

Program Overview

Arrow Electronics, Inc. recognizes that daily operations depend on critical business processes and the people, systems and data that support them. The mission of Arrow's Global Business Continuity (GBC) program is to develop a proactive approach that prepares for and responds to significant events that might adversely affect the health and safety of our employees, critical business operations and processes, and physical assets around the globe. The GBC program provides a framework for effective response and mitigation of impact on our customers, suppliers, employees, key stakeholders and reputation.

As such, Arrow's Business Continuity Committee meets quarterly to review and prioritize areas of risk and align on GBC strategies, focus, planning and goals, ensuring sufficient coverage for the present as well as Arrow's future strategic objectives and needs. The business continuity team also collaborates regularly with internal stakeholders, including, but not limited to, Information Technology (IT), Risk/Travel, Security, Supply Chain, Real Estate, Human Resources and Corporate Communications.

The Arrow GBC program includes:

- Risk and impact assessment
- Crisis management protocol for regional and global operations recovery activities
- Documented procedures to back up and recover critical corporate systems and data
- Communication tools and processes to reach employees and key stakeholders, including coordination with the Corporate Affairs and Public Affairs teams
- Emergency response programs at the facility level
- Pandemic preparation and response protocol
- Coordination with lines of business for program guidance
- Ongoing plan development and testing
- Continual program improvement and assessment of risk and integration

Arrow's GBC program includes close coordination with IT disaster recovery (DR) teams and is designed to provide rapid recovery of key business and telecommunications systems from threats that may cause disruption. The corporate IT data center supporting Arrow's businesses works to ensure N+1 redundancy for power, cooling, telecom, network and security to be concurrently maintainable, comparable to Tier III facilities certified by the Uptime Institute. Processes are in place for 24x7x365 monitoring, alerting protocol and preventative maintenance to ensure these systems are operational on a continual basis.

Should the IT computer systems become damaged or disabled because of a disaster, the IT department will work to quickly restore normal business operations. All systems are assigned a Recovery Time Objective and a Recovery Priority to ensure the systems are returned to operations with the least amount of impact. Arrow's critical business application data is replicated in real time to the Disaster Recovery colo-site and vendor providing Disaster Recovery as a Service. Disaster recovery plans are tested annually to ensure effectiveness.

Due to the proprietary nature of information contained in Arrow's GBC and IT DR programs, it is our policy not to distribute or reveal detailed information relating to these programs. Our customers' continued confidence in Arrow is a top priority. Should you have further questions regarding the program, please feel free to contact us at bcp@arrow.com.