

Energy Group Partner's Manual



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Welcome to Energy Group, a. s.

Welcome to Energy Group, a. s., (hereafter 'EG') Czech producer and distributor of natural herbal products, food supplements, and cosmetics. All our products are based on the combination of the principles of traditional Chinese medicine and the latest findings in the fields of plant therapy, homeopathy, crystal therapy, bio-resonance, and psychotronics.

The current range of products represents a self-contained offer of preparations improving health and culture of a human life. It includes the products of Pentagram – herbal concentrates, creams and soaps, products containing peat extracts and humic substances, herbal teas, toothpastes, cosmetics, and a number of other products complementing the effects of the aforementioned lines. Except for the aforementioned human products EG offers also a complete line of veterinary products. You can find these products in various countries all over the world.

History

The EG company, established in the middle of the 1990's, represents today a multinational corporation that associates branch offices and representations all over the world. We reached the leading edge in the field of food supplements and cosmetics mainly through the production of the new generation of pure natural preparations based on the modern bio-information technologies. These technologies are the results of our own research and development. All EG products represent a new approach to the human health.

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Structure

Sales Department Operates the corporate sales structure and Central European international sales system unified in the single market (Czech Republic, Slovakia, Hungary).

International Sales Department Maintains contacts and cooperation with those interested in our products from the countries outside the single market. At the same time it provides support to the partners with a status of (general) importers.

Research & Development Department Engaged in research and development in the field of alternative medicine and pharmacology. In the laboratories throughout the Czech Republic and abroad employees and outside consultants examine and develop bio-active substances to be used in prime bio-information products.

Technology Department Carries out the research in the field of modern technologies of classical and alternative medicine and development of testing devices for more exact diagnostic methods to improve sales promotion and further commercial use.

Manufacturing Department The main task of this department is to ensure a flawless manufacturing process of all products. It includes securing supplies, preparation of the production technologies, production itself, and distribution of the products to all markets.

Veterinary Department is fully responsible for the line of Energy veterinary products and their marketing.

Finance Department Accounting and financial management of the Directorate-General and Czech Republic Head Office.

IT Department Full software service for all companies included in the EG holding. IT specialists ensure development and administration of all IT systems and further commercial use of the developed business applications.

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Quality Management

ISO 9001:2008

Based on the unified auditing and manufacturing methods this internationally recognized certificate ensures that the principles of good manufacturing practice are observed during all manufacturing and storing processes. EG has been certified by Bureau Veritas, one of the largest certification bodies. Compliance with the set-up processes and responsibilities is regularly verified through internal, recertification and surveillance audits performed by the representatives of the certification body.

BIO–quality

All Energy products marked with BIO sign provide customers with the guarantee that the bought product is absolutely harmless to nature, and manufactured only from substances that are natural and beneficial to human body.

All vegetal raw material is grown in compliance with the

principles of ecological farming, in tune with relations and biorhythms of nature, without using artificial fertilizers, pesticides, and herbicides, so it retains its original value.

Important role is also played by the used packaging that does not affect bioenergetic balance of the product.

Expert Background

From the very start EG cooperates with doctors and medical professionals and therapists from various fields. The closest cooperators are members of the Board of Experts that is a guarantee of the high standard of provided products and services, and is responsible for the continuous increase of the professional credit of the company.

Department of research and development pays close attention to further development of the means of production and measuring devices and technologies that are in harmony with the EG product range and help promote the company.

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Product Overview

In its lifespan a human body is affected by many undesirable influences. It is well known that the sickness rate of mankind keeps growing despite growing health care costs. A human body can cope with swift environmental changes only with difficulty. A man, used to live in harmony with nature for thousands of years, has been suddenly (within last 100 years) immersed into the environment full of synthetic chemical substances, polluted air, poisons in food, and stress. It is only understandable that a life in such environment overburdens the immune system and our body starts accumulate toxic substances and is easily overcome by various illnesses. Chemical pharmaceuticals deal only with symptoms but never go deep to the core of a problem. In medical terms – contemporary allopathic medicine focuses rather on symptomatic treatment than on causal treatment. And here is a place for alternative treatment methods relying on pure natural substances that detoxicate and regenerate the human body and restore its energy and vitality.



Product Philosophy

The current range of EG products represents a self-contained offer of bio-information preparations that are based on the principles of tradition Chinese medicine and the latest findings in the fields of plant therapy, crystal therapy, homeopathy, and modern bio-information methods. Bio-information products work for human body on two levels – active natural substances have a direct effect on body organs and, owing to the principles of bio-resonance, bio-information influences subcortical centers in human brain. This way is increased a therapeutic effect of the used natural substances and is reached the overall harmonization of the human body. The core of EG product range is represented by five herbal concentrates and five herbal complemented with five herbal soaps that are creating the system of Regeneration in Pentagram. These products correspond to the energies of five basic elements of nature, cooperation of which, according to the traditional Chinese medicine, is a key to our health. This system can facilitate detoxication and regeneration of the whole body or act directly on particular health condition. Pentagram products can be combined with other EG products, number of which keeps growing.

