
# PUBLIC DISCLOSURE STATEMENT

NRMA LTD

ORGANISATION CERTIFICATION
FY2020-21

Australian Government

# Climate Active
# Public Disclosure Statement

An Australian Government Initiative

NAME OF CERTIFIED ENTITY: NRMA Ltd

REPORTING PERIOD: 1 July 2020 – 30 June 2021

**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 13th January 2022

Name of Signatory : Nikhil Sreekumar

Position of Signatory : Senior Manager, Group Sustainability & Environment

Australian Government
Department of Industry, Science, Energy and Resources

# 1. CARBON NEUTRAL INFORMATION

## Description of certification

This inventory has been prepared for the financial year from 1 July 2020 – 30 June 2021. 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
- EV charging stations in NSW, VIC and SA

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

*"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***

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 ($CO_2$), methane ($CH_4$), nitrous oxide ($N_2O$) 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, an electric vehicle charging network, Driver Training, Open Road Magazine, International Drivers Licences, car reviews, a diverse range of motoring, travel and lifestyle benefits through our Blue member benefits program, as well as other related motoring 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.
- **SIXT Australia** – providing vehicle rental services across 163 locations in Australia.
- **Marine** - Marine delivers marine passenger transit and tourism services under the brands My Fast Ferry, Fantasea, Whale Watching Sydney and Yellow Water Taxis.
- **NRMA Parks & Resorts** – NRMA Parks and Resorts provide accommodation and associated services across a network of 50 owned or managed parks across Australia.
- **NRMA Expeditions** – including the Tasmanian assets Freycinet Lodge, Cradle Mountain Hotel, Strahan Village and Gordon River Cruises
- **Investments** - We have a diversified investment portfolio across various asset classes including equities, property, infrastructure and fixed income. We invest in hotels including the historic Hotel Kurrajong in Canberra, as well as Elanor which invests in regional hotels.

# 2. EMISSION BOUNDARY

## Diagram of the certification boundary

**Quantified**

*Electricity*

*Base Building Electricity*

*Telecommunications*

*Water*

*IT Equipment*

*Magazine Paper*

*Employee Commute*

*Working From Home*

*Business Flights*

*Transport Fuels*

*Cleaning Services*

*Postage*

*Hotel Accommodation (Domestic & International)*

*Car Rental*

*Waste (Landfill)*

**Non-quantified**

*N/A*

**Excluded**

*N/A*

## 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.

With an ever-expanding footprint, we recognise we have a responsibility to reduce our impact on the environment, while also focusing on innovative, climate-adaptive responses to address future climate risks. We are proud to be the first motoring club in Australia to be certified as carbon neutral by Climate Active.

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.

The ongoing expansion of our electric vehicle (EV) fast charging network continues our commitment to help Members transition to cleaner, greener transport. As more motorists transition to electric vehicles, we remain committed to enabling reliable EV travel across NSW and the ACT, delivering nine additional EV fast charging sites in FY21. Our EV fast charging network is the largest regional network in Australia, with 41 sites and 48 chargers now active.

The delivery of EV fast charging sites in Berri (SA) and Tanunda (SA) was a landmark moment for the network, enabling interstate connectivity with existing networks in Victoria, Queensland and South Australia. The roll-out of sites in Yass, Wagga Wagga, Scone, Tenterfield, Armidale, Jerilderie, co-funded by the NSW Government, provided vital in-fill connectivity for the Central, Riverina and New England regions.

With an increasing Group-wide focus on sustainability, the network continues to be powered by 100% renewable energy sourced through Greenpower. We are also proud to be collaborating with Motion Energy on a world-first emissions avoidance project. The project will quantify, measure and verify the reduction of conventional fossil fuel emissions through the use of the EV fast charging network, enabling the NRMA to generate carbon offsets as a result.

Expanding the network and increasing the charging options at popular locations will be a key focus over the next 12 months. We remain committed to exploring how we can better meet the needs of our Members and customers to ensure they can plan their trips with confidence and hit the road with peace of mind. Over the next year, we'll focus on the development of a sustainability roadmap to guide future emissions reductions, particularly the integration of new business acquisitions into our reporting systems and targets.

## Emissions over time

NRMA Motoring and Membership is largely unchanged since its 2018-19 base year, but it has expanded the Electric Vehicle (EV) charging locations. Since the launch of the network in 2019, the EV fast charging network has supported over 5.6 million kilometres of EV travel, with over 4 million enabled in the last year alone. At the end of 2020-21 there were 41 EV charger locations in NSW, South Australia and Victoria. The EV charging network is powered by 100% renewable energy. Surprisingly, even with the COVID-19 travel restrictions that significantly impacted travel and tourism movements, network demand continues to increase with 70% more charging sessions occurring in FY21 than the previous three years combined.

