



PUBLIC DISCLOSURE STATEMENT

**AUSTRALIAN ACCIDENT MANAGEMENT
COMMERCIAL**

**SERVICE CERTIFICATION
FY2022-23 (TRUE-UP)**

Australian Government

Climate Active Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY	Australian Accident Management Commercial
REPORTING PERIOD	1 July 2022 – 30 June 2023 True-up Report
DECLARATION	<p><i>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.</i></p>  <p>Stephen Chapman Managing Director</p> <p>Date: 9 January 2024</p>



Australian Government

Department of Climate Change, Energy,
the Environment and Water

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Version: August 2023



1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	211 tCO ₂ -e
THE OFFSETS USED	20% ACCUs 80% VCU
RENEWABLE ELECTRICITY	18.80%
CARBON ACCOUNT	Prepared by: Ndevr Environmental
TECHNICAL ASSESSMENT	Date: 08/06/2022 for the FY2022-23 (Projected) Organisation: Ndevr Environmental Next technical assessment due: FY2024-25
THIRD PARTY VALIDATION	Type 1 05/10/2022 Katherine Simmons KREA Consulting Pty Ltd

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2. CARBON NEUTRAL INFORMATION

Description of certification

Australian Accident Management Commercial (AAMC) (ABN 51 101 934 801) and its affiliates are a privately owned Australian company group seeking to maintain the carbon neutral certification under the Climate Active program.

This certification will cover all end-to-end accident management services provided by Australian Accident Management Commercial (AAMC) (ABN 51 101 934 801) and:

- AAMC Loss Assessing Pty Ltd (ABN: 35 690 403 326)
- AAMC Repair Management Pty Ltd (ABN: 51 480 635 494)
- AAM Corporate Pty Ltd (ABN 28 329 818 979)
- AAMC Litigation Pty Ltd (ABN: 71 689 228 183)

AAMC originally submitted its first year of certification as a projection of 2023 based on 2021 data and this report is the true-up of that projection.

Product/Service description

AAMC provides cost control, customer service support, scale, capacity, and national coverage to motor insurers when processing motor vehicle accident claims. The company provides a nation-wide team of technical specialists and customer support personnel with expertise in passenger and light commercial vehicles, caravans, personal watercraft, trucks, buses, farm and agricultural equipment, motorcycles, and more. AAMC was founded in 2002 and is privately Australian owned and operated.

Services encompasses general Loss Assessing, Repair Management which incorporates suppliers, third party claimants, and technically complex claims. AAMC will supply full coverage for the carbon neutrality of its service cradle to gate at 10.09 kgCO₂-e/claim. Detailed descriptions of each of AAMC's services can be found on the [AAMC website](#).

Functional Unit

The functional unit for AAMC service certification is 'the management and assessment of one motor claim from submission to closure.'

3.EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as 'attributable processes' of a product or service. These attributable processes are services, materials and energy flows that become the product or service, make the product or service, and carry the product or service through its life cycle. These attributable emissions have been quantified in the carbon inventory.

Non-quantified emissions have been assessed as attributable and are captured within the emissions boundary but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Non-attributable emissions have been assessed as not attributable to a product or service. They can be **optionally included** in the emissions boundary and therefore have been offset, or they can be listed as outside of the emissions boundary (and are therefore not part of the carbon neutral claim). Further detail is available at Appendix D.

Inside emissions boundary

Quantified

- Accommodation and facilities
- Electricity
- Food
- ICT services and equipment
- Machinery and vehicles
- Postage, courier, and freight
- Professional services
- Products
- Transport (Land and sea)
- Transport (Air)

