



PUBLIC DISCLOSURE STATEMENT

NRMA LTD

ORGANISATION CERTIFICATION
FY 2019-20

Australian Government
Climate Active
Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY: NRMA Ltd

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 5 July 2021

Name of Signatory: Nikhil Sreekumar

Position of Signatory: Group Manager, Sustainability and Environment



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 – 30 June 2020. The Motoring & Membership Business Unit of the NRMA is covered by two ABNs, those being NRMA Ltd (ABN 65 090 8391 97) and NRMA Motoring Ltd (ABN 76 088 8105 75). This certification relates specifically to NRMA Ltd, ABN 65 090 8391 97 which covers the operation of corporate head offices and fleet, staffing and processes involved in the production and distribution of Open Road. It does not include the Operating Investment and Transport, Tourism and Investment units of the NRMA group. The motoring component of the Motoring & Membership Business Unit is covered under NRMA Motoring Ltd (ABN 76 088 8105 75).

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 and facilities:

- 9 Murray Rose Avenue, Sydney Olympic Park 2127 NSW
- 151 Clarence Street, Sydney 2000 NSW
- L/B 126 Erina Street, Gosford 2250 NSW
- 9a York Street, Sydney 2000 NSW
- EV charging stations in NSW and VIC

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 NRMA is a purpose-led organisation - we're always looking for ways to create shared value. We want to create real and long-lasting change, now and into the future. Being part of a sector that contributes to carbon emissions, we recognise our role in reducing our footprint and leading meaningful change. Being awarded Climate Active certification means we are on the right path – starting with our Motoring and Membership business."

**Rohan Lund –
Group CEO, NRMA**

The greenhouse gases considered within the inventory are those that are commonly reported under the Kyoto Protocol; carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and synthetic gases - hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃). These have been expressed as carbon dioxide equivalents (CO₂-e) using relative global warming potentials (GWPs).

Organisation description

The NRMA is Australia's largest Member owned mutual providing a range of services for Members and the community, including roadside assistance, International Drivers Licences, car reviews, a diverse range of motoring, travel and lifestyle benefits, as well as products and services.

The NSW branch of the National Roads Association (NRA) was founded in February 1920 and in 1923 became the National Roads and Motorists' Association (NRMA). From the outset, the NRMA looked for ways to improve road conditions for motorists. In 1924 the NRMA Patrol service began. The 1950s saw the beginning of a huge surge in the number of cars on the road and the NRMA hit one million Members in the 1970s. By the late 1980s that number had doubled.

The NRMA demutualised in July 2000. As independent organisations, the IAG-owned NRMA Insurance and the NRMA (the mutual) operate as separate organisations but work closely together and proudly share the same brand.

The NRMA Group currently have operations in the following functions/business units:

- **Motoring and Membership** – The NRMA Motoring & Membership delivers benefits to more than 2.6 million Members through roadside assistance, NRMA Blue, advocacy, driver training, our electric vehicle fast charging network, the Open Road magazine and community and education programs. Motorserve, the car servicing and repairs service was sold to IAG in January 2020.
- **Operating Investments & Transport** - including:
 - Car rentals – providing vehicle rental services across 240 locations in Australia, New Zealand and Fiji under the Thrifty and Dollar brands.
 - Marine - Marine delivers marine passenger transit and tourism services under the brands My Fast Ferry, Fantasea, Whale Watching Sydney and Yellow Water Taxis.
- **Tourism** -
 - Parks & Resorts – NRMA Parks and Resorts provide accommodation and associated services across a network of 50 owned or managed parks across Australia.
- **Investments** - We have a diversified investment portfolio across various asset classes including equities, property, infrastructure and fixed income. We invest in hotels including Travelodge Hotels, the historic Hotel Kurrajong in Canberra, as well as Elanor which invests in regional hotels.

2. EMISSION BOUNDARY

Diagram of the certification boundary

<u>Quantified</u>	<u>Non-quantified</u>	<u>Excluded</u>
<i>Electricity</i>	<i>N/A</i>	<i>N/A</i>
<i>Base Building Electricity</i>		
<i>Telecommunications</i>		
<i>Water</i>		
<i>IT Equipment</i>		
<i>Magazine Paper</i>		
<i>Employee Commute</i>		
<i>Working From Home</i>		
<i>Business Flights</i>		
<i>Transport Fuels</i>		
<i>Cleaning Services</i>		
<i>Postage</i>		
<i>Hotel Accommodation (Domestic & International)</i>		
<i>Waste (Landfill)</i>		

Non-quantified sources

N/A

Data management plan

N/A

Excluded sources (outside of certification boundary)

N/A

“As a mutual, it’s our role to help not just our Members, but the communities they live in. Caring for the environment is essential. We’re there to help with the immediate crisis, longer term recovery and we want to be part of the solution and prevention. Being carbon neutral is an important step for our business. We are proud to receive this certification, but we’re not stopping here – we’re really just getting started.

