

**GIVES YOU  
POWER  
LIKE HELL**

# HELL ENERGY HUNGARY LTD.

**GOOD HANDLING PRACTICE**

## **V. Annexes**

**This documentation was made in 1 copy.**

**Number: 1.**

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Prepared by:

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Signature: .....

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Managing Director



**HELL**  
ENERGY DRINK

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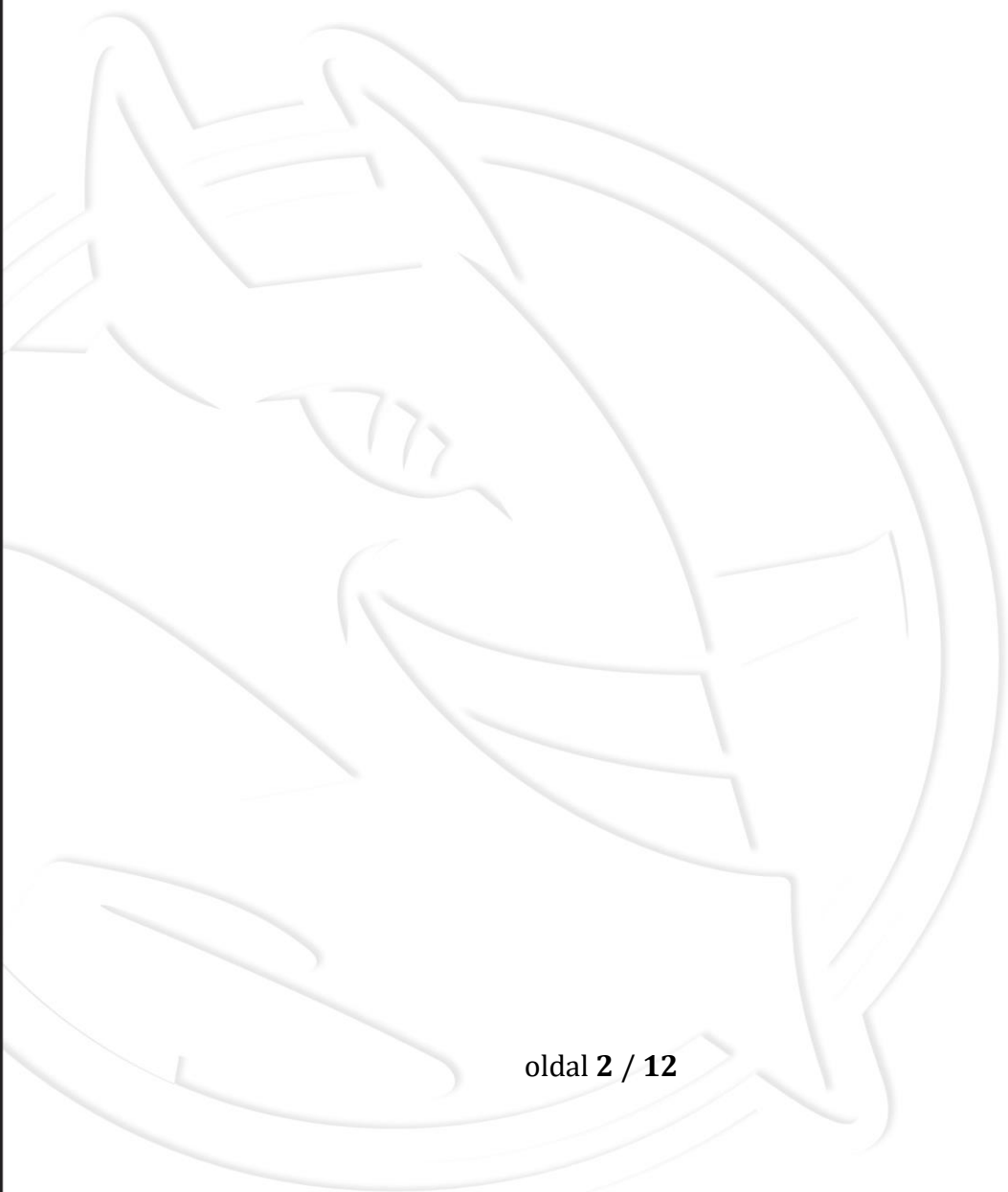
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## Chapter V. - Annexes

### 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.

Miskolc, 29. 10. 2012.

