

# EQS Privacy Cockpit: Description of Services – Guided Implementation

This Description of Services (“DOS”) applies to Customers that have purchased the Guided Implementation service. This DOS forms an integral part of the Agreement between the 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.

The Customer may purchase the EQS Privacy 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”) that EQS Group will provide to the Customer under the Guided Implementation package, including the scope of services, estimated timeline, and the responsibilities of each party.

## 2. Project Scope

Guided Implementation follows an assisted implementation model. EQS Group will perform the Initial Setup within the pre-defined scope and provide the Customer with dedicated guidance through scoping and follow-up workshops, contextualized onboarding sessions, and SSO configuration, as described in this DOS and Annex(es), together with self-service documentation and in-app live chat support. The Customer remains responsible for completing all configuration, customization, workflow design, testing, rollout, and other implementation activities beyond the Initial Setup configuration, as well as providing the required inputs and preparing internal teams for go-live.

The timeline for completion of the Professional Services will vary based on Customer responsiveness and the modules being implemented, but is typically 2-4 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 kick-off email will be sent out to the Customer with access to the online form configurator to collect the Customer's information. The Customer is responsible for completing the online form and providing all required information in a timely manner.

### 2.2. Scoping Workshop

Prior to deployment, EQS Group will conduct one (1) dedicated scoping workshop per purchased module with the Customer's implementation team, led by the EQS implementation manager. The purpose of the workshop is to contextualize the Initial Setup within standard product capabilities and align on the Customer's deployment approach. The workshop is limited to standard functionality and does not cover custom development, custom workflows, or activities that would require additional workshops beyond the one included.

### 2.3. Configuration

EQS Group will provide the Initial Setup of the purchased module(s).

### 2.4. Single Sign-On (SSO) Configuration

EQS Group will configure Single Sign-On (SSO) for the Customer's environment within standard SSO configuration capabilities and will provide the technical connection elements required for the Customer's identity provider integration, as further defined in the applicable Annex(es). The Customer remains responsible for its identity provider configuration and for providing appropriate IT resources and prerequisites for the setup process.

### 2.5. Follow-Up Workshop

Following deployment, EQS Group will conduct one (1) dedicated follow-up workshop per purchased module with the Customer to support the rollout, address questions arising from initial use, and identify any remaining standard configuration adjustments within scope.

### 2.6. Go-Live & Post-Support

Once the Initial Setup configuration is completed, EQS Group will hand over Customer to the EQS Support team and the assigned Customer Success Manager (CSM). The Customer is responsible for any additional configuration, customization, or changes that fall outside the scope of the Initial Setup configuration as defined in the applicable Annex(es).

### 2.7. Onboarding & Enablement

- EQS Group will make available the following enablement resources to support Customer's onboarding and ongoing use of the platform:
- Self-Service Resources. EQS Group will provide full access to documentation, guides, and video tutorials via the EQS Customer Portal and the in-app Resource Center.
- Dedicated Onboarding Sessions. EQS Group will deliver two (2) dedicated, contextualized onboarding sessions per purchased module, of one (1) hour each, scheduled with the Customer's users.
- Live Chat Support. In-app live chat is available to all Customer users to address product usage questions.

## 3. Activities and Outputs

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.

At the completion of the Professional Services, EQS Group will have provisioned the applicable module in Customer's environment, delivered the scoping and follow-up workshops and the dedicated onboarding sessions, and Customer is able to continue configuration, review and rollout the applicable module using the provided documentation, enablement materials, and dedicated sessions.

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 |
|------------------------------|----------------------------------------------------------------------|-----------|----------|
| <b>Project Kickoff</b>       |                                                                      |           |          |
| Discovery                    | Kick-off                                                             | R         | C        |
| Discovery                    | Scoping workshop (1 per module)                                      | R         | C        |
| <b>Core enablement</b>       |                                                                      |           |          |
| Support                      | Access to documentation, guides, and tutorials                       | R         | I        |
| Support                      | Dedicated onboarding sessions (2 × 1h per module) & in-app live chat | R         | I        |
| <b>Module Implementation</b> |                                                                      |           |          |

