EQS Compliance Cockpit: Description of Services – Enterprise Implementation

This Description of Services ("DOS") applies to Customers that have purchased the Enterprise Implementation service. This DOS forms an integral part of the Agreement between Customer and EQS Group. Capitalized terms used but not defined in this DOS are as defined in the Agreement between Customer and EQS Group. In the event of any conflict between this DOS and the Agreement, the DOS will prevail.

Customer may purchase the EQS Compliance Cockpit platform and one or more modules. This DOS applies only to the module(s) purchased by the Customer.

1. Objective

The purpose of this DOS is to describe the professional services ("Professional Services") EQS Group will provide to Customer under the Enterprise Implementation package, including the scope of services, project approach, estimated timeline, and the responsibilities of each party.

2. Project Scope

EQS Group will provide remote implementation services for Customer's purchased solution(s) through a structured, phased delivery approach consisting of Discovery & Design, Configure, Test & Validate, Go-Live, and Closeout & Handover. EQS Group will also provide access to step-by-step guides, templates, and knowledge base materials, where available, to support Customer throughout the engagement. The Professional Services apply only to the module(s) purchased by Customer, as described in the applicable Annex(es).

Enterprise Implementation follows a co-delivery approach between EQS Group and Customer. EQS Group will perform the in-scope configuration, project management, enablement, and advisory activities expressly described in this DOS and the applicable Annex(es). Customer remains responsible for timely participation, business decision-making, preparation of required inputs, data/content readiness, user readiness, testing, and completion of all Customer-owned activities necessary to support implementation and go-live.

The timeline for completion of the Professional Services will vary based on Customer responsiveness, the modules being implemented, project complexity, dependencies, and the agreed delivery cadence, but is typically 12–16 weeks from the kickoff date for a single-module Enterprise implementation. EQS Group will use commercially reasonable efforts to accommodate requests for expedited timelines; however, EQS Group does not guarantee support for an accelerated schedule.

The Professional Services include the following in-scope activities:

2.1. Kickoff

A kickoff meeting between EQS Group and Customer to confirm project objectives, stakeholders, governance cadence, communication channels, scope assumptions, and implementation approach. EQS Group will also review prerequisites, delivery cadence, dependencies, and Customer inputs required for delivery.

2.2. Discovery & Design

EQS Group will lead structured discovery and design activities for the purchased module(s) to validate requirements, map business processes to product capabilities, confirm scope assumptions and configuration approach, and document key decisions needed to proceed with configuration. Discovery & Design outputs may include design decisions, blueprint summaries, project plan inputs, and other implementation documentation reasonably required to support the Configure and Test & Validate phases. Customer is responsible for timely review and approval of blueprint/design decisions to support project progress.

2.3. Configuration

EQS Group will provision and configure the purchased module(s) in accordance with the agreed design and within the scope expressly set out in this DOS and the applicable Annex(es). Included services comprise the baseline setup reasonably required to enable the purchased module(s) in the designated environment(s) and the module-specific configuration expressly described in the applicable Annex(es). EQS Group will upload Customer-provided logos, branding assets, translations, content, or data only where expressly stated in the applicable Annex(es). Any configuration, customization, content creation, training, or other services not expressly included in this DOS and the applicable Annex(es) are out of scope and require a Change Request or separate written agreement. Customer remains responsible for user provisioning, ongoing administration, and all Customer-owned configuration, content, data preparation, translations, and third-party dependencies unless expressly stated otherwise.

2.4. Workshops

EQS Group will lead the working sessions expressly included in the applicable Annex(es), including configuration review sessions, administrator training sessions, and project status/governance meetings. These sessions are intended to review in-scope configuration, confirm decisions, prepare Customer for testing and go-live, and track project progress. EQS Group recommends that sessions occur on a regular cadence to maintain project momentum and support timely completion. Customer is responsible for ensuring appropriate business, technical, and administrative resources attend and participate in required sessions. Training sessions are delivered remotely during the DOS Term and may be recorded and shared with Customer for Customer's future internal use. Customer is responsible for providing any Customer-specific process content, internal policies, or use-case-specific procedures to be reflected in training. Unless otherwise expressly stated in the applicable Annex(es), additional training sessions, custom curriculum development, and broad end-user rollout enablement are not included and require a Change Request or separate written agreement.

2.5. Testing and validation

EQS Group will support Customer's testing and validation activities as described in this DOS and the applicable Annex(es), including defect triage and in-scope configuration adjustments. Customer remains responsible for test planning, test execution, documenting results, and providing timely acceptance sign-off in accordance with the Acceptance Test procedure in this DOS**.**

2.6. Closeout, handoff, and hypercare

EQS Group will support go-live readiness activities, production go-live support, and a post-go-live hypercare period of four (4) weeks commencing on the Customer go-live date. Hypercare consists of a time-boxed post-go-live stabilization period intended for in-scope issue triage, and transition support. Hypercare does not include net-new scope, additional workshops/training sessions, expanded configuration, or services outside the scope of this DOS.

