

HELL ENERGY HUNGARY LTD.

GOOD HANDLING PRACTICE

V. Annexes

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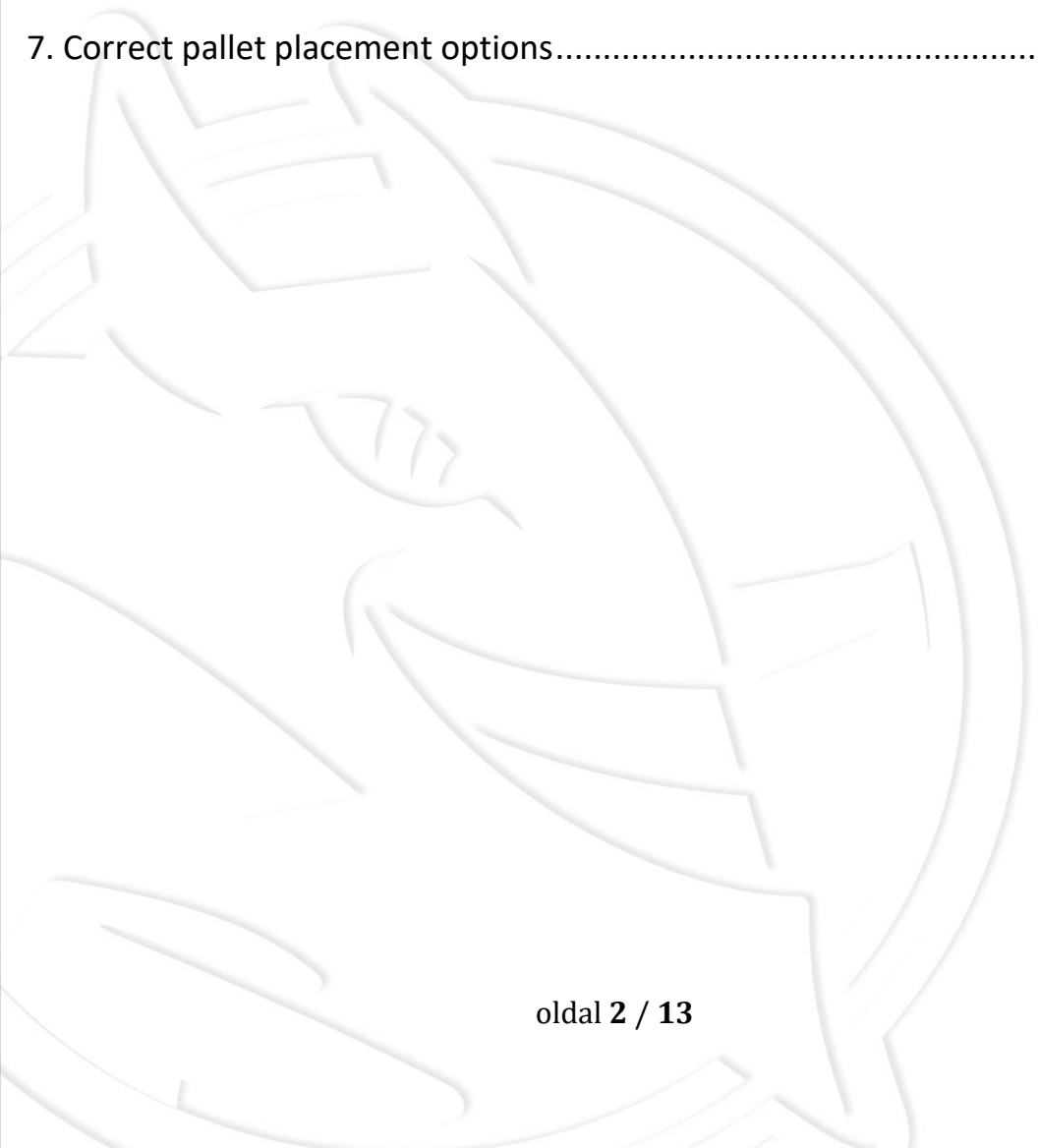
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Barnabás Csereklye
Managing Director



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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

Director of Technology and Quality
control

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:
ID number:	ID number:
License plate number truck:	License plate number truck:
License plate number trailer:	License plate number trailer

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

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
A- Containers 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	2. •	
3. Lightning test (after closing the doors light cannot enter)	3. •	
4. Ventillation gaps must be covered with alu-strips	4. •	
5. Locks operate properly	5. •	
6. Doors are waterproof	6. •	
B- Containers must be dry		
7. There are no wet spots	7. •	
8. There are no humidity spots	8. •	
9. There is no condensation	9. •	
C- Containers must be clean		
10. If steam is used for cleaning, the container must be dried up first	10. •	
11. Sweeping with a broom	11. •	
12. Containers cannot be treated/cleaned with chemicals containing chlorophenol	12. •	
13. All surfaces have to be clean, free from pests and moulds and dry	13. •	
14. There cannot be residues from previous usages, cross-contamination can not occur	14. •	
D- Containers have to be odorless	15. •	
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)	16. •	
E- Containers floor must have been in an appropriate state		
17. Before loading there was no inner painting in 30 days	17. •	
18. The wooden floor of the container must be dry	18. •	
19. The walls of the container cannot be covered with wood	19. •	
20. Container must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc.)	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.



