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## About AlertLine

### What is the AlertLine?

AlertLine is a comprehensive and confidential reporting tool created by NAVEX Global that enables management and employees to work together to address fraud, abuse, and other misconduct in the workplace while cultivating a positive work environment.

### Why do we need a system like AlertLine?

- Our employees are our most important asset. By creating open channels of communication, we promote a positive work environment and maximize productivity.
- Publicly traded companies are required by law to have an anonymous reporting vehicle to address accounting and auditing fraud directly to the audit committee.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

## **Reporting – General**

### **May I report using either the Internet or the telephone?**

Yes. The AlertLine system enables you to file a confidential, anonymous report via either the telephone or the Internet.

### **What types of situations should I report?**

The AlertLine system allows employees to report any violation of our stated Code of Conduct, or other concern they may have.

### **If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?**

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX Global. We would rather you report anonymously than keep the information to yourself.

### **Why should I report what I know? What's in it for me?**

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. And, corporate misconduct can threaten the very existence of an entire company.

### **Does management really want me to report?**

We certainly do. In fact, we *need* you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people.

## **Where do these reports go? Who can access them?**

Reports are entered directly on Navex's secure server. NAVEX Global makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

## **What happens when I make a report?**

Your concern will be thoroughly documented, validated, and investigated, and appropriate action will be taken.

Shortly after you make the report, a report will be forwarded to the Chief Compliance Officer, Arrow's Chief Legal Officer, Arrow's Chief Human Resources Officer, and Arrow's Compliance Manager for further review.

You have the option to remain anonymous when reporting a concern, as permitted by your local reporting laws. However, all information is treated confidentially and shared only with a limited number of specially trained individuals who have a need to know, and as such we encourage personal identification as this may help in addressing a concern or report more thoroughly.

Please feel safe in knowing, that when reporting in good faith a violation of policy or law, reporters will be protected from the consequences of any retaliatory actions. Retaliation is strictly prohibited at Arrow Electronics and Arrow has zero tolerance for any person engaging in retaliatory behavior.

## **Isn't this system just an example of someone watching over me?**

No. AlertLine is a positive aspect of our overall philosophy that allows us to ensure a safe, secure and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

## **Reporting Security & Confidentiality**

**It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?**

NAVEX Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to AlertLine is available.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café or at a friend's house) through the AlertLine secure website. Many people choose this option, as NAVEX Global's data shows that fewer than 12% of reports are generated during business hours.

**Can I file a report from home and still remain anonymous?**

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the AlertLine system strips away Internet addresses so that anonymity is totally maintained.

**I am concerned that the information I provide the AlertLine will ultimately reveal my identity. How can you assure me that this will not happen?**

The AlertLine system protects your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years..."

**Is the telephone toll-free hot line confidential and anonymous too?**

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the AlertLine Web site. These reports have the same security and confidentiality measures applied to them during delivery.

**What if I want to be identified with my report?**

There is a section in the report to identify yourself, if you wish.

## **Tips & Best Practices**

### **I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?**

Our company promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

### **I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?**

File a report. NAVEX Global can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

### **What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?**

The AlertLine system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named.

### **What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?**

When you file a report at the AlertLine Web site or through the AlertLine Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the AlertLine system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

**Are these follow-ups on reports as secure as the first report made?**

All AlertLine correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

**What if I lose my Report Key or forget the Password I created?**

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

**Can I still file a report if I don't have access to the Internet?**

You can file an AlertLine report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the AlertLine toll-free hotline, which is available 24 hours a day, 365 days a year.