

Business Continuity Plan

Thank you for your interest in Barracuda Networks, Inc.'s ("Barracuda's") Business Continuity Plan. We created this document to provide our customers and partners with information and guidance on how Barracuda plans to restore business functionality after a major disruption of operations.

Continuity Focus

Barracuda's continuity focus is to continually strengthen our resiliency and redundancy to enable us to provide our global business partners and customers consistent, reliable, and continual services. With the existence of effective and reliable processes, our partners and customers can count on us during a critical event to continue providing services with minimal disruptions.

Barracuda understands that security and data protection services must work exceptionally well. Our customers need connectivity and must have their systems stay secure. Barracuda has implemented protocols and controls to resume our operations in the event of a catastrophic event with the target of minimal downtime and maximum efficiency to minimize impact on our customers. Each of our functional areas is ready to meet the challenges of disruption by having evaluated, mitigated, and planned their specific responses to a variety of possible scenarios.

Emergency Response Team

An Emergency Response Team ("ERT") will be quickly convened when necessary and is led by the General Counsel. Members of the ERT generally include the heads of IT, Facilities, Human Resources, Operations, Engineering, and Technical Support working in conjunction with applicable local site leadership.

The ERT is responsible for collecting, evaluating, disseminating, and monitoring incident information and to address issues requiring resolution. The ERT also tracks the current and potential implications of the incident and the status of resources assigned to the incident.

The ERT will have daily meetings led by the General Counsel while the catastrophic situation is ongoing to discuss the issues, statuses, actions, and communications. This includes discussing, determining, and coordinating the recovery of functions and facilities, personnel, local and remote data processing, voice and data communications, and functionality of the organization. The ERT will distribute crucial information to Barracuda's employees and provide key support and assistance in responding to and recovering from the critical event.

Personal Safety

Barracuda maintains emergency contact information for its employees. Barracuda employees have designated his or her emergency contacts and have the ability to electronically update their contacts as needed.

Vital Data and Records

Barracuda's data and records are critical to its business. As such, we have data backup and retention policies to minimize any data loss. Barracuda's products and services often include replication of data at rest. Internally, Barracuda utilizes tools and software to frequently backup critical information and its SaaS applications replicate data for recovery purposes. Barracuda utilizes both public cloud vendors and private data centers as part of its service delivery and internal operations infrastructures. Additionally, Barracuda's departments that support mission-critical systems maintain detailed step by step recovery procedures.

Remote Work

If a major event causes an inability to access facilities for a short or extended period of time, Barracuda has the technological capability for most of its employees to go remote and to continue to provide necessary services to its customers. Barracuda's IT Department maintains an asset management list and can quickly deploy encrypted and secure devices to its employees.

Additionally, Barracuda's indispensable business applications are remotely accessible. Barracuda has implemented the necessary infrastructure in its network to have the capability of handling the volume of traffic if most Barracuda employees work remotely. Barracuda can implement remote work at any facility swiftly and for extended periods of time, if needed.

Communication & Collaboration Tools

If there is a major disruption of operations, communication channels may be impacted or degraded. At Barracuda, we have established highly-resilient alternative communication channels that help us coordinate when the normal channels are not available. These communication channels enable us to continue to coordinate internally and with our partners and vendors to keep providing our customers with the support they need. In addition to email being the primary method of keeping our users and internal stakeholders informed, Barracuda also uses third-party services including:

- Video communication
 - Zoom (primary)



- Microsoft Teams (secondary)
- Phone system
 - 3CX (primary)
 - Mobile (secondary)
- Content collaboration
 - Barracuda Campus
 - Corporate Microsoft 365 Suite
 - Barracuda Internal Wiki

Support

Barracuda recognizes that its products, services, and devices are used by customers in crucial environments. As such, we have implemented a global model relating to the deployment and use of our products. Our worldwide organization has a geo-diverse workforce that is readily available for our customers even if there is a disruptive event in a single region. As Barracuda uses cloud based calling, this enables us to be available and route customer calls to an alternate location as needed to ensure seamless support.

Supply Chain

Barracuda's manufacturing and supply chain produces its hardware and packaged products. Barracuda maintains a reserve inventory, which we may access in the event that there is an issue with our supply chain. Barracuda maintains components and pre-built hardware inventory that we may readily ship out to our customers immediately even during a disruption of our operations. Manufacturing operations currently exist in the US and the UK.