



Global Reporting Initiative (GRI)

Content Index 2018



Roadside
assistance

Contents

- 04** A. Materiality and stakeholder engagement
- 06** B. UN Sustainable Development Goals
- 08** C. Disclosure of management approach for each material issue
- 12** D. GRI Content Index



Materiality and stakeholder engagement

We've reset our strategic direction with shared value at its core. Our vision is to improve our Members' quality of life by addressing the challenges of urbanisation in both regional communities and cities through providing transport and tourism options.

Our 2018 Annual Report covers our most important issues as determined by the NRMA with consideration for our key stakeholders including Members, partners, suppliers, thought leaders and customers. Our most important issues are the issues the NRMA leadership believes could substantially influence the value created by the NRMA for our Members, business and the community over the short, medium and long-term.

The 2018 Annual Report has been prepared with reference to the Integrated Reporting <IR> framework. Our value drivers underpin our ability to create value over time and are discussed in more detail throughout the 2018 Annual Report.

The 2018 Annual Report includes our sustainability performance supported by information provided in this GRI Content Index.

We have updated our material issues to demonstrate how we create value aligned with our strategic direction and are linked to the value drivers discussed in the 2018 Annual Report (Table 1).

We continually engage with our Members through our new Voice of the Customer real time feedback program and have regular engagement with key stakeholders on important issues. We are developing relationships with new stakeholders as we evolve to deliver more in the transport and tourism sectors.



Operations and assets:

Our operations and physical assets including buildings, vehicles, vessels and equipment we use to deliver great products and services.



Brand, knowledge and trust:

Our commitment to putting our Members and customers first, our specialist knowledge and independent voice.



Reputation:

Our partnerships, networks and the communities we reach and the natural environments in which we operate.



Financial capital:

The funds and assets available to the NRMA.



Our people and culture:

Our great people, culture and diversity.

Table 1 NRMA material issues in FY18

Material Issue in FY18	Issue boundary	Stakeholders								Page	Value driver (refer to 2018 Annual Report)
		Members & Customers	Industry Peers	Employees & contractors	Board	Government	Community Partners	Community	Suppliers		
Safety	Outside the organisation for our Members and customers and internally for our people.	■	■	■	■	■	■	■	■	8	
Access to safe, affordable transport systems	Outside the organisation for our Members and the broader community.	■	■	■	■	■	■	■	■	8	
Financial sustainability (and adapting to disruption)	Internally for our entire organisation.	■	■	■	■	■	■	■	■	9	
Data governance and privacy	Internally for our organisation and employees, and externally for our Members and customers.	■	■	■	■	■	■	■	■	9	
Great people and culture	Internally for our organisation and people.	■	■	■	■	■	■	■	■	10	
Environmental performance	Internally for our operations and externally for the community.	■	■	■	■	■	■	■	■	10	
Accountability and transparency (Supply chain)	Internally for our organisation and externally for all our stakeholders.	■	■	■	■	■	■	■	■	11	
Supporting Regional communities	Externally the communities and organisations we partner to support our community investment.	■	■	■	■	■	■	■	■	11	



UN Sustainable Development Goals: Connecting to something bigger

The NRMA supports the United Nations Sustainable Development Goals (SDGs) – a set of global guiding principles that shape sustainable development and address worldwide issues such as climate change, poverty and inequality. We are strategically managing the business to have a positive impact on the following 10 SDGs as well considering the risks associated with these external factors. We have highlighted our activities and relevant SDGs throughout the 2018 Annual Report (Table 2) and the GRI Content Index (page 12).