***Emma Harrington –
CEO, Motoring &
Membership***

3. EMISSIONS SUMMARY

Emissions reduction strategy

The NRMA strongly supports and aligns itself with the United Nations Sustainable Development Goals (SDGs). We strategically manage the business to have a positive impact on the SDGs as well as consider the risks associated with these external factors. We have mapped and highlighted our activities to relevant SDGs in our annual reports.

Our strategy is built on solving big mobility issues for Members through improving access and connectivity to offset the impacts of increasing urbanization. We contribute to a greener community by strengthening NRMA's environmental performance by reducing the NRMA Group's carbon footprint and helping our Members to reduce theirs.

The NRMA recognises that its operations have the potential to have multiple environmental impacts, including energy usage and storage, waste generation as well as risks to the environment. In reviewing our operations, we have identified GHG emissions across Scope 1, Scope 2 and Scope 3.

NRMA Group is working hard to achieve a vision of a Low Carbon Future 2020. In 2010, the NRMA Board approved a low carbon 2020 vision for the Group. This builds on savings we have made at NRMA Motoring & Membership since we started measuring our carbon footprint from electricity and fuel use in 2006. Since 2010, we've set annual targets to reduce our carbon emissions with the goal of being carbon neutral in 2020 with a focus on energy efficiency actions in delivering both cost savings and environmental benefits. Our energy efficiency program complements annual offsetting of carbon emissions from fuel used by NRMA roadside assistance vehicles since 2010. Our energy efficiency program is mainly based on:

- Energy savings in offices and buildings
- Fuel savings in fleet
- Resource efficiency (e.g. reducing paper use)

Emissions over time

Compared to emissions in FY19 base year, emissions have been reduced in FY20 by approximately 688 tCO₂-e. This reduction in emissions has been primarily driven by the impacts of COVID-19.

The COVID-19 Lockdown was widespread for the last quarter of FY20 and have led to large reductions in business activity and shutting down of corporate offices with a corresponding decrease in energy consumption.

Please note that the base year FY19 was not offset.

Table 1

Emissions since base year		
	Base year: 2018-19	Current year Year 1: 2019-20
<i>Total tCO₂-e</i>	7,921.2	7,238.6

Emissions reduction actions

We have rolled out a new data system that will better enable us to focus on resource saving initiatives and improve tracking. We are continuing to work across our group to identify cost and efficiency savings.

Electricity savings:

- Moved to more energy efficient offices in Barrack Place and our head office at Sydney Olympic Park has a NABERS rating of 4 stars.
- Our new Sydney Olympic Park office uses 39% less electricity than our former North Strathfield office and was designed to a 5 Green Star design rating. As property owners, we'll also have far greater control over continuing to reduce energy and implementing initiatives to better manage water use and waste production.
- We've installed solar panels at our head office assisting our hot water systems and have introduced recycling streams at our offices.
- Flexible working to allow staff to work from home or other locations

Fuel savings in fleet:

- On the road, we are being more fuel-conscious and applying whole-of-life functionality, safety and environmental considerations to our fleet.
- Our new fit-for-purpose patrol vans are up to 19% less carbon intensive per kilometre than our older dual fuel vehicles.
- Our new patrol vans have greater functionality, carrying more weight, towing equipment and

batteries, but using less fuel to get around and emit less carbon.

- Three (3) new electric vehicles have been added to our corporate fleet in the last two years.
- Converting the NRMA patrol fleet to use LPG.

Resource efficiency (e.g. reducing paper use):

Over a 5 year period (2014-2019), Open road saved 816 tonnes of paper through

- Changing the paper type (12%)
- Reducing the paper size (11%)
- Cutting duplication waste (21%)
- Plus 285,000 Members' switching to digital renewals

Influencing Member behavior:

Our publications regularly include advice on how to reduce fuel use through vehicle choice and driving techniques and we keep Members up to date on the latest technologies.

Since 2006, we've undertaken a number of activities supporting the need to reduce Australia's dependence on oil, these activities lead to a Senate Committee Inquiry into Australia's transport energy resilience and sustainability. We're continuing our commitment to explore new technologies such as electric vehicles and local options which will be important for the economy and Australia's transport future.

The NRMA is investing \$10 million into an electric vehicle fast charging network powered by 100% renewable energy. The core network has already delivered 40 new electric vehicle fast charging locations across NSW and the ACT. Recently, the NRMA successfully tendered for an additional \$3 million in co-funding from the NSW Government which will further expand the network by an additional 23 sites. The NRMA EV Fast Charging network is the largest regional network in Australia.

The NRMA is committed to developing a Sustainability Strategy with a detailed emission reduction roadmap for the next decade for the entire group.

