

OUR ACCESSIBILITY ACTION PLAN

Better Together
2021-2022

more
than
money



WELCOME MESSAGE BY OUR EXECUTIVE SPONSOR



We're proud to have a diverse range of colleagues and customers at NAB. And with over 4 million¹ Australians living with disability, we see it as fundamental that our products and services are easy for everyone to access and use.

Being a major employer, we're always striving to improve our workplace and business practices for everyone who works with us by continuing to embed accessibility and inclusion into our day to day operations.

Accessibility also influences the services and products we offer – and as we refurbish and open new retail locations – accessibility plays an important role in their design and layout. With many customers now banking online, we continue to make it easier for our customers to use our internet and mobile banking services.

Last year, we introduced the StraightUp card. It's Australia's first no interest credit card – a simple alternative for customers who want more control over their finances. Part of the card's design includes many accessibility features, such as an easy-to-read bold colour contrast, a 'notch' cut-out that helps customers insert the card correctly, and tactile dots to help identify each side of the card.

During 2020, we committed to continuously improving accessibility. Not only did we adapt and change our business practices to be COVID-19 safe, we also discovered new opportunities to be more accessible.

I'm now proud to share our Accessibility Action Plan 2021-2022. It outlines our commitment to drive innovation and improve the experiences of our customers and colleagues. I'm looking forward to sharing our progress as we continue to make banking and working at NAB as inclusive and accessible as possible.

Let's make the difference together.

Rachel Slade
Group Executive, Personal Banking

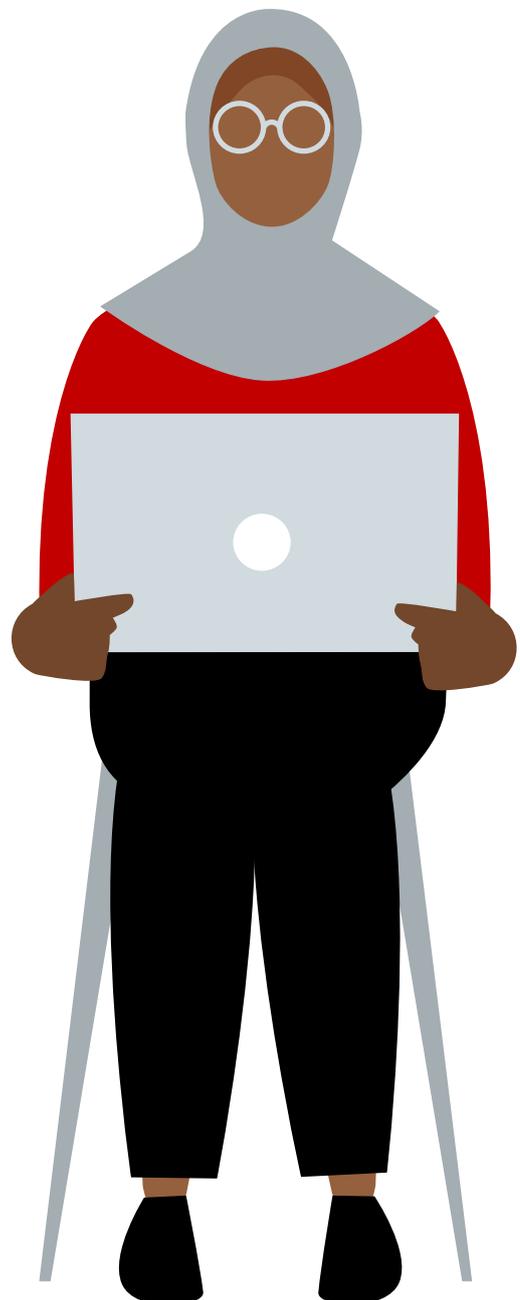
¹ <https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#key-statistics>

ACCESSIBILITY AT NAB

Accessibility means that anyone can access, use, understand and obtain a product or service, enter a premises, or consume digital assets. We consider accessibility in the way we work – providing our customers and colleagues with adjustments to enhance their engagement and customer experience.

We're committed to embedding accessibility, usability and universal design principles within our business. This will ensure our customers' user experience becomes our business-as-usual approach in banking.

