



# **PUBLIC DISCLOSURE STATEMENT**

**MEDIBANK PRIVATE LIMITED**

**ORGANISATION  
FY 2019-2020**

Australian Government  
**Climate Active**  
**Public Disclosure Statement**



NAME OF CERTIFIED ENTITY: Medibank Private Limited

REPORTING PERIOD: 1 July 2019 – 30 June 2020

**Declaration**

To the best of my knowledge, the information provided in this Public Disclosure Statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.

Signature:

Date: 30/10/2020

Name of Signatory: Nigel Davis

Position of Signatory: Head of Inclusion, Sustainability & Engagement



**Australian Government**  
**Department of Industry, Science,**  
**Energy and Resources**

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# 1. CARBON NEUTRAL INFORMATION

## Description of certification

This inventory has been prepared for the financial year from 1 July 2019 to 30 June 2020.

The operational boundary has been defined based on an operational control test, in accordance with the principles of the National Greenhouse and Energy Reporting Act 2007. This includes the following locations:

- 720 Bourke Street, Melbourne VIC 3000
- Level 11, 259 George Street, Sydney NSW 2000
- 77 Market Street, Wollongong NSW 2500
- 65 Canberra Avenue, Griffith ACT 2603
- Level 10, 300 Queen Street, Brisbane QLD 4000
- 82 Wattle Street, Fullarton, SA, 5063
- Ground Floor, Building B, 355 Scarborough Beach Road, Garden Office Park, Osborne Park WA 6000
- Retail locations across Australia

The methods used for collating data, performing calculations and presenting the carbon account are in accordance with the following standards:

- Climate Active Standards
- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- National Greenhouse and Energy Reporting (Measurement) Determination 2008

Where possible, the calculation methodologies and emission factors used in this inventory are derived from the National Greenhouse Accounts (NGA) Factors in accordance with "Method 1" from the National Greenhouse and Energy Reporting (Measurement) Determination 2008.

The greenhouse gases considered within the inventory are those that are commonly reported under the Kyoto Protocol; carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O) and synthetic gases - hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>). These have been expressed as carbon dioxide equivalents (CO<sub>2</sub>-e) using relative global warming potentials (GWPs).

*"We recognise the link between the environment and the health and wellbeing of the community. That's why we're looking at ways to minimise our footprint and play our part in the transition to a low carbon economy."*

## Organisation description

Medibank Private Limited (Medibank) began as a health insurer and has now grown into a broader healthcare company, committed to delivering affordable healthcare that gives our customers more choice. With more than 40 years' experience delivering better health to Australians, we support more than 3.7 million customers through our Medibank and ahm brands, and also offer travel, life and pet insurance. We also deliver a range of health services in Australia including mental health support, preventative and better integrated primary care, after-hours health support, and provide healthcare via our HealthStrong and Home Support Services businesses.

Headquartered in Melbourne, Medibank has corporate offices in Canberra, Brisbane, Adelaide, Perth, Sydney, and Wollongong, and a significant work from home population. We have more than 80 retail stores across Australia, with more than 20 in regional areas.

## 2. EMISSION BOUNDARY

### Diagram of the certification boundary



## Non-quantified sources

- Base building refrigerants and water – These emission sources are not quantified on the basis that the information is very difficult to gather and have been deemed as immaterial
- Freight – Medibank does not use freight services directly and emissions from this source are likely to be negligible compared to other scope 3 emission sources
- Several expenditure related activities were assessed but not counted in the final inventory due to low materiality (<1.0% of overall emissions). These include: Stationery (0.4%), Merchandising (0.6%), Clothing (0.2%), Cleaning Services (0.5%), Food & Catering (0.5%), Couriers (0.3%) and Printing (0.9%).

## Data management plan

N/A

## Excluded sources (outside of certification boundary)

- Advertising has been excluded as it has been assessed as not relevant according to the relevance test.

