

Radware Coronavirus BCP

March 31, 2020 (the "Effective Date")

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1. General

- 1.1. The Novel Coronavirus (2019-nCoV) has been declared a global emergency by the World Health Organization, as the outbreak continues to spread worldwide.
- 1.2. Highly contaminating, the Coronavirus has a potential to impact a wide range of companies and organizations, including Radware.
- 1.3. This document is an Addendum to Radware's Business Continuity Manual ("BCP") setting specific terms with regard to the Coronavirus. It should be read as part of the BCP, including but not limited to specific BCP terms set forth in section 3 hereinbelow (BCP Reference Documents). Terms defined herein shall have the meaning set forth in the BCP.
- 1.4. The Coronavirus BCP terms are set forth hereinbelow and represent Radware's assessment of its ability as of the Effective Date to address Coronavirus related impacts. Nevertheless, Radware's ability to manage the Coronavirus impacts is dependent on local health and governmental regulations and orders and other changes worldwide and the evolution of the Coronavirus emergency globally.
- 1.5. This plan is being updated as this the Coronavirus situation evolves. Accordingly, nothing in this Addendum will oblige Radware to provide the BCP measures set forth herein if and to the extent that its ability to provide such BCP measures is deteriorated due to the evolution of the Coronavirus situation compared to its state as of the Effective Date. Nonetheless, whether it is a force majeure event or a frustration, we are doing the best we can to dealing with this unforeseen situation that is beyond anyone's control.
- 1.6. This version supersedes and entirely replaces any prior versions of this Addendum and any updated version provided in the future, will supersede and entirely replace this version of the Addendum.

1.7. Pandemic eruption definition

As per Radware BCP Reference Documents (see section 3 below), Coronavirus may have an impact as a pandemic eruption if causing long absence of more than 50% of employees in factory or service, as the case may be ("Pandemic eruption"). Consequently, Radware is not currently in a Pandemic eruption.

1.8. Disaster definition

Disaster shall be declared only if there is a possibility that the Pandemic eruption may cause interruption out of the RTO limits (hereinafter "Disaster"). The RTO limits are set forth for every aspect in the relevant BCP Reference Document.

- 1.9. **In case of Disaster**, BCP – International Support Section 6.4.4 shall apply: Business continuity related to SLA with customers.

2. Meeting SLA

- 2.1 As of the Effective Date, there is no problem to comply with the committed SLAs to our customers from Israel and worldwide.
- 2.2 The Coronavirus infected population in Israel is relatively very low. None of our employees in Israel has so far been infected by the Coronavirus and self-isolation of our employees in Israel is random and does not affect our ability to support our customers.

3. BCP Reference Documents

BCP reference documents for specific aspects and relevant RTO's are as follows:

- 3.1 Cloud services - CLD-BCM-PRC-0001 A01 (Radware Cloud BCP & DRP)
- 3.2 International services - CSP-BCM-PRC-0001 A01 (BCP - International Support)

3.3 Supply chain - OPS-BCM-PRC-0001 A00 (Radware Supply Chain BCP & DRP (Radware Factory))

3.4 IT - ITD-BCM-PRC-0001 A00 (Disaster Recovery Plan (DRP))

4. Risk Assessment

Radware has performed a risk assessment to define and mitigate the possible risk and to verify that the BCP fully covers the situation.

Here are the results as of the Effective Date:

4.1 Human resources

4.1.1 The dependency on the availability of the teams in Radware's sites is very well covered by enabling working remotely (home, alternative sites, etc.). Due to the structure of Radware's response which is based on working via the internet and using versatile teams and technicians in Israel and worldwide simultaneously, the impact on the availability of our personnel is contained.

4.1.2 The HR department built a set of procedures to decrease the possibility of a lack of manpower to support customers like working in shifts, backup teams, personal safety rules and working from home.

4.1.3 The likelihood of the unavailability of human resources is very low and is backed up.

4.1.4 VP of Global Operations was nominated as a POC to control and manage the Coronavirus situation in that aspect.

4.2 Communication with customers

4.2.1 The communication with the customer is kept through a variety of options- Emails, phone, Radware website and cellular phones.

4.2.2 As needed, Radware will use its digital platforms (Radware.com, Radware Support Portal) to push information and guidance to its customers and partners.

4.2.3 During any such period, the communications and communication channels will be monitored continuously, and updated information will be delivered as, and if, any changes occur.

4.3 IT infrastructure

4.3.1 Radware shall perform as defined in BCP Section 5.3.5 with regard to IT infrastructure.

4.3.2 the following activities are performed:

4.3.2.1 Implementing extended abilities to support VPN infrastructure

4.3.2.2 Implementing open VPN infrastructure as a backup solution for checkpoint

4.3.2.3 Implementing extended support for a high volume of traffic

4.3.2.4 An infrastructure readiness check has been performed successfully

4.3.2.5 Successful validation has been performed with Radware's 3rd party cloud service providers

4.3.2.6 an external support company for professional services is engaged for backup purposes. availability of a 24/7 shifts with extended manpower, supervised by IT team leader

- 4.3.2.7 all IT communication channels web sites, ring group, SMS, Cellular are open
- 4.3.2.8 guidelines to deal with different scenarios were created.
- 4.3.2.9 a stock of various laptops and peripheral equipment such as headphones, monitors, keyboard/ mouse, etc. is kept
- 4.3.2.10 Office equipment can be taken temporarily to work from home
- 4.3.2.11 Conference tools such as WebEx accounts, webcams are available

4.4 ERT and TAC

ERT and TAC operate as usual without significant change. ERT, TAC and Tier 4 operate regularly with follow the sun model. All teams have the means to connect remotely to all required systems as well to all labs.

4.5 Equipment delivery for Sales Orders

in case of difficulties to deliver equipment from Israel, Radware has alternate sites in Taiwan can support the required delivery according to our committed SLA. A check and verification were performed to comply with such requirements.

4.6 Equipment delivery for DOA/RMA

in case of difficulties to deliver equipment from one or few of our global service depots, an alternate service depot will be operated to meet the required SLA.

4.7 Logistics support

- 4.7.1 As of the Effective Date, except as set forth hereinbelow, there are no known limitation on shipments air and land deliveries from and to Israel and worldwide that may affect our committed SLA.
- 4.7.2 Due to Coronavirus limitations in Wuhan (China) there is currently no possibility to deliver equipment into Wuhan (China).
- 4.7.3 Due to Coronavirus limitations in Italy, there is currently no possibility to deliver equipment into and within Rome. Deliveries to the rest of Italy may be delayed.
- 4.7.4 As Peru, India and South Africa closed their borders, there is currently no possibility to support our customers in these areas with advance replacement units and no possibility to deliver equipment thereto.
- 4.7.5 Radware purchased buffer stock for backup purposes in order to address future potential supply difficulties.

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