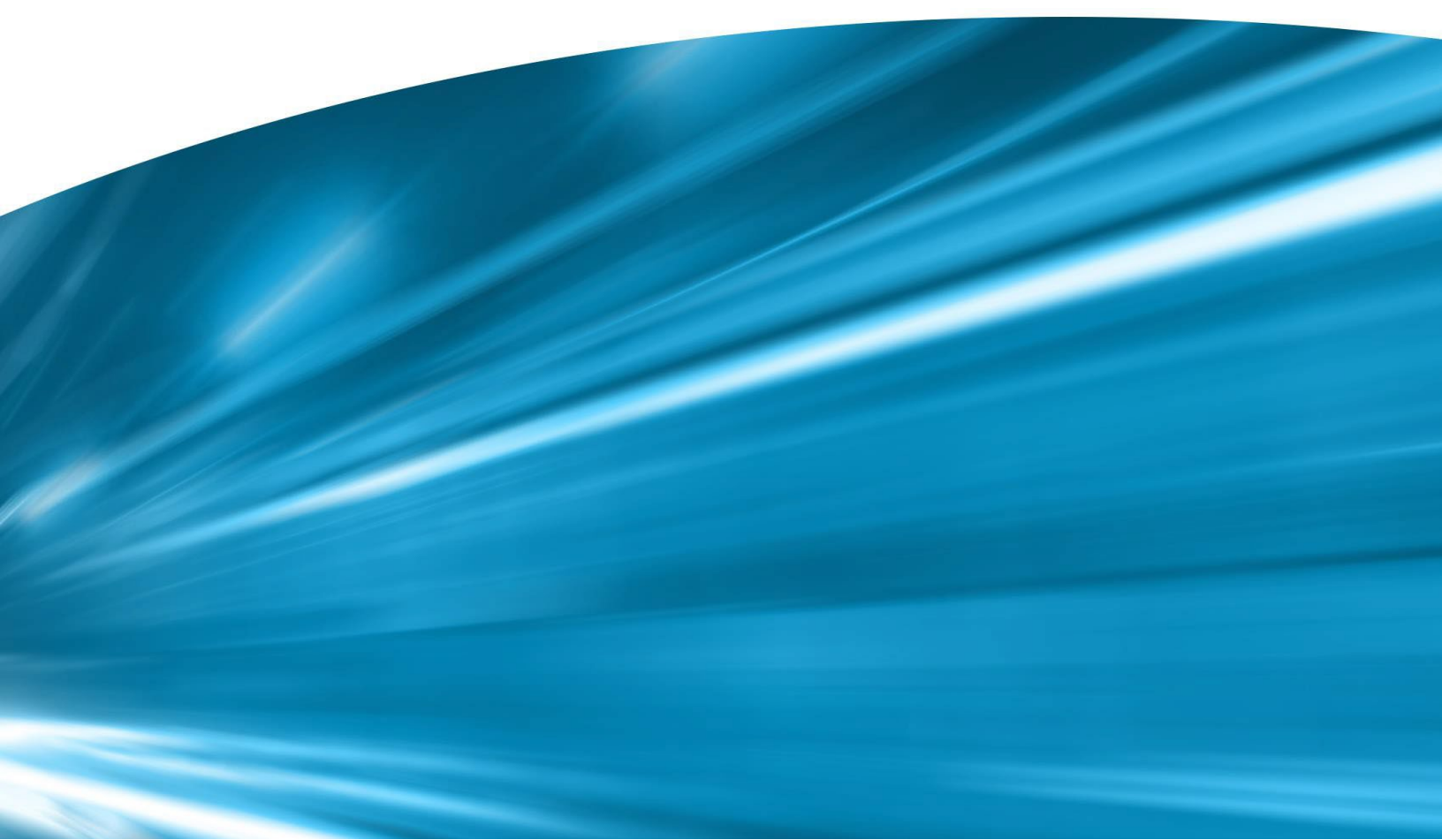




Vendor Security Measures

Version 2.1

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Vendor Security Measures

These technical and organizational measures apply to all services and deliverables provided by Vendor (collectively, "Contracted Services") to Blue Yonder under the existing written or electronic agreement between Blue Yonder and the Vendor (the "Agreement"), including processing of personal data.

