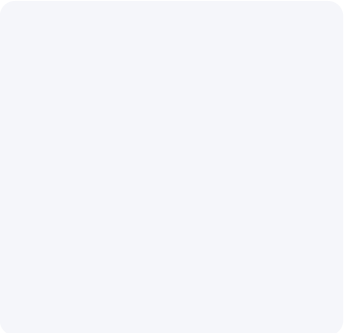
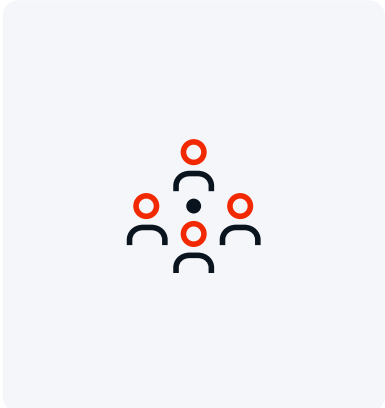
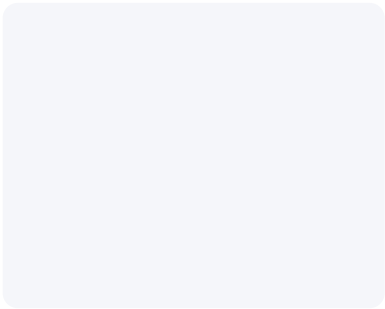


Vendor Guidelines

OS.GDL.008 | Version 1



Purpose

OutSystems is on a mission to change the world of software development and help our customers innovate faster. We aim to offer an automation software development platform that allows our users to compress the time and effort it takes to put a fit-to-purpose digital solution available.

OutSystems works with the world's most well-known organisations and aims for ethical and professional vendor relationships as part of our value proposition and cornerstone upon which we build lasting relationships essential to our clients' success.

OutSystems Guidelines explains the minimum standards of integrity and business conduct expected of the vendors with which it does business.

OutSystems expects vendors to require the same levels of integrity and business conduct from their personnel and anyone outside their organisation engaged to provide services for or with OutSystems.

OutSystems acknowledges that no guideline can address every situation that vendors may encounter. As a result, this Guideline is not a substitute for vendors' own accountability and responsibility to exercise good judgment and obtain guidance regarding proper business conduct. vendors are encouraged to seek additional guidance and support from those within OutSystems designated as responsible for their services.



Act with Integrity

- Continuously improve your work processes and services, advancing progressively towards excellence;
- Expect and deliver the highest quality outcomes;
- Fulfil the applicable requirements established by internationally recognized standards as well as legal and regulatory needs.



Aim for Security

- Increase trust and success by embedding security best practices in your business;
- Reduce the damage caused by potential incidents;
- Align security goals with the organization's business objectives, strategy and business plans.



Care for People

- Be an active agent in protecting human rights, acting ethically and respecting human dignity;
- Recognise the value of each person and aim for individual competence enhancement, consulting workers and enabling their participation in all applicable health & safety matters;
- Provide a safe and healthy workplace that enables the prevention of work-related injury and ill health.



Make a difference

- Protect the environment in its various components and integrate it in the decision-making processes, considering, whenever possible, a life-cycle perspective;
- Create a positive impact and defend a sustainable use of natural resources;
- Manage the environmental risk, particularly the prevention of pollution, the prioritization of recycling efforts and workers awareness.

Implementation

How we work with our vendors

OutSystems has developed a comprehensive but flexible methodology for identifying, assessing and managing the risk in our supply chain. It allows focus on areas of greatest risk and greatest potential benefit. It enables cooperative work with our vendors to mitigate risks and maximise benefits.