When comparing to the previous year there has been a reduction in postage, IT equipment spend, electricity emissions due to an increase in renewables and paper usage. Telecommunications and emissions associated with WFH have increased due to more employees WFH during 2020-21 due to COVID-19.

Please note that the base year FY19 was not offset.

**Table 1**

| **Emissions since base year** | | | |
|---|---|---|---|
| | Base year: 2018-19 | Year 1: 2019-20 | Current year Year 2: 2020-21 |
| *Total $tCO_2$-e* | 7,921.2 | 7,238.6 | 5,661.3 |

## Emissions reduction actions

The most significant reduction in emissions since 2018-19 has been from the lockdowns associated with the COVID pandemic. Our offices have been either completely closed in the lockdowns or operating at reduced load, which has reduced their electricity consumption. Other emissions sources like corporate travel have also been reduced by the pandemic restrictions.

The response to the pandemic has also introduced a new source of emissions - working from home. The extra emissions from working from home are considerably less than emissions saved in the offices, leading to a net reduction of emissions.

The vehicle fleet has also continued to improve its efficiency to reduce emissions per vehicle. Across Australia, we're the largest and most trusted roadside assistance network. We continue to develop and improve our services and our fleet to ensure we exceed the expectations of our Members and have everyone safely back on the road quickly. We're still working towards transitioning our fleet to electric as more fit for purpose vehicles become available in the Australian market.

## Emissions summary (inventory)

**Table 2**

| Emission source category | tonnes $CO_2$-e |
|---|---|
| Accommodation and facilities | 5.26 |
| Air Transport (km) | 44.90 |
| Cleaning and Chemicals | 28.07 |
| Electricity | 1,192.88 |
| ICT services and equipment | 1,348.07 |
| Land and Sea Transport ($) | 8.14 |
| Land and Sea Transport (fuel) | 100.35 |
| Land and Sea Transport (km) | 48.29 |
| Office equipment & supplies | 1,751.54 |
| Postage, courier and freight | 710.04 |
| Waste | 130.19 |
| Water | 3.39 |
| Working from home | 290.19 |
| *Total Net Emissions* | ***5,661.30*** |

## Uplift factors

**Table 3**

| Reason for uplift factor | tonnes $CO_2$-e |
|---|---|
| N/A | |
| *Total footprint to offset (uplift factors + net emissions)* | ***5,661.30*** |

## Carbon neutral products

This assessment and Climate Active submission were prepared with the assistance of Pangolin Associates and these services are also carbon neutral.

# Electricity summary

Electricity was calculated using a market-based approach.

**Market-based approach summary**
**Table 4**

| Market Based Approach | Activity Data (kWh) | Emissions ($kgCO_2$-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 & Precinct LGCs) | 0 | 0 | 0% |
| GreenPower | 407,508 | 0 | 22% |
| Jurisdictional renewables (LGCs retired) | 0 | - | 0% |
| Jurisdictional renewables (LRET) (applied to ACT grid electricity) | 0 | 0 | 0% |
| Large Scale Renewable Energy Target (applied to grid electricity only) | 354,609 | 0 | 19% |
| Residual Electricity | 1,111,641 | 1,192,880 | 0% |
| **Total grid electricity** | **1,873,757** | **1,192,880** | **41%** |
| **Total Electricity Consumed (grid + non grid)** | **1,873,757** | **1,192,880** | **41%** |
| Electricity renewables | 762,116 | 0 | |
| Residual Electricity | 1,111,641 | 1,192,880 | |
| **Exported on-site generated electricity** | **0** | **0** | |
| Emission Footprint ($kgCO_2e$) | | 1,192,880 | |

| | |
|---|---|
| **Total renewables (grid and non-grid)** | **40.67%** |
| **Mandatory** | **18.93%** |
| **Voluntary** | **21.75%** |
| **Behind the meter** | **0.00%** |
| **Residual Electricity Emission Footprint ($tCO_2$-e)** | **1,193** |