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



6. Pallets handover-takeover

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

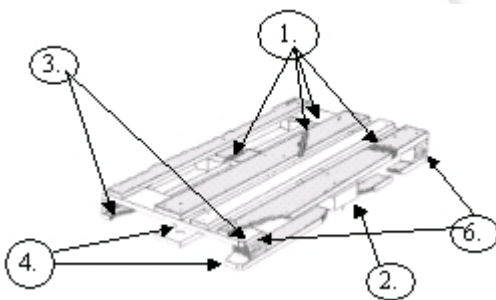
Supplier

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



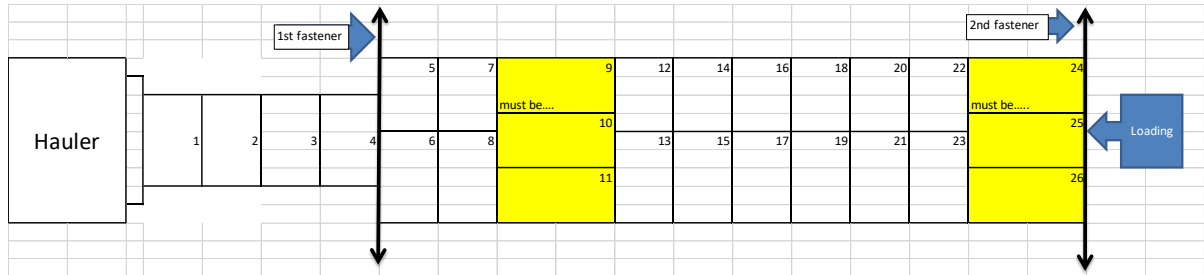
EUR-1 pallets:

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

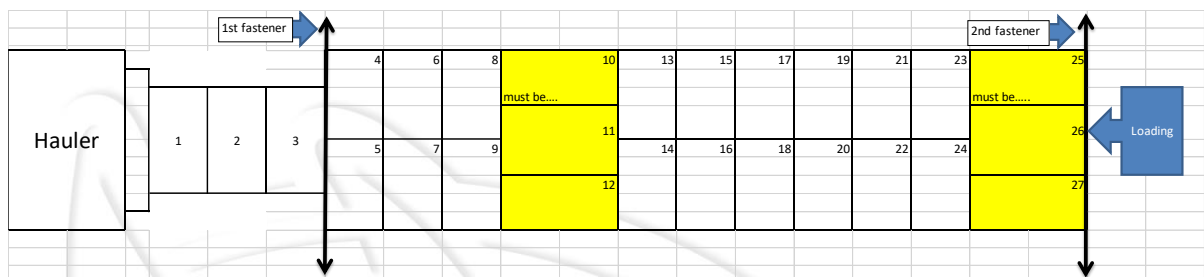
Carrying capacity: 1500 kg if the load on the pallet surface evenly distributed

7. Correct pallet placement options

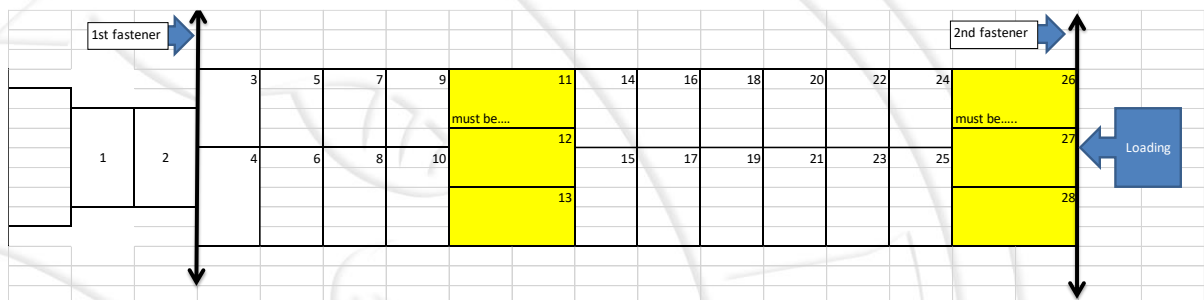
1. 26 pallets



2. 27 pallets



3. 28 pallets



4. 29 pallets

