Customer Advisory Programs
Customer Advisory Boards Charter

This document outlines OpenText's commitment to fostering collaborative partnerships with our customers, in the form of Customer Advisory Boards (CABs), which are part of OpenText's Customer Advisory Programs. By actively participating in this program, our customers can help drive innovation, provide feedback, collaborate with peers, and influence the direction of our solutions. Read more about the principles, objectives, and responsibilities of our Customer Advisory Boards.

Member Benefits

Members of OpenText Customer Advisory Boards receive the following benefits:

- **Strategic influence:** Help shape the strategic direction and decision-making of the organization
- **Early access to development:** Get early access to information for new features and initiatives prior to public release to influence development
- **Direct access to experts:** Build valuable connections with OpenText's customer subject matter experts and executives
- **Networking opportunities:** Connect with peers to exchange knowledge, ideas, and business trends
- **Knowledge and insights:** Stay abreast of industry trends and insights that can enhance professional expertise and decision-making
- **Recognition and distinction:** Establish credibility within their field as a program member

Customer Advisory Boards

Decision makers from various industries share valuable perspectives, offering feedback on OpenText's offerings and solutions. They also provide insights into customer experience, industry trends, emerging business needs, and market opportunities. This input helps OpenText align its solutions with customer needs and goals, ensuring a more tailored and effective approach.

CAB members may include, but are not limited to: C-suite, Vice President, Director or Senior Director of Sales, Customer Success, Product Management, Marketing, Operations, IT, Customer Experience, Sales Operations, or Customer Support.

The core objectives for CABs are to:

- Provide insight and comments on OpenText's offerings and business operations.
- Provide a platform for discussion surrounding opportunities, challenges, and business use cases.
- Validate and uphold the effectiveness and relevance of OpenText's strategies concerning alignment with customer expectations and business trends.
- Share strategic awareness into industry trends, emerging business needs, and market opportunities relating to product development, strategic planning, and partnership initiatives.
- Advocate for OpenText and its solutions within their respective industries to help enhance OpenText's reputation and market position.

Customer Advisory Board Program Membership

Customer Advisory Boards are comprised of a limited number of appointed decision makers and industry leaders, ranging from six to 15 seats based on each board's objectives. Members commit to a term of 24 months. At the conclusion of the term, OpenText will appoint a new member from a standing field of nominees. Should a member's professional responsibilities or corporate affiliation change, OpenText may ask the member to relinquish their appointment to the engagement program.

Each board convenes multiple times a year and may include both in-person and virtual meetings. Membership is non-transferable. Only members may attend board meetings. To remain in good standing, a member must attend at least 50 percent of the meetings held in each calendar year.

Meeting discussions, slides, and documents related to membership, as well as all other supporting information provided to members are confidential.

Responsibilities of Customer Advisory Board Members

To foster innovation and development, members are expected to contribute in the following ways:

- **Active participation and feedback:** Actively engage in meetings by sharing expertise, experiences, and insights related to OpenText's solutions, as well as feedback, constructive criticism, and innovative ideas for improvement. Offer input on upcoming agendas, business or industry trends and issues, and related materials prior to each meeting.
- **Contribute industry insights:** Contribute to OpenText's understanding of market trends, challenges, opportunities, emerging technologies, competitive landscapes, and customer needs.
- **Gain knowledge:** Invest time and effort to understand OpenText's solutions, support offerings, and current business strategies.
- **Attend meetings:** Commit to attending each biannual board meeting per year.

Responsibilities of OpenText

OpenText will fulfill the following responsibilities:

- **Briefing:** Provide members with relevant materials to review in advance of each meeting.
- **Maintain program integrity:** Collaborate with program members to help construct meeting agendas that deliver value to both OpenText, members, and OpenText's customers.
- **Facilitate open communication:** Support clear lines of regular communication between the OpenText Product Management, Product Marketing, and Advisory Program teams, and Customer Advisory Board members.
- **Provide status updates:** Share significant events that may impact plans or strategies that were the subject of members' input.

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