Measure	Description
<p>Data Protection</p>	<ul style="list-style-type: none"> • Security measures for Contracted Services are designed to protect Blue Yonder data and to maintain the confidentiality, integrity, and availability of Blue Yonder data pursuant to the Agreement, including applicable attachments, statements of work, or other transaction documents, (collectively "Agreement Documents"). <ul style="list-style-type: none"> ◦ Blue Yonder is the sole controller for any personal data and appoints Vendor as a processor to process the personal data (as those terms are defined in EU General Data Protection Regulation or any other applicable Data Protection Laws as defined in the Agreement Documents). Vendor will treat all Blue Yonder Personal Data as confidential by not disclosing Blue Yonder Personal Data except to Vendor personnel, including contractors and sub-processors, and only to the extent necessary to deliver the Contracted Services, unless otherwise specified in Agreement Documents. • Vendor will ensure that their vendors' (4th parties) handle Blue Yonder data securely in compliance with the measures mentioned in this document and in compliance with the Agreement Documents. • Vendor will implement an anonymization and pseudonymization process to protect Blue Yonder data. • Vendor will securely delete Blue Yonder data rendering it unreadable, when notified by Blue Yonder. • Vendor will provide a data destruction certificate upon deleting Blue Yonder data.

Measure	Description
<p>Security Policies</p>	<ul style="list-style-type: none"> • Vendor will maintain and follow data security policies and IT best practices that are integral to Vendor’s business and mandatory for all Vendor personnel, including supplemental personnel. • Vendor will review its data security policies at least annually and amend its policies as Vendor deems reasonable to maintain protection of Contracted Services and the Blue Yonder Personal Data processed. • Vendor will maintain and follow its standard mandatory employment verification requirements for all new hires, including supplemental personnel, and extend the same requirements to wholly owned Vendor subsidiaries. In accordance with Vendor internal process and procedures, these requirements will be periodically reviewed and include, but may not be limited to, criminal background checks, proof of identity validation, and additional checks as deemed necessary by Vendor. <ul style="list-style-type: none"> ○ Vendor is responsible for implementing these requirements in its hiring process as applicable and permitted under local law. • Vendor personnel will sign a Non-Disclosure or Confidentiality agreement as an acknowledgement of their duty to protect Blue Yonder data that they are allowed to access, as part of their job responsibilities. • Vendor personnel will complete security and privacy education annually and certify each year that they will comply with Vendor's ethical business conduct, confidentiality, and security policies, as set out in Vendor's employee code of conduct. <ul style="list-style-type: none"> ○ Additional policy and process training will be provided to persons granted administrative access to Contracted Services components that is specific to their role within Vendor’s operation and support of the Contracted Services, and as required to maintain compliance by also conducting industry recognized third party audits, such as SOC 2 and/or ISO 27001 certifications.

Measure	Description
<p>Security Incidents</p>	<ul style="list-style-type: none"> • Vendor will maintain and follow documented incident response policies and will comply with data breach notification terms of the Agreement Documents. • Vendor will implement and maintain intrusion detection/prevention. <ul style="list-style-type: none"> ○ Monitoring systems must be deployed (e.g., intrusion detection/prevention systems) at strategic locations to monitor inbound, outbound, and internal network traffic. ○ Monitoring systems must be configured to alert incident response personnel to indications of compromise or potential compromise. ○ Manage interfaces which include, for example, gateways, routers, firewalls, guards, and virtualization systems, or encrypted tunnels implemented within security architecture. • Vendor will investigate unauthorized access and unauthorized use of Blue Yonder Personal Data when Vendor becomes aware (security incident) within the Contracted Services scope, Vendor will define and execute an appropriate response plan. • Vendor will promptly (and in no event later than 24 hours) notify Blue Yonder of a security incident or Personal Data Breach that is known or reasonably suspected by Vendor affecting Blue Yonder. Vendor will provide Blue Yonder with reasonably requested information about the security incident and status of any Vendor remediation and restoration activities.

