

Sustainability Report 2022-23



raa.com.au





RAA is committed to creating a sustainable future for South Australia. Our core business offerings, including our road safety initiatives, insurance offerings, and our roadside assistance services, aim to provide positive social outcomes for our members.

In addition, RAA is prioritising our environment and social impact through a number of initiatives. This report details specific activities that support the United Nations Sustainable Development Goals (UN SDGs) on which RAA focusses.

RAA is a participant in the United Nations Global Compact and a member of the Global Compact Network in Australia. Joining a global network of more than 15,000 companies and 4,000 non-business participants signals our commitment to building a sustainable future, and our intent to implement the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption.

In 2015, the 193 countries that make up the United Nations (UN) agreed to adopt the 2030 Agenda for Sustainable Development. The agenda lays out 17 Sustainable Development Goals (SDGs) and targets for dignity, peace, and prosperity for the planet, to be completed by 2030. It targets multiple areas for action, such as poverty, climate change and sanitation, and plans to build up local economies while addressing social needs.

Further information on our overall performance in 2022/23 can be found in our [Annual Report](#)

RAA has selected seven UN SDGs (bolded below) which we believe we can most impact and contribute to. This report outlines our activities in 2022/23 financial year against each of the goals.



3 GOOD HEALTH AND WELL-BEING



Targets: 3.4, 3.6

Our road safety initiatives and staff training programs **ensure healthy lives and promote well-being** for members, employees and the community.



9000

Students from 77 schools attended Street Smart High



24,000

Students educated through the Street Smart Primary program



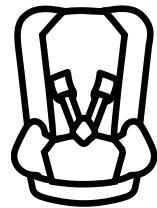
46 training sessions delivered to community groups and government agencies about child restraint safety

119 years ahead presentations delivered to 3000 seniors

179 participants from migrant groups attended presentations on driving in South Australia

42 staff completed their mental health first aid training, **24** staff completed a refresher

138 employees participated in our well-being and resilience program



20,000

People supported with fittings, advice and sales through our Child Safety Centre and shop network



◀ Launched our “Slow Down for Yellow” campaign to keep RAA Patrols safe

Increased awareness about road safety through our **National Road Safety Week** program and our “Too many South Australians taken from our roads” campaign

Surveyed **1,800+** South Australians about road safety and received **3,500+** risky road and risky ride nominations to inform our road safety advocacy

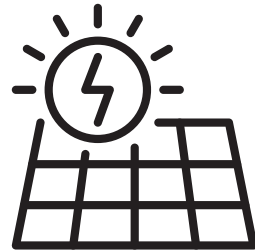
Our experts travelled **4,300km+** to conduct road investigations.

7 AFFORDABLE AND CLEAN ENERGY



Target: 7.2

Our solar and battery products provide South Australians with **access to affordable, reliable, sustainable and modern energy.**



14,000


solar panels installed, supplying 5.78MW of accessible renewable energy



3MW

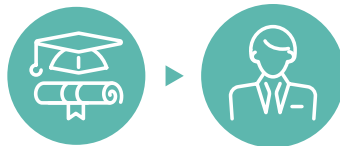
of home energy storage supplied through our battery products

8 DECENT WORK AND ECONOMIC GROWTH



Targets: 8.2, 8.5, 8.7, 8.8, 8.9

RAA promotes **sustained, inclusive and sustainable economic growth, full and productive employment and decent work** to our 1300 employees.

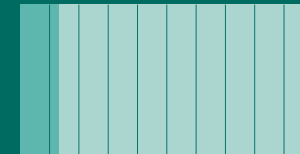


We employed six young people through our internship program, which was **ranked #2 in the country** by the Australian Association of Graduate Employers (AAGE)

We employed six graduates through our graduate program and placed in the **top five graduate employers across Australia** and the best based in South Australia on the 2023 AAGE Top Graduate Employers list



- **46%** of senior leadership positions held by women
- **75%** of non-executive board positions held by women



13%

of employees were covered under collective bargaining agreements



Further information available in our [Modern Slavery Statement](#)



