



Business Continuity Plan

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Overview

Zuora is responsible for the management and maintenance of business continuity services and associated resources to provide for restoration of services, processes, and technology used to provide the Zuora Platform to customers within the timeframe specified in Zuora's service level agreement (SLA).

Zuora's SLA is consistent with SLAs of other SaaS providers engaged in business similar to Zuora's business. The process described below is applicable to all Zuora services, unless otherwise noted.

Zuora provides planning and implementation of contingency and disaster recovery processes to meet our organizational and customer's requirements for business continuity. These plans include, but are not limited to, identification of mission-critical applications, risk assessment, emergency procedures, restoration of facilities, and contingency procedures and operations. These plans are consistent with other Zuora policies and procedures.

Zuora will work with Third-Party Suppliers providing materially related services, processes, and technology that Zuora deems mission critical to provide Services to Zuora customers.

Zuora will conduct periodic business continuity tests with respect to the services, processes, and technology used to provide services to Zuora's customers. Zuora plans include data back-up frequency and disaster simulations with commitments to retest within 90 days if any disaster simulation fails to achieve expected results.

Zuora will document the results of all business continuity testing. Additionally, Zuora will make updates to the business continuity plan on an as needed basis and will review the plan at least annually.

Objectives

This plan is designed to meet the following objectives:

- Serve as a guide for the Zuora's recovery teams
- References and points to the location of critical data
- Provides procedures and resources needed to assist in recovery
- Identifies vendors and customers that must be notified in the event of a disaster
- Assists in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures
- Identifies alternate sources for supplies, resources, and locations
- Documents storage, safeguarding and retrieval procedures for vital records
- Address the risks to the organization in the event that a disaster (earthquake, fire, power outage, pandemic, etc.) would impact the ability of the organization to service existing customers

Recovery Strategies

Each team should take into consideration the tasks that must be performed to recover their business unit to normal or acceptable operations after an event.

Each team should consider what the team will do in case of:

- An event affecting IT systems and/or telecommunication service; and/or,
- An event affecting access to the work area; and/or,
- A sudden reduction in employee availability

Recovery strategies will be based on the type of event and available resources:

- Short-term interruption: Temporary interruption with little or no damage to the business unit's work area, IT environment, or the business unit's staff levels; or,
- Long-term interruption: Physical damage to critical equipment, property, and/or a significant impact on the business unit's workforce



Information such as nature and breadth of the outage, impact and the estimated duration of the outage and Database replication delays will be considered for decision making.

Short-Term Strategies

Short term strategies will likely identify manual processing procedures that may be implemented following a short-term telecommunications or computer service outage.

These strategies may also be used to reduce business impacts following a crisis event, until more time-consuming recovery strategies can be implemented. Non-essential or non-critical functions may be suspended. Procedures may consist of manually logging client/customer requests, and use of home offices, as available. Critical functions may be completed using alternate means.

Long-Term Strategies

Long term strategies and procedures are based upon a crisis scenario, such as total destruction or loss of the facility and/or workforce, resulting in an extended business interruption. These strategies address business recovery at an alternate site utilizing resources and/or securing third party vendors to help perform critical functions.

Operational Continuity

Personnel Measures

Zuora's respective business areas have established chains of command in place for assigning responsibilities regarding tasks for the Business Continuity Plan and for the escalation of items as needed.

Additionally, personnel receive training of others' responsibilities in order to perform tasks associated with Business Continuity Plan in case certain employees are unavailable for any reason. In the case where certain skills and/or knowledge is lost,



outside resources will be acquired to assist until full time personnel are trained or hired in those areas.

Technical Operations Measures

Zuora's Technical Operations team is geographically dispersed with the majority of personnel located in Redwood City, California; Chennai, India; and San Jose, Costa Rica. Technical Operations on-call personnel provide coverage 24 hours a day, 7 days a week, and 365 days a year.

In the event that a disaster at any location was to occur, and personnel cannot respond to system events, the other operations team would be automatically notified with existing system monitoring tools to respond to the event. Each operation team is capable of covering the operations of Zuora for an indefinite period of time if required to, due to a disaster.

In the event that a disaster occurs Technical Operations management has a call tree with phone numbers and email addresses and will instruct personnel on where to work. Operations personnel have laptops and cell phones that allow them to work from any location that has an Internet connection.

In addition to remote teams, Zuora has virtual meeting or war rooms that are available using primary communication tools to meet and respond to events regardless of geographic location. If the primary communication tool encounters issues, then Zuora will utilize the secondary option for the tool.

Support Measures

Zuora's Support team is geographically dispersed with personnel located in Redwood City, California; London, England; and Chennai, India. Support personnel work around the clock in shifts and provide coverage 24 hours a day, 7 days a week, and 365 days a year.



In the event that a disaster at any location was to occur and personnel cannot respond to customer support requests, the other support teams would be notified to respond to support requests. Remaining locations have the resources, tools, and training in place to meet documented service level agreements provided to Zuora customers.

In the event that a disaster occurs, Support management has a call tree with phone numbers and email addresses and will instruct personnel on where to work. A remote office facility is in place for Support personnel to meet and perform their job should Zuora's offices be inaccessible. Support personnel have laptops that allow them to work from any location that has an internet connection.

In addition to remote teams, Zuora has virtual meeting or war rooms that are available using primary communication tools to meet and respond to events regardless of geographic location. If the primary communication tool encounters issues, then Zuora will utilize the secondary option for the tool.

Business Impact Analysis

The purpose of the business impact analysis (BIA) is to identify which applications are essential to the survival of Zuora across all critical business areas. The BIA will identify how quickly essential applications have to return to full operation following a disaster situation. The BIA will also identify the resources required to resume business operations.

Business impacts are identified based on the worst-case Scenario that assumes that the physical infrastructure supporting each respective business unit has been destroyed and all records, equipment, etc. are not accessible for 30 days. Please note that the BIA will not address recovery solutions.

The objectives of the BIA are as follows:

- Impact Criteria: Zuora evaluated the impact in the following areas:
 - System Security (Confidentiality & Integrity)
 - Business Interruption (Availability)



- Financial
- Reputation & Image
- People
- Likelihood: The criteria to evaluate the likelihood of the situation to occur

External contacts that support critical business application services and infrastructure services for Zuora are maintained and known by the respective departments that own the respective service. In the event that the Business Continuity Plan is enacted, the respective departments will reach out to these contacts if the particular service is impacted.

Note: For additional details regarding the impact and likelihood scoring scale and the applications list please refer to Zuora's InfoSec package.

Testing and Validation

Testing is performed annually to ensure the business continuity plan is up to date and that Zuora and Zuora services can continue to operate as expected during the time when the business continuity plan is enacted. Zuora leverages lessons learned from testing the business continuity plan to update these policies and procedures so that continuity objectives can be met.