous. In case the pallets are damaged, products shall be repalletized before movements.
- Before product movements one shall ascertain that the products placed on pallets are stable. Movement of visibly moved pallets is strictly forbidden. In case they are unstable, they must be repalletized before movement.
- Full extension of the products must be on the pallets. Movement of product, which over extended the pallets is forbidden. In case it is visible that the product extends the pallet, it should not be moved, it must be repalletized immediately.



- The design of the forklift shall be such that the fork shall not exceed the pallet as the exceeding fork can cause severe damages.
- Forklifts must grab the pallets always in right angle, forks shall be in level in the middle to avoid damage to the pallet or the products placed on it.
- When enrolling the pallets the lift towers must approach the product carefully. The tower must not touch the product because it can cause damages.
- Pushing or pulling the pallets on the ground is forbidden because it can cause damage to the pallets or the products on it.
- Product movement shall be performed only in vertical position.



# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE IV. QUALITY ASSURANCE

Date of issue: 22.04.2024

Prepared by:

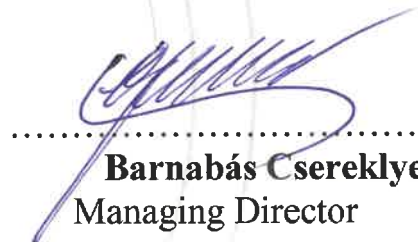
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## Contents

1. Source of quality faults.....	3
2. How to avoid the possession of products with quality faults.....	3
3. Avoidance of generating products with quality faults .....	4
4. Handling of Products with Quality faults .....	6
5. Searching for the source of the quality fault.....	8
6. Steps of the complaint regarding products with quality faults:.....	9



## Chapter IV. Quality assurance

### 1. Source of quality faults

The source of the quality fault can be originated from three factors:

- Manufacturer;
- Supplier;
- warehousing.

Consequence of the quality fault (Cans)

- 1, Primary corrosion occurs when the packaging of the product is not adequate (inner lacquering is not perfect). Corrosion starts and product starts to leak from the can.
- 2, Secondary corrosion occurs when primary or stress corrosion or as the effect of external damage the leaked product starts corrosion on the neighbouring cans and consequently, the product leaks from the other cans, as well.
- 3, Stress corrosion occurs when external factors indicate corrosion from outside towards the inner part and after a time it leads to leakage.

Hell Energy Hungary Ltd. believes that just one leaking can per pallet can cause secondary corrosion and perforation, which can damage the neighbouring cans and those placed on the lower layers. If secondary corrosion is not identified in time and is totally neglected, corrosion can spread in the whole warehouse and lead to high material and financial costs.

In case of bulk goods (milk, granulated sugar) the quality defect may affect the quality of the finished product. The quality defect can be physical (e.g. a piece of metal) chemical (e.g. chemical, allergenic) or biological (microorganism) hazard.

### 2. How to avoid the possession of products with quality faults

The consigned product must be checked thoroughly both by the Deliverer (Seller or Supplier) and the Recipient (Buyer, Supplier).

Only immaculate products, free from quality faults can be transported and stored otherwise secondary corrosion can cause huge damages to the owner.

Both before and after loading products must be visually checked and in case any tiny damages are found, the requirements of Paragraph *Handling of Products with Quality faults* shall be applied, because it can lead to secondary corrosion.

The packaging of the product cannot be damp from the inside. Damp can indicate leaking products. If there is damp under the packaging of the pallets, the requirements of Paragraph *Handling of Products with quality faults* shall be applied as it can be the source of secondary corrosion.

As the product can only be dispatched after 3 days of quarantine from the producer, it is excluded that the fault is not detected during this period. If the fault can be identified only later, good product handling practice can decrease the number of rejected products to a minimum level.

Precisely complying with the Delivery rules, the number of products with quality faults can be decreased to zero. This way high material costs can be avoided and the owner can be prevented from much annoyance.

### 3. Avoidance of generating products with quality faults

To avoid primary corrosion is the task of the Producer. The producer assures, with continuous monitoring, that he uses cans with perfect quality lacquering, and bottles of perfect quality and closures, for production.

In case primary corrosion has occurred, the requirements of *Handling of Products with Quality faults* shall be applied because it can lead to secondary corrosion.

Secondary corrosion can be decreased to a minimum level if the following instructions are taken into account:

- care must be taken that the conditions of generating the primary and stress corrosion are not given;
- care must be taken that only impeccable product can be delivered and dispatched;
- it must be checked that damp or not adequately dry product cannot enter the warehouse;
- the product shall be monitored continuously, wet trays and shrink packages, which contain leaking cans, shall be identified and removed;
- warehouse staff shall get adequate training of the handling of products with quality faults;



- much attention must be paid to shipping, downloading and storing of finished products.

You can find more detailed description of stress corrosion in Quality Pack Zrt. Product Reference Manual, which can be reached at: <https://qpack.hu/prm/> .

In case secondary corrosion occurs, the requirements of *Handling of Products with Quality faults* shall be applied because it can lead to secondary corrosion.

To avoid stress corrosion the following rules shall be taken into account.

The following factors promote the evolution of stress corrosion:

- high humidity;
- filmed, damp cans;
- huge variations in temperature fluctuations;
- high storage temperature.

Thus the tasks are the following:

- the factors of finished product storage must be kept;
- the warehouse must be monitored continuously;
- shall be checked that wet or not enough dry cans, bottles and trays must not be taken over;
- wet trays and shrink packages, pallets shall be identified and removed;
- corroded or leaking products shall be removed;
- staff shall get adequate training on the handling of stress corrosion;
- much attention must be paid to shipping, downloading and the storage of finished products.

In case stress corrosion occurs, the requirements of Paragraph *Handling of Products with Quality faults* shall be applied because it can be the indicator of secondary corrosion.

Regarding external damages the requirements of Chapter III. *Requirements of Product storage* must be kept. If those requirements are met, the number of quality claims regarding external damages can be decreased dramatically.

If an external damage has occurred, the requirements of (next) Paragraph *Handling of Products with Quality faults* shall be applied as it can lead to further, secondary corrosion.



