



## COMPLAINT PROCEDURES

The Federal Home Loan Bank of Atlanta has adopted the following procedures for receiving and attempting to resolve complaints of discrimination in employment and in contracting, respectively.

### Complaints Relating to Employment

The Bank's complaint procedure provides for a prompt, thorough, and objective investigation of any claim of discrimination in employment on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, genetic information, or any other characteristic protected by applicable law ("employment discrimination") reported in good faith. The procedure also provides for appropriate disciplinary action against any employee found to have engaged in employment discrimination and appropriate remedies for any victim of employment discrimination.

If any person believes he or she has experienced employment discrimination, or if any person is aware of employment discrimination against others, such person must promptly provide a written or verbal complaint to such person's supervisor, to the Director of Human Resources, or to such person's department head. The complaint should be as detailed as possible, including the names of the individuals involved, the names of any witnesses, direct quotation when language is relevant, and any documentary evidence (notes, pictures, cartoons, etc.). All complaints or charges of employment discrimination made to any member of management should be referred immediately to the Director of Human Resources.

All claims of employment discrimination reported in good faith will be investigated in a timely manner. Where appropriate, a determination regarding the reported discrimination shall be made and communicated to the person who complained and/or to the person accused of misconduct.

If the Bank determines that prohibited employment discrimination has occurred, the Bank shall take prompt, remedial action commensurate with the circumstances. If a complaint of employment discrimination is substantiated, the Bank shall take appropriate disciplinary action, up to and including termination of employment, against those who engaged in the misconduct.

The Bank prohibits, and shall not knowingly permit, retaliation against a person who in good faith makes a report of employment discrimination or any employee who in good faith participates in an investigation of alleged employment discrimination.

### Complaints Relating to Contracting

The Bank's complaint procedure provides for a prompt, thorough, and objective investigation of any claim of discrimination in contracting on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or genetic information ("contracting discrimination") reported in good faith. The procedure also provides for appropriate disciplinary action against any employee found to have engaged in contracting discrimination.

If any person believes they have experienced contracting discrimination or if any person is aware of such discrimination against others, such person should provide a written or verbal complaint to the Bank's Compliance Officer or General Counsel. The complaint should be as detailed as possible, including the names of the individuals involved, the names of any witnesses, direct quotation when language is relevant, and any documentary evidence (notes, pictures, cartoons, etc.). All complaints or charges of contracting discrimination made to any member of management should be referred immediately to the Compliance Officer or General Counsel.

All claims of contracting discrimination reported in good faith will be investigated in a timely manner. If a complaint of prohibited contracting discrimination is substantiated, the Bank shall take appropriate disciplinary action, up to and including termination of employment, against those who engaged in the misconduct.

The Bank prohibits, and shall not knowingly permit, retaliation against a person who in good faith makes a report of contracting discrimination or any employee who in good faith participates in an investigation of alleged contracting discrimination.