

RAC Equal Employment Opportunity, Anti-Discrimination / Harassment / Retaliation

Rent-A-Center's Equal Employment Opportunity Policy

Rent-A-Center has established and adopted an Equal Employment Opportunity policy (EEO). The purpose of this EEO policy is to ensure that all employment decisions are made on a non-discriminatory basis, and without regard to actual or perceived race (the definition of race also includes traits historically associated with race, including, but not limited to, hair texture and braids, locks, and twists), religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information (including testing and characteristics), marital status (including registered domestic partnership status), sex (including pregnancy, childbirth, lactation and related medical conditions), gender (including gender identity, transgender, and gender expression), age, sexual orientation, citizenship status, Civil Air Patrol status, military and veteran status, uniformed servicemember status, immigration status or any other consideration protected by federal, state or local law. This includes, but is not limited to, decisions on hiring, transfers, promotions, job assignment, and discipline. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any coworker, including supervisors and coworkers.

Rent-A-Center's Anti-Discrimination, Harassment and Retaliation Policy

RAC is committed to equal employment opportunity and will not tolerate discrimination or harassment on the basis of actual or perceived race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information (including testing and characteristics), marital status (including registered domestic partnership status), sex (including pregnancy, childbirth, lactation and related medical conditions), gender (including gender identity, transgender, and gender expression), age, sexual orientation, citizenship status, Civil Air Patrol status, military and veteran status, uniformed servicemember status, immigration status or any other consideration protected by federal, state or local law.

Prohibited harassment may include behavior similar to the illustrations above pertaining to sexual harassment, described below. It also includes, but is not limited to:

- Verbal conduct including taunting, jokes, threats, epithets, derogatory comments or slurs based on an individual's protected status;
- Visual and/or written conduct including derogatory posters, photographs, calendars, cartoons, drawings, websites, emails, text messages or gestures based on an individual's protected status; and
- Physical conduct including assault, unwanted touching or blocking normal movement because of an individual's protected status.

RAC further prohibits retaliation against individuals who report proscribed discrimination or harassment in the Company's workplace, who object to such conduct, who use the below complaint procedure, or file, testify, assist or participate in any manner in any internal investigation or any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Individuals who believe they have been subjected to discrimination, harassment (including sexual harassment) or retaliation, or believe that another individual has been subjected to such proscribed conduct, should report this concern using the reporting procedure set forth below.

Supervisors and Managers, who receive a complaint about, or are notified of, or observe harassment (including sexual harassment) or discrimination, **must** forward/contact Human Resources about any such harassment or discrimination.

Discrimination and harassment (including sexual harassment) is against the law and against RAC policy, whether it involves harassment by coworkers, by a manager, or by persons doing business with or for the Company or who is otherwise involved in the Company's operations, such as customers, vendors, visitors, temporary or seasonal workers, or independent contractors. If such harassment or discrimination occurs in the workplace by someone not employed by the Company, the procedures in this policy should be followed.

The workplace includes actual worksites, any setting in which work-related business is being conducted (whether during or after normal business hours), online and electronic interactions with company coworkers and third parties involved in our operations, company-sponsored events, or company owned/controlled property.

Sexual Harassment is Against RAC Policy and Against the Law

Sexual Harassment is against RAC Policy and is illegal. Federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment, (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with a coworker's work performance or creating an intimidating, hostile or offensive working environment even if the individual making the report is not the intended target of such conduct. Sexual harassment on the job is unlawful whether it involves harassment by coworkers, by a manager, or by persons doing business with or for the Company, or who is otherwise involved in the Company's operations, such as customers, vendors, visitors, temporary or seasonal workers, or independent contractors.

Sexual harassment can occur regardless of the gender or sex of the person committing it or the person who is exposed to it. Harassment on the basis of sexual orientation, self-identified gender, perceived gender, or transgender status, are all forms of prohibited sexual harassment.

This policy is broader than legal standards and prohibits any and all conduct that may reasonably be interpreted as sexual harassment irrespective of whether or not such conduct is pervasive enough to meet the legal requirements of harassment. This policy is not designed or intended to limit the Company's authority to discipline or take remedial action for workplace conduct that the Company deems unacceptable, regardless of whether that conduct satisfies the definition of unlawful discrimination, harassment, sexual harassment or retaliation.