Table 2 UN Sustainable Development Goals and our activities in FY18

SDG	Goal description	Key activities	2018 Annual Report reference (Section, Page Number)	Associated material Issue
	Ensure healthy lives and promote well-being for all at all ages. Relevant targets: 3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents. 3.9 By 2030 substantially reduce the number of deaths from pollution.	<ul style="list-style-type: none"> Advocacy activities. Education on road safety and future of transport. Roadside assistance. Internal safety and wellbeing programs. 	Assistance; pg 32 Advocacy outcomes; pg 40, Safety; pg 45.	Safety Access to safe, affordable transport systems
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	<ul style="list-style-type: none"> Education on road safety and future of transport. Community programs such as the learner driver mentoring program for refugees and Aboriginal and Torres Strait Islander peoples. Internal learning and development programs. 	Education; pg 48.	Access to safe, affordable transport systems Great people and culture
	Achieve gender equality and empower all women and girls.	<ul style="list-style-type: none"> Internal diversity and culture programs. 	People and culture; pg 43-44.	Great people and culture

SDG	Goal description	Key activities	2018 Annual Report reference (Section, Page Number)	Associated material Issue
	Ensure access to affordable, reliable, sustainable and modern energy for all.	<ul style="list-style-type: none"> \$10 million investment in NRMA electric vehicle fast charging network using 100% GreenPower. Internal energy efficiency activities. 	Connecting and protecting the natural environment; pg 48.	Access to safe, affordable transport systems Environmental performance
	Promote inclusive and sustainable economic growth, employment and decent work for all. Relevant targets: 8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.	<ul style="list-style-type: none"> Supporting regional communities through our investment in regional tourism and holiday park expansion. \$10 million investment in NRMA electric vehicle fast charging network. 	Investing in regional Australia; pg 37 Electric vehicle fast charging network; pg 33. People and culture; pg 43.	Supporting regional communities Access to safe, affordable transport systems
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	<ul style="list-style-type: none"> Advocacy activities. Investment in My Fast Ferries. \$10 million investment in NRMA electric vehicle fast charging network. 	Electric vehicle fast charging network; pg 33. Advocacy outcomes; pg 40.	Access to safe, affordable transport systems
	Make cities and human settlements inclusive, safe, resilient and sustainable. Relevant targets: 11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.	<ul style="list-style-type: none"> Advocacy activities. Investment in My Fast Ferries. \$10 million investment in NRMA electric vehicle fast charging network. 	Electric vehicle fast charging network; pg 33. My Fast Ferry; pg 34. Advocacy outcomes; pg 40.	Access to safe, affordable transport systems
	Ensure sustainable consumption and production patterns.	<ul style="list-style-type: none"> Internal activities (e.g. recovering batteries for recycling). 	Connecting and protecting the natural environment; pg 48.	Environmental performance
	Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters.	<ul style="list-style-type: none"> Advocacy on the future of transport. \$10 million investment in NRMA electric vehicle fast charging network powered by 100% GreenPower. Internal energy efficiency and environmental activities. 	Connecting and protecting the natural environment; pg 48.	Access to safe, affordable transport systems Environmental performance
	Promote just, peaceful and inclusive societies. Relevant targets: 17.17 Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	<ul style="list-style-type: none"> Partnerships to deliver community programs and advocacy activities. 	<i>GRI Content index.</i>	



Disclosures on management approach (DMAs)

The following is a summary of our approach on managing our material issues to support our GRI reporting.

Safety

GRI: Occupational health and safety, customer health and safety

Why it's important:

The safety of our employees and Members continues to be a core business priority for the NRMA and our focus is on training our people, providing a safe workplace and collaborating with industry bodies. We're committed to fostering a proactive safety management culture through encouraging our employees to engage and participate in safety and wellbeing programs.

Management approach:

Everyone at the NRMA is held accountable for safety; from our Board, executive

leadership team and managers to every staff member across the NRMA. Our safety performance is managed through our Health, Safety and Environment Management System. If a safety risk is presented, the NRMA Audit and Risk Management Committee oversees decision making. Operationally, our safety and wellbeing team manages employee and customer safety risks, opportunities and outcomes across the NRMA.

With the acquisition of new businesses including My Fast Ferry and Australian Tourist Park Management Parks our risk profile is changing. Each of our businesses has unique challenges and

characteristics, and as a result a key focus in FY19 is working to identify synergies, drawing on shared learnings and roll out a best practice approach to safety across the NRMA Group. As part of this we will continue our strong focus on the physical wellbeing of our people including greater focus on fatal risk and controls. In FY19 we will also expand our safety programs with an increased focus on improving our capabilities in mental health awareness.

