PUBLIC DISCLOSURE STATEMENT

AUSTRALIAN ACCIDENT MANAGEMENT COMMERCIAL

SERVICE CERTIFICATION
FY2023-24

Australian Government

Climate Active
Public Disclosure Statement

An Australian Government Initiative

NAME OF CERTIFIED ENTITY	Australian Accident Management Commercial
REPORTING PERIOD	1 July 2023 – 30 June 2024
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.*  **Stephen Chapman** Managing Director Date: 21 January 2025

Australian Government
Department of Climate Change, Energy, the Environment and Water

Version 9.

1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	323 tCO_2-e
CARBON OFFSETS USED	100% VCUs
RENEWABLE ELECTRICITY	18.72%
CARBON ACCOUNT	Prepared by: Anthesis Australia
TECHNICAL ASSESSMENT	Date: 08/06/2022 for the FY2022-23 (Projected) Organisation: Anthesis Australia (formerly Ndevr Environmental) Next technical assessment due: FY2024-25

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2.CERTIFICATION INFORMATION

Description of service certification

Australian Accident Management Commercial (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 encompass general Loss Assessment and repair Management, which incorporates suppliers, third-party claimants, and technically complex claims. AAMC's carbon-neutral business operations will be covered under the Climate Active Organisation Certification.

AAMC will supply **full coverage** for its services' carbon neutrality at 9.63 kgCO2-e/claim. The AAMC website provides detailed descriptions of each service.

The GHG inventory is cradle-to-gate. It is common practice for service-based organisations to focus on cradle-to-gate boundaries for GHG accounting, aligning with established standards such as the GHG Protocol Corporate Value Chain (Scope 3) Standard.

Functional unit

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

Description of business

AAMC 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)

This Public Disclosure Statement includes information for FY2023-24 reporting period.

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 relevant and are quantified in the carbon inventory. This may include emissions that are not identified as arising due to the operations of the certified entity, however, are **optionally included**.

Non-quantified emissions have been assessed as relevant 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

Excluded emissions are those that have been assessed as not relevant to an organisation's and are outside of its emissions boundary or are outside of the scope of the certification. These emissions are 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
- Products
- Professional services
- Transport (Air)
- Transport (Land and sea)