3. Activities and Results

Implementing EQS Cloud Services may form part of a broader Customer program that includes work unrelated to EQS Cloud Services. The Professional Services described in this DOS apply only to activities directly related to the implementation of the EQS Cloud Services purchased by Customer, as further detailed in the applicable Annex(es), unless expressly stated otherwise.

The Professional Services will be delivered remotely unless otherwise agreed in writing.

RACI Definitions
The responsibility for activities and deliverables is defined using the following RACI key:

- **R – Responsible:** Party executing the activity or deliverable.
- **A – Accountable:** Party with approval/sign-off authority and ultimate accountability for completion.
- **C – Consulted:** Party providing input or participating in decisions.
- **I – Informed:** Party kept informed of progress or decisions.

Roles and Responsibilities (RACI)

Phase	Activity/Deliverable	EQS Group	Customer
Project Kickoff			
Kickoff	Kick-off Call	R	C
Discovery & Design			
Discovery	Discovery/Design Session(s)	R	A/C
Discovery	Solution decisions / design sign-off	C	A/R
Core enablement			
Configure	Delivery cadence, workshop facilitation, and guidance	R	C
Configure	Training for each module	R	I
Module Implementation			
Configure	Use Cases Configuration	R	A/C
Configure	Additional configuration (Customer-led)	C	R/A
Technical Enablement			
Configure	Define Requirements & Prerequisites	R	I
Configure	Customer-led SSO and DataSync setup/configuration	C	R
Configure	Q&A / Troubleshooting Support	R	R/A
Configure	Customer-led user/group readiness activities (e.g., identities, attributes, group membership, access validation)	C	R/A
Configure	Customer-led Custom Email Domain setup/configuration (if applicable)	C	R/A
Testing			
Test	Integration Testing (if applicable)	C	R/A
Test	User Testing (UAT execution)	C	R/A
Test	UAT Checkpoint	R	R/A
Go-Live & Closeout			
Go Live	Go-Live preparation	C	R/A
Go Live	Readiness Call	R	A/C
Go Live	Go-Live	C	R/A
Go Live	Project Closeout, Handoff to Support/CSM, and Hypercare (defined period)	R	C

Included Review Rounds and Sign-Off. EQS Group will incorporate up to two (2) rounds of Customer-requested configuration updates during the Configure and Test phases, based on Customer review of configuration in the applicable non-production environment. For purposes of this DOS, a "round" means a consolidated set of Customer feedback provided at one time following EQS Group's delivery of an updated configuration for review. After each round, EQS Group will provide the updated configuration for Customer review and sign-off. Requests for additional changes beyond the included rounds, or changes requested after Customer sign-off, may require a Change Request and may result in an adjustment to fees and/or timeline. If additional updates are required due to an error by EQS Group, EQS Group will correct such errors at no additional cost. Configuration will be promoted to the production environment only after Customer provides written sign-off.

4. Customer Responsibilities

Customer undertakes to cooperate unreservedly and in good faith with EQS Group, in particular with regard to the deadlines and conditions agreed between the Parties. Successful delivery of the Professional Services is dependent on Customer's active engagement and timely completion of prerequisites, participation in sessions, timely decisions and approvals, and completion of Customer-owned activities identified in the project plan, RACI, this DOS, and the applicable Annex(es). As a central requirement under this DOS, Customer shall:

4.1. define its business requirements, implementation priorities, use cases, and success criteria for each purchased module, and execute testing and user acceptance testing ("UAT") for the in-scope configuration; EQS Group will provide guidance and structured checkpoints to review outcomes, but Customer retains responsibility for final validation that the configuration supports Customer's intended business use;
4.2. be responsible for user setup, user roles, permissions, and access controls unless otherwise expressly stated in this DOS; EQS Group may provide guidance and best practices related to in-scope setup, but Customer retains responsibility for user administration decisions and ongoing access management;
4.3. designate a Customer project lead (or project manager) and ensure timely participation of appropriate Customer stakeholders, subject matter experts, administrators, and technical resources for workshops, decision-making, and issue resolution;
4.4. provide all information, requirements, configuration content, and other inputs as reasonably needed to ensure EQS Group has the insight necessary to perform the Professional Services, in EQS Group's specified format and within the agreed timelines;
4.5. provide timely access to Customer's business and technical subject matter experts to resolve issues and support implementation decisions related to the EQS Group applications;
4.6. review user guides, webinars, and other training materials made available via the support portal prior to workshops, as applicable;
4.7. participate in the kickoff with appropriate resources and ensure attendance of key stakeholders required for decision-making;
4.8. attend and actively participate in all scheduled project meetings, discovery & design sessions, workshops, review sessions, testing checkpoints, and status meetings, and complete prerequisites and follow-up actions where identified;
4.9. review and approve design documentation, key configuration decisions, and configuration outputs in a timely manner to support progress through the project phases;
4.10. perform customer-led activities identified in the project plan and/or this DOS, including Customer-owned configuration, content preparation, translations, data readiness, environment readiness, technical setup on Customer-controlled systems, and configuration and management of Customer-side technical components, identity provider settings, source systems, and third-party systems, as defined in this DOS and the applicable Annex(es);
4.11. perform testing activities (including UAT), document test results, and provide timely feedback, approvals, and sign-off required to support acceptance and go-live readiness
4.12. provide required IT participation and access approvals, including for SSO/IdP, HRIS/source systems, network/firewall rules, environment permissions, and other technical dependencies where applicable;
4.13. manage rollout activities for Customer's organization, including change management and training of Customer's end users
4.14. make (and timely communicate) all decisions, approvals, and sign-offs reasonably required to ensure the Professional Services are delivered efficiently and in accordance with the agreed timeline
4.15. provide any required translations and localized content, where applicable (unless otherwise expressly included in the applicable Annex(es));
4.16. permit or procure that EQS Group shall have access to Customer's premises (if applicable), and provide the necessary information and documentation as well as access to systems, computer facilities, and/or test instances of systems to be integrated; and
4.17. use commercially reasonable efforts to assist EQS Group in all other ways reasonably required for delivery of the Professional Services.

