



**Ciara Laptops Packaging**  
**(Bulk Packaging Option)**

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## 1. PURPOSE

The purpose of this procedure is to describe the bulk packaging policy for Ciara Laptops by presenting the various processes and instructions. The WEEE Directive aims to reduce the waste arising from electrical and electronic equipment and improve the environmental performance of all those involved in the life cycle of electrical and electronic equipment.

## 2. SCOPE

This procedure is designed to assist customers in making informed decisions regarding the preferred packaging method for the Ciara Laptops they are acquiring. Ciara Technologies provides the option of both individual packaging and bulk packaging methods for all Ciara Laptops purchased through Ciara/Hypertec. Customers will be apprised of this program during the contract review process.

## 3. DEFINITIONS

WEEE: Waste from Electrical and Electronic Equipment

## 4. RESPONSIBILITIES

The Sales department, in collaboration with QA, is responsible for updating this procedure.

## 5. DESCRIPTION

The Ciara Laptops are eligible for either individual packaging or bulk packaging. During the contract review, the customer will be informed that they can choose bulk packaging as the primary method if the required quantity is five (5) units or more.

For quantities below five (5) units, individual packaging will be applicable. If the quantity exceeds five (5) units, the primary packaging option offered will be bulk packaging. Importantly, there is no cost difference between individual and bulk packaging.

The customer retains the final decision-making authority in selecting the preferred mode of transportation.

The bulk packaging order fulfillment process follows the outlined steps:

- a) The institutional purchaser may initiate contact with an account manager directly, or an account manager may initiate contact with the customer. Alternatively, the institutional purchaser can access the CIARA Extranet ([ciaratech.com](http://ciaratech.com)) to choose the desired product model and other components. This initial contact may result from various situations, such as direct communication from the account manager, website interaction, marketing materials, responses to a Request for Proposal (RFP), engagement at a trade show, or a referral from another customer.
- b) During this communication, the institutional purchaser will be informed of and encouraged to consider bulk packaging options, where applicable, for the selected product models and any external components such as keyboards and mice. The account manager, in this discussion, will clarify the

purchaser's delivery requirements and address any limitations concerning quantity and packaging dimensions.

- c) Ciara's sales team will furnish the customer with an official quote specifying the required type of integration, packaging, and shipping services.
- d) The institutional purchaser reviews and accepts the provided quote.
- e) The purchaser issues a Purchase Order (PO) to Ciara, referencing the accepted quote.
- f) Ciara reviews the bulk packaging information or specifications.
- g) Ciara ensures the bulk packaging is available at the last production phase, fulfilling the customer's requirements for bulk packaging.

Ciara's packaging is crafted from 100% recycled content and is entirely recyclable. Upon request, Ciara will retrieve any packaging material, whether it is individual or bulk packaging. For additional details on this program, kindly reach out to customer service by visiting <https://ciaratech.com/contact/>.

- a) Program Description: The Laptops Packaging is applicable worldwide.
- b) Program Scope: Applicable to all clients, including Government, Education, and Institutional purchasers.
- c) Program Charge: Provided free of charge.
- d) Ciara offers complimentary retakes of packaging materials upon request.
- e) Eligible Purchase Volume: No restrictions, except for a minimum requirement of five (05) units for bulk packaging.
- f) Shipping Fees: Included in the pricing of the PC system.

## 6. RISKS & OPPORTUNITIES

According to the Process Risk Registry.

## 7. REFERENCES

IEEE Std 1680.1™-2018 - IEEE Standard for Environmental and Social Responsibility Assessment of Computers and Displays

PL\_HYP\_SC003\_Supply Chain Responsibility Policy

European Union (E.U.) Directive 2015/863, known as RoHS 3

RoHS Guide: <https://www.rohsguide.com/rohs3.htm>

Among other applicable references that are contained in this document.

## 8. HISTORY OF CHANGES

REV	DATE	MODIFICATIONS	CREATED BY/MODIFIED BY	APPROVED BY
01	2023.12.18	Creation	Anizio N.	Ali K.