|                                      |                                                                                                           |   |     |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------|---|-----|
| Configure                            | Baseline System Configuration                                                                             | R | A/C |
| Configure                            | Additional configuration (Customer-led; EQS available for clarification via Q&A)                          | C | R/A |
| Configure                            | Follow-up workshop (1 per module)                                                                         | R | C   |
| <b>SSO</b>                           |                                                                                                           |   |     |
| Configure                            | Provide Requirements & Prerequisites                                                                      | R | R/A |
| Configure                            | SSO setup / configuration (EQS-led, with Customer IdP inputs); provision of technical connection elements | R | C   |
| <b>Data Migration (if purchased)</b> |                                                                                                           |   |     |
| Migrate                              | Provide data file                                                                                         | C | R/A |
| Migrate                              | Define mapping rules                                                                                      | R | R/A |
| Migrate                              | Validate mapping                                                                                          | C | R/A |
| Migrate                              | User acceptance testing                                                                                   | C | R/A |
| Migrate                              | Load data to production                                                                                   | R | I   |
| <b>Go-Live &amp; Closeout</b>        |                                                                                                           |   |     |
| Go Live                              | Project Closeout, Handoff to Support                                                                      | R | C   |

#### 4. Customer Responsibilities

The 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 the Customer's active engagement, timely completion of prerequisites, attendance at the scoping and follow-up workshops and dedicated onboarding sessions, and completion of Customer-led configuration activities. As a central requirement under this DOS, the Customer shall:

- 4.1. 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;
- 4.2. review user guides, training materials, and other resources made available via the EQS Customer Portal and the in-app Resource Center;
- 4.3. designate appropriate stakeholders to attend the scoping workshop, follow-up workshop, dedicated onboarding sessions, ensure their availability at the agreed dates, and complete prerequisites and follow-up actions where identified;
- 4.4. complete Customer-led configuration activities in the Customer's environment, including configuration and content outside of the Initial Setup configured by EQS Group, as defined in this DOS and the applicable Annex(es);
- 4.5. manage rollout activities for Customer's organization, including change management and training of Customer's end users;
- 4.6. 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;

- 4.7. provide any required translations and localized content, where applicable (unless otherwise expressly included in the applicable Annex(es));
- 4.8. for SSO setup: configure the Customer's identity provider, provide appropriate IT resources for the integration, and supply the prerequisites and configuration parameters required by EQS Group to deliver the technical connection;
- 4.9. where Customer has purchased the Data Migration service: (a) provide data files in Excel format conforming to the specifications agreed during the sales process and the data file construction rules defined jointly with EQS Group; (b) participate in the definition and validation of data mapping rules; (c) perform user acceptance testing based on a test file conforming to the validated mapping and construction rules; and (d) provide the final data file for production loading upon successful completion of user acceptance testing;
- 4.10. 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
- 4.11. 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 the event that the Customer does not fulfill these obligations within a reasonable timeline or to a reasonable standard, EQS Group shall not be responsible for any resulting delay, rework, or costs regarding the affected Professional Services. Waiting times for EQS Group implementation managers caused by the Customer not meeting its obligations under this DOS will be invoiced to the Customer based on EQS Group's standard hourly rates. EQS Group shall be entitled to reassign its implementation managers to other customers in the event of significant delays caused by Customer.

### **5. Change Request Process**

- 5.1. At any time during performance of the Professional Services, the Customer may request, or EQS Group may recommend, a change to the scope, deliverables, timeline, assumptions, responsibilities, or other terms of this DOS (each, a "Change Request"). Such Change Request shall follow the procedure set out below:
- 5.2. The requesting party will submit the Change Request in writing to the other party, describing the requested change in reasonable detail.
- 5.3. The other party will assess the Change Request and provide a written impact assessment, which may include adjustments to scope, timeline, and/or fees.
- 5.4. 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.
- 5.5. Unless and until a Change Request is executed, EQS Group will continue to perform the Professional Services in accordance with this DOS.

### **6. Acceptance Procedure**

- 6.1. The Professional Services will be deemed complete when EQS Group has:
  - (i) provisioned the Customer's environment; (ii) completed the Initial Setup configuration for the purchased module(s) as defined in this DOS and the applicable Annex(es); (iii) delivered the scoping workshop, the follow-up workshop, and the dedicated onboarding sessions, and provided access to the applicable enablement resources included in the Professional Services, including self-service documentation and in-app live chat; (iv) where Customer has purchased the Data Migration service, completed the production data load following Customer's successful user acceptance testing and delivery of the final data file; and (v) introduced Customer to the EQS Support team and the assigned Customer Success Manager (CSM).
- 6.2. Customer acceptance will be deemed to have occurred upon the earliest of:
  - (i) The Customer's written confirmation that the deliverables described above are complete; (ii) The Customer's go-live or production use of the platform or (iii) ten (10) business days after EQS Group's written notice that the above items are complete, unless the Customer provides written notice

describing a material non-conformance with the scope expressly defined in this DOS and the applicable Annex(es).