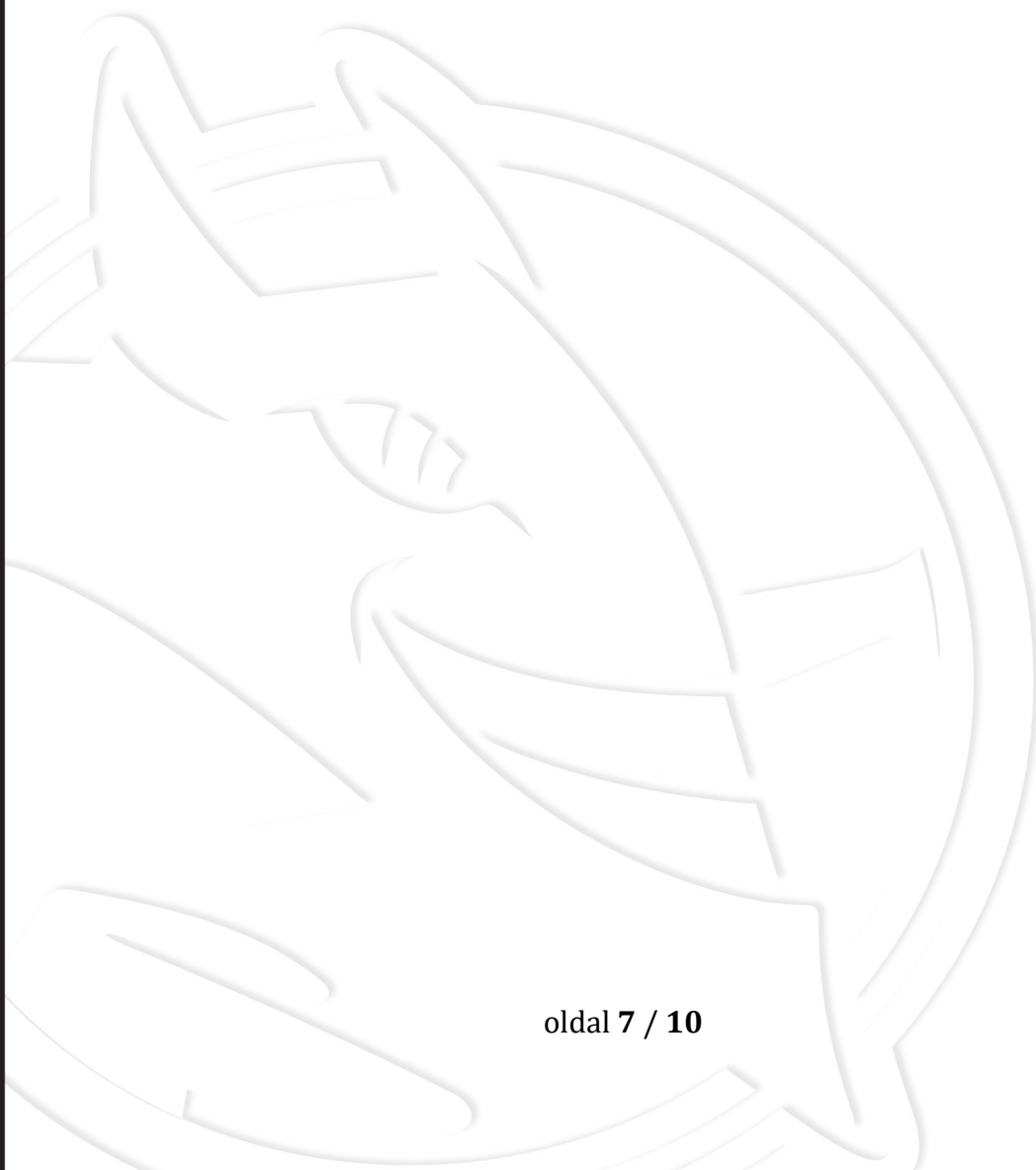
#### 4. Handling of Products with Quality faults

Firstly, products with quality faults cannot be delivered without a well documented trace. (According to Chapter II. paragraph 1. *Requirements of Delivery*, Chapter V. Annex Paragraph 1. 2.). The document must be represented to the Supplier or the Producer. (According to paragraph 6. *Steps of handling complaints regarding faulty products*).

In case there is a quality complaint with the delivered product, the product must be checked thoroughly and if:

- 1, The source of the quality claim is not identifiable, the following steps shall be performed:
  - damaged pallets cannot be opened;
  - the pallet shall be preserved in its original state (avoid damages, not be opened by the employees, etc.);
  - it must be separated from the other sound pallets immediately (in case it is not possible, support must be required from the Producer by phone);
  - the storing conditions must not be alter from those of the original (impeccable) products;
  - it must be well visibly labelled: PRODUCT WITH QUALITY FAULT / MUST NOT BE OPENED;
  - the quality fault must be reported to the commercial representative in 24 hours according to the requirements of Paragraph 6. *Steps of handling complaints regarding faulty products*.
  - Then he shall wait for the producer's reaction, who defines the further steps.
  
- 2, If it is obvious, that the quality fault cannot be originated from the producer's fault but from e.g. shipping or product movements and the Buyer does not complain, the following steps shall be taken:
  - a. The film shall be removed from the pallet immediately.
  - b. Completely dry products with dry film shall be separated. These products are still marketable. In case of PET bottles it is enough to remove just the damaged product from the stack, while the other contaminated bottles shall be cleaned and washed. These products are also marketable.
  - c. Trays with little damp inside their film, but with a dry tray shall be opened, and the cans must be washed with water as fast as possible. Then they shall be dried thoroughly. These products are suitable for inner use.

- d. Damp trays must be assorted. These are scrap/rejected products. These ones have to be rolled out.
- e. The required steps must be taken to avoid repeated occurrence of the fault.



## 5. Searching for the source of the quality fault

To reveal the source of the quality fault, the product which causes the fault has to be found.

The first step is to check the goods thoroughly.

- 1, Most cases the cause of quality faults are well visible, they are transporting or loading problems associated with the damage of outer packaging.

The Producer dispatches goods in a closed packaging, consequently they have to arrive that way and be available until the packaging is opened deliberately.

It shall be visibly checked if the tray, positioned at the damaged film, wet or not. If it is wet, or its film is moistured, the leakage is caused by external conditions and corrosion started from here, in case of cans. At this time, it can be concluded that the quality problem was caused by an external delivery and loading problem

In case of CANS, if the tray is not wet and the film is not moistured, the leaking can shall be further searched for. In case of unsuccess, one shall go on according to point 2.

In case of PET bottles it shall also be checked if the bottles, positioned at the damage of the film, are also damaged. If yes, the leakage was due to external reasons.

If the leakage is not due to external damage of products positioned at the edge of the pallet, in case of PET bottles, the leaking can be found easier. Products shall be assorted (from up to down) and shall be searched for the bottle with less liquid. If the leaking bottle is found, it shall be examined thoroughly. It shall be searched for physical damage or other problems (e.g.: at the screw cap).

Damaged product(s) shall be removed at once. The leaking product does not make harm to the other, undamaged products, but those shall be cleaned. They will be marketable products.

- 2, In case there is no external film damage accompanied by can leakage, the film covering the pallet has to be unrolled from the products.

From the smell and taste of the condensed humidity it can be concluded if it is the result of a leaking can or it is just a wet pallet.

In case of a wet pallet it is important to dry up the product as soon as possible because it can start stress corrosion.

- 3, If there is unpleasant odor under the unrolled film, the quality problem originates from the leaking product undoubtedly.

Leaking product goes from up to down, so we have to follow the same way from up to down. If the damaged tray or bottle is not in the top layer, products shall be assorted row by row, until the top wet product can be seen. This tray or shrink packaging is completely wet.

- 4, Products are given out with sound film by the producer. Consequently it shall arrive in the same state and keep its condition until the opening of the packaging.

It must be checked visually if the shrinkfilm is damaged or not and that the can at the damage is leaking or not. If the film is damaged and the can is leaking and the damage of the can can be found at the same level of the damaged film, it can be stated that the source of the quality fault is caused by external damage.

- 5, If the film is not damaged, it has to be opened. Carefully, in the middle, the film has to be cut and removed.

Carefully lifting the leaking can(s) or bottles must be found.

- 6, The following factors have to be checked:

- How many cans have less product inside;
- How the leaking cans are placed on the tray;
- Are there any visible damages, dents, deformities or any other deviations, etc. on the cans;
- In case there is visible damage on the can, where it is situated, how large it is and what shape it has;
- What is the bottom of the can like;
- Are there any useful information regarding the investigation;

And possessing all these we can conclude the cause of the quality claim.

