



COMPLAINT PROCEDURES **Updated November 2024**

The Federal Home Loan Bank of Atlanta has adopted the following procedures for receiving and attempting to resolve complaints related to (1) certain Bank policies and (2) discrimination in contracting.

Complaints Relating to Workforce Policies

The Bank has adopted the following policies related to workforce diversity and inclusion (Workforce Policies):

- Equal Opportunity Policy Statement
- Equal Opportunity Policy
- Anti-harassment Policy
- Reasonable Accommodation—Disability Policy
- Policy on Domestic Violence and the Workplace

Individuals with concerns regarding misconduct under any of the Workforce Policies shall contact the Chief Human Resources Officer or the Bank’s General Counsel to report the concern. The Chief Human Resources Officer or Director of Human Resources will follow the procedures outlined in the applicable policy. When making a report, individuals should follow the complaint submission procedures outlined in the applicable policy. If the policy does not specify complaint submission procedures, the report should be as detailed as possible and preferably in writing. The Chief Human Resources Officer or General Counsel shall be free to disclose and discuss the matter to senior management and the board of directors.

All reports made 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 misconduct under a Workforce Policy has occurred, the Bank shall take appropriate disciplinary action, up to and including termination of employment, against those who engaged in the misconduct.

Complaints Relating to Contracting

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 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 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 General Counsel shall be free to disclose and discuss the matter to senior management and the board of directors.

Complaints Relating to the Bank's Diversity, Equity, and Inclusion Policy or Program

Individuals with concerns regarding diversity and inclusion in other areas of the Bank, including under the Bank's DE&I Policy, should contact the Chief Diversity, Equity, and Inclusion Officer or the Bank's General Counsel to report the concern. The report should be as detailed as possible and preferably in writing. All concerns reported in good faith to the Chief Diversity, Equity, and Inclusion Officer or General Counsel will be investigated in a timely manner. The Chief Diversity, Equity, and Inclusion Officer and Inclusion or General Counsel shall be free to disclose and discuss the matter to senior management and the board of directors.

Anti-retaliation

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