Non-quantified

N/A

Optionally included

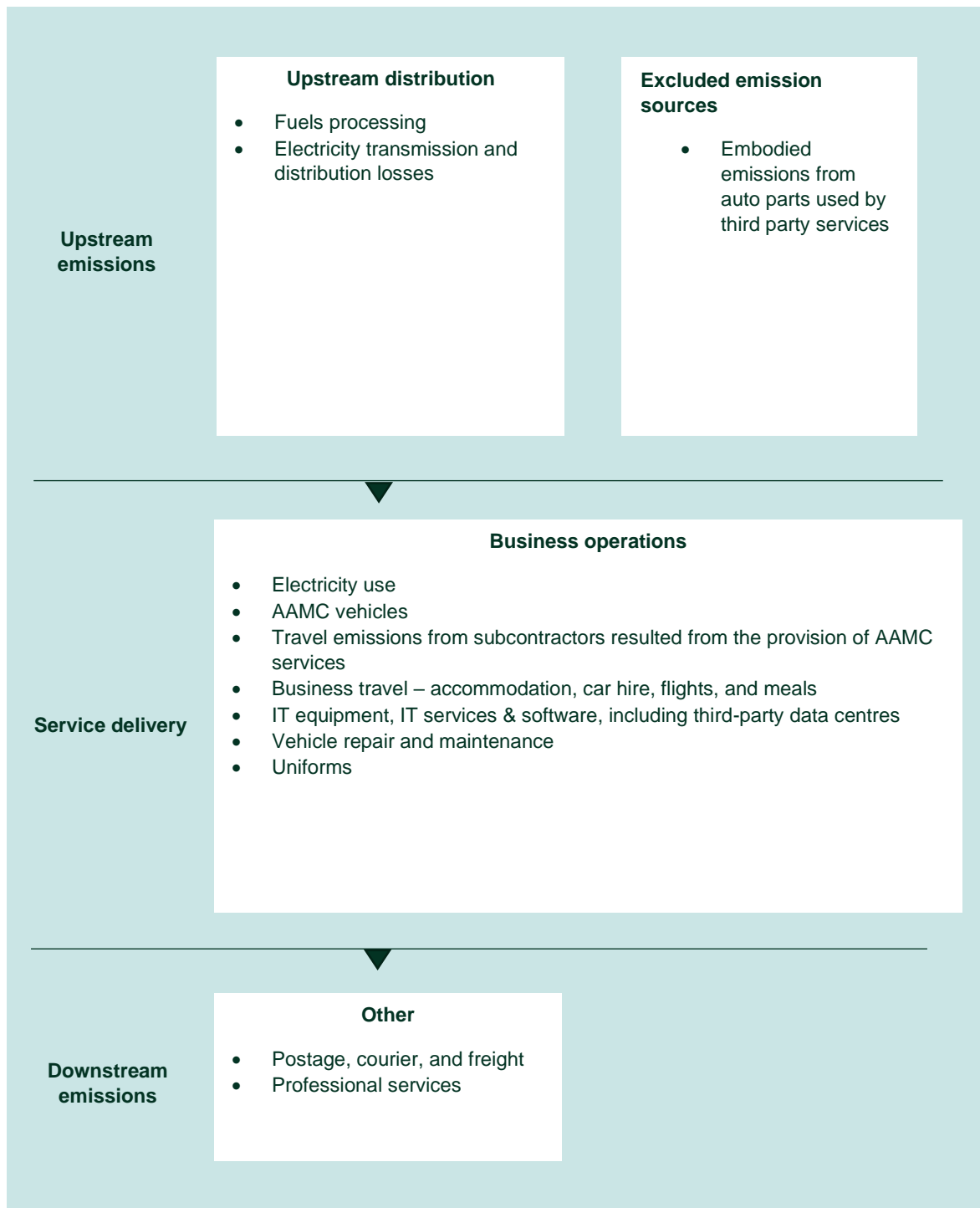
N/A

Outside emission boundary

Non-attributable

Embodied emissions from auto-parts used by third party mechanical services

Service process diagram – ‘cradle-to-grave’



4.EMISSIONS REDUCTIONS

Emissions reduction strategy

Australian Accident Management Commercial (AAMC) is committed to reducing its greenhouse gas emissions footprint and delivering a more sustainable future. Our commitment to reducing our emissions and providing responsible energy solutions is demonstrated through existing actions that underpin the direction of our emission reduction strategy.