#### **6. Steps of the complaint regarding products with quality faults:**

The following requirements have to be strictly met to validate the Producer's warranty:

1. Damaged pallets must not be opened, they have to be preserved in their original state.
2. They have to be separated from the other sound pallets immediately but have to be stored under the same storage conditions.

3. Their warehouse status have to be well visibly indicated.

Then:

4. Well visible, sharp pictures have to be taken of the pallets and the quality fault. On the picture the whole pallet shall be presented from all sides and the quality fault in distance and close-ups. These pictures must be attached to the letter of complaint.
5. The commercial representative has to be informed of the quality fault within 24 hours by e-mail. The following documents have to be also attached:
  - The filled in letter of complaint issued by the Producer (Chapter V. Annex paragraph 3.);
  - The taken pictures;
  - Copy of the Report of Delivery and Acceptance (Chapter V. Annex Paragraph 2.);
  - Copy of the shipping document;
  - Possibly a picture of the bottle, the bottom of the can or the quality defect visible on the can/bottle but in just the case if the problem was discovered at an already opened pallet. The pallet must not be opened due to this reason.

The Producer's reaction:

- If it is possible from the pictures, he reveals the fault or its possible cause and gives further instructions,
- If the fault cannot be originated from the pictures, he can request an on-site inspection from the Buyer and there the cause of the fault is investigated and further steps are suggested.

As soon as the investigation is finished, the requirements of *Handling of Products with quality faults* have to be applied because it can lead to further, secondary corrosion.



# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE

### V. Annexes

Date of issue: 22.04.2024

Prepared by:

Signature: .....

  
**Katalin Vakter**  
QM Director

Validated and introduction decreed by:

Signature: .....

  
**Barnabás Cserekllye**  
Managing Director





## Contents:

1. Steps of right procedures regarding faulty shipment: .....	3
2. Delivery report.....	4
3. Letter of complaint .....	5
4. Container control sheet .....	6
5. Vehicle control sheet .....	8
6. Pallets handover-takeover .....	12
7. Correct pallet placement options.....	14



## Chapter V. - Annexes

### 1. Steps of right procedures regarding faulty shipment:

Following steps are the minimum requirements to let the costumer making complaints regarding to the manufactured products of Hell Energy Hungary Ltd.

- 1) 1) When opening the vehicle (truck, wagons, container, etc.) **the shipment must be checked carefully** (before unloading).
- 2) 2) If the fault is visible (damaged packaging, leaking product, etc.), **a picture must be taken immediately** (IMPORTANT: the products must be on the vehicle).

A good quality picture must be taken of the:

- Truck and trailer containing the product,
- licence plate number or identification number of the vehicle (container- or wagon number etc.),
- the faulty product.

On the picture faulty product must be seen clearly and its fault as well and if it is possible the origin of fault must be realizable.

- 3) **The fault**, the cause of the fault and the quantity of faulty products **must be written on the shipping documents** (CMR, delivery note, etc.) and the Deliverer (transporter) shall sign it.

Then **the delivery report must be filled in** in 3 copies. This document shall also be signed by the Deliverer and the Recipient. 1 must be sent to the Sender, 1 to the Recipient and 1 to the Deliverer.

- 4) Only after these steps **unloading** can be started.

If the fault is detected during unloading, the process must be stopped immediately and the instructions determined in points 2 and 3 must be followed.

**One has to keep himself to these steps precisely and strictly!**

The Recipient must acknowledge if he does not perform the instructions or does it in a wrong order, his claim cannot be accepted.

HELL ENERGY  
HUNGARY LTD.  
Szikszó Plant  
3800 Szikszó, Hell street 1-2.

**HACCP**  
**system documentation**  
**GOOD HANDLING PRACTICE**

Date of issue: 22<sup>nd</sup> April 2024  
Version number: AC  
Number: HELL-QC-40-0010  
Page: 4 / 13

## 2. Delivery report

Place of delivery:

Date of report issue:

Number of Delivery note/CMR:

Departure and arrival place of goods:

Present:

<b>On the side of the Supplier:</b>	<b>On the side of the Recipient:</b>
<b>Name of Shipping Company:</b>	<b>Name of Recipient company:</b>
<b>Name of Driver:</b>	<b>Name of Recipient:</b>
<b>ID number:</b>	<b>ID number:</b>
<b>License plate number truck:</b>	<b>License plate number truck:</b>
<b>License plate number trailer:</b>	<b>License plate number trailer</b>

During delivery the following statement is made (Recipient):

During delivery the following statement is made (Deliverer):

\_\_\_\_\_  
signature of Deliverer

on the side of the Supplier

\_\_\_\_\_  
signature of Recipient

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**HELL**  
ENERGY DRINK

### 3. Letter of complaint

Name of Complainer:

Address of Complainer:

Storing place of the goods:

Name of the complained product:

Batch number of the complained product:

Delivery time of the product:

Date of fault detection:

Cause of the complaint (description):

Attachments:

- Copy of the delivery note
- Delivery report
- picture of the bottom of can, of the bottleneck or bottom (just in case of an opened pallet)
- Sharp picture of the pallet from 4 sides

20.....

\_\_\_\_\_  
signature of Recipient



#### 4. Container control sheet

Date of inspection:

Date of delivery:

Identification number of the container:

Name of shipment:

Inspector:

Signature:

Note:

- Containers must be applied without ventilation registers.
- Interventions contradictory to the supposed use of the container e.g usage of deodorizing materials or extra ventilation is not allowed.
- Particularly odor residues from previous shipments e.g.cocoa, coffee, fish, onion, paint, diluent, chemicals, oil as well musty, moldy smell cannot occur in the container.
- Due to possible paint /wood odors new or renewed containers can only be offered if it was previously used by a third party several times.
- If it is possible, only containers exclusively for foodstuff can be used.
- Containers must not be transported with open doors. Guards shall see it.



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Container checklist	OK	Notes
<b>A- Containers must be closed</b>		
1. There are no holes on top or on the sides	1.	
2. There are no temporarily repaired holes on top or on the sides		
3. Lightning test (after closing the doors light cannot enter)	2.	
4. Ventillation gaps must be covered with alu-strips		
5. Locks operate properly	3.	
6. Doors are waterproof		
<b>B- Containers must be dry</b>	4.	
7. There are no wet spots		
8. There are no humidity spots	5.	
9. There is no condensation		
<b>C- Containers must be clean</b>	6.	
10. If steam is used for cleaning, the container must be dried up first		
11. Sweeping with a broom		
12. Containers cannot be treated/cleaned with chemicals containing chlorophenol	7.	
13. All surfaces have to be clean, free from pests and moulds and dry	8.	
14. There cannot be residues from previous usages, cross-contamination can not occur	9.	
<b>D- Containers have to be odorless</b>		
15. After a 15 minutes of closed state, the container must emit a neutral, fresh odour		
16. It must be free of fragrances from previous shipment or other intervention (e.g. cocoa, coffee, fish, onion, paint, diluent, chemicals, oil or moldy odor)	10.	
	11.	
<b>E- Containers floor must have been in an appropriate state</b>		
17. Before loading there was no inner painting in 30 days	12.	
18. The wooden floor of the container must be dry		
19. The walls of the container cannot be covered with wood	13.	
20. Container must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc.)	14.	
	15.	