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

**Location-based approach summary**
**Table 5**

| Location-based approach | Activity Data (kWh) | Emissions ($kgCO_2$-e) |
|---|---|---|
| NSW | 1,852,492 | 1,667,243 |
| SA | 9,262 | 4,816 |
| Vic | 12,003 | 13,083 |
| **Grid electricity (scope 2 and 3)** | **1,873,757** | **1,685,142** |
| NSW | 0 | 0 |
| SA | 0 | 0 |
| Vic | 0 | 0 |
| **Non-grid electricity (Behind the meter)** | **0** | **0** |
| **Total Electricity Consumed** | **1,873,757** | **1,685,142** |

| | |
|---|---|
| **Emission Footprint ($tCO_2$-e)** | **1,685** |

# 4. CARBON OFFSETS

## Offsets strategy

**Table 6**

| **Offset purchasing strategy:**<br><br>**In arrears** | |
|---|---|
| 1. Total offsets previously forward purchased and banked for this report | *550* |
| 2. Total emissions liability to offset for this report | *5,662* |
| 3. Net offset balance for this reporting period | *5,112* |
| 4. Total offsets to be forward purchased to offset the next reporting period | *50* |
| 5. Total offsets required for this report | *5,662* |

## Co-benefits

**51 MW Wind Power Project at Chitradurga, India**

The project will provide renewable energy to the area of Chitradurga, in the Karnataka state in India 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.

**Liucheng Biomass Power Generation Project in Guangxi Zhuang Autonomous Region, China**

The proposed project will construct a biomass residues power generation plant with the biomass residues from mulberry leaf and sugarcane leaf discarded by local farmers in Liucheng County. Biomass is an organic matter that, through direct-burning boilers and steam turbines and generators, will provide electricity to the South China Power Grid. Liucheng's total installed capacity is 30 MW. With an annual operation of 6,000 hours, the generated electricity is 180,000 MWh. This project can provide almost 158,000 MWh of grid-connected clean energy generation.

The proposed project will contribute to sustainable development in the region by using biomass residues resources effectively, promoting a recycle economy, increase local power supply, reduction in air pollutant emissions by not using fossil fuels, accelerate local economic development and create employment opportunities.

**Chongqing Longshui 8 MW Hydro Power Project, China (Stapled with Yarra Yarra and Watchbox Project)**

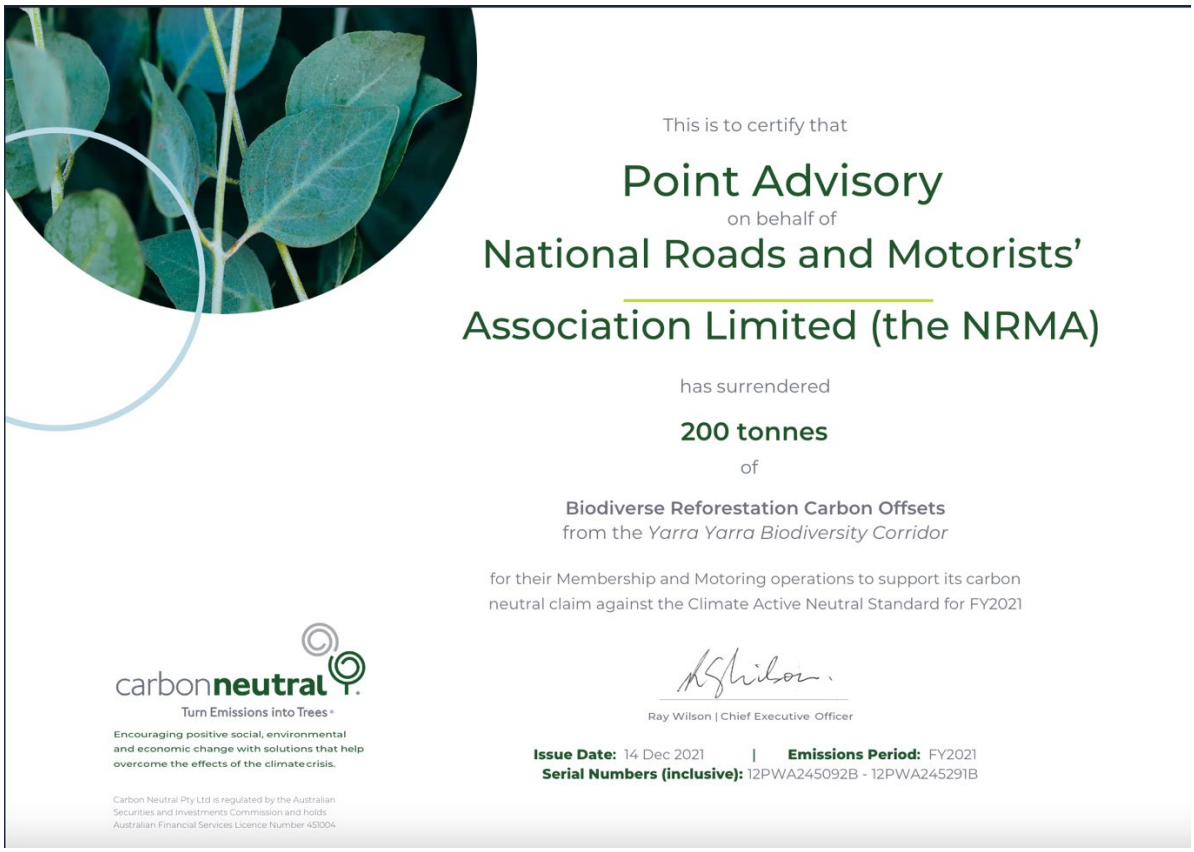
The green electricity power created by this project reduces the local region's reliance on thermal coal generation. It feeds into the Central china Power Grid and reduces 27,676 tCO2-e per year. The project contributes to the local sustainable development in a number of ways, including:

- Achieving GHG emission reductions by utilizing water resources displacing part of the power generation by the fossil fuel dominated CCPG and thus avoiding CO2 emissions.
- Providing cheap and convenient electricity to the local people thus improving the living standard and the well-being of the local people.
- Creating short-term and long-term job opportunities in the project area during the periods of project construction and operation, and thus helping alleviating local poverty.
- It is an environmental friendly project by utilizing the renewable resources.

**Yarra Yarra Reforestation Project, Australia (Stapled with Chongqing Longshui Hydro Power Project)**

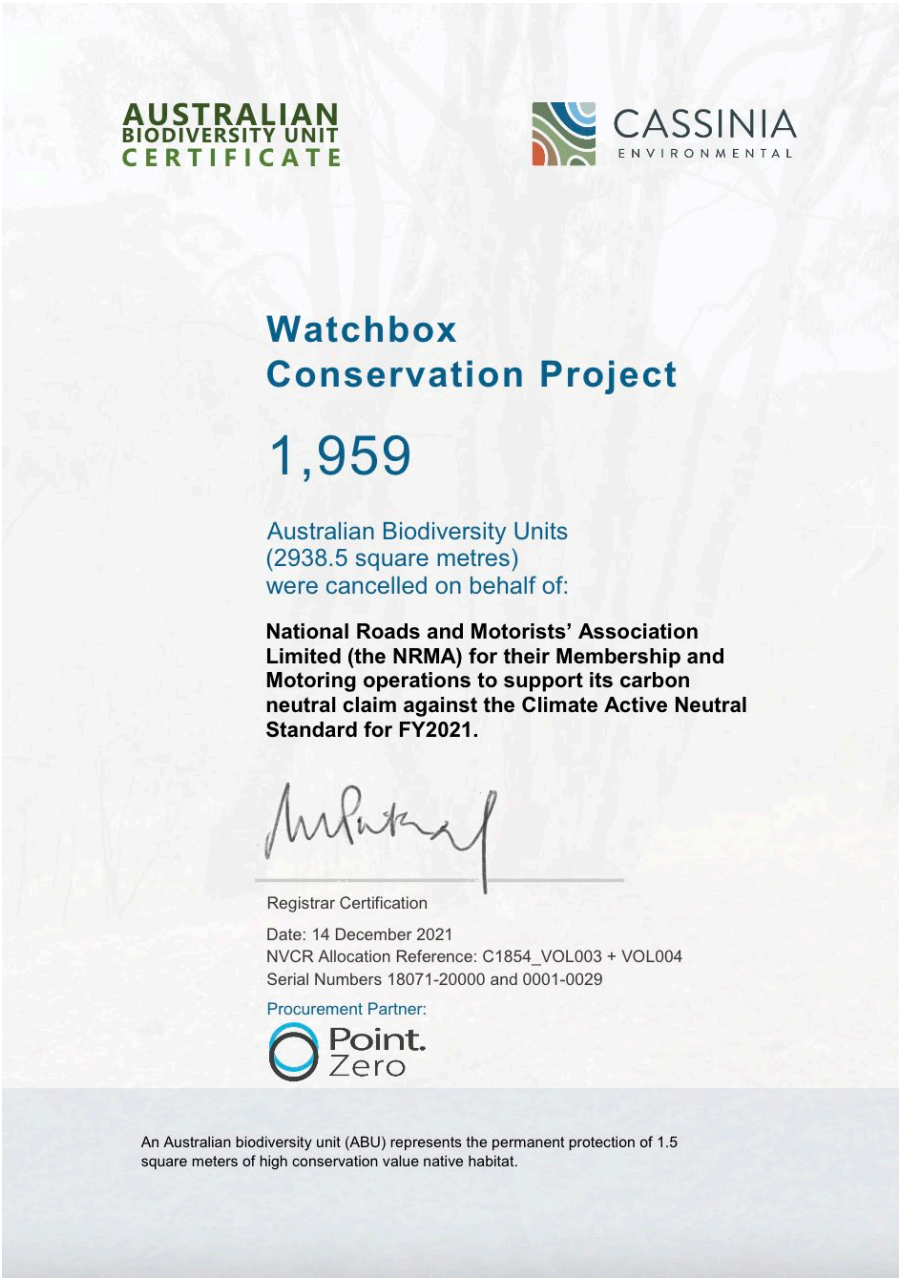
Revegetating the landscape with native trees and shrubs encourages wildlife to return while at the same time removing carbon from the atmosphere. Other co-benefits include:

- Contribution to the positive mental health and well-being of indigenous communities.
- Provision of job-specific training sessions and inductions for local employees.
- Lowering salinity in both ground and surface waters over the project's life.
- Creation of 400+ jobs, over 50 indigenous roles and more than 80 businesses have been engaged.
- At least 967,695 tonnes of $CO_2$-e will be sequestered during the project's lifetime.
- The biodiverse plantings of native trees and shrubs contain over 30 species of conservation significance.
- Partnerships with 11 local and national organisations have been formed from the project.



**Watchbox Conservation Project, Australia (Stapled with Chongqing Longshui Hydro Power Project)**

This biodiversity project helps to protects several engaged species of flora and fauna, including the Black Falcon, Brush-Tailed Phascogale; Branching Groundsel, Clover Glycine. 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. Each ABU represents 1.5m2 of high conservation value native habitat.



## Offsets summary

### Proof of cancellation of offset units

**Table 7**

| Offsets cancelled for Climate Active Carbon Neutral Certification | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Project description** | **Type of offset units** | **Registry** | **Date retired** | **Serial number (and hyperlink to registry transaction record)** | **Vintage** | **Quantity** | **Eligible Quantity ($tCO_2$-e)** | **Quantity used for previous reporting periods** | **Quantity banked for future reporting periods** | **Quantity used for this reporting period claim** | **Percentage of total (%)** |
| 51 MW Wind Power Project at Chitradurga, India | VCUs | Verra | 29 Jul 2021 | 8411-15708939-15719588-VCS-VCU-1491-VER-IN-1-706-01012019-31102019-0 | 2019 | 10,650 | 10,650 | 7,239 | 0 | 550 | 10% |
| Liucheng Biomass Power Generation Project in Guangxi Zhuang Autonomous Region, China | VCUs | Verra | 14 Dec 2021 | 7295-383873645-383877021-VCU-034-APX-CN-1-1824-01012016-31122016-0 | 2016 | 3,377 | 3,377[1] | 0 | 0 | 3,003 | 53% |
| Chongqing Longshui 8MW Hydro Power Project, China<br>**Stapled with** | VCUs | Verra | 14 Dec 2021 | 10172-190875101-190877259-VCS-VCU-291-VER-CN-1-667-01012013-31122013-0 | 2013 | 2,159 | 2,159 | 0 | 50 | 2,109 | 37% |

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

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yarra Yarra Reforestation Project, Australia<br><br>**and** | ABUs | | 14 Dec 2021 | 12PWA245092B – 12PWA245291B | | 200 | 0 | - | - | - | |
| Watchbox Conservation Project, Australian Biodiversity Project | ABUs | | 14 Dec 2021 | 18071-20000 and 0001-0029 | | 1,959 | 0 | - | - | - | |
| | | | | | | | | | *Total offsets retired this report and used in this report* | ***5,662*** | |
| | | | | | | | | | *Total offsets retired this report and banked for future reports* | ***50*** | |

| **Type of offset units** | **Quantity (used for this reporting period claim)** | **Percentage of Total** |
|---|---|---|
| Verified Carbon Units (VCUs) | 5,662 | 100% |

# 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

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 | *The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions* | *The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.* | *Key stakeholders deem the emissions from a particular source are relevant.* | *The responsible entity has the potential to influence the reduction of emissions from a particular source.* | *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.* |
| N/A | | | | | |

# APPENDIX 2

## Non-quantified emissions for organisations

**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 | | | | |

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