Failure to meet responsibilities

In case Customer does not fulfill these obligations in a reasonable time or quality, EQS Group shall not be responsible for any resulting delay, rework, or costs with regard to the affected Professional Services. Waiting times of EQS Group implementation managers caused by Customer not meeting its obligations under this DOS will be invoiced to Customer based on EQS Group's standard hourly rates. EQS Group shall be entitled to reassign its implementation managers to other customers in case of significant delays caused by Customer.

5. EQS Group Responsibilities

EQS Group shall perform the Professional Services in accordance with this DOS and the applicable Annex(es). EQS Group will:

5.1. confirm Customer's access to Customer's environment and the support portal, and communicate required prerequisites for delivery;
5.2. provide a Project Team (including a Project Manager / Implementation Manager and module implementation resources, as applicable) to lead delivery of the Professional Services and serve as Customer's primary point of contact for the engagement;

5.3. schedule and facilitate meetings and coordinate the mutually agreed delivery cadence, including leading the project kickoff and sending invitations for discovery & design sessions, workshops, review sessions, and status meetings, as applicable;

5.4. perform configuration and enablement activities within the scope and boundaries defined in this DOS and the applicable Annex(es). Any services outside of scope will be addressed through EQS Group's Change Request process;

6. Change Request Process

6.1. At any time during performance of the Professional Services, Customer may request, or EQS Group may recommend, a change to the scope, Use Cases, deliverables, timeline, assumptions, responsibilities, or other terms of this DOS (each, a "Change Request"). Such Change Request shall follow the procedure set out below:

6.2. The requesting party will submit the Change Request in writing to the other party, describing the requested change in reasonable detail.

6.3. The other party will assess the Change Request and provide a written impact assessment, which may include adjustments to scope, timeline, and/or fees.

6.4. EQS Group will have no obligation to perform work associated with a Change Request unless and until the Parties agree to the Change Request in writing.

6.5. Unless and until a Change Request is executed, EQS Group will continue to perform the Professional Services in accordance with this DOS.

7. Acceptance Procedure

7.1. The parties will perform acceptance testing for the deliverables identified in this DOS and the applicable Annex(es) (the "Deliverables") once EQS Group notifies Customer that a Deliverable is ready for acceptance testing (the "Acceptance Test").

7.2. Acceptance Criteria. A Deliverable will be deemed accepted when it materially conforms to the requirements and scope expressly set forth in this DOS and the applicable Annex(es), subject to any agreed limitations, assumptions, and dependencies (the "Acceptance Criteria"). For clarity, Acceptance Criteria are limited to configuration and services within the purchased module(s) and scope described in the applicable Annex(es).

7.3. Acceptance Test procedure.

7.3.1. EQS Group will notify Customer in writing when a Deliverable is ready for Acceptance Testing.

7.3.2. Customer will have five (5) business days from receipt of such notice to complete Acceptance Testing and provide EQS Group with written acceptance or written rejection describing the material non-conformance with the Acceptance Criteria in reasonable detail. Unless otherwise agreed in writing, the Acceptance Test period will not exceed ten (10) business days from EQS Group's notice.

7.3.3. Customer may reject a Deliverable only if a material non-conformance prevents the Deliverable from being used for its intended purpose as described in this DOS and the applicable Annex(es). Minor defects that do not materially impair intended use will not be grounds for rejection and will be documented and remediated within a reasonable timeframe. Issues caused by Customer systems, third-party systems, or third-party services are not grounds for rejection.

7.4. Customer acceptance of a Deliverable will be deemed to have occurred and EQS Group's obligations in respect of the specific Deliverable discharged and Customer has the obligation to accept the Deliverable upon the earliest of:

7.4.1. Customer's written acceptance of the Deliverable;

7.4.2. Customer's use of the Deliverable in a production environment (other than for testing purposes); or

7.4.3. expiration of the Acceptance Test period without Customer providing written notice of material non-conformance with the Acceptance Criteria.

