

1. ABOUT THIS POLICY

The objective of this policy is to set forth a set of principles governing the packaging of PC Systems in accordance with the WEEE (Waste from Electrical and Electronic Equipment) Directive. The primary aim is to minimize waste generated by electrical and electronic equipment and enhance environmental sustainability across the entire equipment lifespan. By adhering to this policy, HYPERTECHNOLOGIE CIARA INC aims to offer its customers comprehensive guidance on various packaging alternatives available for their purchased PC systems, which is communicated during the contract review phase. The sales department is accountable for upholding and regularly revising this policy to ensure its precision and continued applicability. Furthermore, the policy underscores HYPERTECHNOLOGIE CIARA INC' commitment to responsible packaging practices and its dedication to preserving the environment.

2. PROGRAM CONDITIONS

2.1 All PC systems offered by HYPERTECHNOLOGIE CIARA INC are eligible for either individual packaging or bulk packaging. At the time of review of the contract, the customer will be advised to select bulk packaging as the primary means of packaging if the required quantity is twenty- four (24) systems or more. Individual packaging will apply if the quantity required is less than twenty-four (24) systems. If the quantity exceeds twenty-four (24) systems, then bulk packaging will be the primary means of packaging. There is no difference in cost between individual and bulk packaging. The customer will always have the last word in deciding which means of transport he wants to select.

2.2 The bulk packaging order fulfillment process is according to the following steps:

- i. The institutional purchaser may contact an account manager directly, or an account manager may make initial contact with a customer or visit [CIARA Extranet \(ciaratech.com\)](http://ciaratech.com) to select the product model and other desired components. This initial contact may have arisen from any number of situations (i.e., direct contact from the account manager, website, marketing materials, RFP, trade show, or reference from another customer)
- ii. During this communication, the institutional purchaser will be made aware of and encouraged to use bulk packaging options (when possible) for the product models and any external components, such as the keyboards and mice. During this discussion, an account manager will clarify the purchaser's delivery requirements and any quantity and packaging dimensions limitations.
- iii. HYPERTECHNOLOGIE CIARA INC's sales team provides the customer with an official quote indicating the required. Type of integration, packaging, and shipping to be provided.
- iv. The institutional purchaser reviews and accepts the quote.
- v. The purchaser issues a PO to HYPERTECHNOLOGIE CIARA INC (referencing the quote provided).
- vi. HYPERTECHNOLOGIE CIARA INC reviews the bulk packaging information or specification.

- vii. The assembly and packaging team of HYPERTECHNOLOGIE CIARA INC ensures the customer's requirements for the bulk packaging, including the PCs and their external components, is fulfilled.
 - viii. HYPERTECHNOLOGIE CIARA INC's packaging is made of 100% recycled content and is 100% recyclable. HYPERTECHNOLOGIE CIARA INC will retake upon request any packaging material, whether it is individual or bulk packaging. For further information on this program, please communicate with customer service by clicking on <https://ciaratech.com/contact/>
-
- 1. Program Description: The PC Systems Packaging Policy applies all over the world
 - 2. Program scope: applicable to all clients, including Government, Education, and Institutional purchasers
 - 3. Program charge: Free of charge
 - 4. HYPERTECHNOLOGIE CIARA INC provides free retakes of packaging materials upon request
 - 5. Eligible Purchase Volume: No restriction other than a minimum of twenty-four (24) systems required for bulk packaging
 - 6. Shipping fees: included in the pricing of the PC system



February 29th, 2022

Attention: To whom this may concern

Object: HYPERTECHNOLOGIE CIARA INC Bulk packaging policy

HYPERTECHNOLOGIE CIARA INC hereby officially confirms that it offers bulk packaging as a primary means of packaging to all customers who want to order a minimum quantity of twenty-four (24) systems or more. HYPERTECHNOLOGIE CIARA INC is the manufacturer of the systems. HYPERTECHNOLOGIE CIARA INC is responsible for packaging the systems per the method of packaging chosen by the customer at time of review of contract. If the customer has chosen bulk packaging, the systems will be inserted in the bulk package box one by one as soon as they are ready to ship. If the customer has chosen individual packaging, the systems will be packed one by one in individual boxes. There is no difference in cost between bulk packaging and individual packaging. The customer has the last say as to what means of packaging, he is willing to use. HYPERTECHNOLOGIE CIARA INC is responsible also for shipping the systems to their destination.

Additionally, HYPERTECHNOLOGIE CIARA INC is confirming that Bulk Packaging does not mean that we are repackaging from a single unit packaging. HYPERTECHNOLOGIE CIARA INC either uses the bulk packaging method or the individual packaging method according to what was decided by the client at time of review of contract.

A handwritten signature in blue ink, appearing to read "Ali", with a small dot above the "i".

Regards.

Ali Khosroshahi

Senior QA and sustainability Manager

HYPERTECHNOLOGIE CIARA INC

9300 Trans Canada Highway Montreal, Que.

Canada H4S 1K5 Tel: 514-707-2236

Email: akhosroshahi@hyperttech.com