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Product Portfolio

Human Products

Pentagram of concentrates is a cornerstone of the whole range that is based on a highly effective method of the Regeneration in Pentagram. It is a world novelty in the field of health prevention. Five products represent five parts of human body – five steps to health.

The method of Regeneration in Pentagram means not only internal application of the concentrates, but also external application of Pentagram of creams and the Pentagram of soaps. Five regeneration creams contain herbal ingredients, highly effective substances (e.g. liposome, AHA acids, vitamins, etc.), bio-information, and thermal water from Podhajska hot spring. The same principal components (herbal extracts, pure essential oils, thermal water from Podhajska hot spring) are used also in the Pentagram of soaps and shampoos.

With the basic philosophy of Pentagram are tied up other complementary products, out of which the products containing humic substances are quite successful. Humates are perfect natural substances having a broad range of effects, medicinal and prophylactic, on a human body.

Other products include herbal extracts and two, rather exceptional products – Drags imun containing pure latex from Amazonian rainforests, so-called Dragon's Blood; and Fytomineral – a solution of colloidal minerals derived from plants.

To the aforementioned products are related food supplements in capsules based on the unique combinations of various plant extracts and oils; thus ideally complementing the group of main products. Last but not least line of the human products is a group of herbal teas originating from Latin America and Asia.

Bio-information toothpastes represent another group of products. In all of them is used tertiary seawater from Podhajska hot spring that is enriched with special herbal blend and a selection of essential oils.

Other cosmetic products include the products for external use that are effective against inflammations, fungi or may be used as a disinfectant. Many of these products contain essential oils, which allow their use in aromatherapy, too. Through inhaling aromatic substances get fast to our blood circulation, where they can help in restoring our bodily functions.

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Our clients can use also a line of beauty cosmetics that is based on the proved complex of herbs and thermal water from Podhajska hot spring. These products supply the skin with oxygen and many minerals, vitamins, and a number of bio substances that have strong regenerative and revitalizing effect on the skin cells.



To meet the needs of therapists using EG products we have developed Supertronic – a device based on the electroacupuncture according to the method of Dr. Voll (hereafter only “EAV”). Anybody, who wants to use this device, must complete a special training and receive a certificate.

Veterinary Products

In 2010 EG introduced a complete line of veterinary products. These products are based on the same principles as human products. However, in respect of the use of natural veterinary products we are talking about regeneration, i.e. about restoring the balance of the body, rather than about classical treatment. Its indisputable benefit is the absolute lack of any adverse side effects, and excellent possibilities to combine the products with commonly used medicines.

The core of this line is also created by the Pentagram of concentrates. These are complemented with a group of liquid and capsule products containing various combinations of raw material of the vegetable origin.

For detail information please visit our website www.energy.cz

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Starting cooperation

EG is open to any interest in cooperation in sales and promotion; however certain conditions must be met.

Upon the first contact the interested party is asked to fill out a simple questionnaire that will provide EG with basic data about the interested party. This questionnaire is meant only for the internal use of EG and is never supplied to the third party.

The interested party can be natural person or a corporate body. In any case the interested party should have a legal residence in a country of business, i.e. either citizenship, or permanent or long-term residence.

On starting the cooperation the interested party is obliged to secure the official approval of EG products for their sales in the country of business at his/her own costs. EG shall provide the interested party with standard product documentation for each product. Other information shall be furnished upon request. The cases, when in some countries the special information is demanded requiring performance of additional laboratory analyses, are dealt with case by case upon mutual agreement between the interested party and EG.

It is advisable for the interested party to communicate with the relevant national authorities and make an inquiry as for his/her obligations as an importer and distributor of food supplements and cosmetics, including mandatory data that must be stated in the labels of the aforementioned products. The labels for single countries are solved in a form of stickers with texts in a relevant language. The interested party is responsible for the accuracy and correctness of translation and for the factual completeness.

Upon reaching mutual agreement EG and the interested party shall conclude the Contract of Purchase further specifying the cooperation terms. The Contract includes an export pricelist and production plan.

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Customer Relationship Management

Customer Relationship Management (hereafter only “CRM”) is one of the main communication tools between EG and a foreign partner. It includes common office applications (e.g. calendar, address book, etc.); tools for placing and/or recording orders, issue of invoices and recording the payments; communication tools; and all graphic elements of the corporate identity that partner can use for promotion of EG and its products in his/her country. CRM is based on web interface, so only an internet connection and a browser (preferably Internet Explorer) are required to be able to work with it.

Upon receipt of login and password the partner is bound to use this system for communication with EG, mainly for filing orders and/or claim reports, and monitoring of his/her payment obligations.