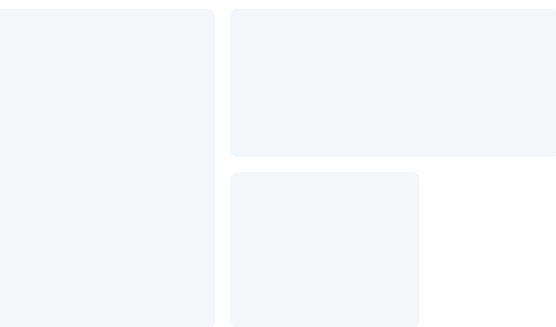
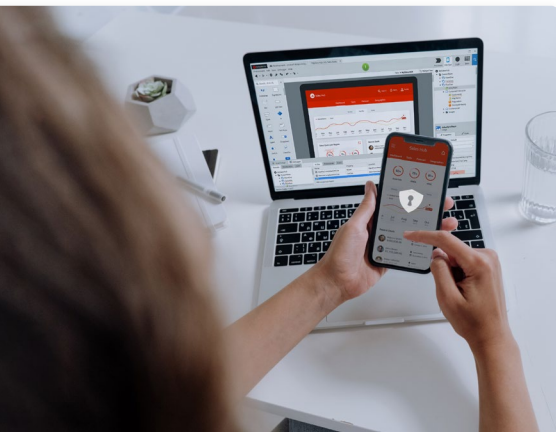
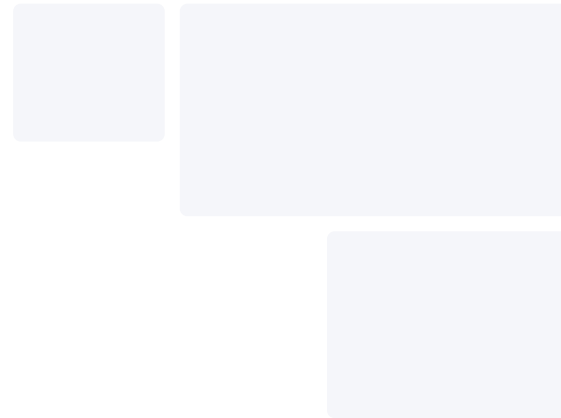
Continuous Improvement & Monitoring

Reaching the standards established in this Guideline is a dynamic process and OutSystems encourages vendors to continuously improve their operations.

OutSystems will continuously monitor vendors' compliance with the standards set out in this Guideline by asking Vendors to provide relevant information on a regular basis as well as by evaluating their performance, considering the following criteria:

- Responsiveness to demands
- Quality of the product/service
- Respecting deadlines
- Respecting specifications
- Compliance Certifications

If applicable, OutSystems may conduct internal audits that include the monitoring of compliance status.



Raising a concern

OutSystems is fully committed to be compliant with the standards and principles outlined in its own Code of Conduct, which align with the highest ethical standards, including (without limitation) business ethics, anti-corruption compliance, anti-money laundering compliance, export control and sanctions compliance, conflicts of interest and confidentiality. If for any reason, vendors have concerns about possible violations of ethics by an OutSystems representative, they can raise the matter with the OutSystems Compliance Officer at: compliance@outsystems.com. OutSystems will ensure that no vendor faces any form of retaliation or adverse consequences for having reported in good faith a violation.

OutSystems Vendor Guidelines



- **Security Program**

The vendor shall maintain an information security program and implement administrative, physical and technical safeguards to protect OutSystems data that are no less rigorous than accepted industry practices, including ISO/IEC 27001:2013.

This program shall be reviewed on a regular basis to provide for continued effectiveness and accuracy.

The Vendor shall develop and maintain an information security and awareness program that is delivered to all its employees and appropriate contractors at the time of hire or contract commencement and periodically thereafter.

- **Data Storage and Transmission**

The vendor shall maintain reasonable administrative, physical and technical safeguards to protect the security, confidentiality, and integrity of OutSystems data. These safeguards may include encryption or equivalent security controls, and the vendor will use all reasonable efforts to ensure that other methods, such as cryptographic or equivalent security controls shall evolve as reasonably necessary to keep pace with developing technology and threats and with any requirements or guidance issued by regulators or supervisory authorities.

- **Access Control and Privilege Management**

The vendor shall ensure that access rights and levels are based on job function and role, using the concepts of least-privilege and need-to-know to match access privileges to defined responsibilities.

The vendor shall manage information and data security with reasonable efforts to restrict unauthorized access and will use best efforts to ensure that its employees and representatives are fully aware of the risks associated with information and data security issues by, among others, providing appropriate training.

- **Vulnerability and Patch Management**

The vendor shall maintain a vulnerability management program based on industry standard practices that routinely assesses their infrastructure.

Routine network and server scans should be scheduled and completed on a regular basis. The scan results should be analyzed to confirm identified vulnerabilities, and remediation should be scheduled within a timeframe commensurate with the relative risk.

The vendor shall monitor a variety of vulnerability advisory services to ensure that newly identified vulnerabilities are appropriately evaluated for possible impact on the service. Critical and high-risk vulnerabilities should be promptly addressed following the patch management and change management processes.

- **Security Incident Response**

The vendor shall implement and maintain an incident management process for security events that may affect the confidentiality, integrity, or availability of systems or data that includes a response time under which the vendor will contact OutSystems upon verification of a security incident that affects the OutSystems data.