*“Our carbon offsetting approach utilises a mix of Australian and international carbon offsets that provide significant environmental benefits, support Aboriginal and Torres Strait Islander communities and deliver health benefits to the communities in which they are based.”*

### 3. EMISSIONS SUMMARY

#### Emissions reduction strategy

As a broader healthcare company, Medibank recognises the science of climate change and its impacts on human health. We are committed to playing our part in reducing the impacts of climate change and in the transition to a low carbon economy. As a result, Medibank has made a number of commitments to reduce our environmental impact, including:

- An ongoing commitment to carbon neutrality each financial year;
- Aligning our reporting against the recommendation of the Taskforce for Climate-related Financial Disclosures;
- Ensuring our domestic and international investments are transitioned to low carbon investments;
- Investing in green bonds.

Our emissions reduction actions involve:

- measuring and reporting on our energy consumption and carbon footprint;
- ensuring our premises are environmentally efficient;
- setting public targets around reducing our environmental impact;
- setting up an employee-led environmental sustainability working group, dedicated to taking climate action;
- acting on opportunities to reduce our emissions by improving operational efficiencies and reducing our waste;
- actively shifting to a low carbon investment portfolio across both our domestic and international equity investments;
- educating and engaging our people about the environmental impact of their work and home activities
- offsetting our annual residual carbon emissions to achieve net-zero emissions, by purchasing offsets that meet the requirements of the Climate Active Standard.

## Emissions over time

Table 1

Emissions since base year			
	Base year: 2017-18	Year 1: 2018-19	Current year Year 2: 2019-20
<i>Total tCO<sub>2</sub>e</i>	17,825.8	13,420.7	12,652.2

## Emissions reduction actions

Over the past 12 months, Medibank has:

- Launched our new Environment Policy, which elevates the environment in our decision making and sets out the areas we're focusing on to make the biggest impact. It outlines our commitments across monitoring, measurement and reporting, emissions reductions and climate risk management
- Incorporated climate change risk into our enterprise risk management framework
- Reduced waste across our business
- Engaged our employees around their environmental impact at work and at home
- Updated our Motor Vehicles Policy to ensure that all new fleet vehicles are hybrids



## Emissions summary (inventory)

Table 2

Emission source category	tonnes CO <sub>2</sub> -e
Accommodation and facilities	254.1
Business flights	1,022.1
Carbon neutral office paper	0.0
Electricity	6,578.9
Employee commute	872.3
ICT services and equipment	2,619.5
Transport fuels	119.0
Office equipment & supplies	7.2
Postage	382.2
Rideshare	5.9
Taxi	22.6
Waste	147.9
Water	1.3
Working from home	619.2
<i>Total Net Emissions</i>	<b>12,652.2</b>

## Uplift factors

Table 3

Reason for uplift factor	tonnes CO <sub>2</sub> -e
N/A	
<i>Total footprint to offset (uplift factors + net emissions)</i>	<b>12,652.2</b>

## Carbon neutral products

- Carbon neutral office paper

## Electricity summary

Electricity was calculated using a location-based approach.

The Climate Active team is consulting on the use of a market vs location-based approach for electricity accounting with a view to finalising a policy decision for the carbon neutral certification by July 2020. Given a decision is still pending on the accounting way forward, a summary of emissions using both measures has been provided for full disclosure and to ensure year on year comparisons can be made.

### Market-based approach electricity summary

**Table 4**

Electricity inventory items	kWh	Emissions (tonnes CO <sub>2</sub> e)
Electricity renewables	1,259,487	0.00
Electricity carbon neutral power	0	0.00
Electricity remaining	5,511,950	5,958.97
Renewable electricity percentage	19%	
<i>Net emissions (Market based approach)</i>		<b>5,959</b>