7.5. Remediation and re-test. If Customer provides a valid written rejection, EQS Group will use reasonable efforts to remediate the material non-conformance and provide an updated Deliverable for re-testing. The parties will repeat this process as reasonably necessary to achieve acceptance, provided that requests for changes outside the Acceptance Criteria or beyond included scope limits will be handled through the Change Request process. In the event Customer continues to reject Deliverable at least twice, EQS Group may, in its sole and reasonable discretion, either (i) re-perform the applicable Professional Service(s) and redeliver the Deliverable, or (ii) cease performing the Professional Services, terminate this DOS, and refund to Customer the monies paid by Customer (if any) directly allocable to Professional Services performed to produce the rejected Deliverable. Any unaccepted Deliverables shall be returned to EQS Group or destroyed in accordance with EQS Group's instructions.

7.6. The parties will maintain written records of acceptance testing (e.g., acceptance notes or minutes) documenting any material non-conformance and any agreed remediation actions.

7.7. The parties may agree via Change Request that only part of a Deliverable will be accepted and adjust scope, timeline, and/or fees accordingly.

8. Assumptions

The scope of the Professional Services provided under this DOS and the related fixed fee arrangement are subject to the assumptions below (the "Assumptions"). Deviations from these Assumptions will require adjustments to the project timeline scope, and/or increases in price and will be addressed through the Change Request process.

8.1. **Compliance and configuration decisions.** Alignment of configuration and process workflows with applicable laws, regulations, and/or Customer policies is Customer's responsibility. Configuration decisions and approvals are the responsibility of Customer. Professional Services, materials, or information provided by EQS Group are not intended, and should not be taken, as legal advice, and do not guarantee compliance with applicable laws and regulations.

8.2. **Scope control and change management.** Customer and EQS Group will work closely to maintain alignment to the scope set forth in this DOS. Any changes to scope will be managed through the Change Request process. Delays or deviations caused by acts or omissions within Customer's reasonable control may result in resource reassignment, timeline impacts, and/or additional costs.

8.3. **Holds.** If Customer places the Professional Services on hold for any reason, the same EQS Group personnel may not be available when Customer is ready to resume. The Professional Services are intended to be delivered on a continuous cadence; extended gaps may require rescheduling and may impact availability and timeline.

8.4. **Out-of-scope work.** The scope of this DOS excludes any Professional Services or activities not expressly set forth herein or in the applicable Annex(es).

8.5. **Testing limitations.** Load testing, stress testing, penetration testing, and volume testing are not planned as part of this DOS and are not permitted in Customer's environment(s) hosting the Cloud Services. Any such testing must be performed in a designated testing environment and pursuant to mutual written agreement of the Parties.

8.6. **Travel.** The Professional Services fixed fee does not include travel. Any required on-site travel will be mutually agreed in advance and billed to Customer.

8.7. **Support after services.** Upon completion of the Professional Services outlined in this DOS, EQS Group will transition Customer to EQS Group Support and/or Customer Success, as applicable. Ongoing support services are outside the scope of this DOS. For clarity, the post-go-live Hypercare period described in this DOS is time-boxed and intended for stabilization; ongoing support outside of Hypercare is provided through EQS Group Support and/or Customer Success.

8.8. **Sandbox / environment replication.** If Customer has purchased a sandbox environment, any re-creation or duplication of configuration, or migration of data between sandbox and production, is Customer's responsibility unless otherwise expressly included in this DOS or the applicable Annex(es).

8.9. **Customer inputs.** Customer will provide all required information, content, and inputs in EQS Group's specified format and within agreed timelines.

8.10. **Translations.** Customer is responsible for providing, configuring, and loading any required translations and localized content unless otherwise expressly included in an applicable Annex or separate written agreement.

8.11. **Historical data.** Migration of historical data into EQS Group Cloud Services is not included unless otherwise expressly included in an applicable Annex.

8.12. **Integrations.** Support for integrations with third-party systems is not included unless otherwise expressly included in an applicable Annex or separate written agreement.

8.13. **DataSync + SSO.** Where specified, support for DataSync will be provided only for the following methods: SCIM and manual flat file load / SFTP-based file delivery. Support for SSO is limited to enablement guidance, prerequisite review, and validation support for Customer-led setup. Additional methods may be scoped for an additional fee. Customer is responsible for HR data readiness, identity/group strategy, identity provider configuration, and all configuration on Customer-controlled systems. EQS Group will not cleanse, enrich, transform, or otherwise manipulate Customer source data. Customer is responsible for the accuracy, completeness, structure, and readiness of all source data provided for import, integration, or synchronization. EQS Group support is limited to configuration guidance and validation within the supported methods.

8.14. **Environment used for delivery.** Unless otherwise agreed in writing, Professional Services will be performed in Customer's production environment. Customer is responsible for maintaining appropriate access and approvals for EQS Group to perform the Professional Services.

8.15. **Custom development and reporting**. Custom development (including custom code or product enhancements) and custom reporting/dashboard development are not included as part of this DOS unless otherwise expressly included in an applicable Annex or separate written agreement of the Parties.

