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HELL ENERGY HUNGARY LTD.

GOOD HANDLING PRACTICE I. GENERAL PART

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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) and **HACCP** Food Safety Standards System.

The use of procedures, methods, solutions and documentations and their forwarding to third persons or institutions can only be 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 electronical availability and existence of the documentation. This documentation is available on the *Hell Energy Hungary Ltd.*'s official homepage (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 2015.09.01 until cancellation.

2.4. Geographical scope of application

The whole plant area of *Hell Energy Hungary Ltd.* 3800 Szikszó, Hell u. 1.

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

The storing and distribut ing 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
- HACCP manual and associated documents, regulations and instructions
- Good Manufacturing Practice (GMP)
- Good Hygienic Practice

The detailed list of internal regulators is included in No. 1 Annex of **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.

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 there is no contrary intention of the Buyer according to the appropriate provisions of the Civil Code (Ptk).

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

Monitoring: 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, productsheets, 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, 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: an 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 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 in adverse health effects.