**Physical
Security and
Entry Control**

- Vendor will maintain appropriate physical entry controls, such as barriers, card-controlled entry points, surveillance cameras, and manned reception desks, to protect against unauthorized entry into Vendor facilities used to perform or host the Contracted Services (e.g., data centers). Auxiliary entry points into data centers, such as delivery areas and loading docks, will be controlled, and isolated from computing resources.
- Access to data centers and controlled areas within data centers will be limited by job role and subject to authorized approval. Use of an access badge to enter a data center and controlled areas will be logged, and the logs will be retained for not less than one (1) year.
- Vendor will:
 - Revoke access to controlled data center areas upon separation or termination of authorized personnel.
 - Implement separation of environments (e.g., development, test, quality assurance, production) is required, either logically or physically, including separate environmental identifications (e.g., desktop background, labels).
 - Ensure the authorized employee or supplemental personnel no longer has a valid business need for access.
 - Follow formal documented separation procedures that include, but are not limited to, prompt removal from access control lists and surrender of physical access badges.
- Any person duly granted temporary permission to enter a data center facility or a controlled area within a data center will be registered upon entering the premises, must provide proof of identity upon registration, and will be escorted by authorized personnel. Any temporary authorization to enter, including deliveries, will be scheduled in advance and require approval by authorized personnel.
- Vendor will take precautions to protect the Contracted Services physical infrastructure against environmental threats, both naturally occurring and man-made, such as excessive ambient temperature, fire, flood, humidity, theft, and vandalism.
- Vendor will follow all security, safety, entry, and health protocols when entering or working at Blue Yonder or other Blue Yonder customer sites.

**Access,
Intervention,
Transfer and
Separation
Control**

- Vendor will maintain documented security architecture of networks managed by Vendor in its operation of the Contracted Services. Vendor will separately review the network architecture, including measures designed to prevent unauthorized network connections to systems, applications, and network devices, for compliance with its secure segmentation, isolation, and defense in depth standards prior to implementation.
- Vendor may use wireless networking technology in its maintenance and support of the Contracted Services and associated components. Wireless networks, if any, will be encrypted and require secure authentication and will not provide direct access to Contracted Services' networks. Contracted Services' networks do not use wireless networking technology.
- Vendor will implement controls to prevent the theft of Blue Yonder data stored or accessed via portable devices such as cellphones, smartphones, tablets, laptops, and desktop computers.
- Vendor will implement role-based access provisioning to control information users can utilize, the programs they can run, and the modifications they can make.
- Vendor will ensure boundary protection:
 - Monitor and control communications at the external boundary of the system and at key internal boundaries within the system.
 - Implement sub-networks for publicly accessible system components that are physically and logically separated from internal organizational networks and connected to external networks or information systems only through managed interfaces consisting of boundary protection devices arranged in accordance with an organizational security architecture.
- Vendor will maintain measures to prevent loss or leak of Blue Yonder proprietary data.
- Vendor will maintain measures for Contracted Services that are designed to logically separate and prevent Blue Yonder Personal Data from being exposed to or accessed by unauthorized persons.
- To the extent described in the relevant Agreement Documents:
 - Vendor will encrypt Blue Yonder Personal Data not intended for public or unauthenticated viewing when transferring Blue Yonder Personal Data over public networks.