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Szilárd Forczek

Technology and Quality Manager

## 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**

### 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**

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**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.



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> <li>5. Locks operate properly</li> <li>6. Doors are waterproof</li> </ol> <p><b>B- Containers must be dry</b></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><b>C- Containers must be clean</b></p> <ol style="list-style-type: none"> <li>10. If steam is used for cleaning, the container must be dried up first</li> <li>11. Sweeping with a broom</li> <li>12. Containers cannot be treated/cleaned with chemicals containing chlorophenol</li> <li>13. All surfaces have to be clean and dry</li> <li>14. There cannot be residues from previous usages.</li> </ol> <p><b>D- Containers have to be odorless</b></p> <ol style="list-style-type: none"> <li>15. After a 15 minutes of closed state, the container must emit a neutral, fresh odour</li> </ol> <p><b>E- Containers floor must have been in an appropriate state</b></p> <ol style="list-style-type: none"> <li>16. Before loading there was no inner painting in 30 days</li> <li>17. The wooden floor of the container must be dry</li> <li>18. The floor of the container must be covered with an aluminium laminated film approved 100% (Vapastop film 883)</li> <li>19. The alu-film must be fixed to the walls of the container with an approved alu-strip (Vapastop strip 883)</li> <li>20. The walls of the container cannot be covered with wood</li> </ol>	<ol style="list-style-type: none"> <li>1. •</li> <li>2. •</li> <li>3. •</li> <li>4. •</li> <li>5. •</li> <li>6. •</li> <li>7. •</li> <li>8. •</li> <li>9. •</li> <li>10. •</li> <li>11. •</li> <li>12. •</li> <li>13. •</li> <li>14. •</li> <li>15. •</li> <li>16. •</li> <li>17. •</li> <li>18. •</li> <li>19. •</li> <li>20. •</li> </ol>	



## 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
<p><b>A- Vehicles 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> <li>5. Locks operate properly</li> <li>6. Doors are waterproof</li> </ol> <p><b>B- Vehicles must be dry</b></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><b>C- Vehicles must be clean</b></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</li> <li>14. There cannot be residues from previous usages.</li> </ol> <p><b>D- Vehicles have to be odorless</b></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> </ol> <p><b>E- Vehicles floor must have been in an appropriate state</b></p> <ol style="list-style-type: none"> <li>16. Before loading there were no inner painting in 30 days</li> <li>17. The wooden floor of the vehicle must be dry</li> <li>18. The floor of the vehicle must be covered with an aluminium laminated film approved 100% (Vapastop film 883)</li> <li>19. The alu-film must be fixed to the walls of the vehicle with an approved alu-strip (Vapastop strip 883)</li> <li>20. The walls of the vehicle cannot be covered with wood</li> </ol>	<ol style="list-style-type: none"> <li>1. •</li> <li>2. •</li> <li>3. •</li> <li>4. •</li> <li>5. •</li> <li>6. •</li> <li>7. •</li> <li>8. •</li> <li>9. •</li> <li>10. •</li> <li>11. •</li> <li>12. •</li> <li>13. •</li> <li>14. •</li> <li>15. •</li> <li>16. •</li> <li>17. •</li> <li>18. •</li> <li>19. •</li> <li>20. •</li> </ol>	



## 6. Pallets handover-takeover

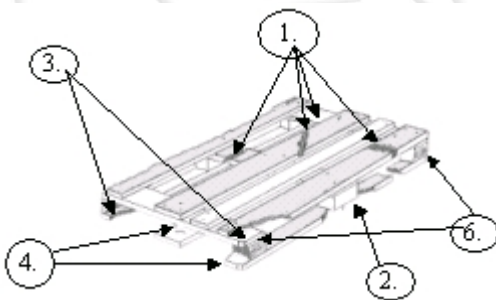
<b>Date of delivery:</b>	
<b>Driver:</b>	
<b>License plate number:</b>	
<b>Recipient:</b>	
<b>Partner:</b>	
<b>Delivery note:</b>	
<b>Place of delivery:</b>	
<b>Good quality pallets (pcs):</b>	
<b>Waste pallets (pcs):</b>	
<b>Reason of waste:</b>	