Emissions summary (inventory)

Table 2

Emission source category	tonnes CO ₂ -e
Accommodation and facilities	33.184
Air Transport (km)	170.477
Cleaning and Chemicals	54.761
Electricity	1,582.841
ICT services and equipment	1421.010
Land and Sea Transport (fuel)	193.292
Land and Sea Transport (km)	732.587
Office equipment & supplies	2,119.025
Postage	740.508
Waste	109.692
Water	3.441
Working From Home	77.749
<i>Total Net Emissions</i>	7,238.565

Uplift factors

Table 3

Reason for uplift factor	tonnes CO ₂ -e
N/A	
<i>Total footprint to offset (uplift factors + net emissions)</i>	7,238.565

Carbon neutral products

N/A

Electricity summary

Electricity was calculated using a Location-based approach.

The Climate Active team are 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. 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 ₂ -e)
Electricity Renewables	616,600	0.00
Electricity Carbon Neutral Power	0	0.00
Electricity Remaining	1,386,145	1,498.562
Renewable electricity percentage	31%	
<i>Net emissions (Market based approach)</i>		1,498.562

Location-based summary

Table 5

State/ Territory	Electricity Inventory items	kWh	Full Emission factor (Scope 2 +3)	Emissions (tonnes CO ₂ -e)
ACT/NSW	Electricity Renewables	240,596	-0.90	-216.536
ACT/NSW	Electricity Carbon Neutral Power	-	-0.90	0.00
ACT/NSW	Netted off (exported on-site generation)	-	-0.81	0.00
ACT/NSW	Electricity Total	1,99,308	0.90	1,799.377
VIC	Electricity Renewables	3,737	-1.12	-4.185
VIC	Electricity Carbon Neutral Power	-	-1.12	0.00
VIC	Netted off (exported on-site generation)	-	-1.02	0.00
VIC	Electricity Total	3,737	1.12	4.185
	<i>Total net electricity emissions</i>		0.00	1,582.841

4. CARBON OFFSETS

Offset purchasing strategy: forward purchasing

Table 6 True-up for FY19/20

Forward purchasing summary	
1. Total offsets previously forward purchased for the reporting period	0
2. Total offsets required for the reporting period	7,239
3. Net offset balance for the reporting period	7,239
4. Total offsets to be forward purchased for next reporting period	550

Offsets summary

Table 7

1. Total offsets required for this report				7,239					
2. Offsets retired in previous reports and used in this report				0					
3. Net offsets required for this report				7,239					
Project description	Eligible offset units type	Registry unit retired in	Date retired	Serial number (including hyperlink to registry transaction record)	Vintage	Quantity (tonnes CO ₂ -e)	Quantity used for previous report	Quantity to be banked for future years	Quantity to be used this report
51 MW Wind Power Project at Chitradurga	VCUs	Verra	29/07/2020	8411-15708939-15719588-VCS-VCU-1491-VER-IN-1-706-01012019-31102019-0	2019	10,650 ¹	0	550	7,239
Total offsets retired this report and used in this report							7,239		
Total offsets retired this report and banked for future reports							550		

¹ These units were retired to cover both NRMA Ltd and NRMA Motoring Ltd – please see NRMA Motoring Ltd's PDS for further details.

Co-benefits

The project will provide renewable energy to the area of Chitradurga, Karnataka which will appropriately reduce the fossil fuel dominated power generation and therefore help to significantly reduce the global GHG emissions. The project is also a source of employment and educational opportunities for the community.

5. USE OF TRADE MARK

Table 8

Description where trademark used	Logo type
NRMA Annual Report	Certified Organisation
Presentations (internal & external)	Certified Organisation
Websites and Mobile applications	Certified Organisation
Social Media (Linkedin, Instagram, Facebook, Twitter)	Certified Organisation
Open Road Publication	Certified Organisation
Marketing materials (e.g. Brochure, banners)	Certified Organisation

6. ADDITIONAL INFORMATION

Following on from devastating bushfires in Australia in recent years, we have bought an additional 2,130 local Australian Biodiversity Units (ABUs) from WatchBox Road Australian Biodiversity Project located in central Victoria. This program is helping to regenerate Australia’s ecosystem and improve biodiversity by protecting several endangered species including the Brush-tailed Phascogale. It is protected under a ‘Trust for Nature’ covenant in perpetuity and the site is predominantly made up of Grassy Dry Forest and Healthy Dry Forest.

This project produces Australian Biodiversity Units (ABUs) that are retired on the Native Vegetation Credit Register. Each biodiversity unit represents 1.5m2 of protected habitat and is managed under a Trust for Nature covenant in perpetuity for conservation purposes. The ABUs we have invested in will facilitate regeneration and conservation in an area of 3,195 square metres.

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>

N/A

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	Immaterial <1% for individual items and no more than 5% collectively	Quantification is not cost effective relative to the size of the emission but uplift applied.	Data unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.	Initial emissions non-quantified but repairs and replacements quantified

N/A