	<ul style="list-style-type: none">○ Vendor will enable use of a cryptographic protocol, such as HTTPS, SFTP, and FTPS, for secure transfer of Blue Yonder Personal Data to and from the Contracted Services over public networks.• Vendor will encrypt Blue Yonder Personal Data at rest. If the Contracted Services includes management of cryptographic keys, Vendor will maintain documented procedures for secure key generation, issuance, distribution, storage, rotation, revocation, recovery, backup, destruction, access, and use.• If Vendor requires access to Blue Yonder Personal Data, Vendor will restrict and limit access by implementing the principle of least privilege, allowing only authorized accesses for users (or processes acting on behalf of users) which are deemed necessary or required to accomplish assigned tasks in accordance with organizational missions and business functions or to provide and support the Contracted Services. Access, including administrative access to any underlying components (privileged access), will be individual, role based, and subject to approval and regular validation by authorized Vendor personnel following the principles of segregation of duties.• Vendor will maintain measures to identify and remove redundant and dormant accounts with privileged access and will promptly revoke access upon the account owner's separation, termination, or request of authorized Vendor personnel, such as the account owner's manager.• Consistent with best industry standard practices, and to the extent natively supported by each component managed by Vendor within the Contracted Services, Vendor will maintain technical measures inclusive of multifactor authentication, enforcing timeout of inactive sessions, lockout of accounts after multiple sequential failed login attempts, strong password or passphrase authentication, and measures requiring secure transfer and storage of passwords and passphrases.• Vendor will:<ul style="list-style-type: none">○ Ensure that information systems uniquely identify and authenticate users or processes acting on behalf of Vendors' users.• Vendor will monitor the use of privileged access and maintain security information and event management measures designed to:<ul style="list-style-type: none">○ Monitor the use of information system service accounts.
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Measure	Description
	<ul style="list-style-type: none"> ○ Identify unauthorized access and activity, facilitate a timely and appropriate response, and to enable internal and independent third-party audits of compliance with documented Vendor policy. • Logs in which privileged access and activity are recorded will be retained in compliance with Vendor’s records retention policy. Vendor will maintain measures designed to protect against unauthorized access, modification and accidental or deliberate destruction of the logs. • To the extent supported by native device or operating system functionality, Vendor will maintain computing protections for systems containing Blue Yonder Personal Data and all end-user systems that include, but may not be limited to, endpoint firewalls, full disk encryption, signature-based antivirus and malware detection and removal that must: <ul style="list-style-type: none"> ○ Be regularly updated by central infrastructure, logged to a central location, time-based screen locks, and endpoint management solutions that enforce security configuration and patching requirements response and enable internal and independent third-party audits of compliance with documented Vendor policy.

**Service
Integrity and
Availability
Control**

- Vendor must:
 - Perform penetration testing and vulnerability assessments, including automated system and application security scanning and manual ethical hacking before production release and annually thereafter.
 - Enlist a qualified independent third-party to perform penetration testing at least annually,
 - Perform automated management and routine verification of underlying components' compliance with security configuration requirements.
 - Remediate identified vulnerabilities or non-compliance with its security configuration requirements based on associated risk, exploitability, and impact.
- Vendor will take reasonable steps to avoid Contracted Services disruption when performing its tests, assessments, scans, and execution of remediation activities.
- Vendor will maintain policies and procedures designed to manage risks associated with the application of changes to the Contracted Services.
 - Prior to implementation, changes to Contracted Services, including its systems, networks, and underlying components, will be documented in a registered change request that includes a description and reason for the change, implementation details and schedule, a risk statement addressing impact to the Contracted Services and Blue Yonder, expected outcome, rollback plan, and documented approval by authorized personnel.
- Vendor will maintain an inventory of all information technology assets used in its operation of the Contracted Services.
- Vendor will continuously monitor the health and availability of the Contracted Services and underlying components.
- Each Contracted Service will be separately assessed for business continuity and disaster recovery requirements pursuant to documented risk management guidelines.
- Each Contracted Service will have, to the extent warranted by the risk assessment, separately defined, documented, maintained, and annually validated business continuity and disaster recovery plans consistent with best industry standard practices. Recovery point and time objectives for the Contracted Services, if provided, will be established with consideration given to the

Measure	Description
	<p data-bbox="574 365 1435 432">Contracted Services' architecture and intended use, and will be described in the relevant Agreement Documents.</p> <ul data-bbox="529 464 1443 1108" style="list-style-type: none"><li data-bbox="529 464 1443 762">• Vendor will:<ul data-bbox="626 527 1443 762" style="list-style-type: none"><li data-bbox="626 527 1443 625">○ Backup systems containing Blue Yonder Personal Data daily and ensure at least one backup destination is at a remote location, separate from production systems.<li data-bbox="626 659 1443 762">○ Encrypt backup data stored on portable backup media and validate backup process integrity by regularly performing data restoration testing.<li data-bbox="529 795 1443 934">• Vendor will maintain measures designed to assess, test, and apply security advisory patches to the Contracted Services and its associated systems, networks, applications, and underlying components within the Contracted Services scope.<li data-bbox="529 968 1443 1108">• Upon determining that a security advisory patch is applicable and appropriate, Vendor will implement the patch pursuant to documented severity and risk assessment guidelines. Implementation of security advisory patches will be subject to Vendor change management policy.