9. Term

The Professional Services described herein expire 12 months after the Start Date set out in the Agreement ("DOS Term"). If Customer's subscription to the applicable Cloud Services expires or is terminated before the end of the DOS Term, this DOS will automatically terminate, and EQS Group will have no obligation to deliver the Professional Services described herein. No refunds will be provided.

10. Payment Terms

10.1. All Professional Services outlined in this DOS shall be performed on a fixed fee basis as set out in the Agreement ("Total Price"), excluding travel and expenses.
10.2. Fees shall be billed in advance upon execution of this DOS and shall be payable net fourteen (14) calendar days from the date of EQS Group's invoices. Any payments for Phases made by Customer shall be non-refundable.

Annex 1
Project Management

1. Objective

EQS Group will provide project management services under the Enterprise Implementation service to support delivery of the Professional Services described in this DOS. EQS Group's Project Manager will manage delivery under this DOS, including scope control, timeline, governance cadence, risks and issues, and coordination across EQS Group resources, and will provide regular status reporting to Customer.

2. Scope

2.1. EQS Project Management responsibilities are:

2.1.1. Serve as the primary point of contact for project governance and escalations; support resolution planning and mitigation actions.

2.1.2. Develop and maintain the project plan, including milestones, dependencies, and target dates, in collaboration with Customer.

2.1.3. Track progress against milestones and communicate project status, decisions, and action items.

2.1.4. Facilitate documentation of key configuration decisions and scope assumptions (e.g., design summary / decision log) and obtain Customer review and sign-off as needed to support the Configure and Test phases.

2.1.5. Monitor scope and manage change control in accordance with this DOS (including identifying potential scope changes and initiating the Change Request process where applicable).

2.1.6. Coordinate EQS Group resources required to deliver the Professional Services.

2.1.7. Partner with Customer's project lead to manage risks and issues and to support timely decision-making and approvals.

2.1.8. Facilitate project closeout and handover to EQS Support.

2.2. Customer will designate a project lead (or project manager) to interface with EQS Group's Project Manager and to coordinate Customer resources and decisions.

2.3. The project will follow a structured, phased delivery approach (waterfall) as described in the Project Methodology section of this DOS.

2.4. Based on the scope outlined in this DOS and the applicable Annex(es), the estimated project duration is approximately four (4) to six (6) months (subject to Customer readiness, timely inputs, and approvals).

2.5. Resourcing assumptions:

2.5.1. Customer resources required for workshops, testing, decision-making, and acceptance activities will be identified and available at project kickoff and throughout the DOS Term.

2.6. Governance cadence:

2.6.1. EQS Group's Project Manager and Customer's project lead will hold bi-weekly project status meetings to review progress against the plan, upcoming activities, risks/issues, dependencies, and decisions required. Additional working sessions (e.g., module workshops) will be led by the EQS Group implementation manager(s) assigned to the applicable module(s).

2.6.2. The parties may adjust meeting cadence by mutual agreement to support project needs. Any material changes to scope, deliverables, or timeline will be handled through the Change Request process.

2.7. EQS Group will use standard documentation, technology, and templates to support delivery (e.g., project plan, status report, RAID log, decision log). Customer remains responsible for maintaining its internal project documentation and tools as needed.

Annex 2
Integrity Line Implementation

1. **Objective**

EQS Group will assist Customer with the implementation and configuration of the EQS Integrity Line to enable intake of reports and end-to-end case management, by performing the activities described in the Scope section of this Annex.

2. **Scope**

2.1. Baseline Configuration
EQS Group will configure the foundational Integrity Line settings reasonably required to enable the purchased module in Customer's environment. Baseline setup under this Annex includes the core system settings for intake and case management, the purchased intake methods (where applicable), the included Use Cases, and the standard configuration elements expressly described below.

2.2. Translations
System standard texts are provided translated by EQS Group, where available, for supported languages. Customer is responsible for providing translated Customer-specific content and maintaining translations within the system. EQS Group will support upload of translations for Integrity Line intake in up to ten (10) languages, where supported. Case management configuration under this Annex will be delivered in one (1) supported language only.

2.3. Phone Intake Configuration (if purchased)
EQS Group will support configuration of Customer's Integrity Line phone intake, subject to the phone services purchased by Customer.

- Shared phone lines: Shared lines are pre-configured and available for use and will be routed to the EQS call center.
- Dedicated phone lines (optional add-on): Dedicated phone lines are not included unless expressly purchased and included via add-on annex or Change Request.
- Automated Messaging Service (optional add-on): If purchased, EQS will provision the designated phone number and enable the interactive voice menu to allow reporters to record new case messages and retrieve/respond to case manager messages via phone.

2.4. Phone Intake Testing (if applicable)
EQS Group will provide a testing template for Customer to validate phone intake and identify issues. Customer is responsible for executing testing and providing consolidated feedback.

2.5. Email Intake Configuration (if purchased)
EQS will activate the Email intake feature and will provision a dedicated email address.