- 6.3. For clarity, the Professional Services do not include configuration, implementation, or customization of the platform beyond the Initial Setup expressly described in this DOS. The Customer is solely responsible for all configuration and implementation activities beyond the Initial Setup described in the applicable Annex(es). Platform configuration status, completeness, or suitability for Customer's intended use will not delay or condition acceptance.

## 7. 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 the price and will be addressed through the Change Request process.

- 7.1. **Compliance and configuration decisions.** Alignment of configuration and process workflows with applicable laws, regulations, and/or Customer policies is the Customer's responsibility. Configuration decisions and approvals are the responsibility of the 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.
- 7.2. **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 the Customer's reasonable control may result in resource reassignment, timeline impacts, and/or additional costs.
- 7.3. **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.
- 7.4. **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).
- 7.5. **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.
- 7.6. **Travel.** The Professional Services fixed fee does not include travel. Any required on-site travel will be mutually agreed in advance and billed to the Customer.
- 7.7. **Support after services.** Upon completion of the Professional Services outlined in this DOS, EQS Group will transition the Customer to EQS Group Support. Ongoing support services are outside the scope of this DOS.
- 7.8. **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 the Customer's responsibility unless otherwise expressly included in this DOS or the applicable Annex(es).
- 7.9. **Customer inputs.** The Customer will provide all required information, content, and inputs in EQS Group's specified format and within agreed timelines.
- 7.10. **Translations.** The 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.
- 7.11. **Historical data and data migration.** Migration of historical data into EQS Group Cloud Services is not included unless the Customer has purchased the Data Migration service. Where Data Migration is purchased, the scope, format, and schedule of the migration are as defined in this DOS and the applicable Annex(es).
- 7.12. **Integrations.** Support for integrations with third-party systems is not included unless otherwise expressly included in an applicable Annex or separate written agreement.
- 7.13. **DataSync / user provisioning.** Support for automated user provisioning or HR data integration via DataSync is not included unless otherwise expressly included in an applicable Annex or separate written agreement. Unless such support is expressly included, Customer is responsible for user provisioning, including manual user creation and/or use of the Bulk User Import tool, as applicable.

- 7.14. **Single Sign-On (SSO).** The Customer is responsible for its identity provider configuration and for providing appropriate IT resources, prerequisites, and configuration parameters for the setup process. SSO scenarios beyond standard configuration capabilities are subject to the Change Request process.
- 7.15. **Environment used for delivery.** Unless otherwise agreed in writing, Professional Services will be performed in the Customer's production environment. Customer is responsible for maintaining appropriate access and approvals for EQS Group to perform the Professional Services.
- 7.16. **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.

## **8. Term**

The Professional Services described herein expire three (3) months after the Start Date set out in the Agreement ("DOS Term"). If the 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.

## **9. Payment Terms**

- 9.1. 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.
- 9.2. 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 Privacy Cockpit – Privacy Module Implementation

#### 1. Objective

The EQS Privacy Cockpit – Privacy Module provides the Customer with a centralized platform to manage its personal data processing activities in accordance with applicable data protection regulations, including GDPR. The module enables the Customer to create and maintain its Records of Processing Activities (RoPA), manage Data Subject Requests (DSRs), conduct Data Protection Impact Assessments (DPIAs), and maintain a data asset inventory, supporting Customer's accountability and compliance obligations.

#### 2. Initial Setup Definition and Scope

EQS Group will provision the EQS Privacy Cockpit – Privacy Module in the Customer's environment with an Initial Setup configuration generated based on Customer inputs submitted through the online form configurator and incorporating EQS standard system defaults and best-practice settings. The Initial Setup is intended to provide a functional starting environment from which Customer administrators can further configure and tailor the solution to their organizational requirements.

Initial Setup means:

- EQS standard system baseline configuration of backend attributes and foundational system settings required to use the Privacy Module.
- Standard configuration of the Records of Processing Activities (RoPA) register.
- Standard configuration of the Data Subject Request (DSR) feature.
- Two (2) dedicated, contextualized onboarding sessions of one (1) hour each for the Customer's use of the Privacy Module, and in-app live chat support.
- Access to EQS documentation, knowledge base articles, and training materials to support Customer configuration activities.

Any additional configuration, processing activity creation, DPIA templates, data asset mapping, workflow customization, or other customization activities will be completed by the Customer as part of its self-directed implementation.

#### 3. Data Content and Readiness

Customer is responsible for preparing and importing existing personal data processing records, data asset inventories, and any related documentation into the Privacy Module. EQS Group will provide guidance and best practices related to data structure, RoPA content requirements, and readiness through the dedicated onboarding sessions and in-app live chat, if the Customer requires support.