Stakeholder engagement:

Internal stakeholders such as employees and contractors are also actively engaged in safety initiatives through training, face-to-face consultation and our staff intranet.

Access to safe, affordable transport systems

GRI: public policy, product and service labelling

Why it's important:

Our Members experience many frustrations and challenges when travelling due largely to the increasing pressures on our urban areas. Increased travel times caused by congestion, safety of our roads and the availability of more sustainable transport options are all concerns for our Members. We're actively listening to our Members and customers to improve their experience with us, as well as advocating and speaking out on important issues on their behalf.

Management approach:

Our NRMA Policy and Advocacy committee support the Board with decision making on engaging Members and understanding their needs. Operationally, our public policy and research and stakeholder teams manage our research programs, government relations and advocacy campaigns.

The NRMA does not make donations to political parties. In the past, we have paid for representatives of the NRMA to attend corporate events run by political parties for the express purpose of advocating

on behalf of Members. The last time this occurred was in 2016-17. This historical expenditure was declared at the time and is publicly available at www.aec.gov.au.

Stakeholder engagement:

Members are engaged in the advocacy activities of the NRMA through our advocacy channels, social media, surveys and campaigns. Employees are engaged through face-to-face presentations, internal communications, videos, reporting and celebratory events. We also work collaboratively with our peer motoring clubs to share learnings.

Financial sustainability

GRI: Economic performance

Why it's important:

We are actively growing our business so that we can continue to invest in our core service delivery for Members and do more for the community. We will continue to maximise and protect investments to ensure a sustainable mutual for the future. Being efficient also means we can save costs, reduce our environmental footprint and add value through our supply chain.

Disruption is a constant for our business and in these economic times. We approach disruption not just as a challenge, but as an opportunity to transition and embrace the future of mobility, creating even more value for our Members.

Management approach:

The NRMA Finance and Investments Committee assist the Board with decision making on the NRMA strategy, economic performance and investments.

Operationally, our finance, commercial and legal teams, in line with the strategy and business planning process, manage risks, opportunities and outcomes of all products and services.

Stakeholder engagement:

Our finance, commercial and legal teams engage with Board by providing regular reports on financial performance, investment opportunities and performance.

Brand, knowledge and trust icon

Why it's important:

We are in a time where the way people engage with the world is rapidly changing, and technology and data plays a big role in ensuring connectivity. Members are increasingly using technology to connect to organisations and each other. We are focused on leveraging our organisational capabilities and data to provide more tailored solutions for Members and expand our digital reach. Due to the pace of change, our Member and customer data privacy governance processes need to continually develop and evolve.

Officer, is responsible for monitoring and reporting on the actions of the NRMA in meeting its privacy and spam obligations. In 2017, all privacy concerns raised were fully investigated and rectified. All agreed management actions items from the previous audit were completed and three new actions were agreed for 2018.

A data governance roadmap was established in FY17 with the view that when implemented it would lift the NRMA's data governance to the next level of maturity. During FY18 there was a focus on applying the first phase of data governance initiatives, including implementing stronger data governance foundations. The outcomes of these initiatives include development of a data governance strategy and data quality strategy, both of which feature more initiatives to be implemented over time. Data governance was also combined into the key functions of project governance, procurement and risk. The NRMA continued to operationalise data governance across the business with regular meetings of the Data Stewardship Committee and the Privacy and Spam Working Committee. The responsibilities of the Data, Digital and Technology

Committee returned to the board with the cessation of that committee. Data is also a key component of our business continuity and crisis management approaches.

A new online privacy training was successfully rolled out across the NRMA Group in March 2018. The training will be refreshed annually and will form part of an annual calendar of training programs. An online spam training module has also been completed and is scheduled for release shortly.

Stakeholder engagement:

In order to remain relevant to our Members and customers, and to attract new ones, we're developing our digital and technological capabilities to make engagement easier and more intuitive. This year we upgraded the mynrma app and launched our new digital Member marketplace — NRMA Blue. We also implemented new ways to enable more real time feedback. This has meant that, in the first half of 2018 alone, over 87,000 people have been able to provide us with valuable insights. The wealth of data we've gained has already helped us with service improvements, product development, media, advocacy, and market explorations.