To develop NAB's Accessibility Action Plan, we were guided by the Disability Discrimination Act 1992 (Cth), the United Nations Convention on the Rights of Persons with Disabilities, and the Australian Banking Code of Practice. Through this, our aim is to make sure our premises, goods and services and employment opportunities are more accessible to people with disability.



OUR HIGHLIGHTS OF 2019/20

Over the last two years, we've kept up with the objectives of our 2019-2020 Accessibility Action Plan – ensuring our systems, processes, behaviours and attitudes are inclusive and accessible.

Since we launched the plan, we've put in place:

- An [Accessibility and Inclusion webpage](#) for our customers, so they can get information about the access features of our branches, mobile apps and online platforms
- A process to request workplace adjustments for job applicants and our existing colleagues
- Guidelines that go beyond compliance requirements, to improve the accessibility and usability of our branches and workspaces for our customers and colleagues
- Internal process changes to ensure accessibility is an integral part of the design, development and review of our products and services.



Emma Smith, Banking Advisor at NAB (pictured above) is offering Auslan zoom sessions for our Deaf community. This is providing our customers and community with an opportunity to understand and ask questions in Auslan.



OUR AMBITION

We're driven by a culture of inclusion, responsibility and innovation. We're here to serve customers well, and help our communities prosper. Our ambition describes who we're here for:

- **Our customers**, who choose NAB because we serve them well everyday
- **Our colleagues**, who are trusted professionals proud to be part of NAB.

Our vision is to be Relationship-Led, Easy, Safe and Long-term – and our Accessibility Action Plan is one of the many ways we're doing this. At its heart, it's about listening and responding to customers to improve accessibility and supporting our colleagues by providing a great place to work.

We're committed to creating more of what matters to our customers, colleagues and communities. It's central to who we are, and accessibility is an important part of this.



NABility

We're a group of employees who champion accessibility. For us, it's important that our people can equitably take part in work and the workplace. We're known for our knowledge and expertise, and are actively consulted by colleagues on what 'good' looks like for accessibility. We play an important role developing and supporting the implementation of NAB's accessibility action plans and look forward to continuing to champion accessibility for our colleagues.



DIGITAL ACCESSIBILITY AT NAB

Aaron Cameron is NAB's Digital Accessibility Manager. He believes every single one of our customers and colleagues has the right to accessible, usable, and inclusive experiences. Because banking is for everyone.

To make our experiences valuable, we maintain strong relationships with our community – which helps us respond to issues quickly. For example, one of our community advocates told us that labels had gone missing from buttons after we upgraded our mobile app. This made it harder for our blind and low-vision customers to use it. But because we were notified quickly, we were able to isolate and fix the bug as soon as possible.

Aaron says this kind of experience highlighted the importance of investing more in Accessibility testing – to make sure we're delivering the best experiences for everyone. So, over the past few years, we've done just that.

We've grown our Digital Accessibility team of dedicated analysts. Their job is to lead best-practice accessibility and inclusion across all our technology services and online channels, products and services.

Looking to 2021 and beyond, we're investing in research into how, when and where our customers with disability use technology while banking. We'll use these insights to make better decisions, so that everyone can do their banking in a way that they prefer and gather direct feedback from customers to learn how we can better serve them.

For our colleagues, we're focused on giving them the training and the tools they need to deliver the best possible NAB experience. This begins with ensuring that our banker tools are up to standard and accessible to all our colleagues.

We're also embedding accessibility and inclusion requirements into our procurement processes – to make sure that all new software, systems, and digital tools can be used by everyone.



Aaron Cameron, NAB Digital Accessibility Manager

“Every single one of our customers and colleagues has the right to accessible, usable, and inclusive experiences.”

SUPPORTING OUR COLLEAGUES

OUR EMPLOYMENT OPPORTUNITIES FOR NEURODIVERSE COLLEAGUES

Before joining NAB, Joe Bindley was studying IT part-time and working at a car wash. Joe has an eye for detecting patterns in data, and an ability to sustain superior levels of concentration. But because he's on the autism spectrum, finding work environments that recognise these unique skills can be a challenge.

The Neurodiversity at NAB program helped kickstart Joe's career. The program – an Autism at Work initiative that NAB introduced in 2019 – aims to create an environment where people with autism are genuinely recognised and supported to achieve their best and develop the skills and confidence to sustain a career.