2.6. Intake and Case Manager Configuration
EQS Group will configure up to three (3) Integrity Line Use Cases. For purposes of this Annex, a "Use Case" means a defined reporting scenario and associated case-handling process, including the intake method, intake form content, routing logic, permissions, classifications, and key workflow steps required to support that reporting scenario from intake through case closure.

For each included Use Case, EQS Group will support:

- creation of one (1) intake form or form bundle associated with a web intake tile;
- upload of form translations via the EQS-provided template for up to ten (10) languages, where supported;
- configuration of routing, assignment logic, and associated permissions for case intake and handling; and
- Where no Call Center is included, EQS Group will upload one (1) Customer-provided privacy policy and translations for up to three (3) languages.
- Where a Call Center is included, EQS Group will configure one (1) privacy-policy popup containing Customer-provided privacy policy details and/or a link to the applicable privacy policy information.

In addition to the included Use Cases, EQS Group will support the following overall Integrity Line configuration in the default language:

- creation of up to two (2) additional web intake tiles not associated with an intake form, such as FAQ or informational content;
- configuration of up to thirty-five (35) classifications used to categorize reported matters;

- configuration of up to fifteen (15) custom conclusions used to document case outcomes or corrective actions;
- configuration of up to fifteen (15) user roles to support case access and permission management;
- configuration of up to five (5) case screening rules to support exception handling or escalation based on report content;
- configuration of up to three (3) workflow statuses to reflect Customer's case-handling process;
- configuration of up to two (2) custom case tabs to support case documentation; and
- creation of up to three (3) message templates, including automated messages to reporters where applicable.

2.7. Training

EQS Group will provide the following remote training sessions for Integrity Line:

2.7.1. Administrative configuration training. Two (2) sessions of up to one (1) hour each for Customer administrators/power users covering core configuration concepts and day-to-day administration, including key settings, intake configuration, user/role concepts, and maintenance best practices.

2.7.2. End user training. Two (2) train-the-trainer sessions of up to one (1) hour each for Customer case managers and relevant stakeholders covering navigation, workflow management, case handling, and best practices. The purpose of these sessions is to enable Customer's designated representatives to support internal training and roll out to broader end users.

2.7.3. Reporting functionality training (1 session). One (1) overview session of up to one (1) hour on standard reporting capabilities. Customer is responsible for creating any custom reports or dashboards beyond standard product functionality unless expressly included via Change Request or separate written agreement.

2.7.4. EQS Group may provide standard user guides and related training materials, where available; Customer remains responsible for any Customer-specific training content, internal procedures, use-case-specific instructions, and broader end-user enablement within Customer's organization.

Annex 3
EQS Approvals Implementation

1. Objective

EQS Group will assist Customer with the implementation and configuration of EQS Approvals to enable structured approvals workflows, by performing the activities described in the Scope section of this Annex. EQS Approvals allows users to submit approval requests, follow a defined decision-making process, and manage approvals within a centralized application.

2. Scope

2.1. Baseline Configuration
EQS Group will configure the foundational EQS Approvals settings reasonably required to enable the purchased module in Customer's environment. Baseline setup under this Annex includes the core system settings, standard module structure, and the standard configuration elements described below.

2.2. Translations
Customer is responsible for providing, uploading, and maintaining translated content and localized text within the system. EQS Group will support upload of up to ten (10) languages for Approvals forms (where supported).

2.3. Approvals Configuration
2.3.1. Forms
Customer may leverage any EQS-provided Approvals form templates.

EQS Group will support:
- creation and configuration of up to five (5) custom Approvals forms in Customer's preferred default language, based on Customer-provided requirements and content; and
- import of form languages via the EQS-provided Excel template for up to ten (10) languages, where supported.
- Customer is responsible for creating any additional custom forms beyond this scope.

2.3.2. Workflow / Rule Engine
EQS Group will train Customer on the Approvals Rule Engine and will support configuration of up to five (5) Approvals workflows/routing models based on the agreed design. Customer is responsible for creating additional workflows, roles, and routing rules beyond this scope.

2.4. Training
EQS Group will provide the following remote training sessions for EQS Approvals:

2.4.1. Configuration training (2 sessions). Two (2) sessions of up to one (1) hour each for Customer administrators/power users covering core configuration, form maintenance, and workflow/rule engine administration.
2.4.2. Admin / end user process training (2 sessions). Two (2) sessions of up to one (1) hour each covering navigation, submission experience, workflow processing, and approver/case handling responsibilities.
2.4.3. Reporting functionality training (1 session). One (1) overview session of up to one (1) hour on standard reporting capabilities. Customer is responsible for creating any custom reports or dashboards beyond standard product functionality unless expressly included via Change Request or separate written agreement.
2.4.4. EQS Group may provide standard user guides and related training materials, where available; Customer remains responsible for any Customer-specific training content, internal procedures, use-case-specific instructions, and broader end-user enablement within Customer's organization.

Annex 4
EQS Policies Implementation

1. Objective

EQS Group will assist Customer with implementation and configuration of the EQS Policies module to enable centralized policy creation, management, certification/attestation, and communications workflows, by performing the activities described in the Scope section of this Annex.