Great people and culture

GRI: Employment, training and education, diversity and equal opportunity, equal remuneration for men and women

Why it's important:

Building the right team to deliver our strategic direction is key to being more competitive, innovative and fit for the future. Attracting and retaining talent, particularly on our frontline, remains a significant challenge. High turnover rates are common within the industries in which we operate. Diversity is an integral part of our vision, culture, values and the way we do business, offering tangible benefits to our employees, customers and Members.

To truly understand and communicate well with our diverse customer and Member base, our business needs to attract and retain employees from different backgrounds, ages, genders and cultures.

Management approach:

Everyone at the NRMA is accountable for employee engagement, training and education; embracing the unique skills and qualities of all our employees to maintain a culture that builds respect and fosters inclusiveness. Our executive leadership team has management oversight on decisions relating to attracting and retaining employees and developing

the right culture across the business. Operationally, people and culture and safety teams manage risks, opportunities and outcomes associated with developing our people and culture across the NRMA.

Stakeholder engagement:

The NRMA invites honest and anonymous employee feedback through our bi-annual ECHO Your Voice survey and our annual internal customer service survey. We also engage employees through our senior leader forums, training, face-to-face consultation, staff magazine and intranet.

Managing environmental performance

GRI: Energy, Emissions, Environmental Compliance

Why it's important:

We want to find more ways for our Members to connect with the natural environment. We understand that our move into new operational environments (e.g. marine) comes with great responsibility. The environmental footprint of our operations differs across our family of products and services. Our activities range from ensuring we have effective management practices in place for key environmental risks, finding new ways to improve energy efficiency and reduce our carbon footprint, through to helping improve the biodiversity and natural environment surrounding our holiday parks and marine operations. We also want to help our Members make a difference, so the NRMA electric vehicle

fast charging network is powered by 100% accredited GreenPower.

Management approach:

Everyone at the NRMA is accountable for our environmental impact including the Board, executives, managers and all staff across the group. Our environmental performance and risk is managed through our health, safety and environment (HSE) management system. If an environmental risk is presented, the Audit and Risk Management Committee oversees decision making. Operationally, the sustainability team manages risks, opportunities and outcomes across the NRMA. We measure energy (electricity, fuel and gas) usage and carbon intensity across our group and measure environmental incidents as part of our HSE System. Operationally, our fleet strategy is to match the service with the

most efficient fleet to minimise our fuel costs and environmental impact. We will set new sustainability targets once our new businesses are fully integrated and a new baseline is finalised.

The NRMA holds several environmental licenses issued by statutory bodies and water authorities in the regions where we operate. These licences primarily control trade waste discharges from workshops and wash bays operating at holiday parks, car servicing and car rental locations. There have been no significant known breaches of environmental regulations or license conditions.

Stakeholder engagement:

The NRMA engages employees and contractors on environmental performance through training, face-to-face consultation, and our staff intranet.

Accountability and transparency (Supply Chain)

GRI: supplier assessment (labour practices, human rights, impacts on society, environmental), supply chain, materials

Why it's important:

Materials purchased for activities carried out by the NRMA, including materials on-sold to Members, customers and the public, and services provided by contractors, sub-contractors or consultants on behalf of (or for) the NRMA have the potential to present considerable impacts on human rights, society and the environment. We are continually working to understand our supply chain better so we can manage the impact for our Members, our business and our community. To assist with this goal, we are preparing for new compliance and mandatory reporting requirements being rolled out or

considered at a state and national level.

Our core supply chain is categorised as: automotive requirements (tyres, fuel, spare parts); products that we purchase and on-sell to Members and customers (batteries, tyres, and other products); contractors and sub-contractors who deliver services to our Members and customers; office consumables and promotional merchandise; and professional services consultants who provide a service directly to the NRMA.

There has been no significant change to the NRMA supply chain during this reporting period.

Management approach:

The Chief Financial Officer has

management oversight on decisions relating to managing our supply chain. Operationally, a procurement team is appointed to oversee the NRMA's expenditure to achieve the best strategic value across the supply chain and ensure adherence to governance controls around managing an ethical supply chain. Individual buys and tactical execution is managed by individual business units. A key focus of the procurement team is reviewing existing contracts to ensure we get the best value and identifying areas for improvement.