Our program is now 18 months old and has been a great success for both our trainees and us. We've employed six trainees and have offered one trainee direct ongoing employment.

Joe is the perfect example of the program's success. The twenty-four year-old now works as an Analyst Engineer in the Financial Crime - Fraud Technology team. And he loves every minute.

"My previous job working at a car wash was good – but not great – just good. Because it was always the same and there wasn't too much to it and it leaves you wanting more. I like working at NAB... The people rock; they are lovely people and very supportive. I am learning new things every week and I can easily see and feel the value that I provide contributing to critical systems and processes. Also, the knowledge/skills/experience I have gained and will continue to gain is incredibly valuable on a personal career development side of things," he said.



Joe Bindley, Security Analyst

"I am learning new things every week and I can easily see and feel the value that I provide contributing to critical systems and processes."

OUR ACCESSIBILITY ACTION PLAN 2021–2022

Our Accessibility Action Plan 2021 – 2022 builds on the work achieved in our previous Action Plans.

We've listed our six Accessibility Action Plan goals below with measures of success to show what actions we will undertake to meet the goals.

We will share our progress with customers, colleagues, and the community in different ways. This will include through an external accessibility forum, on our Accessibility and Inclusion webpage, and through our internal networks (e.g. Workplace).

Goal	Measures for success
1. Communication and feedback channels are accessible for customers	Our omnichannel approach allows customers to communicate and provide feedback in their preferred way. With more equitable options to do this we will make it easier for customers to connect with us. Our Accessibility and Inclusion webpage will provide all relevant information on accessibility for our customers.
2. Data and insights for accessibility inform what we do and how we act.	Using a range of sources, we will develop a report that determines our accessibility standard for customers and colleagues. This standard will be available to ensure staff know how to support accessibility requirements for customers and colleagues.
3. Accessibility is embedded into the Disaster Resilience program.	NAB's Disaster Resilience program will include our accessibility standard across the streams of the program to ensure inclusion for customers and the community. This includes resources, tools and engagement strategies.
4. Accessibility is embedded within all procurement processes; and our products and services are designed inclusively to ensure our customers have access to them.	Our procurement systems and processes will include accessibility as a mandatory requirement. All products and services we develop will be reviewed annually to ensure they are accessible for customers.
5. Accessibility is embedded within the employment lifecycle for colleagues with disability	We're aiming to achieve <i>Disability Confident Recruiter</i> status with the Australian Network on Disability. Our colleagues with disability will actively engage in career development activities, such as mentoring, professional development and leadership opportunities.
6. Our culture and ways of working reflect our commitment to accessibility and inclusion	Our active champions network of Executives in the Accessibility Action Plan Steering Committee will drive culture change in accessibility through storytelling; involvement in events and initiatives that raise awareness and celebrate accessibility; and actively support the employment and retention of colleagues with disability.

OUR GOVERNANCE AND LEADERSHIP

We have a strong Accessibility Action Plan governance structure (pictured right). This allows us to continuously embed accessibility across NAB through specific actions under our six goals.

Our Accessibility Action Plan Steering Committee is responsible for our Accessibility Action Plan. The committee is comprised of senior representatives from across the business, with oversight of delivery and assistance by Corporate Affairs.

They work closely with the Associate Director Accessibility, the Digital Accessibility team, the Accessibility Action Plan Working Group and NABility to put the plan in place, as well as report on progress to the Executive Sponsor for accessibility, Group Executive Personal Banking, Rachel Slade.

We update our customers, colleagues and community on the Plan's progress. To measure this progress over time, we'll take part in the Australian Network on Disability's Access and Inclusion Index every two years.



FEEDBACK

We value input from our customers, colleagues and community. Please get in touch if you have any suggestions or feedback about our plan.

Email: accessibility@nab.com.au

Phone: 1800 152 015, option #3

We're a registered client of the National Relay Service. If you're Deaf, hard of hearing and/or have a speech impairment, you can contact us through this service.

Write to:

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 2021-2022 is available in standard and Easy Read versions at nab.com.au.

If you need an alternative format, just call us on 1800 152 015 (option #3) or email accessibility@nab.com.au – we'll be happy to help.