Export Pricelist

The export pricelist establishes prices for EG products, either in euros (EUR) or in US dollars (USD). Further it states volume of each product, its EAN number, number of pieces in a packing case, and shelf-life of each product. The export prices do not include shipping costs to the relevant country and any other duties that may arise in the course of the export execution.

Upon reaching a certain turnover level the partner is granted the right to make use of the bulk discount system (see documents provided upon request).

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Production Plan

Production plan is provided with the aim to acquaint partners with the production terms of single EG products and specify the way of placing orders. These conditions allow EG to supply its partners with the latest production lots. Ad hoc orders up to 100 PCs per one item are being fulfilled at the earliest possible date. When orders exceed 100 PCs per one item the interested party must abide by the production plan. In case of orders outside the production plan terms EG reserves the right to the partial (or divided) fulfillment of the placed order, or to the complete fulfillment of the order but at different date than required by the interested party; however, always at the earliest possible date.

Orders and their fulfillment

As mentioned above, each partner is obliged to abide by the production plan when placing his/her orders. Orders must be placed with EG in written via CRM. When the partner is not able to use CRM, he/she can place his/her order via fax or via e-mail. The order must always contain following data – customer's name, required product specification, including quantity, deadline and destination of the order fulfillment. The order is regarded binding only after confirmation (via CRM) by EG. The partner is informed in written about the exact date of the order fulfillment, or about the date of the order delivery to the partner. The products are supplied packed in shipping cartons designed for storing and common protection in the course of shipping. The single pieces are packed in consumer packages stating a name of the product, and, inter alia, information about its shelf-life and a lot number.

With the fulfillment of the order EG shall furnish all documents necessary for shipping (invoice, delivery note; in case of third countries customs declaration and/or EUR1 affirmed by the customs authorities).

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Afterwards EG monitors accounts receivable from each partner. The conditions, under which is EG entitled to the partial fulfillment of the orders due to outstanding debts or to require an advance payment prior the order fulfillment, are specified by the Contract or by any written instrument varying the contract terms.

Claims and Complaints

EG guarantees full product shelf-life warranty. However, EG is not liable for the product defects caused either by misapplication in conflict with the directions for use, or by inappropriate storing after the order fulfillment, or by force majeure.

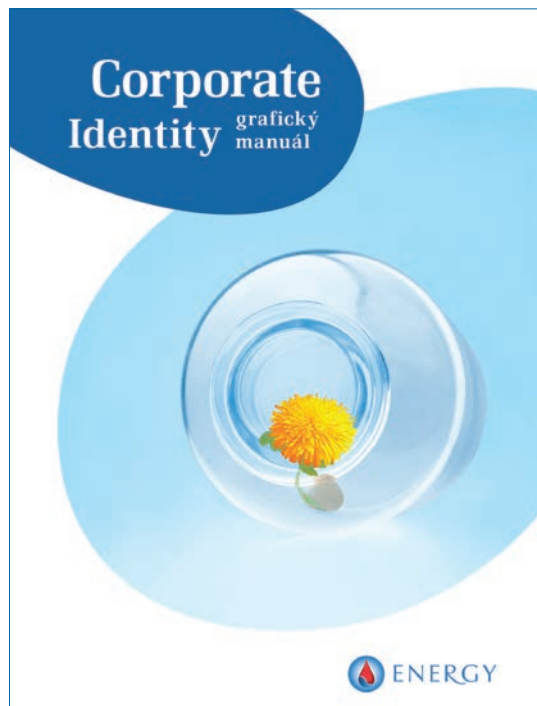
Partner shall inform EG about discovered defect without unnecessary delay through a special form in CRM. Each claim report must contain following information: name of the claimed product, its quantity, lot number, and exact description of the defect. Together with filing the claim report the partner shall forward to EG the claimed product itself, preferably within 10 days after filing the claim report. EG is not able to perform a full defect appraisal without receiving fully completed claim report and the claimed product itself.

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Promotion and Corporate Identity

For the duration of the mutual cooperation EG enables the partner to use EG logotype and other graphic, professional and promotional material for their marketing purposes, all cost free. However, the partner shall use the logotype and other graphic elements only in line with the EG Corporate Identity Manual, and any other provided material only in a manner not prejudicing the EG interests.

Upon receipt of a login name and a password the partner may use the library of graphic elements and product photographs. All other requests for graphic or text modifications are being solved in cooperation with EG and its graphic studio. Likewise upon mutual agreement can be solved also stickers for the partner's market. However, the partner shall be fully responsible for the accuracy and correctness of translation and for their factual completeness.



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Energy News

Except for the mentioned main communication channel CRM, EG informs its partners through Energy News – email news-bulletin covering all novelties and product innovations, print material, or EG operations. Energy News is issued in two languages – Czech and English on regular basis.

Documents provided upon request

- Contract of Purchase
- Export Pricelist
- Production Plan
- Bulk Discount System
- EG Corporate Identity Manual



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