AAMC is committed to maintaining its carbon neutral certification for both Organisation and Services while continuing to support our clients in the reduction of greenhouse gases in their supply chain. As a result of our carbon accounting efforts under Climate Active, we have identified the following strategies targeting our main emission sources:

- 30% reduction in our scope 1 and 2 emissions by FY2030, compared to a FY2023 base year. Reductions on Scope 1 and 2 will be achieved through:
 - uptake of Electric Vehicles and/or hybrid vehicles in our fleet. A rollout roadmap will be defined by 2025.
- AAMC is also committed to reducing our scope 3 emissions by 20% by FY2030, compared to a FY2023 base year.
 - Prioritise the procurement of goods and services from Carbon Neutral suppliers by 2025.
 - Work together with our suppliers to reduce our carbon footprint and act on Climate Change (revised procurement policy by 2025).
 - Land transport – Purchase of ten Hybrid Camry vehicles in August 2023 to replace ten petrol vehicles that are currently being used.
 - Replace petrol vehicles with hybrid vehicles at end of lease periods.
 - Flexible working-from-home arrangements (80% work from home), thereby reducing employee commute emissions travelling to/from work.
- AAMC additionally commits to a 30% reduction of emission intensity (all scope 1, 2 and 3 emissions per management and assessment of each motor vehicle claim) by FY2030 from a FY2023 base year. Reduction Actions outlined in the organisation's commitment also apply to the service stream.

Emissions reduction actions

This section summarise the actions AAMC took this reporting period to reduce our emissions.

This year, the activity data for data storage (cloud services) improved through the use of data from suppliers – kgCO₂e instead of dollar spent.

AAMC telecommunications supplier is a Carbon neutral certified service.

AAMC parcel delivery supplier is a Carbon neutral certified service.

80% of AAMC employees now work from home.

5.EMISSIONS SUMMARY

Emissions over time

N/A

Significant changes in emissions

N/A

Use of Climate Active carbon neutral products and services

Certified brand name	Product or Service used
Telstra	Mobile Phone Plans & Broadband Plans
Australia Post	Postage

True up information

True up of total net emissions

1) Projected emissions for reporting period	1,034.03 t CO2-e
2) Actual emissions for reporting period	1,229.41 t CO2-e
3) Difference	195.38 t CO2-e

Emissions summary

The electricity summary is available in the Appendix B. Electricity emissions were calculated using a market-based approach.

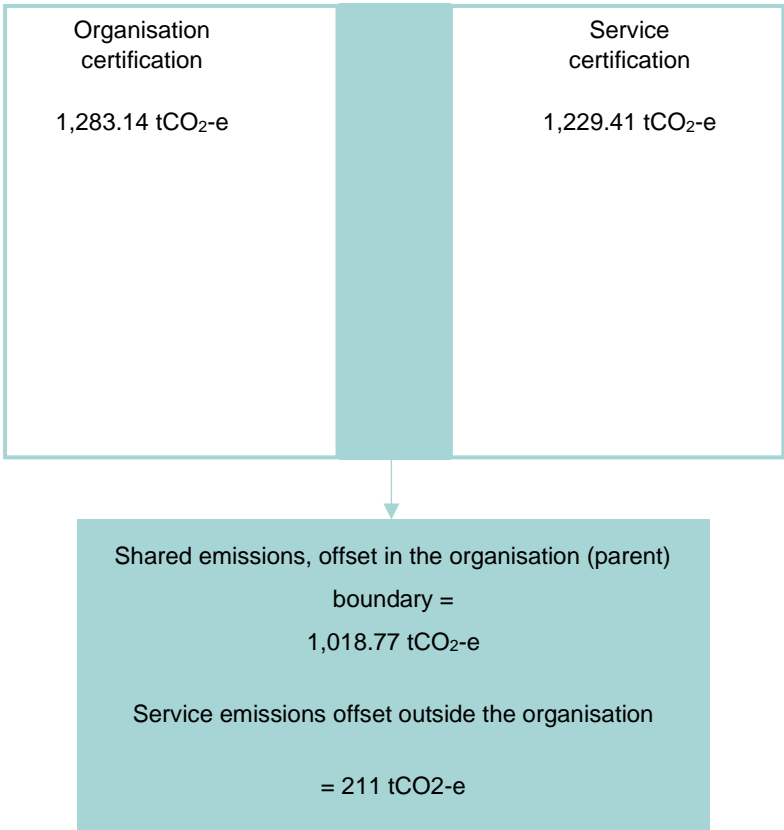
The previous report was a projection report using representative 2021 data to estimate the emissions for the reporting year. This table shows the differences between the projected emissions and the actual emissions recorded.

