



BUSINESS CONTINUITY & CRISIS MANAGEMENT PLAN

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Overview

Vercel is committed to maintaining the security and privacy of our customers. This Plan focuses on Vercel's procedure for handling events or crises that may impede our ability to operate. When an organization is dependent on third party service providers to successfully achieve its core mission and business functions, it is imperative to develop a timely and comprehensive contingency plan. In this situation, organizations coordinate with such third parties on contingency planning activities to ensure that each plan aligns with the overall contingency needs of all organizations.

Vercel's goal is to provide customers with a secure, reliable, and high-performance platform. This Plan aims to enhance the employee experience and support the entire Vercel workforce.

Scope

Vercel is a globally distributed organization. Vercel's Security team, in conjunction with key stakeholders, maintains this Plan to effectively manage scenarios that present risks to business operations.

This Plan applies to all Vercel full-time employees, and contingent workers (i.e., contractors, consultants, contingent, temporary and other workers, and any other entities permitted to act on behalf of or in representation of Vercel (collectively, referred to as "Personnel"). The scope of this Plan is specific to the business, and does not include Vercel's production services, product, or environments that support those functions. Production environment support is addressed separately in the [Disaster Recovery Plan](#).

Compliance

Any Vercel user found to have violated this Plan or any policy, standard, or procedure may be subject to disciplinary action, up to and including termination of employment or working relationship. Vercel management will determine how serious a Personnel's offense is and take the appropriate action. Violators of local, state, federal, and/or international law may be reported to the appropriate law enforcement agency for civil and/or criminal prosecution.

Change Record

Document Name	Business Continuity & Crisis Management Plan
Document ID	PLAN-002

Document Owner	Talha Tariq
Title	Chief Technology Officer, Security
Digital Signature	
Effective Date	May 22, 2026

Ver.	Date	Reviewer(s)	Description of Change
5.0	May 22, 2026	Security [REDACTED]	Annual refresh, added details for Austin office
4.0	April 24, 2025	<u>Information Security Steering Committee</u> [REDACTED] Security [REDACTED]	Annual refresh, added details for UK and Berlin offices

3.0	June 6, 2024	<u>Information Security Steering Committee</u> [REDACTED] Security [REDACTED]	Minor updates to reflect physical office space
2.1	May 25, 2023	<u>Information Security Steering Committee</u> [REDACTED] Security [REDACTED] People Operations [REDACTED]	Minor enhancements

2.0	May 30, 2022	<u>Information Security Steering Committee</u> <u>Engineering</u> <u>IT</u> <u>Information Security</u> <u>Privacy Team</u> 	Updated template and content to separate Business Continuity from Disaster Recovery topics. Focused purely on the business and operational functions, production environment issues are covered within the Disaster Recovery Plan. Established matrix and further details.
1.0	Sept 7, 2020		Original Policy

Appendix A - Examples

Natural	Human Caused
Avalanches	Civil Disorder
Earthquakes	Cyber Attacks (DDoS, RCE, Data Theft, etc.)
Floods	Explosions
Fires	Hazardous Chemical Spills
Heat Waves	Human Transmitted Viruses
Land/Mudslides	Fires (Accidental / Arson)
Naturally Occurring Viruses	Political or Civil Unrest (Riots)
Solar Flares	Structural Failures
Storms	Terrorism, Tyranny
Tsunamis	Vehicular Accidents
Tornados	Water Contamination
Volcanic Eruption	War