MATERIALITY AND STAKEHOLDER ENGAGEMENT PROCESS

Our materiality and stakeholder engagement process is aligned to the AA100 Stakeholder Engagement Standard. During our Sustainability Materiality Process (Process), our key stakeholders were identified, interviewed or considered according to material impacts.

Corporate value	Material issue	Stakeholders								Internal or external issue boundary
		Members & Customers	Industry peers	Employees & Contractors	Board	Government	Community Partners	Community	Suppliers	
Speaking Out	Improving road safety									External
	Monitoring fuel cost and Influencing better and safer roads	■	■		■	■	■			External
	Influencing sustainable transport					■	■			External
Help	Managing an ethical supply chain								■	Both
	Managing our environmental performance								■	Both
Integrity	Investing for the future				■		■	■		Both
	Managing employee and customer safety									Both
	Managing employee engagement			■			■			Internal
Quality	Building a sustainable business model beyond roadside	■								Both
	Building a culture of innovation and adopting digital channels		■	■						Both
	Deepening member engagement and understanding needs	■	■	■	■					Both
Community	Improving mobility and making journeys more accessible	■	■	■						Both
	Connecting communities	■	■	■			■	■		Both

During our previous reporting cycle (2013/2014), we started our Global Reporting Initiative (GRI) reporting journey, engaging our stakeholders on prioritised material risks and opportunities (material issues). Our materiality and stakeholder engagement process was aligned to the AA100 Stakeholder Engagement Standard and during our sustainability materiality process, our key stakeholders were identified, interviewed or considered according to material impacts.

During the first phase of our process we identified, validated and prioritised material issues, developing a materiality register. In total, 13 material issues were prioritised as impacts for our stakeholders. Once again, we've displayed how these issues impact our stakeholder groups and indicated the internal or external boundary of each (see table right).

This year, we've continued on our stakeholder engagement and sustainability materiality journey. During our annual GRI reporting cycle, we engaged key stakeholders from the business to collect information about the prioritised material issues and to understand forward commitments for the next reporting period. We used this opportunity to validate our prioritised material issues, ensuring they remain relevant to the business. We've also embarked on a research and engagement process with 48 of our key stakeholders (key partners, suppliers, Thought Leaders and customers) that are aligned with our 13 material issues.

We're undertaking a scan of emerging big issues that are material to key stakeholders, NRMA and Australia. This scan will help us prepare our business for the next reporting cycle, ensuring these issues are included in our stakeholder engagement and sustainability materiality process.

As the business begins its next major review of the business strategy, we're on a journey to better understand our social value and respond to issues that are material to our key stakeholders.

NRMA'S GRI G4 CONTENT INDEX FOR 2014/15

GRI G4 Indicator	Description	Section; pg.
Strategy & analysis		
G4-1	Statement from the most senior decision maker in the organisation.	Message from the CEO; pg. 3
G4-2	Description of key impacts, risks, and opportunities.	Message from the CEO; pg. 3
Organisational profile		
G4-3	Name of the organisation.	About NRMA and this report; pg. 2
G4-4	Primary brands, products and services.	About NRMA and this report; pg. 2
G4-5	Location of the organisation's headquarters.	9 York Street, Sydney, NSW 2000
G4-6	Number of countries where the organisation operates, and names of countries with either significant operations or that are specifically relevant to the sustainability topics covered in the report.	About NRMA and this report; pg. 2
G4-7	Nature of ownership and legal form.	About NRMA and this report; pg. 2
G4-8	Markets served.	About NRMA and this report; pg. 2 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 8
G4-9	Scale of the organisation.	About NRMA and this report; pg. 2 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm
G4-10	Total number of employees by employment type, employment contract and region, broken down by gender.	Our HR systems do not currently track and report on this information. Should we upgrade this system, we will look at reporting on this indicator.
G4-11	Percentage of total employees covered by collective bargaining agreements.	Our HR systems do not currently track and report on this information. Should we upgrade this system, we will look at reporting on this indicator.
G4-12	Description of the organisation's supply chain.	Ethical supply chain; pg. 15
G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain.	Ethical supply chain; pg. 15 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 10
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	No formal approach to the precautionary principle; NRMA's strategic planning process is used to manage risks in operational planning and new product developments.
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	NRMA does not subscribe to any externally developed charters or initiatives.

