



Supplier Code of Conduct

Purpose

Over 20 years ago, OutSystems pioneered the low-code market with a vision to transform enterprise software delivery. Today, we are proud to be a global leader in the low-code platform space. Global brands trust OutSystems to tackle their impossible projects and turn their big ideas into software that moves their business, people, and the world forward.

Our suppliers play a valuable role in upholding our mission to help companies innovate through the power of software and are an important part of our value proposition essential to our clients' success. OutSystems promotes honesty, the highest standards of integrity and responsible business conduct. We partner with suppliers who share these values and who require the same level of integrity from their personnel and anyone outside their organization engaged to provide goods or perform services to OutSystems on behalf of the Supplier.

As a supplier, you agree to observe and comply with this Supplier Code of Conduct ("Code") which sets forth the minimum legal and ethical conduct requirements expected of our suppliers. Suppliers should have systems in place to implement and enforce compliance with this Code. The standards set out herein are not intended to supersede any more stringent obligations that you may have under any agreement with OutSystems.

Our Supplier Code of Conduct is organized around 4 key areas:



OutSystems reserves the right to make changes and update this Supplier Code of Conduct from time to time.



Ethical Business Practices

Act with Integrity

Follow the Law

At a minimum, suppliers must comply with all laws and regulations applicable to the business.

Anti-Corruption Compliance

Suppliers shall implement strict anti-bribery and anti-corruption policies in accordance with local laws and international standards.

Anti-Money Laundering, Counter-Terrorist Financing, International Trade Compliance

Suppliers shall not engage in, support or condone any activity on its behalf in connection with OutSystems which violates or circumvents applicable laws against money laundering or terrorist financing, or applicable trade sanctions.

Transparency and Accountability

Suppliers shall maintain transparent business practices, avoid perceived and actual conflicts of interest, and ensure business courtesies cannot be misinterpreted or suggest the appearance of an improper exchange when acting on behalf of OutSystems or when fulfilling its obligations pursuant to an agreement with OutSystems.

Quality & Improvement

- Suppliers shall strive to continuously improve work processes and services, advancing progressively towards excellence.
- It is the responsibility of our suppliers to assure consistent conformance of their products and services to specified requirements.



Care for People

OutSystems respects human dignity and supports the protection of human rights. We believe that a safe and healthy workplace environment, which fosters respect and inclusiveness, ensures employees' well-being.

Non-Discrimination

- Suppliers shall prohibit discrimination in their hiring and employment practices based on race, color, gender, gender identity, age, religion, ethnicity, national origin, sexual orientation, genetic information, disability, pregnancy status, political affiliation, union membership, marital status or any other protected characteristic as established by applicable law.
- Any form of harassment, bullying or abuse, which includes physical, verbal, mental, sexual, and psychological, shall not be tolerated and must be prohibited. We expect our suppliers to have relevant guidance and policies in place to prevent and deal with harassment and bullying in the work place.

Health and Safety

- Suppliers shall provide a safe and healthy working environment for their personnel, including appropriate working hours and rest breaks.
- Suppliers shall comply with all applicable health & safety laws and regulations and take the necessary precautions to protect everyone from workplace injuries and occupational disease.



Care for People

Modern Slavery – Forced Labor, Child Labor

- Suppliers shall prohibit the use of forced or involuntary labor (whether prison, bonded, indentured or otherwise) or any form of human trafficking within the supplier's organization or within the supplier's supply chain.
- Use of child labor is prohibited. Suppliers shall not employ any worker younger than the legal minimum age for employment or work. Suppliers should also ensure that they only work with subcontractors, partners and/or suppliers that do not tolerate child labor.
- All work must be voluntary and the supplier's workforce must be free to leave work or terminate their employment with reasonable notice.

Wages and Benefits

- Suppliers shall comply with all applicable employment laws and regulations including those around minimum wage, working time and overtime.
- Suppliers shall provide legally mandated benefits to all its employees.

Freedom of Association

Suppliers shall respect the right of workers as set forth in local laws to freely associate with one another.



Trust and Protection

Security & Confidentiality

Information Security Awareness

- Suppliers are expected to ensure that security and cybersecurity best practices are embedded in their business, including an information security and awareness program that is delivered to all individuals employed or contracted by them that provide goods and/or services to OutSystems.
- Suppliers shall protect personal data as required by the data security requirements in the agreement or agreements between OutSystems and Supplier. Suppliers are expected to ensure policies and procedures are in place for protecting personal data in accordance with national laws and applicable regulations, such as the EU General Data Protection Regulation (“GDPR”).

Security and Information Protection Risk Management

- Suppliers shall maintain a documented security program that has reasonable administrative, technical, and physical safeguards that are commensurate with the laws and industry standards relevant to their business activities.
- Suppliers are expected to evolve and enforce their security controls as reasonably necessary to keep pace with developing technology, threats and any requirements or guidance issued by all relevant regulators or supervisory authorities.
- Suppliers shall implement and maintain an incident management process for security events that may affect the confidentiality, integrity, or availability of systems or data.
- Suppliers shall ensure that they have in place and are able to implement and test business continuity and disaster recovery plans commensurate with the laws and industry standards relevant to their business activities at all times.



Responsible Conduct & Sustainability

OutSystems expects its suppliers to consider sustainability criteria and environmental impacts when managing their business and growth.

Community Sustainability

Suppliers are strongly encouraged to actively contribute to social and environmental activities or community programs in the locations where they operate.

Environmental Management

- Suppliers must operate in compliance with all applicable environmental protection and pollution prevention and mitigation laws and regulations.
- Suppliers are expected to make reasonable efforts to meet industry best practices and standards with respect to the reduction of energy use, greenhouse gas emissions, waste and responsible water use.

Responsible Sourcing

- Suppliers should optimize consumption and practice sustainable use of natural resources.
- Suppliers are expected to implement responsible procurement practices, including third party assessment, and to communicate responsible business conduct standards and expectations to their vendors. OutSystems does not tolerate any supplier who has gained its permits, licenses, business registrations or the like through illicit means or corrupt behavior.

Monitoring

Meeting the standards established in this Supplier Code of Conduct is a dynamic process and OutSystems encourages all of its suppliers to continuously improve their operations.

OutSystems reserves the right to verify our suppliers compliance with this Code. If OutSystems becomes aware of any action or condition of non-compliance, OutSystems may seek corrective action.

Raising a Concern

Suppliers are encouraged to promote a strong culture of transparency within their organization and supply chain.

If for any reason you have a good faith concern about possible violations of law or any breach of ethical business conduct standards by an OutSystems representative, or any other compliance concerns, you may report it via the **OutSystems Speak Up Helpline available** anytime at speakup.outsystems.com