## Location-based summary

Table 5

State/ Territory	Electricity Inventory items	kWh	Full Emission factor (Scope 2 +3)	Emissions (tonnes CO2e)
ACT/NSW	Electricity renewables	0	-0.9	0
ACT/NSW	Electricity carbon neutral power	0	-0.9	0
ACT/NSW	Netted off (exported on-site generation)	0	-0.81	0
ACT/NSW	Electricity Total	1,724,078	0.9	1,551.67
SA	Electricity renewables	0	-0.53	0
SA	Electricity carbon neutral power	0	-0.53	0
SA	Netted off (exported on-site generation)	0	-0.44	0
SA	Electricity Total	397,543	0.53	210.70
VIC	Electricity renewables	0	-1.12	0
VIC	Electricity carbon neutral power	0	-1.12	0
VIC	Netted off (exported on-site generation)	0	-1.02	0
VIC	Electricity Total	3,270,121	1.12	3,662.54
QLD	Electricity renewables	0	-0.93	0
QLD	Electricity carbon neutral power	0	-0.93	0
QLD	Netted off (exported on-site generation)	0	-0.81	0
QLD	Electricity Total	745,258	0.93	693.09
NT	Electricity renewables	0	-0.71	0
NT	Electricity carbon neutral power	0	-0.71	0
NT	Netted off (exported on-site generation)	0	-0.63	0
NT	Electricity Total	17,984	0.71	12.77
WA	Electricity renewables	0	-0.74	0
WA	Electricity carbon neutral power	0	-0.74	0
WA	Netted off (exported on-site generation)	0	-0.69	0
WA	Electricity Total	602,311	0.74	445.71
TAS	Electricity renewables	0	-0.17	0
TAS	Electricity carbon neutral power	0	-0.17	0
TAS	Netted off (exported on-site generation)	0	-0.15	0
TAS	Electricity Total	14,142	0.17	2.40
Total net electricity emissions			0	6,578.88

## 4. CARBON OFFSETS

**Offset purchasing strategy:** in arrears

## Offsets summary

Table 7

<b>1. Total offsets required for this report</b>				12,653					
<b>2. Offsets retired in previous reports and used in this report</b>				0					
<b>3. Net offsets required for this report</b>				12,653					
Project description	Eligible offset units type	Registry unit retired in	Date retired	Serial number (including hyperlink to registry transaction record)	Vintage	Quantity (tonnes CO <sub>2</sub> -e)	Quantity used for previous report	Quantity to be banked for future years	Quantity to be used this report
Wind Based Power Generation by Mytrah Energy (India) Limited	VCUs	Verra	26 Oct 2020	<a href="#">7410-393181221-393191220-VCU-034-APX-IN-1-1521-01012019-01082019-0</a>	2019	10,000	0	0	10,000
Wind Based Power Generation by Mytrah Energy (India) Limited	VCUs	Verra	26 Oct 2020	<a href="#">7410-393191221-393192074-VCU-034-APX-IN-1-1521-01012019-01082019-0</a>	2019	854	0	0	854
Thaa-Nguigarr Carbon Project (Balkanu Cape York Development Corporation Pty)	ACCUs	ANREU	29 Jun 2020	3,800,964,633 – 3,800,966,432	2019-20	1,800	0	0	1,800
<i>Total offsets retired this report and used in this report</i>							12,654		
<i>Total offsets retired this report and banked for future reports</i>							0		

## Co-benefits

**Project name:** Wind Based Power Generation by Mytrah Energy (India) Limited (86% of offsets)

**Project Benefits:** The purpose of the project activity is to generate power using a renewable energy source (wind) for the purpose of captive utility. The project activity generates electricity using wind potential and converts it into kinetic energy using wind turbines, which drives the alternators to generate energy. The generated electricity is exported to the regional grid system which is under the purview of the Southern grid of India. Co-benefits of the project include gainful employment of unemployed youth in the region, increasing incomes of local farmers, and increasing access to preventative healthcare, early diagnosis and intervention for local people.

**Project name:** Thaa-Nguigarr Carbon Project (Balkanu Cape York Development Corporation Pty Ltd (14% of offsets)

**Project Benefits:** Balkanu Caring for Country Unit and Traditional Knowledge Recording Project have been working on the adoption and retention of fire management methods based on Traditional Knowledge culture in Cape York. These methods facilitate land renewal through an approach that is sensitive to the subtleties within the interaction between land, flora, fauna and weather. The outcome is reduced fuel loads and greenhouse gas emissions, reduced risk of wildfire, and better maintenance of the biota. The Balkanu Cape York Development Corporation is committed to supporting the Aboriginal people of Cape York and to improve the region's economic and social structures, at the same time as preserving their heritage and culture.

