BUSINESS CONTINUITY PLAN SUMMARY

1. Overview

This document summarizes the disaster recovery and business continuity program maintained by PROS for its Subscription Services. PROS business continuity and disaster recovery efforts are supervised by senior management for each of the key functional areas within PROS and are supported by PROS executive leadership.

2. Crisis Management Team

PROS has implemented a comprehensive Business Continuity Plan containing detailed crisis response and crisis communication procedures. PROS Crisis Response Team (CRT) includes first responders from PROS Operations, Security, IT and Facilities, and is activated if a business continuity event is suspected. PROS Crisis Management Team (CMT) is composed of senior leadership notified of any suspected crisis. Members are added to both the CRT and CMT as needed, based on the specific crisis, geography, and communications required to safeguard the continued delivery of Subscription Services to Customers and maintenance of critical business operations.

Team members have clearly defined roles and responsibilities and each team participates in periodic tabletop crisis simulation exercises.

3. Crisis Response

PROS maintains Crisis Management Plans that include detailed instructions related to emergency preparedness, crisis response, communications, and both primary and secondary decision guidance to help ensure that PROS employees, systems, services, and data are protected in the event of an emergency. Plans address both physical emergencies, such as weather events, and cyber emergencies. Crisis Management Plans are reviewed, updated where necessary, and tested annually.

4. Business Continuity Program

PROS maintains a comprehensive Business Continuity Program managed by PROS Business Continuity team, a cross-functional core team with members representing every relevant department and critical business and operational function. PROS Security Council provides oversight and guidance to ensure that the Business Continuity program meets PROS requirements for risk management and emergency preparedness.

PROS Crisis Management Team (CRT) includes senior leadership and key management from each critical area of operation. PROS CRT and PROS managers are trained in crisis response procedures at least annually. Key leaders and first responders participate in table training exercises that include crisis simulations and scenarios at least annually. Additional training is provided when new risks or threats are identified.

Each department maintains a Business Continuity Plan that provides strategies and detailed instructions for maintaining critical business and service operations through a Business Continuity event, such as weather crisis, cyber incident, system outage or physical threat.

PROS performs an annual Business Impact Analysis (BIA) and Supply Chain Risk Assessment to identify threats to PROS business operations and ensure that the appropriate risk management measures are in place to mitigate the impact and minimize disruption to PROS operations and services.

5. Risk Management

PROS conducts regular risk assessments to consider the effects of both likely and unlikely events. PROS assesses risks using qualitative and quantitative methods and manages risks under the ISO 31000 framework. Formal risk assessments are performed at the enterprise, customer, and change level to help ensure that all risks are identified and managed appropriately. Risk mitigation measures and monitored, and risk treatment plans are updated, on an ongoing basis.

6. Production Site Recovery Methodology

PROS Subscription Services are hosted in either private or public cloud infrastructure, depending on the specific deployment model for each PROS solution. In order to ensure production site recovery:

- Each data center provides production services for a set of primary instances and secondary disaster recovery (DR) instances.
- All PROS cloud environments are designed to support millions of transactions at the highest levels of performance and availability subject to the product architecture and SLAs.
- Use of highly available technologies, multi-ISP strategy including redundant network connectivity, mitigate the risk of single points of failure (SPOF) and help provide a resilient environment to support service continuity and performance.
- PROS maintains daily backups using cloud native and other proprietary technologies.

7. Disaster Recovery Planning

As a part of developing a viable disaster recovery plan and program for the production environment and platforms, PROS conducts disaster recovery exercises at a minimum annual frequency. Disaster recovery exercises include validating:

- the ability to failover a production Instance from the primary data center to the secondary data center;
- communication plan and notification systems; and
- disaster recovery procedures and documentation.

8. Staffing in the Event of a Disaster

PROS global footprint, with staff geographically distributed in multiple locations across the world, enables us to cover temporary staffing challenges in one geography due to a disaster with skilled employees located outside the impacted area. The Crisis Management Plan maintained by the Business Continuity Team includes detailed instructions for communications between operations teams and critical functions to minimize the impact of an event impacting business continuity and avoid disruption of services.

9. Cloud Environment Status

PROS cloud environment status is available online at https://status.pros.com. When an incident adversely affects any of the cloud environments, PROS will notify those customers that are impacted by email addressed to each customer's designated contact, and will post status updates on the PROS Connect customer portal.

10. General

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