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	16.	
	17.	
	18.	
	19.	
	20.	

5. Vehicle control sheet



Date of inspection:

Date of delivery:

Licence plate number of the vehicle:

Name of shipment:

Inspector:

Signature:

Note:

- Interventions contradictory to the supposed use of the vehicle e.g usage of deodorizing materials or extra ventilation is not allowed.
- Particularly odor residues from previous shipments e.g.cocoa, coffee, fish, onion, paint, diluent, chemicals, oil as well musty, moldy smell cannot occur in the cargo space.
- Due to possible paint /wood odors new or renewed cargo space can only be offered if it was previously used by a third party several times.
- If it is possible, only vehicles exclusively for foodstuff can be used.

Vehicles checklist	OK	Notes
A- Vehicles must be closed		



1. There are no holes on top or on the sides	1.	
2. There are no temporarily repaired holes on top or on the sides		
3. Lightning test (after closing the doors light cannot enter)	2.	
4. Ventillation gaps must be covered with alu-strips	3.	
5. Locks operate properly		
6. Doors are waterproof	4.	
<b>B- Vehicles must be dry</b>		
7. There are no wet spots	5.	
8. There are no humidity spots		
9. There is no condensation	6.	
<b>C- Vehicles must be clean</b>		
10. If steam is used for cleaning, the vehicle must be dried up first		
11. Sweeping with a broom		
12. Vehicles cannot be treated/cleaned with chemicals containing chlorophenol	7.	
13. All surfaces have to be clean free from pests and moulds and dry		
14. There cannot be residues from previous usages, cross-contamination can not occur	8.	
	9.	
<b>D- Vehicles have to be odorless</b>		
15. After a 15 minutes of closed state, the vehicle must emit a neutral, fresh odour		
16. It must be free of fragrances from previous shipment or other intervention (e.g. cocoa, coffee, fish, onion, paint, diluent, chemicals, oil or moldy odor)	10.	
	11.	
<b>E- Vehicles floor must have been in an appropriate state</b>		
17. Before loading there were no inner painting in 30 days	12.	
18. The wooden floor of the vehicle must be dry		
19. The walls of the vehicle cannot be covered with wood	13.	
20. Vehicle must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc.)	14.	
	15.	



	16.	
	17.	
	18.	
	19.	
	20.	



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6. Pallets handover-takeover

<b>Date of delivery:</b>	
<b>Driver:</b>	
<b>License plate number:</b>	
<b>Recipient:</b>	
<b>Partner:</b>	
<b>Delivery note:</b>	
<b>Place of delivery:</b>	
<b>Good quality pallets (pcs):</b>	
<b>Waste pallets (pcs):</b>	
<b>Reason of waste:</b>	

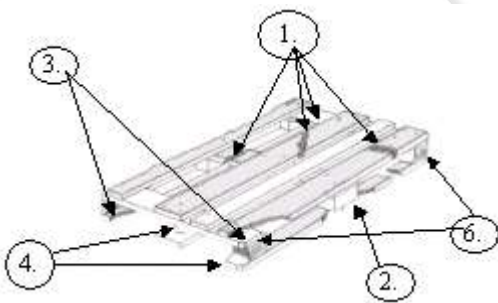
-----  
Supplier

-----  
Recipient



**EUR pallet is not changeable if:**

1. **A deckboard is missing, crosswise or diagonally broken** (applies to all of the deckboards).
2. **The top and bottom deckboards is cracking to such an extent, that on one deckboard two or more, or on two or more deckboards one or more nails are visible.**
3. **A block leg is missing, shattered or cracking so that more than one nail is visible.**
4. **Essential markings are missing or illegible.** (on one longitudinal side of the pallet at least the sign of the rail company or the pallet organization and the EUR sign must be visible)
5. **Visibly not allowed parts** (too thin, too strait, too short deckboards or leg blocks) **used in the manufacturing process, in repairs.** Not allowed parts can be recognized by comparison with the original parts.
6. **General condition of the pallet is so poor, that**
  - loading capacity is no longer guaranteed ( punk, rotten or more cracking deckboards or block legs)
  - cargo can be contaminated
  - the strength of the pressed wood shavings block leg board is missing (crumbling)
  - protruding connecting elements (nails) or wood shard represent a threat of injury



**EUR-1 pallets:**

- Size: 800mmx1200mm
- Width of deckboard: 100mm, 145mm
- Thickness of deckboard: 22mm

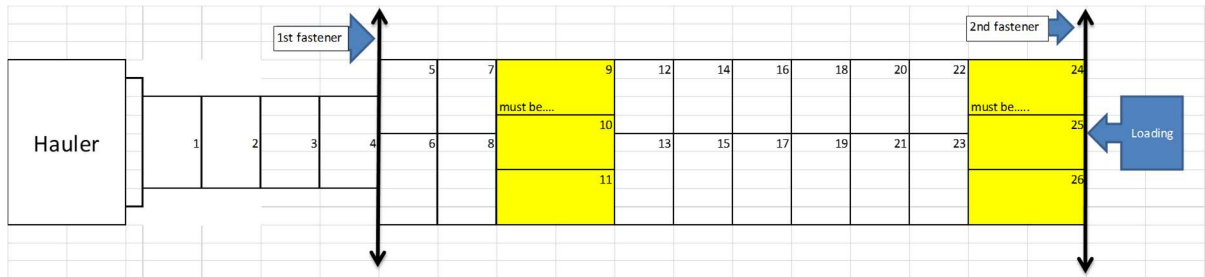




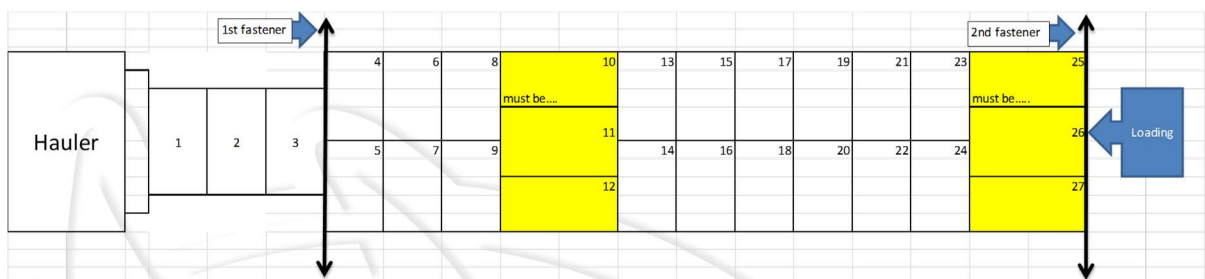
Carrying capacity: 1500 kg if the load on the pallet surface evenly distributed