## 5. USE OF TRADE MARK

**Table 8**

Description where trademark used	Logo type
Medibank 2020 Sustainability Report	Certified organisation

## 6. ADDITIONAL INFORMATION

N/A

# APPENDIX 1

## Excluded emissions

To be deemed relevant an emission must meet two of the five relevance criteria. Excluded emissions are detailed below against each of the five criteria.

**Table 9**

Relevance test					
Excluded emission sources	<i>The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions</i>	<i>The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.</i>	<i>Key stakeholders deem the emissions from a particular source are relevant.</i>	<i>The responsible entity has the potential to influence the reduction of emissions from a particular source.</i>	<i>The emissions are from outsourced activities previously undertaken within the organisation's boundary, or from outsourced activities typically undertaken within the boundary for comparable organisations.</i>
Advertising	Yes	No	No	No	No

## APPENDIX 2

### Non-quantified emissions for organisations

Please advise which of the reasons applies to each of your non-quantified emissions. You may add rows if required.

**Table 10**

Non-quantification test				
Relevant-non-quantified emission sources	<i>Immaterial &lt;1% for individual items and no more than 5% collectively</i>	<i>Quantification is not cost effective relative to the size of the emission, but uplift applied.</i>	<i>Data unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.</i>	<i>Initial emissions non-quantified but repairs and replacements quantified</i>
Base building refrigerant	Yes	No	No	No
Base building water	Yes	No	No	No
Freight services	Yes	No	No	No
Stationery	Yes (0.4%)	No	No	No
Merchandising	Yes (0.6%)	No	No	No
Clothing	Yes (0.2%)	No	No	No
Cleaning services	Yes (0.5%)	No	No	No
Food & catering	Yes (0.5%)	No	No	No
Couriers	Yes (0.3%)	No	No	No
Printing	Yes (0.9%)	No	No	No



**Australian National Registry of Emissions Units**

Logged in as: Nathan Rodcliff / Industry User

ANREU Home					
Account Holders					
Accounts					
Unit Position Summary					
Projects					
Transaction Log					
CER Modifications					
Public Reports					
My Profile					

Transaction Details					
Transaction details appear below.					
<b>Transaction Successfully Approved</b>					
Transaction ID	AU15413				
Current Status	Completed (4)				
Status Date	29/06/2020 14:37:01 (AEST) 29/06/2020 04:37:01 (GMT)				
Transaction Type	Cancellation (4)				
Transaction Initiator	Stuart, Benjamin Mathew Clarke				
Transaction Approver	Rodcliff, Nathan Stephen				
Comment	Beneficial Owner: Medibank Private Ltd Retirement reason details: Retirement for Person or Organisation, Offsets retired against Medbank's FY19/FY20 GHG footprint				

Transferring Account			Acquiring Account		
Account Number	AU-2321		Account Number	AU-1068	
Account Name	Carlton Financial Services Pty Ltd.		Account Name	Australia Voluntary Cancellation Account	
Account Holder	Carlton Financial Services Pty Ltd.		Account Holder	Commonwealth of Australia	

Transaction Blocks									
Party AU	Type KACCU	Transaction Type Voluntary ACU Cancellation	Original CP	Current CP	ERF Project ID ERF109252	NGER Facility ID	NGER Facility Name	Safeguard	Quantity

Transaction Status History									
Status Date						Status Code			
29/06/2020 14:37:01 (AEST)						Completed (4)			
29/06/2020 04:37:01 (GMT)						Proposed (1)			
29/06/2020 14:37:01 (AEST)						Account Holder Approved (97)			
29/06/2020 04:37:01 (GMT)						Awaiting Account Holder Approval (95)			
29/06/2020 13:04:49 (AEST)									
29/06/2020 03:04:49 (GMT)									

Accessibility

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