2. Scope

2.1. Baseline Configuration

EQS Group will configure the foundational EQS Policies settings reasonably required to enable the purchased module in Customer's environment. Baseline setup under this Annex includes the core system settings, standard module structure, and the standard configuration elements described below.

2.2. Policies Configuration

EQS Group will support Customer in configuring the Policies module structure, including:

- General folder/category structure for organizing policies and creation of up to 5 policy folders/categories
- Target audience definitions (e.g., groups/filters)
- Certification/attestation settings (e.g., acknowledgement vs certification types)
- A standard policy approval workflow (where supported)
- Up to 5 policy approval workflow variants supported/configured

2.3. Policy content migration and archiving (Customer-led)

Customer is responsible for importing any existing policies and historical/archived versions into the system. EQS Group will provide guidance on recommended structure and categorization to support retrieval. Any large-scale content transformation, rewriting, or data cleansing is Customer responsibility unless expressly included via Change Request.

2.4. Training

EQS Group will provide the following remote training sessions for EQS Policies:

2.4.1. Configuration / administration training: One (1) overview session of up to one (1) hour on policy setup, folder/category structure, approval workflow, targeting, certification settings, and notifications.

2.4.2. Reporting / follow-up training: One (1) overview session of up to one (1) hour on policy distribution tracking, acknowledgment/certification status, and reporting basics.

2.4.3. EQS Group may provide standard user guides and related training materials, where available; Customer remains responsible for any Customer-specific training content, internal procedures, use-case-specific instructions, and broader end-user enablement within Customer's organization.

Annex 5
EQS Third Parties Implementation

1. Objective

EQS Group will assist Customer with implementation and configuration of the EQS Third Parties module to enable a structured, risk-based approach to third-party onboarding, risk classification, assessment, and ongoing monitoring, by performing the activities described in the Scope section of this Annex.

2. Scope

2.1. Baseline Configuration
EQS Group will configure the foundational EQS Third Parties settings reasonably required to enable the purchased module in Customer's environment. Baseline setup under this Annex includes the core system settings, standard module structure, and the standard configuration elements described below.

2.2. Third Parties Configuration
EQS Group will support configuration of Third Parties in accordance with the agreed design and the scope limits below:

- configuration of the core third-party risk assessment framework, including qualitative and quantitative scoring elements, risk factors, and rating logic used to assess and classify third parties;
- configuration of up to twenty (20) risks and twenty (20) risk classifications;
- configuration of up to three (3) custom questionnaire forms. Customer may leverage any EQS-provided Third Parties form templates; and
- one (1) workshop to support Customer's creation of risk and mitigation templates.

2.3. Third Party content
Customer data and content readiness. Customer is responsible for preparing and importing third-party data (including required attributes and supporting documentation) and for providing required content (e.g., risk criteria, assessment questions, thresholds, workflow rules) in EQS Group's specified format and within agreed timelines. EQS Group will provide guidance and best practices related to data structure and readiness.

2.4. Optional add-on: Screening
Activation of Screening, if purchased, may be performed following completion of base Third Parties configuration and is not included unless expressly purchased and included via add-on annex or Change Request.

2.5. Training
EQS Group will provide the following remote training sessions for Customer administrators / power users:

2.5.1. Third Parties administration and configuration training. One (1) session of up to one (1) hour covering core module administration, third-party onboarding setup, questionnaire configuration, and risk assessment framework concepts.

2.5.2. Screening, assessments, and workflow training. One (1) session of up to one (1) hour covering screening functionality, where purchased, as well as assessment processing, questionnaire distribution, review workflow, and ongoing monitoring concepts.

2.5.3. Reporting functionality training. One (1) overview session of up to one (1) hour covering standard reporting capabilities for third-party records, assessments, and monitoring activities. Customer is responsible for creating any custom reports or dashboards beyond standard product functionality unless expressly included via Change Request or separate written agreement.

2.5.4. EQS Group may provide standard user guides and related training materials, where available; Customer remains responsible for any Customer-specific training content, internal procedures, use-case-specific instructions, and broader end-user enablement within Customer's organization.

Annex 6

EQS Campaigns Implementation

1. **Objective**

The EQS Campaigns module enables Customer to distribute and monitor compliance action items, such as policy attestations and disclosure/questionnaire tasks, through a centralized campaign workflow with recipient targeting, scheduling, notifications, completion tracking, and reporting.

2. **Scope**

2.1. EQS Group will configure a single Use Case for Campaigns in Customer's environment. The Campaigns Use Case is a single end-to-end compliance campaign scenario for one defined audience and one defined action-item type, from campaign setup through launch, recipient participation, completion tracking, and reporting, and includes configuration necessary to support that flow, as aligned during discovery/design.