▲ Achieved 2nd place in the *Australian Financial Review's* BOSS 'Most Innovative Companies Awards

Participated in the **Tourism Reconciliation Industry Networking Group.**

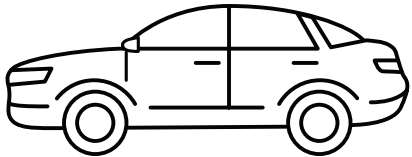
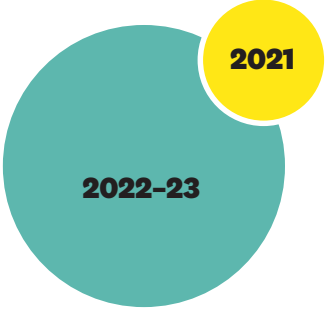


Target: 10.3

RAA's Reconciliation initiatives demonstrate our commitment to **reducing inequalities within Australia**. Our partnership with the **Tjindu Foundation** is the focus of these activities.



89% of our employees have heard an Acknowledgement of Country or Welcome to Country at an RAA event or meeting (an increase from 38% in 2021).



14 First Nations students supported to get their driver's licence



250 hours of pro bono service provided to First Nations organisations



400 hours of free driving lessons provided to First Nations students



\$25,000 Donated through our Grassroots Giving grants to support reconciliation activities



\$66,000 Contributed to Tjindu Foundation to support First Nations students

\$262,000 Spent on First Nations owned businesses

- Hosted **five** National Reconciliation Week events
- Provided **216** employees Cultural Awareness Training

11 SUSTAINABLE CITIES AND COMMUNITIES



Targets: 11.2, 11.5

Through our advocacy, products and services, RAA is committed to **making cities and human settlements inclusive, safe, resilient and sustainable.**



\$34,000

Donated to help communities affected by the recent floods, as part of our Grassroots Giving program

\$50,000

Donated to CFS foundation

170

hours our staff spent visiting flood-affected communities to engage with members about their experience with the floods, answer questions (including on the claims process) and provide advice

We helped to educate South Australians about EVs and their role in the sustainability of our future transport network and decarbonising SA.



36

EV charging stations installed as part of our electric vehicles (EV) charging network



◀ **20,000** South Australians planned their journey using our app to find the best, cheapest and most sustainable transport option

Advocated for the introduction of **Tap and Pay** on public transport, which is now being rolled out across Adelaide Metro.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



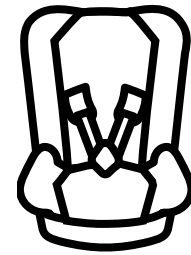
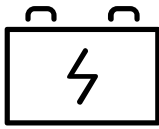
Targets: 12.4, 12.5, 12.6

Through prevention, reduction, recycling and reuse, RAA is committed to **sustainable consumption and production patterns.**

zero

We conducted a waste audit at our Mile End headquarters to progress towards our goal of **zero avoidable waste to landfill by 2030.**

55,000 car batteries recycled through the Club Assist recycling program



1310 child safety seats recycled

234 tonnes of waste diverted from landfill



We incorporated sustainability questions into our tender assessments in a step towards **supporting companies to adopt sustainable practices.**

13 CLIMATE ACTION



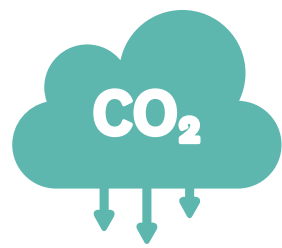
Targets: 13.1, 13.2

RAA is committed to **taking action to combat climate change and its impacts**, starting with our own operations.

16,200 tonnes

Our estimated carbon emissions for FY23 as carbon dioxide equivalent (CO₂e)

We offset 100% of RAA Insurance's operational emissions, calculated at **4,454.5** tonnes of CO₂e.



85% reduction in our Scope 2 emissions by switching our Mile End headquarters, our largest site, over to green power



Further information available in our [TCFD](#) report.

**Sustainability
Report 2022-23**

December 2023