

Human Rights Statement

April 2021



Our human rights commitment

At nib we recognise that how we go about our business, including the examples we set, directly and indirectly impact the communities in which we operate and their sustainability.

nib believes that we have a responsibility to protect the human rights of our members and travellers, our people, those in our supply chain and our wider community, as articulated in the Universal Declaration of Human Rights.

Our commitment to ethical practices, abiding by the law and human decency is articulated in nib's Code of Conduct as well as our Supplier Code of Conduct. We are also guided by our values; in particular with respect to our commitment to human rights, these include making the world a better place and that everyone deserves to be treated with respect.

We are working hard to continue to strengthen our ethical business practices, no matter where we operate in the world. Our focus on continuous improvement in our efforts reflects nib's belief that the creation of enterprise value can only be achieved through our success in fulfilling our purpose and meeting community expectations.

Our members and travellers

We have a mission and vision of people enjoying better health. We are a trusted partner in helping our members and travellers make more informed healthcare decisions, transact with healthcare systems and generally live healthier lives.

To deliver on this promise, we always put our members and travellers at the heart of everything we do. We commit to using our members and travellers' data ethically, in accordance with applicable laws and in line with our members and travellers' expectations of how we will collect and use their information. We recognise the importance of responsible decision making and good governance and their impact on ethical business practices and positive consumer outcomes. When making decisions that impact our members and travellers, we always ask ourselves the question, "should we" rather than "can we".

We provide a variety of ways for our members and travellers to raise concerns and complaints, and take them seriously, working to find appropriate resolutions. This includes our internal dispute resolution channels and external independent whistleblower service.

Our people

Our people are guided by our values and Code of Conduct to ensure they conduct ourselves and our business operations ethically, fairly and safely. We work hard to ensure our employees enjoy a safe work environment free from bullying, discrimination, harassment or vilification. nib ensures through our various people policies that the UN Guiding Principles for Business and Human Rights, and the International Labour Organisation's eight core conventions of the Declaration of Fundamental Principles and Rights at Work are embedded and abided by.

Our people are encouraged to achieve their full potential and have access to opportunities based on merit. We welcome different perspectives as we recognise the value diversity brings to our ability to adapt and innovate to achieve our purpose. This commitment is reflected in our Diversity Policy and our Diversity & Inclusion Action Plan.

We are committed to allowing our people the opportunity of collective bargaining and the right to a fair living wage. We encourage our people to raise opportunities to improve by living our values of "status quo is death", "members have choices" and "being accountable". There are a variety of mechanisms for our people to do this through day to day operations as well as our external independent whistleblower service.

Our suppliers

Our suppliers form important parts of the communities we operate in and we take seriously our partnership with them to ensure ethical business conduct and the protection of human rights throughout our supply chain. We have implemented a Supplier Code of Conduct as well as updated our supplier terms to reinforce our commitment to operating ethically and sustainably across our supply chains.

We endeavor to work with suppliers who share our values, conduct their business operations ethically, fairly and safely and share similar commitments to those outlined above under 'Our People'.

As part of our compliance with Australia's Modern Slavery Act Cth (2018) we are also working to improve the visibility of our supply and ethical procurement practices. For more information about how we're assessing and reducing the risk of modern slavery within our business and supply chain visit [our website](#).

Related documents

[Code of Conduct](#)

[Supplier Code of Conduct](#)

[Anti-Bribery Policy](#)

[Modern Slavery Statement](#)

[Privacy Policy](#)

[Risk Management Framework](#)

[Diversity & Inclusion Policy](#)

[Diversity & Inclusion Action Plan](#)

[Whistleblower Policy](#)

This statement will be reviewed on an annual basis with the next review being April 2022.

28 April 2021

Roslyn Toms
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