Use Case for the purposes of this Annex means:

- Campaign baseline setup: best-practice baseline configuration of Campaigns settings required to support the Use Case, including recommended foundational settings aligned during discovery/design.
- Action item configuration: configuration of one (1) campaign action-item scenario, including support for one (1) policy-related action item, where applicable to the purchased Policies module, and/or one (1) questionnaire action item, where applicable to the purchased Approvals module.
- Recipient targeting: configuration of one (1) target audience / recipient group for the Use Case campaign.
- Distribution and scheduling: configuration of one (1) campaign distribution schedule, including launch timing, due date, and reminder settings for the Use Case.
- Notifications: configuration of standard campaign notification templates/settings used for campaign launch and reminder communications for the Use Case.
- Reporting demonstration: demonstration of standard campaign completion tracking and reporting available for the Use Case.

2.2. Dependencies and Content Readiness

Customer is responsible for preparing and maintaining the content, recipient data, and any related forms, policies, questionnaires, translations, and audience criteria required for the Campaigns Use Case. Where Campaigns is used with EQS Approvals and/or EQS Policies, the applicable request form, questionnaire, or policy content must be available and sufficiently finalized to support campaign configuration and testing. EQS Group will provide guidance and best practices related to campaign setup, launch readiness, and administration.

Annex 7

Technical Enablement – DataSync, SSO, and Custom Email Domain

1. Objective

DataSync, Single Sign-On ("SSO"), and, where applicable, Custom Email Domain enable Customer to support user provisioning, authentication, and certain customer-controlled technical setup items needed for use of EQS Compliance Cockpit modules. This Annex describes the limited Professional Services EQS Group will provide to support Customer's planning and implementation of DataSync, SSO, and, where applicable to EQS Approvals and/or EQS Policies, configuration of a Customer-owned custom email domain for Integrity Hub emails.

2. Scope

2.1. Delivery Approach

EQS Group will provide up to two (2) structured workshops (up to one (1) hour each) remotely to support Customer's DataSync and SSO planning and enablement:

Workshop 1 – DataSync + SSO Overview & Requirements

EQS Group will:

- review supported DataSync methods under this Annex;
- review SSO prerequisites and recommended approach based on Customer's identity provider / source system and user provisioning strategy;
- confirm required user attributes, SCIM payload expectations (as applicable), and ownership/responsibilities; and
- answer initial questions and confirm next steps for Customer-led setup.

Workshop 2 – Q&A / Troubleshooting & Validation Support

EQS Group will:

- review Customer's progress and questions related to Customer-led setup;
- provide troubleshooting guidance for common setup issues (e.g., attribute mapping, formatting, validation steps, SSO configuration dependencies); and
- confirm readiness for Customer validation and cutover planning (as applicable).

2.2. Custom Email Domain (if applicable)

- Where supported by the purchased module and enabled for Customer, EQS Group will provide enablement guidance to support Customer's configuration of a Customer-owned custom email domain for Integrity Hub emails related to EQS Approvals and/or EQS Policies. Support is limited to prerequisite review, guidance on the required setup approach, and validation / troubleshooting assistance during the workshops included under this Annex. Customer is responsible for domain ownership, DNS and mail authentication changes, internal IT/security approvals, and all configuration or changes required on Customer-controlled systems or with Customer-controlled providers. EQS Group support is limited to guidance and validation within standard product capabilities. EQS-led execution of Customer-controlled domain, DNS, or mail infrastructure changes is not included.

2.3. Supported Methods / Scope Boundaries

- DataSync support is limited to SCIM and SFTP-based flat file ingestion (manual or scheduled file delivery); and
- SSO support is limited to enablement guidance, prerequisite review, configuration validation support, and troubleshooting guidance for Customer-led setup.

Any additional methods, custom integrations, non-standard approaches, or EQS-led build activities are not included under this Annex and may require a Change Request or separate written agreement.

2.4. Customer Responsibilities / Dependencies

Customer is responsible for all DataSync and SSO implementation activities, including:

- providing appropriate IT resources and technical owners for identity, authentication, and HR/user provisioning;
- confirming the source system(s) of record, identity provider, and identity/authentication strategy;
- preparing and maintaining HR/user data, including required attributes and access-related information;
- completing configuration on Customer-controlled systems (e.g., IdP/SSO platform, HRIS, SCIM setup, SFTP delivery, network/security approvals);

- if Customer elects SFTP-based DataSync: provisioning, hosting, securing, and maintaining a Customer-controlled SFTP server and/or file delivery mechanism, including all required network/security approvals and credentials/configuration needed for file transfer; and
- executing testing and validation of user authentication, provisioning, and attribute updates in Customer's environment.

2.5. Exclusions / Not Included

The following are not included under this Annex:

- EQS-led build or implementation of SCIM connectors, SFTP pipelines, SSO integrations, custom scripts, or third-party tooling;
- provisioning, hosting, operating, or managing an SFTP server or endpoint for Customer;
- custom development, data transformations, or bespoke mapping logic beyond standard guidance;
- full end-to-end integration project management beyond the workshops;
- ongoing monitoring, operational support, or troubleshooting beyond the workshops / defined scope; or
- support for third-party vendor coordination beyond reasonable guidance during scheduled sessions.