Non-quantified

N/A

Optionally included

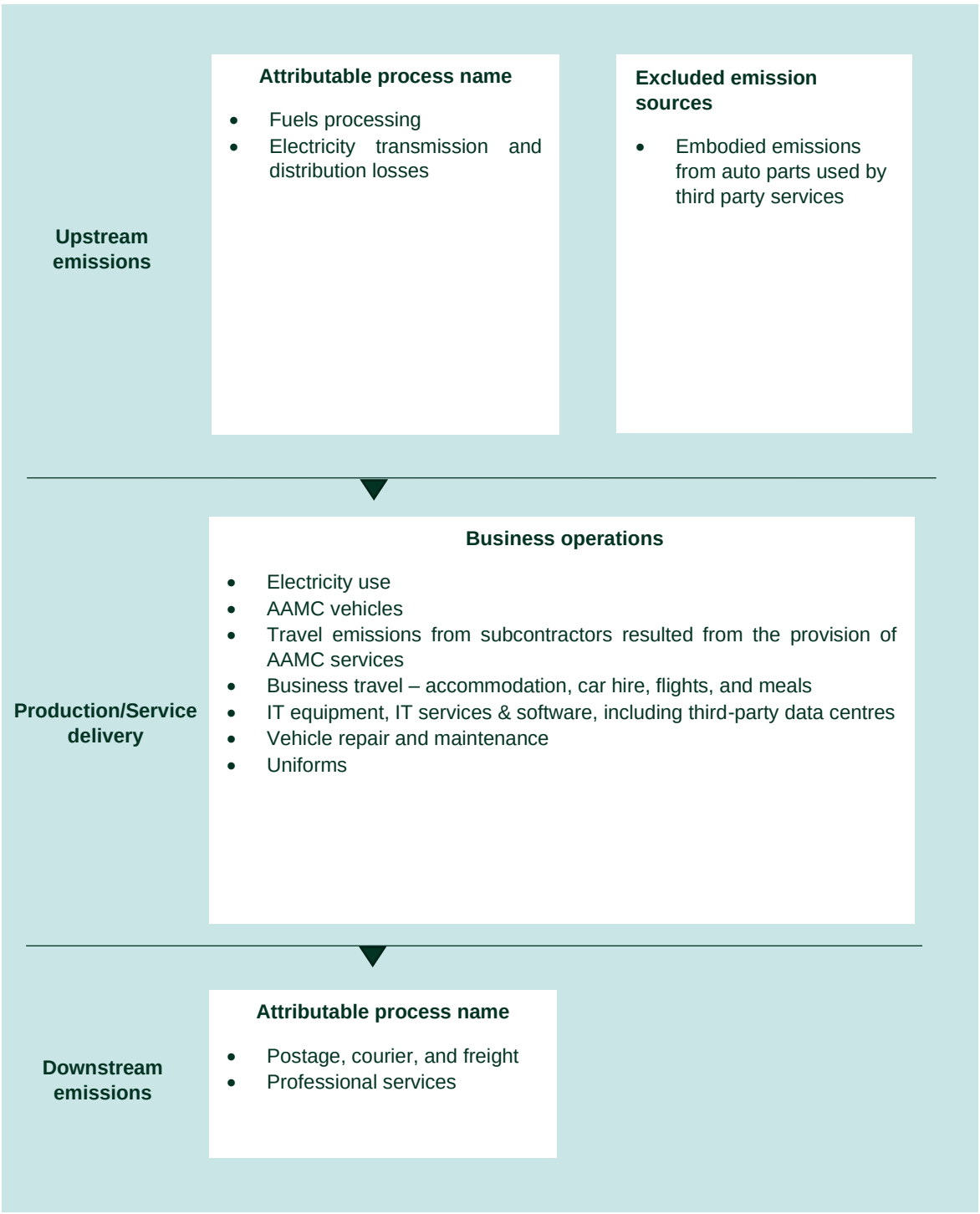
N/A

Outside emission boundary

Non Attributable

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

Product / Service process diagram



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 summarises the actions AAMC took this reporting period to reduce our emissions:

- Transitioning from petrol to hybrid vehicles to reduce emissions and demonstrate our commitment to sustainable transport solutions (10 vehicles due to be replaced by end of 2024).
- Promoting remote work options - 80% of our Staff work from home
- Partnering with eco-friendly suppliers.
- Recycling/waste initiatives (reducing the use of single-use items for reusable alternatives).
- Switching to LED lighting.
- Sourcing materials and products locally (where possible) to reduce transportation emissions.
- Water conservation (low flow faucets, /toilets).

5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO_2-e (without uplift)	**Total tCO_2-e** (with uplift)
Base year:	2022-23	211	N/A
Year 1:	2023-24	323	N/A

Significant changes in emissions

Significant changes in emissions			
Emission source	**Previous year emissions** (t CO_2-e)	**Current year emissions** (t CO_2-e)	**Reason for change**
Computer and technical services	449.13	364.78	Increase in FTE from FY23 to FY24 with an increase in computer and technical services related expenses. However, the Emission Factor for this emission source changed from 0.14 to 0.10 resulting in the decrease in emissions
Diesel oil post-2004	100.45	157.17	Organic growth and increased travel by company vehicles for business operations purposes resulted in an increased consumption of diesel.
Medium Car: unknown fuel (subcontractors)	210.63	322.13	Organic growth and increase in distance travelled by subcontractors for accident management and assessing services. Improvement in data accuracy due to the availability of actual distances travelled by subcontractors.