## 7. Correct pallet placement options

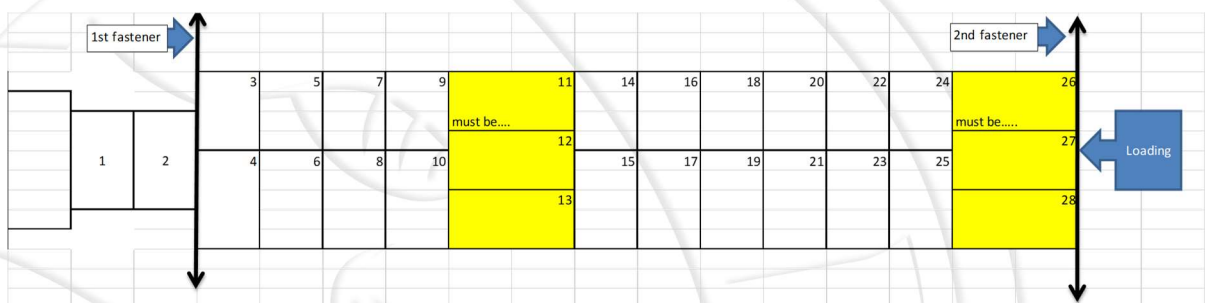
### 1. 26 pallets



### 2. 27 pallets

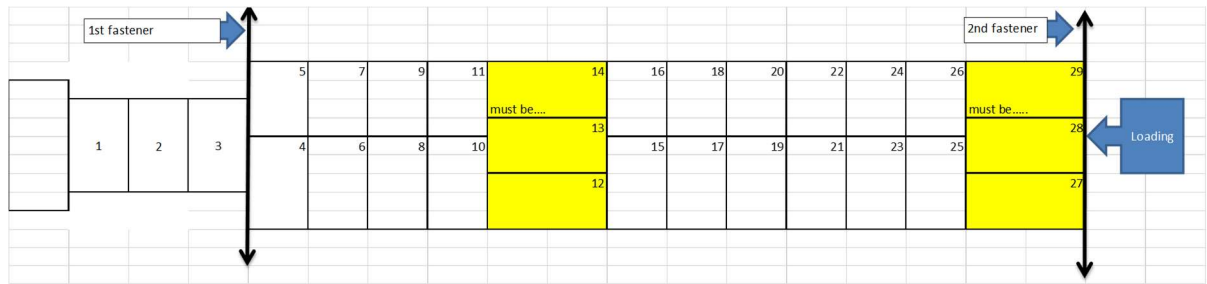


### 3. 28 pallets



### 4. 29 pallets





# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE

## VI. DELIVERY IN A CONTAINER

Date of issue: 22.04.2024

Prepared by:

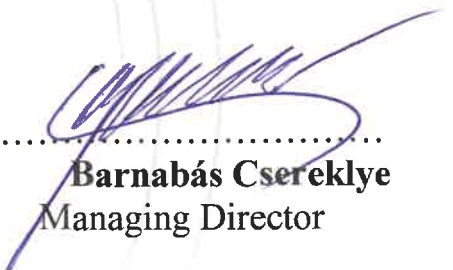
Signature:



.....  
**Katalin Vakter**  
QM Director

Validated and introduction decreed by:

Signature:



.....  
**Barnabás Csereklye**  
Managing Director

Contents:

## CONTENTS

1.The rules of product delivery.....	3
2.Rules of loading and fixing.....	5
3.Transport Requirements .....	7
4. Rules of product acceptance .....	8
4.1.Qualitative delivery.....	8
4.2. Quantitative delivery .....	9

## SUPPLEMENTS

1.Vehicle control sheet:.....	10
2. Delivery report:.....	12
3. Container control sheet:.....	13
4. Steps of right procedures regarding faulty shipment:.....	16
5. Letter of complaint:.....	18
6. Correct pallet placement:.....	19



## Chapter VI. - Delivery in a container

### 1. The rules of product delivery

The cleaning and disinfecting of vehicles to meet the hygienic requirements is the task of the Transporter according to legal regulations. The suitability and cleanliness of the container (gapless casing, etc.) transporting foodstuff (including odourlessness, etc) shall be checked before loading. In case on non-compliance the goods must not be loaded.

The implementation of the rules regarding transportation is the responsibility of the Driver.

During the delivery of goods, one shall take care of the prevention of their hedonic value and prevent them from infections, pollutants and deterioration.

During loading the foodstuff shall be prevented from the environmentally damaging and polluting effects of weather.

#### 1.1. Rules for the Supplier (at the Hell plants):

1. Possessing the suitable licenses and permissions for road transport, furthermore it should be proved officially with documents.
2. The Supplier has to acknowledge the rules and times of delivery and dispatching effective in the factory and Hell plants. If he arrives out of this period, he has to wait for the next delivery time before the guardhouse.
3. At arrival he has to check-in at the guardhouse. The guards inform the vending person, who defines the exact time of loading.
4. The guards inform the Driver of the time he can enter the plant area and drive to the defined transfer gate.
5. The driver must keep himself to the delivery and traffic rules effective in the factory and plant area.
6. The driver must not enter any premises except the warehouse office and the warehouse. He shall wear the visibility vest everywhere during his stay. Until it is his turn, he shall wait in his vehicle.

7. He shall keep himself to all safety (eg.: wear safety shoes etc.) and hygienic (eg.: bathroom usage, meal, waste management etc.) and other (proper clothing, well-groomed looks, no smoking, no alcohol consume etc.) rules effective in the plant.
8. The Supplier registers in advance the license plate number of his vehicle and the number of the container. The warehouse identifies the container according to its container number so the goods become deliverable.
9. Without a container number they cannot start loading.
10. The Driver must keep a CMR signed and stamped by the supplier company and the trucking number and shiplock at himself.
11. The container shall be closed, gapless and undamaged, clean, hygienic and suitable for preserving the quality and quantity features of the foodstuff. Foreign load cannot be on the container.
12. The suitability of the container must be checked and documented in every case before loading. (Supplement point 1)

In case the requirement stated in point 11. is not met, the warehouse can deny the unloading of products and can ask for a new shipment. A photo shall be taken of the cause of the claim (if it is possible) and this fact shall be attached to the documents and signed by both parties. (According to Annex Paragraph 1). These should be sent to the colleague who is responsible for export transport in email as soon as it possible.

13. During loading the Driver can be present. Before and after loading the Driver checks if the quality and quantity of products is adequate.
14. In case of a sealed shipment the guards compare the number of the seal to the number indicated on the shipping document.
15. After loading the Transporter is responsible for the goods. After loading we cannot accept any complaints.
16. In case of a sealed shipment the seal can be moved only by the Sender or the Recipient. The Transporter cannot touch the seal and he takes responsibility for its soundness during the whole transportation period.
17. In case the seal gets damaged due to a cause out of his control, a photo shall be taken and a report shall be written of the case and the Sender must be notified immediately, who defines the further steps.
18. Ask the driver to drive carefully. Avoid fast speeding, immediate stopping and small turns with high speed.
19. Products damaged during transportation shall also be delivered. The Recipient takes care of their elimination.





