

# FHLBNY VENDOR COMPLAINT PROCESS FLOW

# **CORPORATE REAL ESTATE AVP PROCESS FLOW**

# **VENDOR**

Discuss and submit complaint to Corporate Real Estate AVP

#### **CORPORATE REAL ESTATE AVP**

Corporate Real Estate AVP reviews and requests additional information if needed

### **VENDOR**

Provides additional information to Corporate Real Estate AVP

#### CORPORATE REAL ESTATE AVP

Review complaint with Corporate Real Estate Manager and Buyer

## **CORPORATE REAL ESTATE AVP**

Determine if action is required and notify Director of Diversity & Inclusion in writing with assessment

#### DIRECTOR OF DIVERSITY & INCLUSION

Director of Diversity & Inclusion will review and validate

# **CORPORATE REAL ESTATE AVP**

Submit formal response to Vendor

# **CORPORATE REAL ESTATE AVP**

File documentation

#### ETHICSPOINT PROCESS FLOW

# VENDOR

Submit complaint in EthicsPoint

#### ETHICS OFFICER

Request routed to Ethics Officer.
Requests additional information if needed.

#### **VENDOR**

Provides additional information to Ethics Officer

#### **ETHICS OFFICER**

Reviews and notifies Corporate Real Estate AVP

## **CORPORATE REAL ESTATE AVP**

Reviews complaints with Corporate Real Estate Officer and Buyer and documentation

# **CORPORATE REAL ESTATE AVP**

Determine if any action item is required and notify Director of Diversity & Inclusion in writing with assessment

# DIRECTOR OF DIVERSITY & INCLUSION

Director of Diversity & Inclusion will review and validate

# **CORPORATE REAL ESTATE AVP**

Submit formal response to Vendor

## **CORPORATE REAL ESTATE AVP**

Files documentation and closes file in EthicsPoint