Use of Climate Active carbon neutral products, services, buildings or precincts

Certified brand name	Product/Service/Building/Precinct used
Anthesis Australia	Professional Services

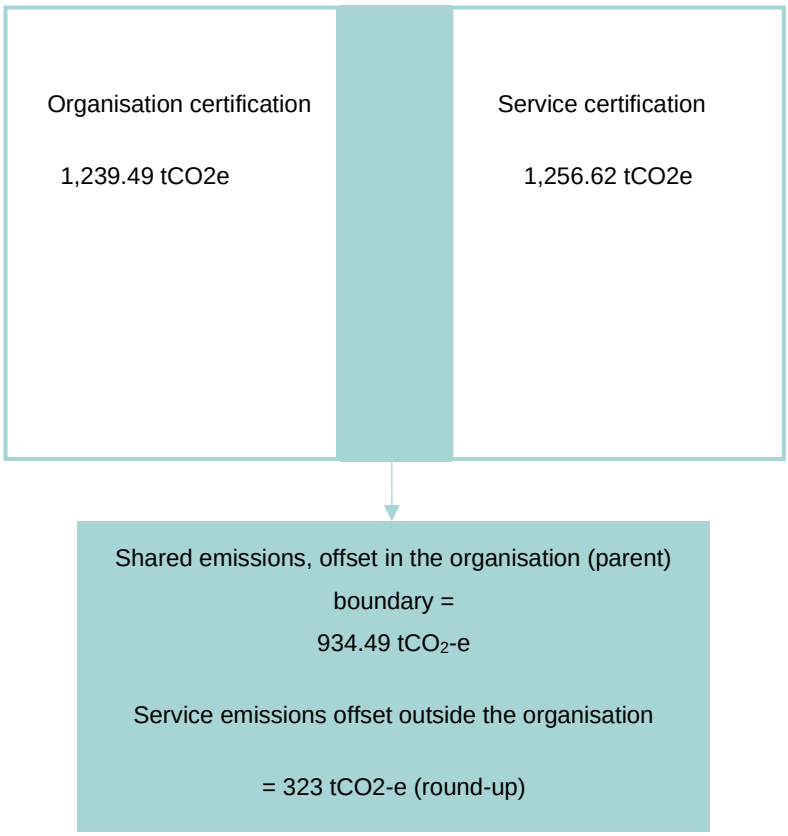
Emissions summary

Emission source	tCO_2-e
Accommodation and facilities	6.04
Electricity	18.18
Food	1.59
ICT services and equipment	440.80
Machinery and vehicles	4.83
Postage, courier and freight	16.91
Products	2.28
Professional services	150.29
Transport (air)	53.12
Transport (land and sea)	562.59
Attributable emissions (tCO_2-e)	1,256.62

Service offset liability	
Emissions intensity per functional unit	0.01013198 tCO_2-e
Emissions intensity per functional unit, including uplift factors	N/A
Number of functional units covered by the certification (# of claims)	124,025
Total emissions (tCO_2-e) to be offset	**1,257**

Shared emissions between certifications by the same responsible entity

	Emissions (tCO_2-e)
Organisation emissions	1,239.49
Service emissions	1,256.62
Offset by service only	322.12



6.CARBON OFFSETS

Eligible offsets retirement summary

Offsets retired for Climate Active certification

Type of offset unit	Quantity used for this reporting period	Percentage of total units used
Verified Carbon Units (VCUs)	323	100%

Project name	Type of offset unit	Registry	Date retired	Serial number	Vintage	Total quantity retired	Quantity used in previous reporting periods	Quantity banked for future reporting periods	Quantity used for this reporting period	Percentage of total used this reporting period
Duff Carbon Farming Project	ACCU	ANREU	21/3/2023	8,354,169,113 – 8354169467	2022-23	355	355	0	0	0.00%
Cordillera Azul National Park REDD Project	VCU	Verra Registry	21/3/2023	6879-354751516-354752662-VCU-024-MER-PE-14-985-08082016-07082017-1	2016-17	1147	1036	0	111	34.37%
The Mai Ndombe REDD+ Project	VCU	Verra Registry	11/3/2024	12788-443205442-443206641-VCS-VCU-259-VER-CD-14-934-01012018-31122018-1	2018	1200	65	923	212	65.63%

* Offsets from each project have been used across AAMC's organisation and service certifications