GRI G4 Indicator	Description	Section; pg.
Organisational profile cont.		
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations.	ACT Electric Vehicle Council Associations Forum Australasian Fleet Management Association (AfMA) Australasian New Car Assessment Program (ANCAP) Australian Automobile Association (AAA) Business Council of Cooperatives & Mutuals Child Restraint Evaluation Program Consumer Rating & Assessment of Safety Helmets Federation Internationale de l'Automobile (FIA) Global Mobility Alliance (GMA) Hargraves Institute NSW Business Chamber Pacific Highway Taskforce Trans-Tasman Business Circle Vehicle Safety Research Group Western Sydney Business Chamber
Identified Material Aspects and Boundaries		
G4-17	All entities included in the organisation's consolidated financial statements or equivalent documents including indication which of these are not covered by the report.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 8
G4-18	Process for defining the report content and the Aspect Boundaries.	Materiality and stakeholder engagement process; pg. 36
G4-19	Material Aspects identified in the process for defining report content.	Materiality and stakeholder engagement process; pg. 36
G4-20	Aspect Boundary within the organisation for each material Aspect.	Materiality and stakeholder engagement process; pg. 36
G4-21	Aspect Boundary outside the organisation for each material Aspect.	Materiality and stakeholder engagement process; pg. 36
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	There have been no restatements from previous reports.
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	There have been no significant changes to the Scope and Aspect Boundaries of this report.

NRMA'S GRI G4 CONTENT INDEX FOR 2014/15

GRI G4 Indicator	Description	Section; pg.
Stakeholder Engagement		
G4-24	List of stakeholder groups engaged by the organisation.	Materiality and stakeholder engagement process; pg. 36
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Materiality and stakeholder engagement process; pg. 36 The process used for identifying and selecting stakeholders with whom to engage will be refined annually.
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Materiality and stakeholder engagement process; pg. 36 The process used for identifying and selecting stakeholders with whom to engage will be refined annually.
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Material issues; pgs. 6-35
Report Profile		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	About NRMA and this report; pg. 2
G4-29	Date of most recent previous report (if any).	About NRMA and this report; pg. 2
G4-30	Reporting cycle (such as annual, biennial).	About NRMA and this report; pg. 2
G4-31	Contact point for questions regarding the report or its contents.	About NRMA and this report; pg. 2
G4-32	'In accordance' option chosen for the report.	About NRMA and this report; pg. 2
G4-33	Policy and current practice with regard to seeking external assurance for the report.	We have opted not to seek external assurance.
Governance		
G4-34	Governance structure of the organisation, including committees of the highest governance body and any committees responsible for decision-making on economic, environmental and social impacts.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 11, 13 & 15-17
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 15-17
G4-36	Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	Material Issues: Management Approach; pgs. 6-35 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 19 & 20
G4-38	Report the composition of the highest governance body and its committees.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 4-7, 19 & 20

GRI G4 Indicator	Description	Section; pg.
Governance cont.		
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organisation's management and the reasons for this arrangement).	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 4
G4-40	"Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 14 & 15
G4-41	"Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 15-17
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pgs. 15 & 16
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 18
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	Reviewed annually by the CEO through Business Unit reports, plans and the Corporate Responsibility Review
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Reviewed annually by the CEO through Business Unit reports, plans and the Corporate Responsibility Review
G4-48	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	NRMA's Group CEO
G4-51	Report the remuneration policies for the highest governance body and senior executives.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 11, 12 & 18 (Director's fixed pay only)
Ethics & Integrity		
G4-56	Values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	About NRMA and this report; pg. 2 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 22
G4-57	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	About NRMA; pg. 2 NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 22
G4-58	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines.	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm; pg. 22

NRMA'S GRI G4 CONTENT INDEX FOR 2014/15

GRI G4 Indicator	Description	Section; pg.
Disclosures on Management Approach		
G4-DMA	Report why the Aspect is material. Report the impacts that make this Aspect material. Report how the organisation manages the material Aspect or its impacts. Report the evaluation of the management approach.	Materiality and stakeholder engagement process; pg. 36 Material Issues: Management Approach; pgs. 6-35
Economic		
EC1	Direct economic value generated and distributed	NRMA Financial Report 2014/15 www.mynrma.com.au/about/reports.htm pg.31-35
Environmental		
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Managing our environmental performance; pg. 14
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Managing our environmental performance; pg. 14
EN19	Reduction of greenhouse gas (GHG) emissions	Managing our environmental performance; pg. 14 Percentage reduction figures are compared to the baseline year 2009/10; chosen because this was the first year that full NRMA group data was measured. Total scope 1 & 2 reductions since 2009/10 are 1,953 tonnes CO_2-e (before offsets) and 5,929 tonnes CO_2-e (after offsets).
EN32	Percentage of new suppliers that were screened using environmental criteria	Ethical supply chain; pg. 15
Social (Labour Practices and Decent Work)		
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Managing employee engagement; pg. 22
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Managing employee engagement; pg. 22 (overall pay equity gap provided; NRMA does not measure this by employee category)
LA14	Percentage of new suppliers that were screened using labour practices criteria	Ethical supply chain; pg. 15
Social (Human Rights)		
HR10	Percentage of new suppliers that were screened using human rights criteria	Ethical supply chain; pg. 15
Social (Society)		
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Ethical supply chain; pg. 15

GRI G4 Indicator	Description	Section; pg.
Social (Product Responsibility)		
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Managing employee & customer safety; pg. 15 100% of NRMA Group businesses
PR5	Results of surveys measuring customer satisfaction	Deepening Member engagement & understanding needs; pg. 29 We survey 60% of jobs (randomly selected) and have a response rate of 15%.