## 2. Rules of loading and fixing:

1. Only stacks with edge protection can be loaded into the container.
2. Datas of a pallet are the following:
  - Size of a **standard stack**: 800 mm (width) x 1 200 mm (length) x 1 650 mm (hight)
  - CAN quantity of a pallet: 2880 pcs, 10 rows, 120 pcs trays, 1 tray contains 24 pcs CAN
  - Gross weight of a stack: 804 kg
  - Size of **reduced stack**: 800 mm (width) x 1 200 mm (length) x 1 520 mm (height)
  - CAN quantity of a pallet: 2 592 pcs, 9 rows, 108 pcs trays, 1 tray contains 24 pcs CAN
  - Gross weight of a stack: 725 kg
  - In case of a **lifted stack** the size of a stack: 800 mm (width) x 1 200 mm (length) x 1 800 mm (hight)
  - CAN quantity of a pallet, when we put 12 pcs trays on it.: CAN quauty of a pallet: 3 168 pcs, 11 rows, 132 pcs trays, 1 tray contains 24 pcs CAN
  - Gross weight of a stack: 880 kg
  - In case of a **lifted stack** the size of a stack: 800 mm (width) x 1 200 mm (length) x 1 800 mm (hight)
  - CAN quantity of a pallet, when we put 6 pcs trays on it.: CAN quantity of a pallet: 3 024 pcs, 11 rows, 126 pcs trays, 1 tray contains 24 pcs CAN
  - Gross weight of a stack: 843 kg
3. Before the loading, the final supervisor of the ready products is checking with a portable computer connected to SAP ERP system that the appropriate stack has been prepared. If the appropriate stock has been prepared according to the final supervision then loading can be started.



4. After the successful execution of the final supervision, the delivery note and the invoice of the products need to be loaded, can be issued.
5. The tasks of the final supervisor and the storekeepers, participated in the loading, the inspection of the prepared stacks.
6. In that case if the final supervisor or the storekeepers find damaged, stack in not appropriate package then actions are needed to be taken immediately. Damages are needed to turn away or depends on the rate of the damage, full stack is needed to be changed. Loading of damaged stack is strictly prohibited!
7. Stacks touched the wall of the container are needed to be saved with placement of 2 cm nikecell between the wall of the container and the stacks against the damages can happen during the transportation.
8. During placement of the stacks it is needed to take care for the appropriate weight distribution and for the avoidance of the axis overload of the truck.
9. The stacks will be loaded with called 3+2 combination, based on this, 3 pcs stacks will be loaded turned to 90 degrees in accordance with the direction of the axis, and 2 pcs stacks in accordance with the direction of the axis placed tight to each other. In order to prevent movement of the stacks, that side where the stack is not placed directly to the wall, between the stack and the wall of the container, an airbag has been placed. The task of this airbag is to prevent the movement of stacks inside the container. Annex 6. illustrates the placement of the stacks inside the container.
10. In that case if in a 40' container there are 75 600 pcs products, then stack lifting is needed to be applied because in a container there can be placed 25 pcs stack safely. In this case 3600 pcs products need to be placed on the top of the stacks (12 x 12 pcs tray + 1 x 6 pcs trays). The lifted stacks like this, in order to prevent the movement of the additional placed trays, need to be fixed by shrink foil in every case.
11. Loading happens with standing forklift. The storekeepers must be very careful when they are placing the stacks into the container to avoid any product damages. If the product has been damaged during the loading then they need to prepare the stack to a suitable condition for delivery. For example: Changes of the damaged product with new shrink foil. If it is not possible then the damaged stack needs to be substituted with a new, perfect condition stack.
12. During loading, a photo needs to be taken about the placed stack into the container after every fifth placed stack and blown airbag.
13. During closing the door of the container it is needed to take care of the closing door does not cause any damage in the product.
14. The driver of the truck and the employee of the warehouse need to provide seals for the closed door. Truck driver place the lock and the storekeeper place the own seal.
15. After the above mentioned process, delivery documentation, administration can be



done. Truck driver certify with his signature that during loading he did not experience any irregularity.

### 3. Transport Requirements

As soon as the goods are loaded and the Transporter has dispatched, the following requirements must be kept and acknowledged:

1. After loading the Transporter is responsible for the goods. After loading and leaving the loading site, for qualitative or quantitative claims we cannot accept complaints.
2. The Driver is responsible for executing the requirements (traffic, safety, hygienic etc.) of shipping.
3. The foodstuff must be protected from the environmentally damaging and polluting effects of weather during the whole transportation period.
4. The transportation vehicle shall protect foodstuff from harmful weather conditions. In case of CANS: dry space and cargo hold, temperature between 5-30 °C, relative humidity max. 55%, temperature fluctuations in a short period of time cannot exceed 10 °C) or such material shall be used, which help to keep harmful parameters under a limit (isolation, the use of hygroscopic materials, ventilation, etc.).  
In case of PET bottles it is very important, above the before mentioned, that they shall be protected from direct sunlight.
5. In case of a sealed shipment the seal can be removed only by the Sender or the Recipient. The Driver cannot touch the seal and he takes responsibility for its soundness during the whole transportation period.

In case the seal gets damaged due to a cause out of his control, a photo shall be taken and a report shall be written of the case and the Sender must be informed immediately, who defines the further steps.

6. Ask the driver to drive carefully. Avoid fast speeding, immediate stopping and small turns with high speed.
7. Products damaged during transportation shall also be delivered. The Recipient takes care of their elimination.

If the Transporter detects some damaged products in the shipment, he shall inform the Deliverer (or the Recipient) immediately, who will know the further steps. One shall keep himself to the received instructions severely.

#### 4. Rules of product acceptance

During the acceptance of the materials, one shall take care of the prevention of their hedonic value and prevent them from infections, pollutants and deterioration.

During unloading the foodstuff shall be prevented from the environmentally damaging and polluting effects of weather.

The unloading of the stacks from the container can be made with manual material handling equipment (so-called forklift), with standup forklift (preferred) or with sit down forklift.

Material handling can be made only by an equipment with appropriate technical conditions and with valid technical documentation.

Only professional forklift driver can make the unloading with standup forklift or with sit down forklift because of the prevention from the damages and accidents, personal injuries which can happen due to improper handling.

If the opening of the container is not in the finished goods warehouse, but e.g. on the port or at the transfer station, in a depot than we should strive in every cases that the transport equipments which deliver the products along are suitable for the requirements of goods safety, road safety and loading capacity (maximum carrying capacity).

During the product transshipment we should act carefully. The stacks, placed at the transport equipment should be fixed so that they should not move during delivery.

We should strive that the stacks cannot be opened so only homogeneous, unopened stacks should be delivered. If it is not feasible than we should strive in every cases to fix and protect against the movement of the opened stacks.

In case of trans-shipment, the cleaning and disinfectioning of vehicles to meet the hygienic requirements is the task of the Transporter in accordance with the local legislative requirements. The suitability and cleanliness of the container transporting foodstuff (including odourlessness, etc) shall be checked before loading. In case on non-compliance the goods must not be loaded.

##### 4.1. Qualitative delivery

At the time of product delivery the soundness of the seal, the container number, temperature, humidity, scentless should be checked and also the existence and conditions of the fixing materials, the soundness of the packaging, the required markings (name, batch number, country of origin, manufacturer, etc.), product accompanying documents, durability and quality preservation times. It must be written to the Delivery report and to the Container control sheet (Annex point 2., 3.)

The compliance of products is verified by the Deliverer by signing the shipping documents.

In case of non-compliance the Steps of right procedures regarding faulty shipment (Annex Paragraph 4) and the Letter of Complaint (Annex Paragraph 5) must be filled in in 3 copies. This must be signed both by the Deliverer and the Recipient. 1 must be given to the Consigner, 1 to the Deliverer and 1 to the Recipient.

As described in point 1.2, the risk of the damage of the products during transporting by road and during loading or unloading into the shipping space is negligible thanks to the airbags' fixing.