Stakeholder engagement:

We engage with core suppliers to seek acknowledgement of our Supplier Engagement Principles and understand the governance of their supply chain.

Supporting regional communities

GRI: Indirect economic performance

Why it's important:

Nearly half of our Members live in rural or regional locations, so it's important that we always look for ways to help create sustainable communities beyond metro areas, through operational activities (including our holiday parks and country service centre network) and in other complementary ways through our community investments programs. Our operations also help bring indirect economic benefits to local communities. Supporting regional communities was a

key consideration into the expansion of our Parks and Resorts network and the \$10 million investment into the NRMA Electric Vehicle Fast Charging Network.

Management approach:

The Chief Operating Officer and Executive General Manager Parks and Resorts have management oversight on decisions relating to operational activities in regional areas. In addition, the Chief Investment Officer and the community investment team oversees the community investment programs and partnerships. Our Policy and Advocacy Committee assists the

Board with decision making on community investments.

Stakeholder engagement:

We encourage our employees to use their work time for volunteering opportunities with our charity partners, engaging them through internal communication channels and working closely with staff and partners to ensure we can provide expertise where we can. Our community investment team engages with the Policy and Advocacy Committee by providing regular reports on community investment opportunities and performance.



GRI content index

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal
Organisational profile			
102-1	Name of the organisation	National Roads and Motorists' Association Limited (the NRMA, Company or the Group)	
102-2	Activities, brands, products, and services	At a glance; pg. 7	
102-3	Location of headquarters	9A York St, Sydney, NSW, 2000	
102-4	Location of operations	We operate in Australia and New Zealand.	
102-5	Ownership and legal form	Directors' Report; pg. 66, Corporate information; pg. 75	
102-6	Markets served	At a glance; pg. 7	
102-7	Scale of the organisation	At a glance; pg. 7 Financial highlights: pg 28-29	
102-8	Information on employees and other workers	People and Culture; pg. 42	
102-9	Supply chain	GRI Content Index - DMA Accountability and transparency (Supply chain); pg. 11	
102-10	Significant changes to the organisation and its supply chain	During the period the NRMA acquired new holiday parks and Manly Fast Ferries (renamed My Fast Ferry).	
102-11	Precautionary Principle or approach	We take a precautionary approach by taking action to reduce our social and environmental impacts. NRMA strategic planning processes are used to manage risks in operational planning and new product development.	
102-12	External initiatives	Not applicable	

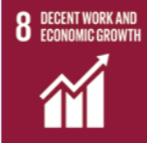

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal
Strategy and analysis			
102-13	Membership of associations	Memberships of associations: <ul style="list-style-type: none"> • Australasian Fleet Management Association • Australasian New Car Assessment Program (ANCAP) • Australian Automobile Association (AAA) • Australian Chamber of Commerce and Industry • Business Council of Cooperatives & Mutuals • Caravan and Camping Industry Association • Child Restraint Evaluation Program • Committee for Sydney • Federation Internationale de l'Automobile (FIA) – the AAA is the member of FIA on behalf of all clubs • Global Mobility Alliance • NSW Road Safety Advisory Council • Supply Nation • Sustainable Business Australia • Tourism and Transport Forum • Trans-Tasman Business Circle • Vehicle Safety Research Group • Western Sydney Business Chamber 	
102-14	Statement senior decision-maker	Message from the Group CEO; pg. 13	
102-15	Key impacts, risks, and opportunities	Message from the Group CEO; pg. 13 Finding tailwinds; pg. 18 Risk governance; pg. 24-25	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour	Who we are; pg. 16-17 Governance and remuneration; pg. 51-66 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors	
102-17	Mechanisms for advice and concerns about ethics	The NRMA Ethics Hotline is an independent and anonymous service managed by a third party that gives workers an opportunity to discuss issues that don't feel aligned to the NRMA's values and high ethical and professional standards.	
Governance			
102-18	Governance structure	Role of the Board; pg. 52 Board Committees; pg 61 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors	
102-19	Delegating authority	Delegation of Board Authority; pg 53 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors	