Emission category	Projected emissions (tCO ₂ -e)	Sum of scope 1 (tCO ₂ -e)	Sum of scope 2 (tCO ₂ -e)	Sum of scope 3 (tCO ₂ -e)	Sum of total emissions (t CO ₂ -e)
Accommodation and facilities	4.84	0.00	0.00	15.22	15.22
Bespoke ICT services and equipment	0.00	0.00	0.00	3.50	3.50
Climate Active carbon neutral products and services	0.00	0.00	0.00	0.00	0.00
Electricity	86.94	0.00	89.82	11.89	101.71
Food	4.29	0.00	0.00	2.37	2.37
ICT services and equipment	437.3	0.00	0.00	504.87	504.87
Machinery and vehicles	1.20	0.00	0.00	6.20	6.20
Postage, courier and freight	7.71	0.00	0.00	17.65	17.65
Products	0.7	0.00	0.00	0.94	0.94
Professional Services	47.01	0.00	0.00	107.75	107.75
Transport (Air)	26.89	0.00	0.00	54.49	54.49
Transport (Land and Sea)	417.15	157.64	0.00	257.07	414.71
Total emissions	1,034.03	157.64	89.82	981.94	1,229.41
Difference between projected and actual emissions (tCO₂-e)	-195.38				

Emissions intensity per functional unit	0.01 tCO ₂ -e /claim
Number of functional units to be offset	120,556
Total emissions to be offset	1,229.41 tCO ₂ -e

Shared emissions between certifications by the same responsible entity

	Emissions (tCO ₂ -e)
Organisation emissions	1,283 tCO ₂ -e
Service Emissions	1,229 tCO ₂ -e
Offset by service only	211 tCO ₂ -e



6. CARBON OFFSETS

Offsets retirement approach

This certification has taken in-arrears offsetting approach. The total emission to offset is 211 t CO₂-e. The total number of eligible offsets used in this report is 211. Of the total eligible offsets used, 0 were previously banked and 1,497 were newly purchased and retired. 1,286 are remaining and have been banked for future use.

Co-benefits

Offset Purchases:

- The Raak Nguunge Savannah Burning project in Queensland.
- Bundled Wind Power Project in India.
- Human Induced Regeneration Project in Queensland.
- Reforestation Project in Peru.

Eligible offsets retirement summary

*Offsets from each project have been used across AAMC's [organisation](#) and service certifications.

Offsets retired for Climate Active carbon neutral certification											
Project description	Type of offset units	Registry	Date retired	Serial number (and hyperlink to registry transaction record)	Vintage	Stapled quantity	Eligible quantity retired (tCO ₂ -e)	Eligible quantity used for previous reporting periods	Eligible quantity banked for future reporting periods	Eligible quantity used for this reporting period	Percentage of total (%)
Duff Carbon Farming Project	ACCU	ANREU	21/03/2023	8,354,169,113 – 8,354,169,467	2022-23		355	0	313	42	20%
Cordillera Azul National Park REDD	VCU	Verra	21/03/2023	6879-354751516-354752662-VCU-024-MER-PE-14-985-08082016-07082017-1	2016-17		1,147	5	973	169	80%
Total eligible offsets retired and used for this report										211	
Total eligible offsets retired this report and banked for use in future reports									1,286		

Type of offset units	Eligible quantity (used for this reporting period)	Percentage of total
Australian Carbon Credit Units (ACCU)	42	20%
Verified Carbon Units (VCUs)	169	80%

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

N/A

The following RECs have been surrendered to reduce electricity emissions under the market-based reporting method.

1. Large-scale Generation certificates (LGCs)*	N/A
2. Other REC's	N/A

* LGCs in this table only include those surrendered voluntarily (including through PPA arrangements) and does not include those surrendered in relation to the LRET, GreenPower, and jurisdictional renewables.