A photo should be taken following the opening of the container's door, in the event of damage may be caused during the road transport or during the falling of the container.

#### 4.2. Quantitative delivery

Goods belonging to different product groups have also been taken over, measured and stored separately not to pollute each other.

Incoming products, depending on their character have to be measured, counted and compared to the data on shipping documents or order sheet. In case of compliance the shipping document is signed by the Recipient who registers the quantity in the warehouse registry system.

In case of non-compliance the product cannot be delivered. The failure must be indicated to the Purchase Department, who will contact the Supplier and arrange the quantitative problem.





## Supplements:

### 1.Vehicle control sheet:

Date of inspection:

Date of delivery:

Licence plate number of the vehicle:

Name of shipment:

Inspector:

Signature:

Note:

- Interventions contradictory to the supposed use of the vehicle e.g usage of deodorizing materials or extra ventilation is not allowed.
- Particularly odor residues from previous shipments e.g.cocoa, coffee, fish, onion, paint, diluent, chemicals, oil as well musty, moldy smell cannot occur in the cargo space.
- Due to possible paint /wood odors new or renewed cargo space can only be offered if it was previously used by a third party several times.
- If it is possible, only vehicles exclusively for foodstuff can be used.





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Vehicles checklist	OK	Notes
<p><i>A- Vehicles must be closed</i></p> <ol style="list-style-type: none"> <li>1. There are no holes on top or on the sides</li> <li>2. There are no temporarily repaired holes on top or on the sides</li> <li>3. Lightning test (after closing the doors light cannot enter)</li> <li>4. Ventillation gaps must be covered with alu-strips</li> <li>5. Locks operate properly</li> <li>6. Doors are waterproof</li> </ol> <p><i>B- Vehicles must be dry</i></p> <ol style="list-style-type: none"> <li>7. There are no wet spots</li> <li>8. There are no humidity spots</li> <li>9. There is no condensation</li> </ol> <p><i>C- Vehicles must be clean</i></p> <ol style="list-style-type: none"> <li>10. If steam is used for cleaning, the vehicle must be dried up first</li> <li>11. Sweeping with a broom</li> <li>12. Vehicles cannot be treated/cleaned with chemicals containing chlorophenol</li> <li>13. All surfaces have to be clean and dry, free from pests and moulds and dry</li> <li>14. There cannot be residues from previous usages, cross-contamination can not occur</li> </ol> <p><i>D- Vehicles have to be odorless</i></p> <ol style="list-style-type: none"> <li>15. After a 15 minutes of closed state, the vehicle must emit a neutral, fresh odour</li> <li>16. It must be free of fragrances from previous shipment or other intervention (e.g. cocoa, coffee, fish, onion, paint, diluent, chemicals, oil or moldy odor)</li> </ol> <p><i>E- Vehicles floor must have been in an appropriate state</i></p> <ol style="list-style-type: none"> <li>17. Before loading there were no inner painting in 30 days</li> <li>18. The wooden floor of the vehicle must be dry</li> <li>19. The walls of the vehicle cannot be covered with wood</li> <li>20. Vehicle must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc.</li> </ol>	<p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7.</p> <p>8.</p> <p>9.</p> <p>10.</p> <p>11.</p> <p>12.</p> <p>13.</p>	



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## 2. Delivery report:

Place of delivery:

Date of report issue:

Number of Delivery note/CMR:

Departure and arrival place of goods:

Present:

On the side of the Supplier:

On the side of the Recipient:

Name of Shipping Company:

Name of Recipient Company:

Name of driver:

Name of Recipient:

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**HELL**  
ENERGY DRINK

**HELL ENERGY  
HUNGARY LTD.**  
Szikszó Plant  
3800 Szikszó, Hell street 1-2.

**HACCP**  
**system documentation**  
**GOOD HANDLING PRACTICE**

**Date of issue: 22<sup>nd</sup> April 2024**  
**Version number: AC**  
**Number: HELL-QC-40-0010**  
**Page: 13 / 17**

**ID number:**

**License plate number  
container:**

**ID number:**

**During delivery the following statement is made (Recipient):**

**During delivery the following statement is made (Deliverer):**

\_\_\_\_\_  
**signature of Deliverer**

**on the side of the Supplier**

\_\_\_\_\_  
**signature of Recipient**

**3. Container control sheet:**

Date of inspection:

Date of delivery:

Identification number of the container:

Name of shipment:

Inspector:

Signature:

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**HELL**  
ENERGY DRINK

Note:

- Containers must be applied without ventilation registers.
- Interventions contradictory to the supposed use of the container e.g usage of deodorizing materials or extra ventilation is not allowed.
- Particularly odor residues from previous shipments e.g.cocoa, coffee, fish, onion, paint, diluent, chemicals, oil as well musty, moldy smell cannot occur in the container.
- Due to possible paint /wood odors new or renewed containers can only be offered if it was previously used by a third party several times.
- If it is possible, only containers exclusively for foodstuff can be used.
- Containers must not be transported with open doors. Guards shall see it.

Container checklist	OK	Notes
<p><b>A- Containers must be closed</b></p> <ol style="list-style-type: none"> <li>1. There are no holes on top or on the sides</li> <li>2. There are no temporarily repaired holes on top or on the sides</li> <li>3. Lightning test (after closing the doors light cannot enter)</li> <li>4. Ventillation gaps must be covered with alu-strips</li> </ol>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> </ol>	



5. Locks operate properly		
6. Doors are waterproof		
B- Containers must be dry	3.	
7. There are no wet spots		
8. There are no humidity spots	4.	
9. There is no condensation		
C- Containers must be clean	5.	
10. If steam is used for cleaning, the container must be dried up first	6.	
11. Sweeping with a broom		
12. Containers cannot be treated/cleaned with chemicals containing chlorophenol		
13. All surfaces have to be clean, free from pests and moulds and dry	7.	
14. There cannot be residues from previous usages, cross-contamination can not occur		
D- Containers have to be odorless	8.	
15. After a 15 minutes of closed state, the container must emit a neutral, fresh odour	9.	
16. It must be free of fragrances from previous shipment or other intervention (e.g. cocoa, coffee, fish, onion, paint, diluent, chemicals, oil or moldy odor)		
E- Containers floor must have been in an appropriate state	10.	
17. Before loading there was no inner painting in 30 days	11.	
18. The wooden floor of the container must be dry		
19. The walls of the container cannot be covered with wood	12.	
20. Container must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc.)	13.	
	14.	
	15.	
	16.	

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**HELL**  
ENERGY DRINK

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#### 4. Steps of right procedures regarding faulty shipment:

Minimum requirements for the buyer to validate his in connection with the products of Hell Energy Magyarország Kft.

- 1) When opening the vehicle (truck, wagons, container, etc.) **the shipment must be checked carefully** (before unloading).
- 2) If the fault is visible (damaged packaging, leaking product, etc.), **a picture must be taken immediately** (IMPORTANT: the products must be on the vehicle).

A good quality picture must be taken of the:

- truck and trailer containing the product,
- licence plate number or identification number of the vehicle (container- or wagon number etc.),
- the faulty product.

In the picture of the faulty product the fault and if possible the origin of it must be realizable.

- 3) **The fault**, the cause of the fault and the quantity of faulty products **must be written on the shipping documents** (CMR, delivery note, etc.) and the Deliverer (transporter) shall sign it.