Sexual harassment also includes various forms of offensive behavior based on sex. The following is a partial list of conduct prohibited by this policy:

- Unwanted sexual advances (including repeated and unwelcome requests for dates)
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct, e.g. leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, posters, pornography, websites, emails or text messages
- Verbal conduct, e.g. making or using derogatory comments, epithets, slurs, sexually explicit jokes, sexually degrading words or comments about a coworker's body or

dress, or verbal sexual advances or propositions, or reading or writing suggestive or obscene letters, notes or invitations, emails, text messages, tweets or other social media postings

- Physical conduct, e.g. touching, assaulting, impeding or blocking movements
- Conducting formal or informal business meetings with adult entertainment or at adult entertainment establishments
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity or the status of being transgender, such as:
- Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
- Sabotaging an individual's work; and
- Bullying, yelling, name-calling
- Retaliation for making reports or threatening to report sexual harassment.

Anyone can report or make a complaint about sexual harassment by using the RAC Open Door Reporting Policy/Procedure. Corrective action will be taken if sexual harassment has been found to have occurred.

RAC's Open Door Reporting Policy/Procedure – (for reporting discrimination, harassment, including sexual harassment, retaliation, or violation of any other RAC policies)

At Rent-A-Center we value direct and open communication between all coworkers. Therefore, we maintain an Open Door Reporting Policy. The Open Door Reporting Policy provides all coworkers with several alternative reporting procedures. We not only encourage open communication within Rent-A-Center, but we believe all coworkers have a responsibility to report suspected violations of our policies. Therefore, if you have any concerns of discrimination, harassment, including sexual harassment, or retaliation in the workplace, please promptly contact:

- Human Resources, 5501 Headquarters Drive, Plano, TX 75024, or
- Your immediate supervisor, or District Manager, or Regional Director, or
- The Coworker Relations Hotline at (800) 675-0825, or
- The Compliance Hotline operated by an outside company, Global Compliance Services, at (866) 480-6135. Coworkers contacting this external Hotline are not required to identify themselves, or
- The General Counsel or Compliance Officer at compliance@rentacenter.com.

Complaints can be made orally or in writing. To submit a complaint in writing, individuals can use our Complaint Form on RACiNet or in this Handbook. Coworkers are not required to report any prohibited conduct to a supervisor or manager who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in such conduct, or with whom the coworker is uncomfortable discussing such matters. Any supervisor or manager who receives a complaint of harassment, sexual harassment, or retaliation or receives information about such conduct must immediately report it to the RAC Coworker Relations Department.

RAC will complete a prompt, thorough, fair and objective investigation by qualified personnel, such as the RAC Human Resources Business Partners, and will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible, consistent with a thorough investigation and to the extent permitted or required under applicable law. Related information will only be shared with others on a need-to-know basis. The Coworker Relations Hotline can be reached at (800) 675-0825. The investigation will be documented and tracked. All parties will be afforded appropriate due process and the Company will reach reasonable conclusions based on the evidence collected. The persons involved will be advised that the investigation is complete and the complaining party may be advised of the determination, if appropriate, as

soon as practical. The Company expects all coworkers to fully cooperate with and provide truthful information in any investigation conducted by the Company.

If it is determined that discrimination, harassment or retaliation of any kind has occurred, or if a manager knowingly allows the policy to be violated without reporting it, corrective action, commensurate with the circumstances, will be taken, up to and including termination. Appropriate action will also be taken to deter any future discrimination, harassment or retaliation concerns.

As explained above, RAC prohibits retaliation against anyone who reports sexual harassment, sex discrimination or any other harassment and discrimination, or other violations of Company policy, or who participates in an investigation of such reports. No coworker should pressure another coworker from reporting harassment or discrimination. Stopping harassment or discrimination starts with you. **If you see it – report it.**

Managers and supervisors are responsible for enforcing this policy. Failure to do so, including but not limited to failing to report suspected discrimination, harassment, sexual harassment or retaliation, or otherwise knowingly allowing such proscribed conduct to continue, will be considered a failure to fulfill all the responsibilities and duties of their position and will subject the manager and supervisor to disciplinary action, up to and including termination of employment. Furthermore, In addition to being subject to discipline for engaging in discriminatory, retaliatory, harassing or sexually harassing conduct, managers and supervisors may be held personally liable for monetary damages should a lawsuit be filed in regards to sexual harassment, sex discrimination, or other harassment, discrimination, or retaliation.