GRI content index continued

GRI Standard	Disclosure Title	2018 Annual Report or <i>GRI Content Index</i> Section, Page Number	Sustainable Development Goal
Governance			
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance and remuneration; pg. 51-66 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors <i>GRI Content Index</i> – DMAs; pg 8-11	
102-21	Consulting stakeholders on economic, environmental, and social topics	Stakeholder engagement; pg. 49 <i>GRI Content Index</i> – Materiality and stakeholder engagement; pg 2 <i>GRI Content Index</i> – DMAs; pg 8-11	
102-22	Compositions of the highest governance body and its committees	Governance and remuneration; pg. 51-66	
102-23	Chair of the highest governance body	All Directors are non-executives.	
102-24	Nominating and selecting the highest governance body	Board composition; pg. 53 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors	
102-25	Conflicts of interest	Governance and remuneration; pg. 51-66 Website: https://www.mynrma.com.au/community/corporate-information/board-of-directors	
102-26	Role of the highest governance body in setting purpose, values, and strategy	Governance and remuneration; pg. 52.	
102-27	Collective knowledge of highest governance body	Governance and remuneration; pg. 53-54	
102-28	Evaluating the highest governance body's performance	Governance and remuneration; pg. 52-66	
102-29	Identifying and managing economic, environmental, and social topics	Finding tailwinds; pg. 18	
102-30	Effectiveness of risk management process	Risk governance; pg. 24-25	
102-31	Review of economic, environmental, and social topics	Finding tailwinds; pg. 18	
102-32	Highest governance body's role in sustainability reporting	Group CEO	
102-33	Communicating critical concerns	Risk governance; pg. 24-25	
102-34	Nature and total number of critical concerns	Risk governance; pg. 24-25	
102-35	Remuneration policies	Governance and remuneration; pg. 64	
102-36	Process for determining remuneration	Governance and remuneration; pg. 64	

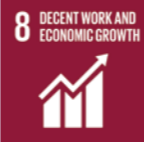
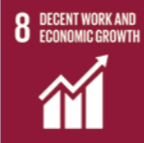

GRI Standard	Disclosure Title	2018 Annual Report or <i>GRI Content Index</i> Section, Page Number	Sustainable Development Goal
Stakeholder engagement			
102-40	List of stakeholder groups	<i>GRI Content Index</i> - Materiality and stakeholder engagement; pg. 4	
102-41	Collective bargaining agreements	29% of NRMA staff are covered by a collective agreement. Information is not currently available for subsidiary organisations.	
102-42	Identifying and selecting stakeholders	Stakeholders are identified and selected on the basis of our material impacts.	
102-43	Approach to stakeholder engagement	<i>GRI Content Index</i> - Materiality and stakeholder engagement; pg. 4 DMAs; pg. 8-11 Material issues, stakeholders and boundary; pg. 4	
102-44	Key topics and concern raised	Connecting our brand and our Members; pg. 41 Stakeholder engagement; pg. 49 <i>GRI Content Index</i> - DMAs; pg. 8-11 <i>GRI Content Index</i> - Material issues, stakeholders and boundary; pg. 4	
Reporting practice			
102-45	Entities included in the consolidated financial statements	Financial statements; pg. 106	
102-46	Defining report content and topic Boundaries	<i>GRI Content Index</i> - Materiality and stakeholder engagement; pg. 4	
102-47	List of material topics	<i>GRI Content Index</i> - Materiality and stakeholder engagement; pg. 4	
102-48	Restatements of information	Due to the acquisitions of new businesses new group baselines have been included or are being developed.	
102-49	Changes in reporting	There are no significant changes in Scope and Aspect Boundaries.	
102-50	Reporting period	1st July 2017 to 30th June 2018	
102-51	Date of most recent report	September 2017	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	Senior Manager, Sustainability Email: sustainability@mynrma.com.au	
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option.	
102-55	<i>GRI content index</i>	<i>GRI Content Index 2018</i> : www.mynrma.com.au	
102-56	External assurance	We have not sought external assurance for this report.	