Then **the delivery report must be filled in** in 3 copies. This document shall also be signed by the Deliverer and the Recipient. 1 must be sent to the Sender, 1 to the Recipient and 1 to the Deliverer.



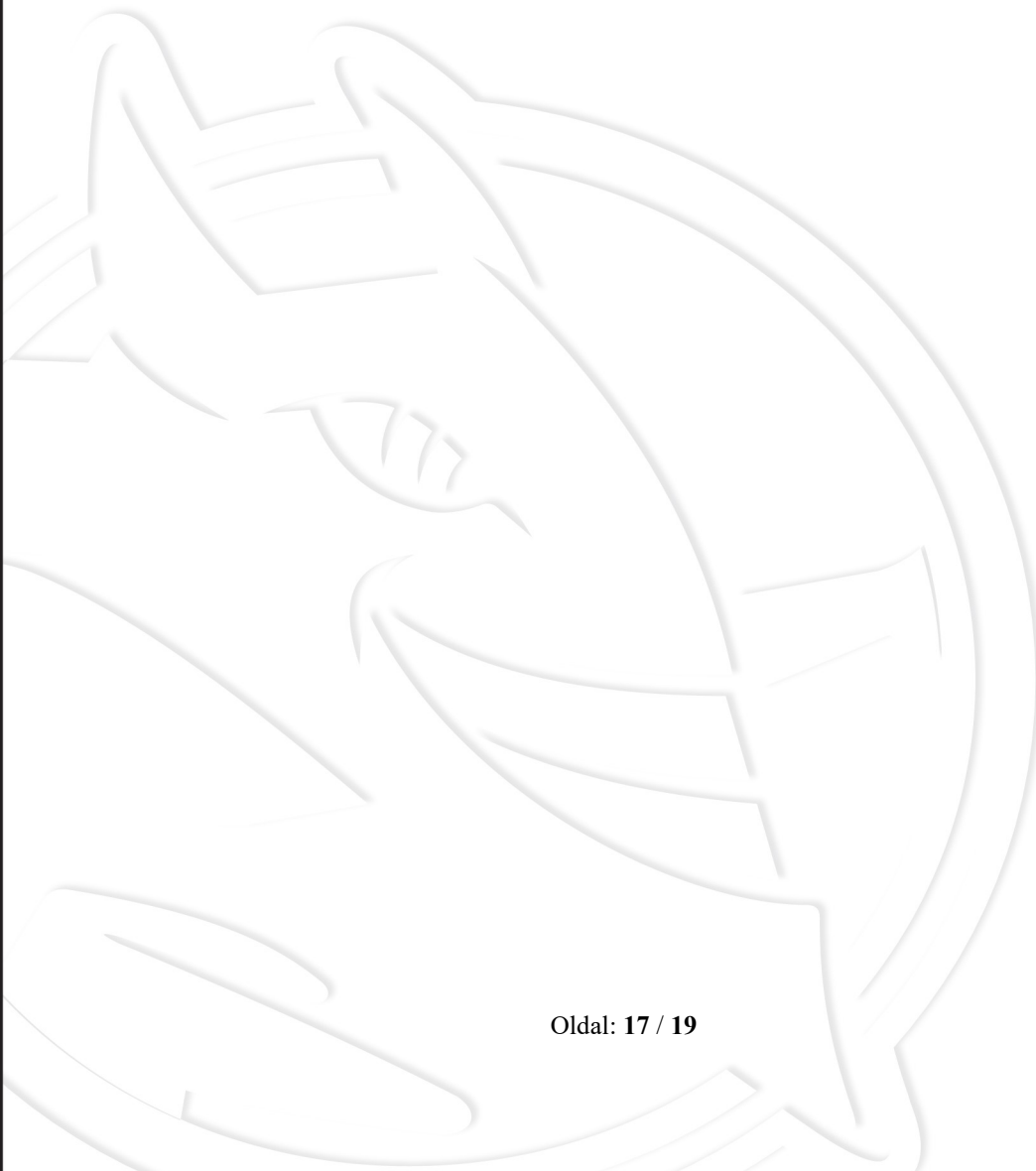


- 4) Only after these steps **unloading** can be started.

If the fault is detected during unloading, the process must be stopped immediately and the instructions determined in points 2 and 3 must be followed.

**One has to keep himself to these steps precisely and strictly!**

The Recipient must acknowledge if he does not perform the instructions or does it in a wrong order, his claim cannot be accepted.



## 5. Letter of complaint:

Name of Complainer:

Address of Complainer:

Storing place of the goods:

Name of the complained product:

Batch number of the complained product:

Delivery time of the product:

Date of fault detection:

Cause of the complaint (description):

### Attachments:

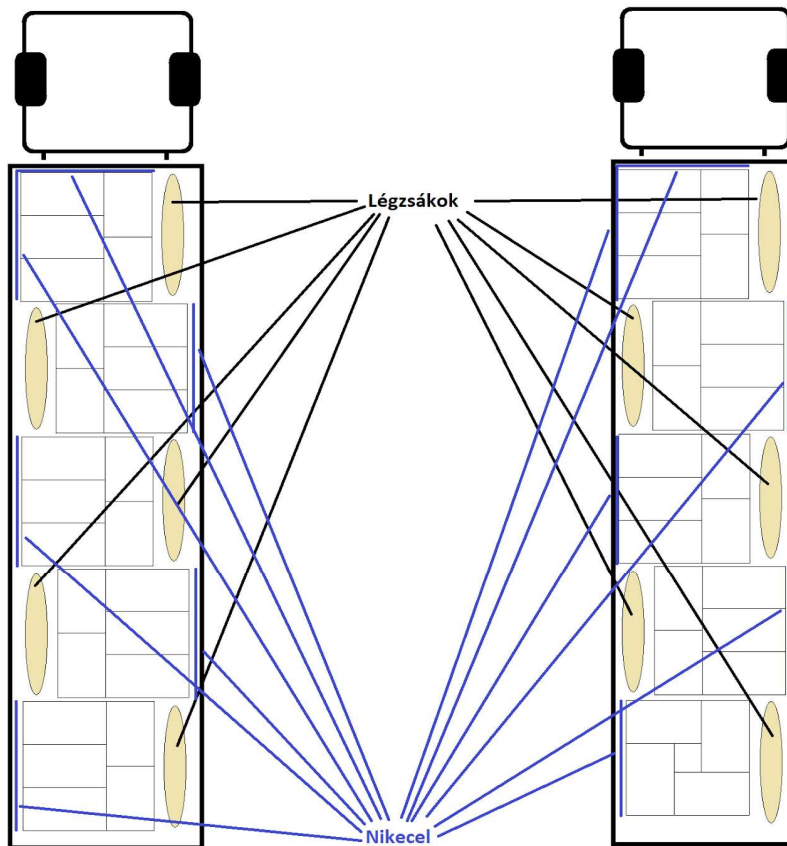
- Copy of the delivery note
- Delivery report
- Picture of the bottom of can, of the bottleneck or bottom (just in case of an opened pallet)
- Sharp picture of the pallet from 4 sides

..... 20...

\_\_\_\_\_  
signature of Recipient



## 6. Correct pallet placement:



25 raklapos konténer  
rakodás

24 raklapos konténer  
rakodás

