

Global Support Integrated Statement Policy

OutSystems' mission is to help our customers innovate faster. We aim to offer an automation software development platform that allows our users to shorten time and effort to build a fit-to-purpose digital solution. OutSystems Global Support works toward this mission by aligning with the North Star of Fixing and Preventing Customer Value gaps, ensuring that the benefits brought to our customers by the OutSystems platform are consistently delivered.

Ensure consistent customer value by protecting all forms of information with improved resilience is our purpose and the cornerstone upon which we build lasting relationships guaranteeing our customers' success.

Therefore, OutSystems is committed to:

- Effectively maintain our Integrated Management System and its effectiveness;
- Continuously improve our Global Support processes and services, embedding all quality, information security, business continuity management, principles and defining all responsibilities;
- Promote the best alignment between Global Support processes, with the most competent employees, and systems of excellency;
- Ensure the confidentiality of the information and personal data, in their different formats and as established in the applicable Non-Disclosure Agreements;
- Maintain integrity of all such information;
- Ensure a timely and reliable access to information;
- Promote a risk-based approach by enabling our teams to identify potential risks related to their activities, addressing a variety of strategic drivers and operational priorities;
- Perform reliable access control to protect our information system against unauthorized access;
- Safeguard effective business continuity by preparing and maintaining Business Continuity Plans to ensure regain of operational capability and continue delivery of support services, at an acceptable level, when faced with a disruptive incident;
- Establish defined structures to plan for and improve Global Support's resilience in the event of significant business disruption;
- Have ongoing business continuity arrangements that are subject to regular reviews and exercises;
- Fulfill management requirements established by internationally recognized standards as well as legal and regulatory requirements;
- Understand and meet our customer's current requirements as well as align for the future ones, minimizing value gaps.

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Carlos Alves

Chief Customer Officer

OutSystems Global Support has defined and implemented an Integrated Management System which encompasses the Quality Management System, Information Security Management System and Business Continuity Management System in accordance with the International Standards ISO 9001:2015, ISO 27001:2013, ISO 27017:2015, ISO 27018:2019 and ISO 22301:2019.

This Policy Statement is reviewed annually, or whenever significant changes may require so, and communicated to relevant stakeholders.