CITADEL | Securities

Business Continuity and Resilience

Citadel Securities LLC and Citadel Institutional LLC ("Citadel Securities") has established Business Continuity Plans ("BCPs") that outline requirements to be followed in the event of a Significant Business Disruption ("SBD") impacting normal business activities. An SBD may be caused by internal or external factors for which Citadel Securities seeks to respond by safeguarding employees' lives and firm property, quickly recovering and resuming operations, protecting Citadel Securities' books and records, and allowing clients to transact business.

BCPs are regularly reviewed and tested, and are designed to facilitate recovery of core business operations in a timely and orderly manner, minimize disruption to clients, counterparties and the market and fulfill legal and regulatory obligations outlined in the BCPs through:

- Recovery Team members identified to participate in SBD event management, execution of recovery activities and escalation.
- Business Impact Assessments identifying business locations, significant functions and capabilities, internal and external technology dependencies, and personnel dependencies.
- SBD scenarios and recovery strategies including, but not limited to: (i) work facility disruption; (ii) data center disruption; and (iii) critical third-party disruption including vendors, brokers or exchanges.
- Business Emergency Communication tools and processes and designation of Business-Critical Contacts that may need to be contacted including regulators, exchanges and other trading counterparties during an SBD.

Communications

If Citadel Securities determines it is unable to conduct part or all its business, Citadel Securities will inform impacted clients to re-route orders until Citadel Securities recovers from the SBD.

In the event of an SBD, Citadel Securities will assess which means of communication are still available and use the means closest in speed and form (written or oral) to the means that have been used in the past to communicate to clients, regulators, exchanges, employees and other key constituents.

Data backup and Recovery

Citadel Securities books and records are replicated and stored, in accordance with record retention requirements to backup recovery facilities to help ensure availability during an SBD.

Primary and Alternate Business Locations and Staff

Citadel Securities' main office is located at 200 S. Biscayne Boulevard, 23rd Floor, Miami, FL 33131. Citadel Securities also maintains offices in New York City, Chicago, San Francisco, Greenwich, Austin, Toronto, London, Paris, Hong Kong, and Tokyo.

If an SBD impacts any of the locations, Senior Management has strategies such as allowing staff to (i) work from home, (ii) transfer workload to another team in an alternate location, or (iii) move staff to alternate office locations until the SBD is resolved. Critical personnel are also provisioned with secondary workstations (cloud-based or physical) that enable them to continue working if their primary workstation is unavailable during an SBD.