BUSINESS CONTINUITY PLAN

Version 5.0

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Version Control

Version	Developed by	Changes	Approved by	Date
1.0	Oded David	Initial Version		
2.0	BDO	Annual Review		30/05/2020
3.0	Shiran Wolfman	Annual Review		18/01/2022

| 4.0 | Shiran Wolfman | Annual Review | Oded David | 17/01/2023 |
| 5.0 | Shiran Wolfman | Annual Review | Oded David | 17/01/2024 |

Section I: Introduction

How to Use This Plan

1. In the event of a disaster which interferes with Coralogix's ability to provide its services, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

2. Section I, Introduction, contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.

3. Section II, Business Continuity Strategy, describes the strategy that the IT and operation department will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.

4. Section III, Recovery Procedures, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.

Objectives

1. The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a service disruption or facility disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes,

extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

2. A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

3. The priorities in a disaster situation are to:

    1. Mitigate threats or limit the damage that threats can cause.

    2. Have advanced preparations to ensure that critical business functions can continue.

    3. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

4. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document and to enable continuation of critical business processes for protection of the security of ePHI and/or credit card information while operating in emergency mode according to HIPAA and PCI-DSS rules.

Scope

1. The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of Coralogix services.

2. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document.

3. Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.

Area of responsibilities

1. CISO:

- Twice a year reviewing the adequacy and appropriateness of its Business Continuity strategy.

- Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.

- Communicating all plan changes to the Business Continuity Coordinator.

- Coordinating changes among plans and communicating to management when other changes require them to update their plans.

2. Changes to the Plan / Maintenance Responsibilities:

- Maintenance of the Business Continuity Plan is the joint responsibility of the Coralogix management and the CISO.

3. Plan Testing Procedures and Responsibilities:

- Coralogix management is responsible for ensuring the workability of their Business Continuity Plan. This should be semi-annually verified by active or passive testing.

- Coralogix management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan's details.

- This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator.

Section II: Business Continuity Strategy

Introduction

1. This section of the Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a service disruption.

High Availability Strategy

The availability plan for Coralogix operations:

- Coralogix servers are hosted in AWS infrastructure. AWS provides the ability to store services in several availability zones. Each availability zone is a datacenter in itself. The availability zones are built in a distance in order to provide high availability, each availability zone has independent infrastructure providers (electricity, networking etc.) . Coralogix servers are deployed in 2 availability zones so that each component has 2 nodes, and the downtime of one node will not affect the service availability.

- Continuity is achieved by the availability of customer's data and employee workforce.

- The workforce can perform business as usual from other offices or if needed from home.

RTO/RPO

2 hours.

Recovery Plan Phases

1. The activities necessary to recover from disaster or disruption will be divided into three phases. These phases will follow each other sequentially in time.

2. Disaster Occurrence:

    ○   This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.

3. Plan Activation:

    ○   In this phase, the Business Continuity Plans are put into effect. This phase continues until the critical business functions reestablished. The major activities in this phase include: notification and assembly of the recovery personal, implementation of interim procedures and re-establishment of data communications.

4. Alternate Environment:

    ○   This phase begins after the secondary environment services are established and continues until the primary environment is restored.

Section III: Recovery Procedures

Purpose and Objectives

1. This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process. Given the Business Continuity Strategy outlined in Section II, this section transforms those strategies into a very specific set of action activities and tasks according to recovery phase.

2. The Recovery Procedures are organized in the following order: recovery phase, activity within the phase, and task within the activity.

Recovery Activities and Tasks

1. Phase I: Disaster Occurrence

   - **Activity**: <u>Notification of Management</u>

   - **Responsibility**: Senior Management.

   - Tasks:

     - Team leader informs Coralogix's management.

     - Depending upon the time of the disaster, personnel are instructed what to do.

   - **Activity**: <u>Declaration of a Disaster</u>

   - **Responsibility**: Coralogix's Management Team.

   - Tasks:

     - Actual declaration of a disaster is to be made by senior management. Coralogix's Management will declare that a disaster has occurred and the organization should start executing its Business Continuity Plan.

     - Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster.

2. Phase II: Plan Activation

   - **Activity**: <u>Data Backup Plan</u>

   - **Responsibility:** Coralogix IT Team.

   - Tasks:

- Formation and implement necessary procedures needed to create and ensure maintenance of retrievable copies of protected ePHI and credit card information and other sensitive data.

- Ongoing procedure and implement periodically to ensure that such information remains updated and will be up to date for the recovery and restoration time.

- **Activity:** Emergency Mode Operation Plan

- **Responsibility:** Coralogix's Management Team.

- Tasks:

   - Determine procedures necessary to ensure continuity of business processes and protection of ePHI, credit card or other sensitive information while operating in emergency mode.

   - This plan is contingency plan that will ensure the continuity of the business's continuity in the event of a system failure, catastrophe, and/or vandalism.

   - Testing the effectiveness of the disaster recovery plans, budgets, and schedules in an emergency mode operation.

- **Activity**: Work form alternate site.

- **Responsibility:** Coralogix's Management Team.

- Tasks:

   - The workforce can perform business as usual from other offices or if needed from home.

- In days where disruption will prevent from employees to work from the office, Coralogix's management will give the employees a few possibilities for alternative locations:

    - Work from home

    - Work from another office

    - Other possibilities given to the employees by Coralogix's management.

- Employees will need to inform the CISO and the IT Manager where they will work from.

- **Activity:** [Application and Data Criticality Analysis](#)

- **Responsibility:** Coralogix IT Team.

- Tasks:

    - Evaluating the specific applications necessary or needed to support the other contingency plan components.