The initiation of a good faith complaint of discrimination, harassment, sexual harassment or retaliation will not be grounds for disciplinary or other retaliatory action, even if the allegations cannot be substantiated or the coworker was mistaken about aspects of the complaint. Any individual who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including termination.

Additional State Information

Sexual harassment is not only prohibited by this policy, it is also prohibited by state, federal, and where applicable, local law. Using the reporting procedures which are contained in this Handbook does not prevent coworkers from filing a complaint with a federal, state or local agency. Contact information for federal, state and local agencies can be found in Appendix B.

Connecticut Coworkers - SEXUAL HARASSMENT IS ILLEGAL. In addition to disciplinary action by the Company, individuals who engage in acts of sexual harassment may also be subject to civil and criminal penalties. Connecticut law requires that a complaint be filed with the CHRO within 180 days of the date when the alleged harassment occurred, if it occurred prior to October 1, 2019, and within 300 days of the alleged harassment, if it occurred on or after October 1, 2019. Remedies for sexual harassment can include cease and desist orders; back pay; compensatory damages; emotional distress damages; attorney's fees; and hiring, promotion or reinstatement. Coworkers can find additional information about the illegality of sexual harassment and the remedies available to victims of sexual harassment at the CHRO's informational website: <https://www.ct.gov/chro/cwp/view.asp?a=5019&Q=609536&chroNav=1>

Massachusetts Coworkers - Complaints filed with the Massachusetts Commission Against Discrimination and the EEOC must be filed within 300 days of the incident giving rise to the claim.

New York Coworkers - During the investigation as described above, both the person(s) raising the complaint and the person(s) about whom the complaint was made will be permitted to provide information that may be relevant to the investigation. The Company also will gather

information and speak with witnesses, as applicable. Once the investigation is completed and a determination is made, the complaining party will be advised that the investigation has been completed and may be informed of the resolution. The individual about whom the complaint was made will be informed of the outcome and, if the Company determines that this policy has been violated, will be subject to disciplinary action.

Sexual harassment is illegal under the New York State Human Rights Law, Title VII of the federal Civil Rights Act of 1964, and some local laws, including the New York City Human Rights Law. Coworkers subjected to unlawful harassment may be entitled to certain remedies, including monetary damages, civil penalties, and injunctive relief (such as an order that certain action be taken or certain behavior stop).

Oregon Coworkers - Sexual harassment prohibited under this policy includes sexual assault, which is unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat or intimidation. Any coworker who believes they have been harassed or discriminated against should provide a written or verbal report pursuant to the reporting procedure described above as soon as possible. All coworkers are encouraged to document any incidents involving discrimination, harassment or sexual assault as soon as possible. Note that Oregon state law requires that any legal action taken on alleged discriminatory conduct (specifically that prohibited by ORS 659A.030, 659A.082 or 659A.112) commence no later than five years after the occurrence of the violation. Other applicable laws may have a shorter time limitation on filing.

The Company will not require or coerce a coworker or prospective coworker to enter into any agreement as a condition of employment, continued employment, promotion, compensation or the receipt of benefits, that contains a nondisclosure provision, nondisparagement provision or any other provision that has the purpose or effect of preventing the individual from disclosing or discussing unlawful employment discrimination or harassment (including sexual assault). A coworker claiming to be aggrieved by discrimination, harassment, or sexual assault may, however, voluntarily request to enter into a settlement, separation, or severance agreement that contains a nondisclosure, nondisparagement, or no-rehire provision (as defined below) and will have at least seven (7) days to revoke any such agreement.

Under this policy, a nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault. A nondisparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or the Company. A no-rehire provision is an agreement that prohibits a coworker from seeking reemployment with the Company and allows the Company to not rehire that individual in the future