

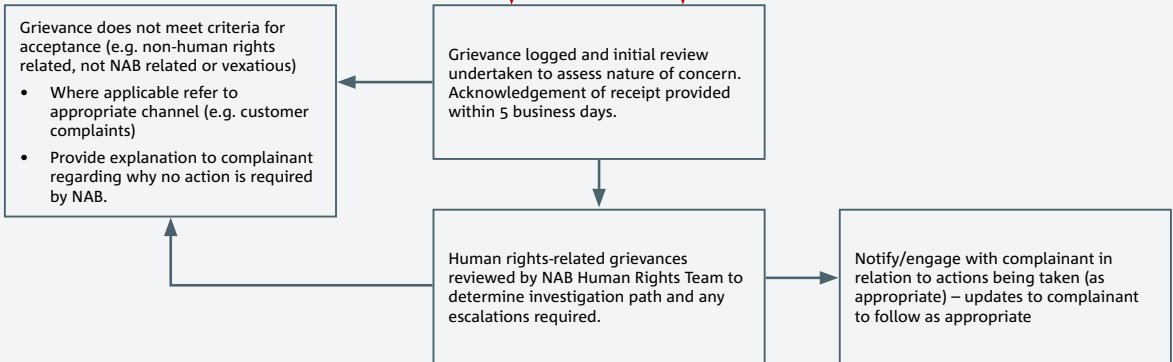
HUMAN RIGHTS GRIEVANCE PROCESS



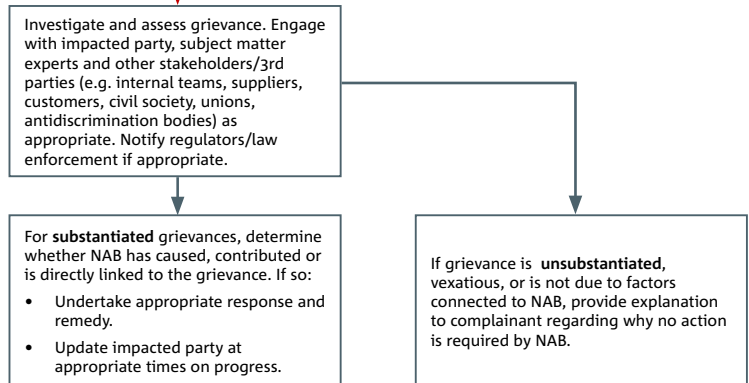
LOGGING AND REVIEW

Human Rights Grievance mailbox
grievances@nab.com.au

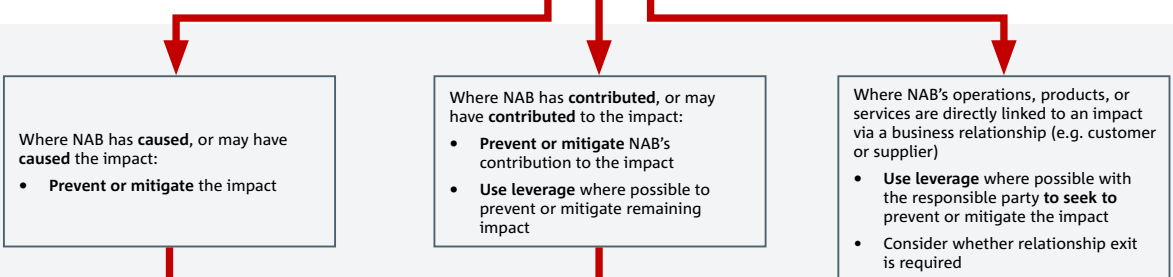
Human Rights Grievances referred from other channels (e.g. mail, other email channels, web)



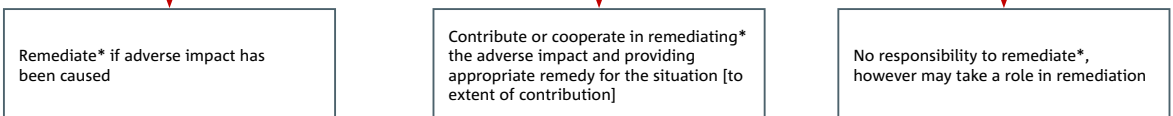
INVESTIGATION



RESPONSE



REMEDY



Note: separate grievance processes apply for colleague-related grievances (Colleague Complaints Procedure and Whistleblower Program) and for potential concerns identified by colleagues (Unusual Activity Report sent to Financial Crime Operations)

* Refer UN Guiding Principles for Business and Human Rights. Remedy may include apologies, restitution, rehabilitation, financial or non-financial compensation, as well as the prevention of harm through, for example, injunctions or guarantees of non-repetition.