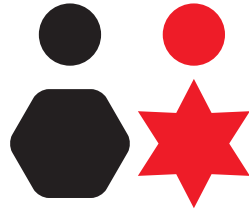


more
than
money



PEOPLE

MATTER



Our Accessibility Action Plan

2017 – 2018

OUR ACTION PLAN



“At NAB we value differences amongst our customers, our people and in the community. Being accessible is part of our focus on inclusion and a core part of our values.”

Anthony Waldron

Executive General Manager, Broker Partnerships



Respect for people is a value we at NAB live by. And with 2.2 million Australians of working age living with a disability*, it's important that our products, buildings, technology and facilities are accessible. A culture of inclusion is central to supporting those with accessibility needs.

Actions underway

Through previous Accessibility Action Plans, NAB has worked to ensure that meeting accessibility needs of our customers and employees is how we do business. When we design and build our products, we are striving to innovate and go beyond what is required. In doing this, our customers are critical in testing our solutions and providing feedback. We're working to better support our employees, so they are able to better support and service our customers, and the communities in which they live.

More to come

Our Accessibility Action Plan is a big part of our inclusive culture and our vision to continually improve accessibility for our people and customers. We want to make it easy for customers with accessibility needs to do business with us, no matter how they choose to interact with us. To do this we are focusing on:

- Leading in digital accessibility as more customers use technology to interact with us
- Creating a more diverse workforce through recruitment of people with a disability
- Further driving inclusion by educating our people about accessibility

Governance

Actions within this Action Plan are reported to the Accessibility Action Plan Steering Committee.

*Australian Network on Disability

OUR CUSTOMERS



“To be a leader in driving accessibility, we will involve our customers with a disability on the journey and ask them, does this meet your needs?”

David Boyle

Executive General Manager, Technology



We strive to make it easy for our customers to do business with us, no matter how they choose to interact and bank with us. To do this we want to lead the way with digital accessibility and ensure our products, services, facilities and buildings are inclusive of people with a disability.

Our aim	Action	When
<p>Continue making our products, services and buildings accessible for all</p>	Determine level of accessibility or required improvements of all new NAB products with the Product Accessibility Rating Tool	2017
	Through a dedicated audit, better understand how customers use our deposit products, so improvements can be made	2017
	Provide our Product Disclosure Statements and Terms and Conditions in alternative formats on request	2017
	Resolve more of our customer’s accessibility needs by including related submissions in our NAB Labs experiment pipeline	2017
	Continue improving accessibility of our digital assets through training of our developers, including NAB’s creative agency partners	2017
	Better support customers with disability by educating more of our employees through online training	2018
	Involve more of our customers with accessibility needs to test our products and services and inform improvements	2018
	Continue to audit and upgrade buildings to improve accessibility including ramps, automatic doors and heritage buildings	On-going

Who will help implement these actions:

NAB Labs, Digital Direct Banking, Retail, Technology & Property

OUR PEOPLE



“We want our people to be the best they can be. Embracing and valuing differences enables us to drive a culture that provides the best experience for our customers.”

Sarah White

Executive General Manager, Talent & Leadership



At NAB, we’re always working towards an inclusive culture, so that our people thrive and differences are celebrated. We are committed to the wellbeing of our people, and educating them about the importance of considering people’s accessibility needs in everything we do.

Our aim	Action	When
Build an inclusive culture through the appreciation of difference	Support our people’s wellbeing by promoting mental health resources, information and online training	2017
	Drive awareness of accessibility by increasing subscription to NABility – NAB’s employee resource group advocating for accessibility	2017
	Drive greater awareness and engage employees through a NABility-led accessibility and carer’s events program	2018
	Continued focus on inclusion through recruitment of people with a disability	2018
Enable our people with disability to realise their potential	Deliver inclusive recruitment solutions by completing the Disability Confident Recruiter Program (Australian Network on Disability)	2017
	Providing increased workplace adjustment support for employees with accessibility needs	2018

Who will help implement these actions:

Talent Acquisition, Hiring Managers, Health, Safety & Wellbeing & NABility

OUR COMMUNITY



“We are a large organisation with a wealth of expertise. We must play a role to support and advocate for all people with accessibility needs.”

Paul Collins

General Manager, Retail QLD



Advocating for those with accessibility needs extends beyond our employees and customers. We want to have an impact in the communities we support and are committed to sharing our expertise so that others can learn and benefit.

Our aim	Action	When
Contribute to creating inclusive communities through accessibility	Enabling community organisations to focus on mental health and wellbeing research, youth and rural support and social inclusion through NAB Foundation’s Stronger Minds grants program’	2017
	Improve understanding of accessibility amongst NAB partners and suppliers	2017
	Support NAB suppliers to meet the goals of NAB’s Digital Accessibility Policy by expanding the NAB Group Supplier Sustainability Principles	2017

Who will help implement these actions:

Corporate Responsibility, Health, Safety & Wellbeing & Procurement

FEEDBACK

If you have feedback or suggestions about this plan you can:

- **Email us** at diversity.&.inclusion@nab.com.au
- **Phone us** on 1800 152 015, option #3
Deaf, hearing-impaired or speech impaired – contact the National Relay Service on:
 - » TTY/Voice: 1800 555 677 and ask for 1800 152 015
 - » Speak and Listen: 1800 555 727
- **Write to us at** National Australia Bank
Head of Customer Solutions
Reply Paid 2870, Melbourne
Victoria, 8060
- **Speak to us in person** at your local branch

Alternative Access Formats

Our Accessibility Action Plan 2017-2018 is available on our NAB website nab.com.au.

If you would like to be provided with the plan in an alternative format, please make contact with us via phone or email accessibility@nab.com.au.