Unless agreed or ordered otherwise by law enforcement or government agency, OutSystems shall be notified within seventy-two (72) hours of a Data Breach. "Data Breach" is defined as unauthorized access or improper disclosure that has been verified to have affected OutSystems data.

- **Disaster Recovery and Business Continuity**

The Vendor shall ensure that at all times it has in place and is able to implement disaster recovery plan arrangements for recovery processes to be in place.

The vendor will advise OutSystems immediately of any event that causes or threatens to cause disruption to the performance and operation resilience of any obligation under this agreement.

The vendor shall ensure that at all times it has in place and is able to implement and test business continuity and disaster recovery plans.

OutSystems supports and respects the protection of human rights. We believe in acting ethically and we respect human dignity. OutSystems provides a safe and secure working environment, and promotes the health and wellbeing of our employees. We ensure that our employees have the necessary training and equipment to conduct their duties safely.

We therefore expect our vendors to respect the dignity and human rights of everyone they engage with, such as employees, local communities, vendors, and other stakeholders. We also expect our vendors to uphold a duty of care for health and safety, both within their own organisation and as regards the products or services they provide.

- **Prevention of Involuntary Labour and Human Trafficking**

The vendor shall ensure that all work is voluntary and workers shall be free to leave work or terminate their employment with reasonable notice.

The vendor shall not traffic in persons or use any form of slave, forced, bonded, indentured, or prison labour.

The vendor shall ensure that third-party agencies providing workers are compliant with the principles of this Guideline.

- **Promoting Diversity and Avoiding Discrimination**

The vendor shall respect diversity and promote diversity across their network.

The vendor should be committed to a workforce free of harassment and unlawful discrimination.

The vendor shall not engage in discrimination based on race, color, age, gender, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership or marital status in hiring and employment practices such as promotions, rewards, and access to training.

- **Prevention of Under Age Labour and Protection of Young Workers**

Child labour is strictly prohibited. The Vendor shall not employ children.

The minimum age for employment or work shall be 16 years of age, the minimum age for employment in that country, or the age for completing compulsory education in that country, whichever is higher.

When young workers (above the minimum age and below 18 years of age) are employed they must not do work that is mentally, physically, socially or morally dangerous or harmful or interferes with their schooling by depriving them of the opportunity to attend school.

- **Fair Wages**

The vendor must pay all workers at least the minimum wage required by applicable laws and regulations and provide all legally mandated benefits. All employment conditions, including compensation, working hours, vacation time, leave periods and holidays must be consistent with applicable laws and regulations and mandatory industry standards whichever is the highest.

- **Fair Treatment**

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

- **Freedom of Association and Collective Bargaining**

The vendor shall recognise and respect the rights of employees to freely associate, organise and bargain collectively.

- **Occupational Injury Prevention**

The vendor shall identify the potential health hazards, assess who might be harmed, evaluate the safety risks and develop mitigating actions. Workers shall receive regular health and safety training, and such training shall be repeated for new or reassigned workers.

Workers shall have the right to raise safety concerns with management.

- **Working Conditions**

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards.

Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

Lighting, heating and ventilation systems should be adequate in the working environment. The vendor must ensure that the workplace is clean.



Environment

OutSystems is committed to achieving sustainable growth whilst managing the impact of its business. OutSystems uses natural resources efficiently and minimizes waste.

OutSystems believes that growing our business and improving our environmental impacts should be achieved in parallel. Our readiness to adapt to climate change will ensure the sustainability of our business.

OutSystems is consequently minimising our energy, water, paper and fuel consumptions, reducing our waste production and creating awareness to our employees and other relevant interested parties. OutSystems expects Vendor to achieve sustainable growth whilst managing the impacts of their business, by improving their environmental performance.

- **Environmental Management Systems**

OutSystems vendor, whose activities have an environmental impact, shall have a structured and systematic approach to take environmental aspects into account that includes establishing suitable management systems for environmental protection.

OutSystems expects Vendor to have its own Environmental Management System, preferably certified to ISO 14001:2015 or another internationally recognised standard.

- **Doing More With Less**

Vendor shall establish the necessary practices to prevent pollution and minimise the generation of solid waste, wastewater and air emissions as a result of its business activities and as applicable to the Vendor activities. The Vendor shall use efficient technologies which aim to reduce the environmental impact as much as possible.

- **Investing In A Carbon Free Future**

The Vendor shall seek to minimise its energy consumption, reduce its carbon intensity, and invest in new technologies and offsetting schemes. The Vendor shall optimise its consumption of natural resources.