Project supported by LGC purchase	Project location	Eligible unit type	Registry	Surrender date	Accreditation code	Certificate serial number	Generation year	Fuel source	Quantity (MWh)
N/A									
Total LGCs surrendered this report and used in this report									N/A

APPENDIX A: ADDITIONAL INFORMATION

VERRA - Cordillera Azul National Park REDD

Standards for a Sustainable Future

Home

RETIRED UNITS

From Vintage	To Vintage	Serial Number	Quantity of Units	Unit Type	Project ID	Project Name	Project Type	Additional Issuance Certifications	Origination Program	Project Site State/Province	Project Country/Area	Account Holder	Retirement Reason	Beneficial Owner	Retirement Reason Details	Date of Retirement
08/08/2016	07/08/2017	6875-354751516-354752662-VCU-024-MER-PE-14-905-08082016-07082017-1	1147	VCU	985	Cordillera Azul National Park REDD Project	Agriculture Forestry and Other Land Use	CCB-Gold			Peru (PE)	Carbon Financial Services Pty Ltd	Retirement for Person or Organization	AAM Commercial	Cancelled on behalf of AAM Commercial for its Climate Active Organisation and service certifications	21/03/2023
<div> 1 - 1 - 1 </div>																

Duff Carbon Farming Project

Transaction ID	AU26657
Current Status	Completed (4)
Status Date	21/03/2023 13:07:25 (AEDT) 21/03/2023 02:07:25 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Stuart, Benjamin Mathew Clarke
Transaction Approver	Rockliff, Nathan Stephen
Comment	Cancelled on behalf of AAM Commercial for its Climate Active Organisation and service certifications

Transferring Account

Account Number	AU-2321
Account Name	Carbon Financial Services Pty. Ltd.
Account Holder	Carbon Financial Services Pty. Ltd.

Acquiring Account

Account Number	AU-1068
Account Name	Australia Voluntary Cancellation Account
Account Holder	Commonwealth of Australia

Transaction Blocks

Party	Type	Transaction Type	Original CP	Current CP	ERF Project ID	NGER Facility ID	NGER Facility Name	Safeguard	Kyoto Project #	Vintage	Expiry Date	Serial Range	Quantity
AU	KACCU	Voluntary ACCU Cancellation			ERF115667					2022-23		8,354,169,113 - 8,354,169,467	355

Transaction Status History

Status Date	Status Code
21/03/2023 13:07:25 (AEDT) 21/03/2023 02:07:25 (GMT)	Completed (4)
21/03/2023 13:07:25 (AEDT) 21/03/2023 02:07:25 (GMT)	Proposed (1)
21/03/2023 13:07:25 (AEDT) 21/03/2023 02:07:25 (GMT)	Account Holder Approved (97)
21/03/2023 12:23:54 (AEDT) 21/03/2023 01:23:54 (GMT)	Awaiting Account Holder Approval (95)

APPENDIX B: ELECTRICITY SUMMARY

There are two international best-practice methods for calculating electricity emissions – the location-based method and the market-based method. Reporting electricity emissions under both methods is called dual reporting.

Dual reporting of electricity emissions is useful, as it provides different perspectives of the emissions associated with a business's electricity usage.

Location-based method

The location-based method provides a picture of a business's electricity emissions in the context of its location, and the emissions intensity of the electricity grid it relies on. It reflects the average emissions intensity of the electricity grid in the location (State) in which energy consumption occurs. The location-based method does not allow for any claims of renewable electricity from grid-imported electricity usage.

Market-based method

The market-based method provides a picture of a business's electricity emissions in the context of its renewable energy investments. It reflects the emissions intensity of different electricity products, markets, and investments. It uses a residual mix factor (RMF) to allow for unique claims on the zero emissions attribute of renewables without double-counting.

For this certification, electricity emissions have been set by using the market-based approach.

Market Based Approach Summary			
Market Based Approach	Activity Data (kWh)	Emissions (kg CO2-e)	Renewable Percentage of total
Behind the meter consumption of electricity generated	0	0	0%
Total non-grid electricity	0	0	0%
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	0	0	0%
Climate Active precinct/building (voluntary renewables)	0	0	0%
Precinct/Building (LRET)	0	0	0%
Precinct/Building jurisdictional renewables (LGCs surrendered)	0	0	0%
Electricity products (voluntary renewables)	0	0	0%
Electricity products (LRET)	0	0	0%
Electricity products jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	24,659	0	19%
Residual Electricity	106,505	101,712	0%
Total renewable electricity (grid + non grid)	24,659	0	19%
Total grid electricity	131,164	101,712	19%
Total electricity (grid + non grid)	131,164	101,712	19%
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	106,505	101,712	
Scope 2	94,056	89,824	
Scope 3 (includes T&D emissions from consumption under operational control)	12,449	11,888	
Residual electricity consumption not under operational control	0	0	
Scope 3	0	0	