GRI content index continued

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal
Management approach			
103-1	Explanation of the material topic and its Boundary	GRI Content Index DMAs; pg. 8-11	
103-2	The management approach and its components	GRI Content Index DMAs; pg. 8-11	
103-3	Evaluation of the management approach	GRI Content Index DMAs; pg. 8-11	
Topic-specific standards			
Category: economic			
Material aspect: economic performance			
201-1	Direct economic value generated and distributed	Financial highlights; pg. 28-29 Financial statements; pg. 69 GRI Content Index – DMA Financial sustainability; pg. 9	
Material aspect: indirect economic impacts			
203-2	Significant indirect economic impacts	NRMA Electric Vehicle Fast Charging Network: connecting you with an electric future; pg. 33 NRMA Parks and Resorts: connecting you with more holiday destinations; pg. 37 Community; pg. 47	
Category: environmental			
Material aspect: materials			
301-2	Recycled input materials used	Connecting and protecting the natural environment; pg. 49; we do not record recycled materials as a percentage.	

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal
Material aspect: energy			
302-4	Reduction of energy consumption	Connecting and protecting the natural environment; pg. 49; GRI Content Index – DMA Managing environmental performance; pg. 10	
Material aspect: water and effluents			
303-1	Interactions with water as a shared resource	Environment; pg. 44	
Material aspect: emissions			
305-2	Energy indirect (Scope 2) GHG emissions	Environment; pg. 44 GRI Content Index – DMA Managing environmental performance; pg. 10	
Material aspect: environmental compliance			
307-1	Non-compliance with environmental laws and regulations	There were no known breaches of environmental regulations or licence conditions.	
Material aspect: supplier environmental assessment			
308-1	New suppliers that were screened using environmental criteria	GRI Content Index - DMA Accountability and transparency (Supply chain); pg. 11	

GRI content index continued

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal		
Category: social					
Material aspect: employment					
401-1	New employee hires and employee turnover	People and culture; pg. 42 DMA – Great people and culture; pg. 10			
		Turnover*		New Starter	Employee
		Female		27%	20%
		<30yo		50%	34%
		30-50yo		23%	16%
		50+yo		12%	14%
		Male		26%	21%
		<30yo		55%	40%
		30-50yo		24%	20%
		50+yo		11%	13%
		Total		26%	21%
				*Australia and New Zealand. Casual & fixed term employees are excluded.	
401-3	Return to work and retention rates after parental leave, by gender	Turnover*	New Starter		
		Female	82%		
		Male	92%		
		All	84%		
					*Casual & fixed term employees are excluded
Material aspect: occupational health and safety					
403-1	Occupational health and safety management system	Safety; pg. 45 GRI Content Index DMA Safety; pg. 8			
403-3	Occupational health services	Safety; pg. 45 GRI Content Index SDMA Safety; pg. 8			

GRI Standard	Disclosure Title	2018 Annual Report or GRI Content Index Section, Page Number	Sustainable Development Goal
Material aspect: training and education			
404-1	Average hours of training per year, per employee	Learning and development; pg. 43 16 hours of training per average employee.	
Material aspect: diversity and equal opportunity			
405-1	Diversity of governance bodies and employees	Director Diversity; pg. 54 Diversity and equal opportunities; pg. 43 Senior leadership gender equality; pg. 44	
405-2	Ratio of basic salary and remuneration of women to men	Pay equity; pg. 44; reported as a percentage not ratio.	
Material aspect: supplier social assessment			
414-1	New suppliers that were screened using social criteria	GRI Content Index - DMA Accountability and transparency (Supply chain); pg. 11	
Material aspect: public policy			
415-1	Political contributions	The NRMA does not make donations to political parties. In the past, we had paid for representatives to attend corporate events run by political parties for the purpose of advocating on behalf of Members. The last time this occurred was in 2016-17. This historical expenditure was declared at the time and is publicly available at www.aec.gov.au.	
Material aspect: customer health and safety			
416-1	Assessment of the health and safety impacts of product and service categories	100% of NRMA Group businesses.	