

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.