

Employee Handbook- January 2020

Citadel Servicing Corporation

Florida Addendum

Equal Employment Opportunity

The Company shall recruit, hire, train, and promote in all job titles without regard to race, color, religion, sex, sexual orientation, pregnancy, childbirth or related medical conditions, gender identity or expression, age, physical disability, mental disability, genetic information, national origin, familial status, marital status, HIV/AIDS status, sickle cell trait, or DNA analysis, or any other basis protected by law. All personnel actions such as compensation, benefits, Company-sponsored training, apprenticeships, internships, volunteer opportunities, transfer, demotion, termination, layoff, and return from layoff, shall be administered without regard to race, color, religion, sex, sexual orientation, pregnancy, childbirth or related medical conditions, gender identity or expression, age, physical disability, mental disability, pregnancy, genetic information, national origin, familiar status, marital status, HIV/AIDS status, sickle cell trait, or DNA analysis, or any other basis protected by law. Additionally, the Company will provide employees in same-sex marriages with all rights and benefits as required by law.

Harassment, Discrimination and Retaliation Prevention

Citadel Servicing Corporation is an equal opportunity employer. Citadel Servicing Corporation is committed to providing a work environment free of harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct based on:

- Race
- Religion (including religious dress and grooming practices)
- Color
- Sex
- Sexual orientation
- Pregnancy, childbirth and related medical conditions
- Gender identity or expression
- Familial status
- Marital status
- HIV/AIDS status, sickle cell trait or DNA analysis
- National origin
- Ancestry
- Physical or mental disability
- Medical condition
- Genetic information/characteristics
- Age (40 and over)
- Any other basis protected by federal, state or local law or ordinance or regulation

Citadel Servicing Corporation also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

In addition, the Company prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.

All such conduct violates Company policy.

Harassment Prevention

The Company's policy prohibiting harassment applies to all persons involved in the operation of the Company. The Company prohibits harassment, disrespectful or unprofessional conduct by any employee of the Company, including supervisors, managers and co-workers. The Company's anti-harassment policy also applies to vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal

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- movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by company policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

Non-Discrimination

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations. The Company prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of the Company, including supervisors and coworkers.

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work, as defined by federal law, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, Citadel Servicing Corporation is not obligated to disclose the wages of other employees.

Anti-Retaliation

The Company will not retaliate against you for filing a complaint or participating in any workplace investigation or complaint process, and will not tolerate or permit retaliation by management, employees or co-workers.

Reasonable Accommodation

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. The Company will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and

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grooming practices, such as religious clothing or hairstyles) should also contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

The Company will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees or co-workers.

Complaint Process

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, as soon as possible after the incident, bring your complaint to your supervisor or to:

- The HR Manager
- Any member of management
- The Human Resources Generalist

You can bring your complaint to any of these individuals. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the HR manager. Please provide all known details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

The Company encourages all individuals to report any incidents of harassment, discrimination, retaliation or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission and the Florida Commission on Human Relations (FCHR) investigate and prosecute complaints of prohibited harassment, discrimination and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at <https://fchr.myflorida.com/> and www.eeoc.gov.

Supervisors must promptly refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to the HR manager of the Company so the Company can try to resolve the complaint.

When the Company receives allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. The Company will reach reasonable conclusions based on the evidence collected.

The Company will maintain confidentiality to the extent possible. However, the Company cannot promise complete confidentiality. The employer's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

Complaints will be:

- Responded to in a timely manner
- Kept confidential to the extent possible
- Investigated impartially by qualified personnel in a timely manner

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- Documented and tracked for reasonable progress
- Given appropriate options for remedial action and resolution
- Closed in a timely manner

If the Company determines that harassment, discrimination, retaliation or other prohibited conduct has occurred; appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. The Company also will take appropriate action to deter future misconduct.

Any employee determined by the Company to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Domestic Violence/Sexual Violence Leave

Employees shall be permitted to take up to three (3) days off work without pay in any 12-month period if the employee or a family member of the employee is a victim of domestic violence or sexual violence, in accordance with applicable State law.

“Family member” for purposes of this policy means spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, family members must be currently residing or have in the past resided together in the same single dwelling unit.

Firearms in Company Parking Lots

Employees may bring a legally owned firearm into the Company parking lot, so long as the employee leaves the firearm in their personal vehicle. The vehicle must remain locked at all times and the firearm must not be visible from outside of the vehicle.

Possession of firearms elsewhere on Company property or possession of any other type of weapon is prohibited at all times.

Smoking Policy

The Company has established a non-smoking policy inside any and all of its buildings. The Company permits smoking in outside designated areas only. Employees who smoke in non-smoking areas may be subject to disciplinary action up to and including termination. The Company's prohibition against smoking includes e-cigarettes and other vapor-producing devices.

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ACKNOWLEDGMENT OF RECEIPT

I have received a copy of the Florida Addendum to the Employee Handbook ("Florida Addendum") and understand that it contains important information about Citadel Servicing Corporation's ("Company") personnel policies and about my privileges and obligations as an employee in Florida. I acknowledge that I am expected to read, understand, and adhere to Company policies and to familiarize myself with the material in the Employee Handbook and the Florida Addendum, and that the Company may change, rescind, delete, or add to any policies, benefits, and practices described in the Handbook and the Florida Addendum from time to time, at its sole and absolute discretion, with or without prior notice. The Company will advise employees of material changes within a reasonable time.

Date

Signature

Print Name