ORACLE

Oracle NetSuite Professional Services Delivery Policies

Effective Date: 1-December-2026; Version 1.0

These Professional Services Delivery Policies ("Policies") apply to the consulting or implementation services You ordered ("Professional Services"). These Policies do not apply to Cloud Services or training services. Oracle may update these Policies and the documents referenced herein; however, Oracle updates will not result in a material reduction in the level of performance, functionality, security, or availability of the Professional Services, or in a material increase in the level of Your cooperation, for the duration of Your Estimate/Order Form ("order").

ON-SITE PROFESSIONAL SERVICES

You and Oracle must agree upon the performance of the Professional Services at one of Your facilities, taking into consideration all applicable laws, regulations, standards, and protocols. If agreed upon, You must provide a safe and healthy workspace for all Oracle resources (e.g., free from recognized hazards that cause, or are likely to cause, serious physical harm or death, and with acceptable ventilation, oxygen concentration and sound levels, and ergonomically correct workstations).

If the performance of on-site Professional Services becomes negatively impacted due to a declared disaster, public health or safety concern, or national or global emergency, Oracle and You shall cooperate in good faith to review such impact and, if necessary, invoke the change control process.

If requested, Oracle resources will obtain a badge to enter Your facilities and comply with Your reasonable physical security and safety policies and procedures while on-site, to the extent they do not violate any applicable law (including privacy laws), place Oracle resources in harm, or require Oracle resources to undergo background checks or other screening (unless set forth in Your order). However, no terms included in any such policies and procedures shall modify the Professional Services, and You shall provide training regarding such policies and procedures as requested.

NETWORK ACCESS

You and Oracle will agree upon the access to Your systems and environments (including cloud tenancies) in order for Oracle to perform the Professional Services. You are responsible for granting, securing, and managing Oracle's access. Oracle resources will access Your Oracle NetSuite instance only through individual Oracle credentials provisioned for the applicable Oracle resource and only after You have authorized the requested access. Oracle will not use shared credentials or access Your NetSuite instance through credentials assigned to another individual.

If You and Oracle agree that the Services will be performed remotely, You shall provide and be responsible for maintaining remote access to Your systems and environments (including cloud tenancies) to enable Oracle to perform such Professional Services, using: an Oracle-defined virtual private network or the Oracle Web Conference or other agreed-upon, third-party web conferencing application (collectively, "remote access tools").

Oracle is not responsible for any network connections or related problems, or for Your failure to

provide and maintain remote access to Your systems and environments.

THIRD-PARTY COLLABORATION TOOLS

If You and Oracle agree, Oracle will provide You with access to third-party tools (e.g., Confluence, Wrike, or Jira) to promote collaboration related to the Professional Services (each, a "Collaboration Tool"). Upon such access, You agree to:

- Only use a collaboration tool in connection with the Professional Services, and cease use upon the end of the Professional Services or written notice by Oracle, whichever is earlier.

- Promptly notify Oracle when You authorize an individual to use a collaboration tool and when You revoke such authorization due to reassignment, resignation, or termination.

- Do not store source code or product, security, financial, personal, or production data in a collaboration tool.

- Comply with the terms of service for a collaboration tool; specifically, for Wrike at https://www.wrike.com/security/terms/; and for Atlassian at https://www.atlassian.com/legal/atlassian-customer-agreement.

Any collaboration tool is offered on an "as is" and "as available" basis without any warranty, express or implied, or indemnity or liability.

YOUR COOPERATION

Oracle's ability to perform the Professional Services depends upon You providing the cooperation listed below and in Your order and as agreed upon during the Professional Services (collectively, "cooperation"):

1. For Professional Services related to Cloud Services, obtain and maintain the Cloud Services under separate contract prior to and during the Professional Services.

2. Provide information, data, and documentation agreed upon for the Professional Services.

3. Allocate agreed-upon functional, technical, and business resources, including from Your third parties, with the skills and knowledge to support the performance of the Professional Services

4. Provide the rights for Oracle to use, on Your behalf, any agreed-upon third-party products that are part of Your system or used to perform the Services.

5. Provide notices and obtain consents agreed upon for Oracle to perform the Professional Services.

6. If You have purchased a sandbox, perform all refreshes of that sandbox from Your

production NetSuite instance.

If You fail to provide reasonable cooperation, Oracle will not be responsible for any resulting deficiency in performing the Professional Services.

PRIVACY AND SECURITY

In performing the Professional Services, Oracle will comply with the following documents (which are incorporated herein):

- Oracle Services Privacy Policy, available at http://www.oracle.com/legal/privacy/services-privacy-policy.html.
- Oracle Data Processing Agreement for Oracle Services, available at https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing.
- Oracle Corporate Security Practices ("Security Practices"), available at https://www.oracle.com/assets/corporate-security-practices-4490843.pdf.

The Security Practices cover the management of security for Oracle's internal operations and the development and delivery of Oracle products and services. These Security Practices apply to all Oracle personnel, including employees and subcontractors, and cover a wide array of topics, such as organizational security, information security, asset management, access control, and security awareness.

SUBCONTRACTORS

Oracle may use subcontractors to support its performance of the Professional Services, subject to any applicable terms and conditions in Your Agreement or order; provided that Oracle is responsible for its subcontractors' performance to the same extent as its employees' performance.

CHANGE CONTROL PROCESS

All requests for proposed changes to the Professional Services must be in writing, including those related to changes in scope, deliverables, Your cooperation, project assumptions, or any other aspect of Your order.

Oracle shall not be obligated to perform, and You shall not be obligated to pay for, tasks related to any such changes unless agreed upon in an amendment to Your order.