



EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

It is the policy of Great Lakes Educational Loan Services, Inc. (Great Lakes) to provide equal employment opportunity to all individuals regardless of their race, color, religion, sex, age, national origin, creed, disability, veteran status or any other characteristic protected by state or federal law. We are strongly committed to this policy and believe in the concept and spirit of the law.

Great Lakes is committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, benefits, and other employment-related programs are provided to all persons on an equal opportunity basis without regard to race, color, religion, sex, age, national origin, creed, disability, veteran status or any other characteristic protected by state or federal law;
- All personnel actions such as demotions, transfers, leaves of absence and other forms of leave, layoffs, recalls, training, and participation in social and recreational programs are administered without regard to race, color, religion, sex, age, national origin, creed, disability, veteran status or any other characteristic protected by state or federal law;
- All employment decisions are based only on valid job requirements;
- The company will take affirmative action in regard to the employment of applicants and employees.

Applicants and employees shall not be subject to harassment, intimidation, threats, coercion or discrimination because they have engaged in any of the following activities: filing a complaint with any state or federal anti-discrimination agency; assisting or participating in any investigation, compliance evaluation, hearing, or other activity related to the administration of the provisions of any state or federal affirmative action or equal opportunity law; opposing any act or practice made unlawful by the provisions of any state or federal affirmative action or equal opportunity law; or exercising any right protected by any state or federal affirmative action or equal opportunity law. Among the affirmative action laws noted here are Executive Order 11246, the Vietnam Era Veterans Readjustment Assistant Act, and Section 503 of the Rehabilitation Act of 1973.

Chief Human Resources Officer Maureen Harrill serves as the Equal Opportunity Coordinator for Great Lakes and has the responsibility for monitoring the organization's equal opportunity and affirmative action practices. Department heads are responsible for assuring full compliance with this policy in their respective areas. All employees are responsible for supporting the concepts of equal opportunity and affirmative action and for assisting Great Lakes in meeting its objectives in these areas. As CEO of Great Lakes Educational Loan Services, Inc., I completely support the company's affirmative action program and the company's commitment to equal opportunity.

Great Lakes Educational Loan Services, Inc. maintains affirmative action plans (AAPs) for minorities, females, veterans, and individuals with disabilities. Great Lakes Educational Loan Services, Inc. has programs in place to measure the effectiveness of the company's affirmative action programs and to otherwise evaluate the company's efforts to provide equal opportunity and affirmative action to employees and applicants. Any questions regarding the company's AAPs should be directed to Maureen Harrill. If you wish to view the AAP for persons with disabilities and veterans, contact the Human resources department during normal business hours.

Paul Thornburgh
President & CEO

September 1, 2014