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Supplier

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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

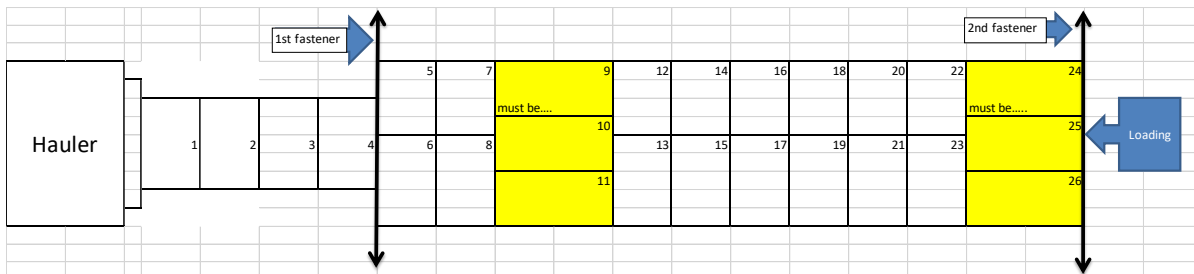


**EUR-1 pallets:**

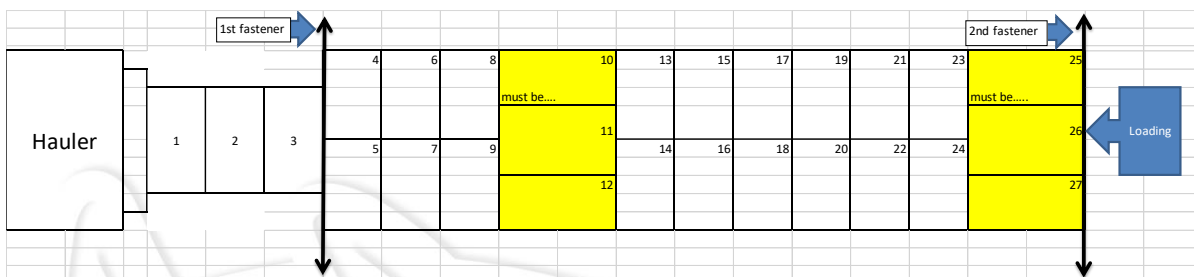
- Size: 800mmx1200mm
- Width of deckboard: 100mm, 145mm
- Thickness of deckboard: 22mm
- Carrying capacity: 1500 kg if the load on the pallet surface evenly distributed

## 7. Correct pallet placement options

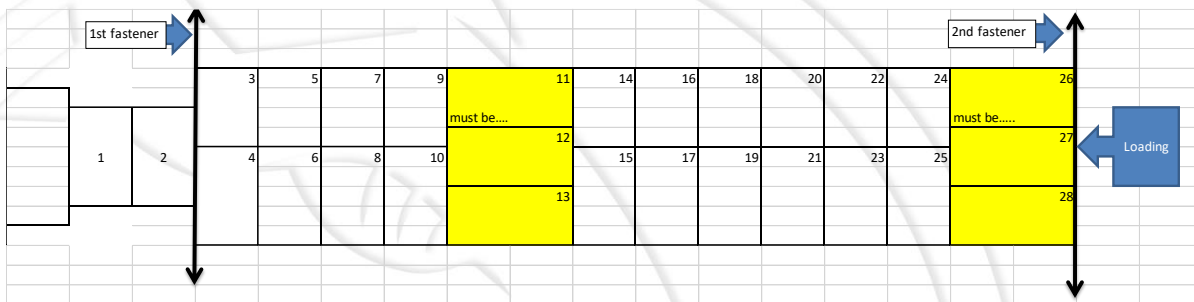
### 1. 26 pallets



### 2. 27 pallets



### 3. 28 pallets



### 4. 29 pallets