Data Migration (Optional)

Where the Customer has purchased the Data Migration service, the following additional activities apply:

- A data migration schedule will be agreed with the Customer during the project kickoff.
- The Customer shall provide a data file in Excel format, conforming to the specifications defined during the sales process.
- EQS Group and the Customer will jointly define the data mapping rules between the Customer's data file and the available fields on the platform, as well as the data file construction rules. All data elements to be migrated must be structured consistently in accordance with the jointly agreed rules.
- Once the data mapping has been validated by Customer, any subsequent change will be subject to the Change Request process and may require the purchase of additional Professional Services and result in timeline impacts.

- The Customer will perform user acceptance testing using the final data file that conforms to the validated mapping and construction rules. Upon successful completion of user acceptance testing, Customer will provide the final data file, which EQS Group will load into the production environment.
- If Customer delays cause the agreed migration schedule to be missed, redevelopment of the migration may be required, and additional fees may apply.



## Annex 2

### EQS Privacy Cockpit – Risk Management Module Implementation

#### 1. Objective

The EQS Privacy Cockpit – Risk Management Module enables the Customer to identify, assess, and manage privacy-related risks within a structured risk management framework. The module supports the Customer in building and maintaining a risk register, performing risk assessments linked to processing activities and data assets, defining mitigation measures, and tracking risk treatment progress in alignment with the Customer's data protection risk management policies and applicable requirements.

#### 2. Initial Setup Definition and Scope

EQS Group will provision the EQS Privacy Cockpit – Risk Management Module in the Customer's environment with an Initial Setup configuration generated based on Customer inputs submitted through the online form configurator and incorporating EQS standard system defaults and best-practice settings. The Initial Setup is intended to provide a functional starting environment from which Customer administrators can further configure and tailor the solution to their organizational requirements.

Initial Setup means:

- EQS standard system baseline configuration of backend attributes and foundational system settings required to use the Risk Management Module.
- Standard risk assessment configuration: best-practice baseline including predefined risk categories, likelihood and impact scales, and risk scoring methodology aligned with privacy risk management standards.
- Standard risk register setup enabling the Customer to log, assess, and track privacy risks and associated mitigation actions.
- Two (2) dedicated, contextualized onboarding sessions of one (1) hour each for the Customer's use of the Risk Management Module, and in-app live chat support.
- Access to EQS documentation, knowledge base articles, and training materials to support Customer configuration activities.

Any additional configuration, risk category customization, mitigation workflow design, or other customization activities will be completed by Customer as part of its self-directed implementation.

#### 3. Risk Content and Readiness

Customer is responsible for preparing and importing existing risk registers, risk assessment data, and related documentation into the Risk Management Module. EQS Group will provide guidance and best practices related to risk data structure, content requirements, and module administration through the dedicated onboarding sessions and in-app live chat, if Customer requires support.

## Annex 3

### EQS Privacy Cockpit – AI Act Management Module Implementation

#### 1. Objective

The EQS Privacy Cockpit – AI Act Management Module enables the Customer to build and maintain an AI system inventory, classify AI systems according to the risk categories defined under the EU Artificial Intelligence Act (AI Act), and manage compliance obligations associated with each AI system. The module supports the Customer in tracking AI system use cases, conducting risk assessments, documenting conformity measures, and maintaining an auditable record of AI governance activities in alignment with applicable regulatory requirements.

#### 2. Initial Setup Definition and Scope

EQS Group will provision the EQS Privacy Cockpit – AI Act Management Module in the Customer's environment with an Initial Setup configuration generated based on the Customer inputs submitted through the online form configurator and incorporating EQS standard system defaults and best-practice settings. The Initial Setup is intended to provide a functional starting environment from which Customer administrators can further configure and tailor the solution to their organizational requirements.

Initial Setup means:

- EQS standard system baseline configuration of backend attributes and foundational system settings required to use the AI Act Management Module.
- Standard AI system inventory setup, enabling the Customer to register and categorize AI systems with predefined attribute fields aligned with EU AI Act disclosure requirements.
- Standard risk classification configuration: best-practice baseline including predefined AI risk categories (unacceptable risk, high risk, limited risk, minimal risk) and associated compliance obligation templates as defined under the EU AI Act.
- Two (2) dedicated, contextualized onboarding sessions of one (1) hour each covering key configuration considerations and administration best practices for the Customer's use of the AI Act Management Module, and in-app live chat support.
- Access to EQS documentation, knowledge base articles, and training materials to support Customer configuration activities.

Any additional configuration, AI system categorization, custom compliance workflows, or other customization activities will be completed by the Customer as part of its self-directed implementation.