Total renewables (grid and non-grid)	18.80%
Mandatory	18.80%
Voluntary	0.00%
Behind the meter	0.00%
Residual scope 2 emissions (t CO2-e)	89.82
Residual scope 3 emissions (t CO2-e)	11.89
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	89.82
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	11.89
Total emissions liability (t CO2-e)	101.71

Figures may not sum due to rounding. Renewable percentage can be above 100%

Location Based Approach Summary

Location Based Approach	Activity Data (kWh) total	Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	100%	(kWh)	Scope 2 Emissions (kg CO2-e)	Scope 3 Emissions (kg CO2-e)	(kWh)	Scope 3 Emissions (kg CO2-e)
ACT	0	0	0	0	0	0
NSW	0	0	0	0	0	0
SA	0	0	0	0	0	0
VIC	47,943	47,943	40,751	3,356	0	0
QLD	83,221	83,221	60,751	12,483	0	0
NT	0	0	0	0	0	0
WA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
Grid electricity (scope 2 and 3)	131,164	131,164	101,503	15,839	0	0
ACT	0	0	0	0		
NSW	0	0	0	0		
SA	0	0	0	0		
VIC	0	0	0	0		
QLD	0	0	0	0		
NT	0	0	0	0		
WA	0	0	0	0		
TAS	0	0	0	0		
Non-grid electricity (behind the meter)	0	0	0	0		
Total electricity (grid + non grid)	131,164					

Residual scope 2 emissions (t CO2-e)	101.50
Residual scope 3 emissions (t CO2-e)	15.84
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	101.50
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	15.84
Total emissions liability (t CO2-e)	117.34

Operations in Climate Active buildings and precincts

Operations in Climate Active buildings and precincts	Electricity consumed in Climate Active certified building/precinct (kWh)	Emissions (kg CO2-e)
N/A	0	0
Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their building or precinct certification. This electricity consumption is also included in the market based and location based summary tables. Any electricity that has been sourced as renewable electricity by the building/precinct under the market based method is outlined as such in the market based summary table.		

Climate Active carbon neutral electricity products

Climate Active carbon neutral product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO2-e)
N/A	0	0
Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their electricity product certification. This electricity consumption is also included in the market based and location based summary tables. Any electricity that has been sourced as renewable electricity by the electricity product under the market based method is outlined as such in the market based summary table.		

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as attributable, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. These emissions are accounted for through an uplift factor. They have been non-quantified due to one of the following reasons:

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

Relevant non-quantified emission sources	Justification reason
N/A	

Excluded emission sources

Attributable emissions sources can be excluded from the carbon inventory, but still considered as part of the emissions boundary if they meet **all three of the below criteria**. An uplift factor may not necessarily be applied.

1. A data gap exists because primary or secondary data cannot be collected (**no actual data**).
2. Extrapolated and proxy data cannot be determined to fill the data gap (**no projected data**).
3. An estimation determines the emissions from the process to be **immaterial**.

	No actual data	No projected data	Immaterial
N/A			

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSION BOUNDARY

Non-attributable emissions have been assessed as not attributable to a product or service (do not carry, make, or become the product/service) and are therefore not part of the carbon neutral claim. To be deemed attributable, an emission must meet two of the five relevance criteria. Emissions which only meet one condition of the relevance test can be assessed as non-attributable and therefore are outside the carbon neutral claim. Non-attributable emissions are detailed below.

1. **Size** The emissions from a particular source are likely to be large relative to other attributable emissions.
2. **Influence** The responsible entity could influence emissions reduction from a particular source.
3. **Risk** The emissions from a particular source contribute to the responsible entity's greenhouse gas risk exposure.
4. **Stakeholders** The emissions from a particular source are deemed relevant by key stakeholders.
5. **Outsourcing** The emissions are from outsourced activities that were previously undertaken by the responsible entity or from outsourced activities that are typically undertaken within the boundary for comparable products or services.

Non-attributable emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
Embodied emissions from auto-parts used by third party mechanical services	N	Y	N	N	N	Emissions from the Relevant Entity's portfolio (tenant-operated assets) have been excluded from this inventory as they are beyond the CA organisation's standard scope.



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