Co-benefits

AAMC FY24 CA offsets portfolio (25.24% Australian Carbon Credit Units + 74.76% VCUs):

- Duff Carbon Farming Project
- Cordillera Azul National Park REDD Project
- The Mai Ndombe REDD+ Project

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

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

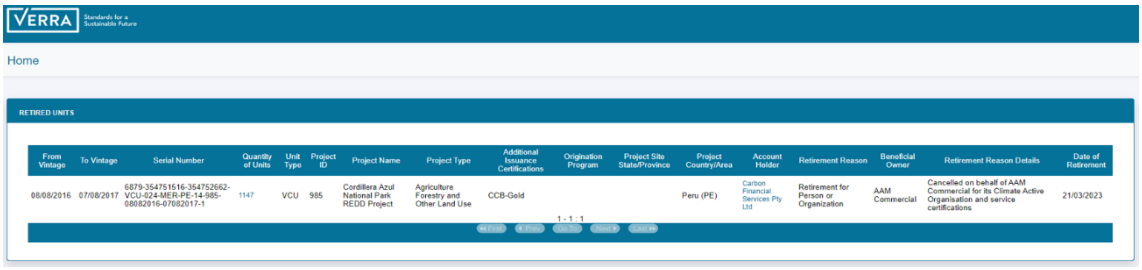
1. Large-scale Generation certificates (LGCs)*	N/A

* 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



VERRA – The Mai Ndombe REDD+

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 CO_2-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 certified - Precinct/Building (voluntary renewables)	0	0	0%
Climate Active certified - Precinct/Building (LRET)	0	0	0%
Climate Active certified - Precinct/Building jurisdictional renewables (LGCs surrendered)	0	0	0%
Climate Active certified - Electricity products (voluntary renewables)	0	0	0%
Climate Active certified - Electricity products (LRET)	0	0	0%
Climate Active certified - 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)	4,602	0	19%
Residual electricity	19,981	18,182	0%
Total renewable electricity (grid + non grid)	**4,602**	**0**	**19%**
Total grid electricity	**24,582**	**18,182**	**19%**
Total electricity (grid + non grid)	**24,582**	**18,182**	**19%**
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	**19,981**	**18,182**	
Scope 2	17,785	16,184	
Scope 3 (includes T&D emissions from consumption under operational control)	2,196	1,998	
Residual electricity consumption not under operational control	**0**	**0**	
Scope 3	0	0	

Total renewables (grid and non-grid)	**18.72%**
Mandatory	**18.72%**
Voluntary	**0.00%**
Behind the meter	**0.00%**
Residual scope 2 emissions (t CO_2-e)	**16.18**
Residual scope 3 emissions (t CO_2-e)	**2.00**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**16.18**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**2.00**
Total emissions liability (t CO_2-e)	**18.18**

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 CO_2-e)**	**Scope 3 Emissions (kg CO_2-e)**	**(kWh)**	**Scope 3 Emissions (kg CO_2-e)**
ACT	0	0	0	0	0	0
NSW	0	0	0	0	0	0
SA	0	0	0	0	0	0
VIC	9,097	9,097	7,187	637	0	0
QLD	15,485	15,485	11,304	2,323	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)	**24,582**	**24,582**	**18,491**	**2,960**	**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)	**24,582**					

Residual scope 2 emissions (t CO_2-e)	**18.49**
Residual scope 3 emissions (t CO_2-e)	**2.96**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**18.49**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**2.96**
Total emissions liability	**21.45**

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 CO_2-e)
N/A		

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 CO_2-e)
N/A		

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**).

Emissions Source	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	**Size:** Unknown. Emissions from the Relevant Entity's portfolio (tenant-operated assets) have been excluded from this inventory as they are beyond the CA service's standard scope. **Influence:** We have limited influence in reducing emissions from this source (shifting to a different lower-emissions supplier for our business) **Risk:** It is unlikely to be of significant public interest. **Stakeholders:** Key stakeholders, including the public, are unlikely to consider this a relevant source of emissions for our business. **Outsourcing:** Comparable organisations do not typically undertake this activity within their boundary.

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