

HELL ENERGY HUNGARY LTD.

GOOD HANDLING PRACTICE

VI. DELIVERY IN A CONTAINER

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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 of 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 (height)
 - 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 (height)
 - CAN quantity of a pallet, when we put 12 pcs trays on it.: CAN quantity 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 (height)
 - 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 5-35 °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, 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.



Vehicles checklist	OK	Notes
<p><i>A- Vehicles must be closed</i></p> <ol style="list-style-type: none"> 1. There are no holes on top or on the sides 2. There are no temporarily repaired holes on top or on the sides 3. Lightning test (after closing the doors light cannot enter) 4. Ventillation gaps must be covered with alu-strips 5. Locks operate properly 6. Doors are waterproof <p><i>B- Vehicles must be dry</i></p> <ol style="list-style-type: none"> 7. There are no wet spots 8. There are no humidity spots 9. There is no condensation <p><i>C- Vehicles must be clean</i></p> <ol style="list-style-type: none"> 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 13. All surfaces have to be clean and dry, free from pests and moulds and dry 14. There cannot be residues from previous usages, cross-contamination can not occur <p><i>D- Vehicles have to be odorless</i></p> <ol style="list-style-type: none"> 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) <p><i>E- Vehicles floor must have been in an appropriate state</i></p> <ol style="list-style-type: none"> 17. Before loading there were no inner painting in 30 days 18. The wooden floor of the vehicle must be dry 19. The walls of the vehicle cannot be covered with wood 20. Vehicle must be maintained properly to prevent product damage and contamination during transport (e.g. holes, protruding-disconnected parts, incorrect repairs etc. 	<ol style="list-style-type: none"> 1. • 2. • 3. • 4. • 5. • 6. • 7. • 8. • 9. • 10. • 11. • 12. • 13. • 14. • 15. • 16. • 17. • 18. • 19. • 20. • 	



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HACCP
system documentation
GOOD HANDLING PRACTICE

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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:

Name of Shipping Company:

Name of driver:

ID number:

License plate number
container:

On the side of the Recipient:

Name of Recipient Company:

Name of Recipient:

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

**GIVES YOU
POWER
LIKE HELL**



HELL
ENERGY DRINK

3. 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. After a 15 minutes of closed state, the container 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- 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. • |



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:

