

EQS Compliance Cockpit: Description of Services – Guided Premium Implementation

This Description of Services (“DOS”) applies to Customers that have purchased the Guided Premium 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 Guided Premium Implementation package, including the scope of services, 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 combination of structured discovery/design sessions, EQS-led configuration of a Primary Use Case, as defined in the applicable Annex(es), and a series of workshops tailored to Customer’s implementation needs. EQS will also provide access to step-by-step guides and knowledge base articles to support Customer throughout the engagement.

Guided Premium Implementation follows a co-delivery approach between EQS Group and Customer. EQS Group will perform the in-scope configuration, 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, 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, and the agreed delivery cadence, but is typically 8–12 weeks per module from the kickoff date. 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, and communication channels. EQS Group will also review the Guided Premium Implementation approach, establish the delivery cadence, and review prerequisites, assumptions, and Customer inputs required for delivery.

2.2. Discovery and design

One (1) structured discovery/design session per purchased module, of up to one (1) hour, to confirm the Primary Use Case, success criteria, and implementation approach. Where multiple modules are purchased, EQS Group may combine discovery/design across modules where practical (e.g., Policies and Campaigns) to streamline delivery. The Parties will document and confirm the Primary Use Case and success criteria during discovery/design, and EQS Group will commence configuration of the Primary Use Case upon Customer’s confirmation.

2.3. Configuration (Primary Use Case)

EQS will provision the purchased module(s) with an initial baseline configuration based on standard system defaults and embedded best-practice settings. EQS will then configure the Primary Use Case per purchased module within the boundaries defined in the applicable Annex(es). Customer is responsible for any additional configuration, customization, or changes outside the defined scope.

2.4. Workshops

A series of structured workshops (the number and content vary based on the module(s) purchased, as set out in the Annexes) led by EQS to guide and enable Customer through configuration decisions, setup activities, and operational readiness. Workshops are typically delivered weekly; the expected number of workshops will be confirmed during kickoff based on purchased modules and the defined Primary Use Case(s).

Workshops are structured sessions intended to (i) review and demonstrate the Primary Use Case configuration completed by EQS Group, (ii) train Customer's administrators on how to extend configuration, and (iii) confirm next steps and customer-led configuration activities between sessions.

Due to the interactive nature of the content and required Customer engagement, workshops may not be split into multiple shorter sessions. EQS Group recommends workshops occur at least once per week for consecutive weeks on a pre-arranged timeslot to maintain momentum and support timely completion.

Customer is encouraged to review available enablement resources (including training materials, webinars, and support portal content) in advance of sessions to facilitate productive discussion and informed configuration decisions.

Customer will be responsible for completing configuration activities between sessions ("homework"), including additional workflows, forms, rules, settings, content, and other configuration items outside of the Primary Use Case scope. EQS Group will provide guidance and review checkpoints during workshops to address questions and validate progress.

2.5. Testing and UAT checkpoint

EQS Group will support Customer's testing activities, including a structured UAT checkpoint to review test outcomes, determine any in-scope updates to the Primary Use Case configuration (as applicable and further defined in this DOS and the Annex(es)), and confirm go-live readiness.

2.6. Closeout, handoff, and hypercare

EQS will support a project closeout session, formal handoff to Support/Customer Success, and a post-go-live hypercare period of two (2) 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
Core enablement			
Support	Delivery cadence, workshop facilitation, and guidance	R	C
Support	Training for each module	R	I

Module Implementation			
Configure	Primary Use Case Configuration	R	A/C
Configure	Additional configuration (Customer-led)	C	R/A
DataSync + SSO			
Configure	Define Requirements & Prerequisites	R	R/A
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
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

EQS Group will incorporate up to two (2) rounds of Customer-requested configuration updates to the Primary Use Case during the Configure and Test phases, based on Customer review of the in-scope configuration in the applicable non-production environment. A "round" means a consolidated set of Customer feedback provided at one time following EQS Group's delivery of updated configuration for review. Requests for additional changes beyond the included rounds, or changes requested after Customer sign-off or completion of the UAT checkpoint/readiness review, 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.

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, and completion of customer-led configuration activities between sessions. As a central requirement under this DOS, Customer shall:

- 4.1. define its business requirements, Primary Use Case priorities, 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 a structured checkpoint 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 and subject matter experts for workshops, decision-making, and issue resolution;
- 4.4. provide all information, requirements, and 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 Discovery & Design sessions and workshops, and complete prerequisites and follow-up actions where identified;
- 4.9. complete customer-led configuration activities in Customer's environment, including configuration and management of Customer-side technical components, identity provider settings, source systems, third-party systems, and configuration or content outside of the Primary Use Case configured by EQS Group, as defined in this DOS and the applicable Annex(es);
- 4.10. perform testing activities (including UAT), document test results, and provide timely feedback and approvals required to support go-live readiness;
- 4.11. manage rollout activities for Customer's organization, including change management and training of Customer's end users;
- 4.12. 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;
- 4.13. provide any required translations and localized content, where applicable (unless otherwise expressly included in the applicable Annex(es));
- 4.14. 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
- 4.15. 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 an Implementation Manager) 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 sending invitations for discovery/design sessions and workshops;
- 5.4. EQS Group will 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, Primary Use Case, 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 Professional Services will be deemed complete when EQS Group has: (i) conducted the kickoff, (ii) completed the discovery/design session(s) and documented the confirmed Primary Use Case, (iii)

configured the Primary Use Case, (iv) conducted the scheduled workshops included in the Professional Services, (v) facilitated the UAT checkpoint / readiness review.

- 7.2. Customer acceptance will be deemed to have occurred upon the earliest of: (i) Customer's written confirmation that the Primary Use Case and related deliverables described in Section 7.1 are complete; (ii) Customer's go-live or production use of the configured Primary Use Case (other than for testing); or (iii) ten (10) business days after EQS Group's written notice that the items in Section 7.1 are complete, unless Customer provides written notice describing a material non-conformance with the scope expressly defined in this DOS and the applicable Annex(es).
- 7.3. Minor defects or configuration items outside the expressly defined scope (including configuration outside of the Primary Use Case) will not delay acceptance and may be addressed through Customer-led configuration, Support processes, or Change Request, as applicable.

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 lead to changes in the 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 twelve (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 the Agreement and shall be payable net fourteen (14) calendar days from the date of EQS Group's invoices.

Annex 1

EQS Integrity Line Implementation

1. Objective

The EQS Integrity Line module provides Customer with a secure platform to support whistleblowing intake and case management, enabling Customer to receive reports, manage investigations, and document case resolution activities in alignment with Customer policies and applicable requirements.

2. Outcome

Comprehensive list of Outcomes:

- the Integrity Line Primary Use Case configured and demonstrated;
- Customer administrators enabled to create and update configuration;
- Customer enabled to manage cases from submission through closure; and
- a structured UAT checkpoint / readiness review completed for the Integrity Line Primary Use Case.

3. Primary Use Case Definition and Scope

EQS Group will configure a single Primary Use Case for Integrity Line in Customer's environment. The Integrity Line Primary Use Case is a single end-to-end flow from report submission through case closure and includes configuration necessary to support that flow, as aligned during discovery/design.

Primary Use Case means:

- EQS best-practice baseline configuration of standard backend attributes and foundational system settings (non-client-facing). EQS Group will demonstrate how these settings can be adjusted during workshops; any additional expansion beyond the Primary Use Case will be completed by Customer as part of guided homework.
- EQS Group will configure the standard Integrity Line Web Intake page with Customer-provided logo, colors, and applicable branding assets.
- One (1) intake form configured using EQS standard templates and recommended settings.
- One (1) custom Intake form limited to twenty (20) questions. Customer will provide finalized question text and response options.
- EQS Group will configure and load intake content in up to five (5) languages, using translations provided by Customer. All backend configuration, including any customizations, will be implemented in one (1) supported language only.
- EQS Group will configure up to three (3) routing scenarios based on the configured intake form(s) to support the Primary Use Case.
- EQS Group will configure one (1) custom case tab with up to ten (10) custom fields and the workflow steps and statuses required to support case handling for the Primary Use Case.
- Three (3) Case Screening escalation rules to support triage and escalation for the Primary Use Case.
- Folder structure configuration of up to fifteen (15) custom folders across up to three (3) custom folder groups to support case assignment and access organization for the Primary Use Case.

Annex 2

EQS Approvals Implementation

1. Objective

The EQS Approvals module enables Customer to implement a structured approvals workflow by allowing users to submit approval requests, follow a defined decision-making process, and manage the lifecycle of approval cases within a centralized application.

2. Outcome

Comprehensive list of Outcomes:

- the Approvals Primary Use Case configured and demonstrated;
- Customer administrators enabled to manage approval requests from disclosure submission to completion (approve, decline, reject, request updates, cancel);
- Customer administrators enabled to create and update request/questionnaire forms and related approval workflow configuration; and
- a structured UAT checkpoint / readiness review completed for the Approvals Primary Use Case.

3. Primary Use Case Definition and Scope

EQS Group will configure a single Primary Use Case for Approvals in Customer's environment. The Approvals Primary Use Case is a single end-to-end approvals process for one request scenario (from submission through decision and closure) and includes configuration necessary to support that flow, as aligned during discovery/design.

Primary Use Case means:

- Three (3) standard, EQS best-practice disclosure/request form selected from EQS's standard templates (as applicable).
- One (1) custom request form in the default system language, limited to twenty (20) questions. Customer will provide finalized question text, response options, and any required translations. EQS Group will configure and upload the form in up to three (3) additional customer-provided languages.
- Three (3) configured decision paths / routing models for the Primary Use Case, including rule-based routing and decision outcomes, limited to ten (10) routing branches/conditions (e.g., auto-approve vs. route-to-approver, escalation conditions, and notifications relevant to the flow).

Annex 3

EQS Policies Implementation

1. Objective

The EQS Policies module enables Customer to centrally create, manage, approve, publish, and communicate policies, and to track employee acknowledgment, certification, and policy status across the organization.

2. Outcome

Comprehensive list of Outcomes:

- the Policies Primary Use Case configured and demonstrated;
- Customer administrators enabled to create and/or upload, manage, and publish policy content and related metadata;
- Customer enabled to publish and monitor policy distribution/acknowledgment status for the Primary Use Case; and
- a structured UAT checkpoint / readiness review completed for the Policies Primary Use Case.

3. Primary Use Case Definition and Scope**3.1. Primary Use Case**

EQS Group will configure a single Primary Use Case for Policies in Customer's environment. The Policies Primary Use Case is a single end-to-end policy distribution and acknowledgment flow for one defined audience/campaign scenario (from policy publication through acknowledgment tracking and reporting) and includes configuration necessary to support that flow, as aligned during discovery/design.

Primary Use Case means:

- Best-practice baseline setup for the Policies module, including recommended foundational settings and notification configuration aligned during discovery/design.
- Folder/category structure: configuration of up to three (3) policy folders/categories to organize the Primary Use Case policy content.
- Target audience definition: configuration of one (1) target audience (e.g., one group or filter) for the Primary Use Case distribution.
- Approval workflow: configuration of one (1) standard policy approval workflow variant (where supported) for the Primary Use Case.
- Policy distribution/certification campaign: configuration of one (1) policy distribution scenario for the Primary Use Case, including acknowledgment/certification tracking and associated notifications. Where certification-by-quiz is selected by Customer, the quiz is limited to ten (10) questions for the Primary Use Case.

3.2. Policy Content, Migration, and Archiving

Customer is responsible for preparing and uploading policy content (including any historical or archived versions). EQS Group will provide guidance and best practices to support Customer in organizing and categorizing policy content for retrieval and reporting.

Annex 4

EQS Third Parties Implementation

1. Objective

The EQS Third Parties module enables Customer to implement a structured, risk-based approach to third-party management by onboarding third parties, collecting and assessing risk information, classifying risk, and monitoring third-party relationships in alignment with Customer policies and applicable requirements.

2. Outcome

Comprehensive list of Outcomes:

- the Third Parties Primary Use Case configured and demonstrated;
- Customer administrators enabled to import and maintain third-party data required for the Primary Use Case;
- Customer administrators enabled to manage the configured assessment/questionnaire flow for the Primary Use Case;
- Customer administrators enabled to manage the defined risk classification framework, configured risk templates, and related monitoring / mitigation actions for the Primary Use Case; and
- a structured UAT checkpoint / readiness review completed for the Third Parties Primary Use Case.

3. Primary Use Case Definition and Scope**3.1. Primary Use Case**

EQS Group will configure a single Primary Use Case for Third Parties in Customer's environment. The Third Parties Primary Use Case is a single end-to-end third-party onboarding and assessment flow for one defined scenario (from third-party intake/data entry through risk assessment, required actions, and status tracking) and includes configuration necessary to support that flow, as aligned during discovery/design.

Primary Use Case means:

- Assessment configuration (best-practice baseline): configuration of the assessment model settings required for the Primary Use Case, including qualitative and quantitative scales and a bounded set of risk factors aligned during discovery/design.
- Classifications: configuration up to fifteen (15) classifications to categorize risks to support analysis and assignment logic.
- Risks: configuration of up to five (5) risk templates for the Primary Use Case, sufficient to demonstrate identification, classification, and linkage of risks to related mitigation actions.
- Questionnaires:
 - One (1) standard, EQS best-practice third-party questionnaire/assessment selected from EQS's standard templates (as applicable).
 - One (1) custom third-party questionnaire/assessment in the default system language, limited to twenty (20) questions. Customer will provide finalized question text, response options, scoring/weighting inputs (if applicable), and any required translations. EQS Group will configure and upload the questionnaire/assessment in up to three (3) additional customer-provided languages.
- Mitigation configuration: configuration of one mitigation template/approach sufficient to demonstrate linking identified risks to mitigation measures for the Primary Use Case.
- Demonstration profile: configuration of one (1) example third-party profile to demonstrate the end-to-end assessment workflow (intake/data entry, assessment scoring, classification, mitigation linkage, and status tracking).

3.2. Data Import and Content Readiness

Customer is responsible for preparing and importing third-party data (including required attributes and supporting documentation) needed for the Primary Use Case. EQS Group will provide guidance and best practices related to data structure and readiness to support a successful import and configuration.

Annex 5

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. Outcome

Comprehensive list of Outcomes:

- the Campaigns Primary Use Case configured and demonstrated;
- Customer administrators enabled to create, launch, and monitor a campaign for the Primary Use Case;
- Customer administrators enabled to manage campaign recipients, action items, scheduling, and related notifications for the Primary Use Case;
- Customer enabled to monitor campaign completion status and reporting for the Primary Use Case; and
- a structured UAT checkpoint / readiness review completed for the Campaigns Primary Use Case.

3. Primary Use Case Definition and Scope

3.1. Primary Use Case

EQS Group will configure a single Primary Use Case for Campaigns in Customer's environment. The Campaigns Primary 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. Where applicable, the Campaigns Primary Use Case may be used to support the Primary Use Case for EQS Approvals and/or EQS Policies.

Primary Use Case means:

- Campaign baseline setup: best-practice baseline configuration of Campaigns settings required to support the Primary 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 Primary Use Case. Pilot or test campaigns and any additional audience / recipient group setup are out of scope.
- Distribution and scheduling: configuration of one (1) campaign distribution schedule, including launch timing, due date, and reminder settings for the Primary Use Case.
- Notifications: configuration of standard campaign notification templates/settings used for campaign launch and reminder communications for the Primary Use Case.
- Reporting demonstration: demonstration of standard campaign completion tracking and reporting available for the Primary Use Case.

3.2. 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 Primary 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 6

DataSync + SSO Enablement

1. Objective

DataSync and Single Sign-On ("SSO") enable Customer to support user provisioning, authentication, and the accurate assignment of user attributes needed for access, reporting, and operational workflows within EQS Compliance Cockpit modules. This Annex describes the limited Professional Services EQS Group will provide under Guided Premium Implementation to support Customer's planning and implementation of DataSync and/or SSO for the purchased modules, where applicable.

2. Outcome

At completion of the Professional Services for this Annex, outcomes are:

- Customer enabled to understand supported DataSync methods, SSO prerequisites, and the recommended approach;
- DataSync and/or SSO requirements and responsibilities confirmed, including required user attributes, identity/authentication dependencies, and technical ownership; and
- a guided Q&A / troubleshooting session completed to support Customer's DataSync and/or SSO setup and validation activities.

3. Scope**3.1. Delivery Approach (Two Workshops)**

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).

3.2. 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.

3.3. 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.

3.4. 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 two workshops;
- ongoing monitoring, operational support, or troubleshooting beyond the workshops / defined Guided Premium scope; or
- support for third-party vendor coordination beyond reasonable guidance during scheduled sessions.