

# The O5Live Public Sector Oracle Community Treaty

## Purpose of This Treaty

This treaty sets out the shared principles, behaviours, and responsibilities of all participants within the O5 Live Public Sector Oracle Community.

### It exists to ensure the community remains:

- Customer-led
- Peer-driven
- Open, respectful, inclusive and safe
- Focused on real public sector outcomes

All attendees are expected to engage in the spirit of this treaty and to uphold its principles during community events, discussions, and ongoing collaboration.

## Our Shared Commitment

By participating in the O5Live Public Sector Oracle Community, all attendees commit to:

- Acting with openness, integrity, and respect.
- Contributing constructively to discussion and debate.
- Sharing experiences honestly—both challenges and successes.
- Respecting confidentiality and the sensitivity of public sector environments.
- Putting learning, collaboration, and improvement above individual or commercial agendas.

## The Role of Oracle Customers

O5Live & Oracle customers are the foundation and primary owners of this community.

### Customers are expected to:

- Bring real experience of implementing, operating, and evolving Oracle solutions.
- Share real challenges, lessons learned, and outcomes—even where these are uncomfortable or incomplete to ensure learning is passed on to other members.
- Help shape the community agenda by raising topics, themes, and questions that matter to them.
- Participate actively in discussions, recognising that peer learning relies on openness from all sides.
- Respect that others may be at different stages of maturity, scale, or capability.

### Customers should feel:

- A genuine sense of ownership and influence over the direction of the community
- Safe to discuss issues without fear of judgement, sales pressure, or reputational damage
- Encouraged to challenge assumptions—constructively and professionally

This is your community, designed to reflect the realities of delivering Oracle solutions in UK public sector environments.

## The Role of O5Live Partners

**O5Live partners are contributors, not sellers, within this community.**

Their role is to support, inform, and guide, drawing on deep experience across public sector Oracle programmes.

**Partners are expected to:**

- Share expert insight, patterns, and lessons learned from years of experience.
- Contribute examples of what works, what doesn't, and why, grounded in real delivery.
- Respond to customer questions with honesty and pragmatism, not marketing messages.
- Respect the community as a non-commercial environment.

**Partners must not:**

- Use community events as a sales opportunity.
- Promote specific services, offerings, or commercial differentiators.
- Position themselves as the “right answer” to an organisation's challenges.
- Dominate discussion or diminish customer voices.

Value is earned in this community through credibility, humility, and helpfulness—not through selling.

## How We Behave Together

**All participants agree to:**

- Listen actively and respectfully, even when views differ.
- Challenge ideas, not individuals.
- Avoid naming specific organisations or people in a way that could cause harm or embarrassment.
- Treat shared experiences as confidential unless explicitly agreed otherwise.
- Focus discussion on learning, prevention, improvement, and outcomes.

This community values candour without blame, challenge without confrontation, and expertise without ego.

## Safeguarding the Community

**O5Live acts as custodian of the community, ensuring:**

- Discussion remains balanced and customer-led
- The treaty is upheld consistently
- Commercial boundaries are respected
- The environment remains psychologically safe and constructive

O5Live will support the community in ensuring that the principles outlined in the treaty are adopted.