

# HELL ENERGY HUNGARY LTD.

## GOOD HANDLING PRACTICE II. DELIVERY

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Prepared by:

Signature: .....

**Szilárd Forczek**

Director of Technology and  
Quality control

Validated and introduction decreed by:

Signature: .....

**Barnabás Csereklye**  
Managing Director



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## 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 reponsibility 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 on the 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 trasportation 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 5-35 °C, relative humidity max. 75%, 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.