#### 3. AI System Data and Readiness

Customer is responsible for preparing and importing existing AI system inventories, use case descriptions, and related documentation into the AI Act Management Module. EQS Group will provide guidance and best practices related to AI system data structure, classification methodology, and module administration through the dedicated onboarding sessions and in-app live chat, if the Customer requires support.

## **Annex 4**

### **EQS Privacy Cockpit – Single Sign-On (SSO) Configuration**

#### **1. Objective**

This Annex sets out the scope, supported protocols, prerequisites, and process applicable to the configuration of Single Sign-On (SSO) for the Customer's environment under the Guided Implementation. SSO configuration is performed by EQS Group within standard SSO configuration capabilities and requires the Customer to provide the technical inputs and prerequisites described below.

#### **2. Supported Protocols**

EQS Group supports the following SSO protocols. The Customer shall confirm in writing the protocol selected for its integration prior to the start of the SSO configuration activities:

- SAML 2.0;
- OpenID Connect (OIDC);
- OAuth 2.0; and
- Azure Active Directory (Azure AD / Microsoft Entra ID).

SSO scenarios or protocols beyond those listed above are not in scope of the Guided Implementation and are subject to the Change Request process set out in the DOS.

#### **3. Customer Inputs Required**

The Customer shall provide EQS Group with the technical information corresponding to the protocol selected, in EQS Group's specified format. The minimum information required per protocol is set out below.

##### **SAML 2.0:**

- Identity Provider (IdP) metadata URL or XML metadata file;
- IdP signing certificate;
- Entity ID;
- Assertion Consumer Service (ACS) URL;
- required claims and attribute mapping (including user identifier, email, and any additional attributes).

##### **OpenID Connect (OIDC):**

- client ID;
- client secret;
- discovery endpoint (well-known configuration URL);
- required scopes and claims mapping.

##### **OAuth 2.0:**

- client ID;
- client secret;
- authorization endpoint URL;
- token endpoint URL.

##### **Azure AD / Microsoft Entra ID:**

- tenant ID;

- application (client) ID;
- identity provider configuration parameters.

**For all protocols, the Customer shall additionally provide:**

- the domain name(s) to be associated with the SSO connection;
- the email addresses of the Customer's designated testers for the sandbox validation phase.

#### **4. Configuration Process**

The SSO configuration follows the steps below:

- 4.1. Protocol selection.** EQS Group will request the Customer to confirm the SSO protocol selected from the list set out in Section 2.
- 4.2. Information collection.** Upon confirmation of the protocol, EQS Group will provide the Customer with the corresponding request template, and the Customer will return the technical inputs listed in Section 3.
- 4.3. Sandbox configuration.** EQS Group will configure the SSO connection in a sandbox environment based on the inputs provided and perform technical verifications.
- 4.4. Customer testing.** EQS Group will create test user accounts in the sandbox environment and notify the Customer when the connection is ready for testing. The Customer's designated testers will validate the SSO connection using the test accounts and report any issue or required adjustment to EQS Group in writing.
- 4.5. Production deployment.** Upon written validation of the sandbox tests by the Customer, EQS Group will apply the SSO configuration to the production environment. If the sandbox tests are not validated, EQS Group will apply corrections and redeploy to the sandbox for a new round of testing.
- 4.6. Production confirmation.** EQS Group will inform the Customer that the SSO connection is active in the production environment and invite the Customer to perform a final connection test using its own accounts.
- 4.7. Closure.** The SSO configuration activity will be deemed complete upon the earliest of: (i) the Customer's written confirmation that the production SSO connection is operational; or (ii) five (5) business days after EQS Group's notice of production deployment without written notice of a material non-conformance from the Customer.

#### **5. Customer Responsibilities**

In addition to the Customer responsibilities set out in the DOS, the Customer shall:

- configure its identity provider in accordance with the technical requirements communicated by EQS Group;
- provide the technical inputs listed in Section 3 in EQS Group's specified format and within the agreed timelines;
- make available appropriate IT resources with the authority and technical capability to support the integration;
- designate testers and ensure their availability during the sandbox testing phase; and
- provide written validation of sandbox tests prior to production deployment, and a final connection confirmation following production deployment.

#### **6. Limitations**

The SSO configuration provided under this Annex is limited to standard SSO configuration capabilities for the protocols listed in Section 2. Custom protocol extensions, non-standard claim transformations, multi-IdP federation, or any other scenario beyond standard configuration are not included and are subject to the Change Request process set out in the DOS. EQS Group is not responsible for delays, errors, or rework caused by inaccurate, incomplete, or late information provided by the Customer, or by misconfiguration of the Customer's identity provider.