



FOR THE GREATER GOOD



RACQ Education team members
Janelle Baker and Penny Nuth at
St Michael's Catholic School,
Palm Island

FY22 REPORT

YOUR MEMBERSHIP MAKES ALL THE DIFFERENCE



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RACQ's Reconciliation Action Plan design

ABOUT THIS REPORT

RACQ's *For the Greater Good – FY22 Report* is the beginning of our formal commitment to annually reporting our progress on delivering our purpose 'to make a positive difference to the lives of our members now and into the future'.

The report discloses our performance across a range of measures including governance, our people, members, community and the environment.

Moving forward we will provide more detail about targets and initiatives that improve how we operate, contribute to Queensland's economy and deliver on our commitment towards net zero emissions.

As we strive to achieve our 2030 vision to *become a trusted partner for our members, providing solutions to live and move safely, securely and sustainably*, we will transparently report our impact, both adverse and positive.

We acknowledge the Traditional Custodians of the land on which our business operates and pay our respects to Elders past, present and emerging. We also acknowledge the important role of Aboriginal and Torres Strait Islander peoples within RACQ and the communities in which we live and work.



Welcome to Country led by Shannon Ruska, Tribal Experiences

Message from RACQ

There is no doubt the challenges of FY22, including the worst-ever weather event in RACQ's history and the outcomes of the pricing promises review, have had a significant impact on our Club and members. Not to mention increased cost of living pressures stemming from an inflationary cycle we have not seen in more than two decades.

As the world and environment around us change, it challenges us all to make choices. We can stay the same and risk being left behind, or we can change, while building on what we know is long-lasting and valuable.

RACQ's purpose 'to make a positive difference to the lives of our members now and into the future' has never been more relevant or important. Our purpose has guided the way we have responded to each challenge and continues to guide our transformation towards our 2030 strategy.

To detail our progress, we are proud to publish the inaugural *For the Greater Good – FY22 Report* which highlights our performance across a range of Environmental, Social and Governance (ESG) pillars. These achievements demonstrate the positive contribution we make to the lives of our members and maintains our strong social licence to operate.

The report also includes an overview of the RACQ Foundation's activities over the past financial year and incorporates its annual report. Since its inception in 2011, the Foundation has distributed more than \$11 million to over 350 communities affected by natural disasters. We would like to thank and acknowledge its board, led by Bronwyn Morris, and Advisory Panel members for their hard work and dedication to supporting those affected by severe weather events.

Ensuring the wellbeing of our people remained a critical focus. Special leave was introduced for employees who were unable to work due to Covid-19 and did not have sufficient personal leave available. In relation to domestic violence, employees can access up to 10 days paid special leave a year and we can approve further paid special leave based on individual circumstances. We have gender balance across all leadership levels, including the board with at least 40% female and 40% male. We launched the LGBTQIA+ employee and allies' network, Affinity, which aims to make RACQ a more inclusive place for the LGBTQIA+ community.

The progress we have made in other areas of the organisation has also been substantial. We were the first bank to offer a full suite of green loans. We acquired GEM Energy which has been rebranded to RACQ Solar to provide affordable, reliable and high-performing solar energy solutions to help Queenslanders reduce their emissions and lower electricity costs. We have also continued advocating strongly for road safety improvements and providing trusted advice on the future of mobility as we transition to a low-carbon future.

Our \$10.5 million investment in community programs in FY22 helped educate school children to be road safe, assisted clubs and organisations to recover from natural disasters and enabled life-saving rescues through our sponsorship of the state's Air Rescue network. We have upgraded our roadside assistance fleet, which remains the largest in the state and expanded our sponsorship of the Queensland Electric Super Highway to keep members moving.

Our members can be assured that RACQ will continue to play a leading role in advocating for the things that matter most to them while looking to the future, knowing sustainability will be key in every facet of our lives for decades to come.

We hope you enjoy reading *For the Greater Good – FY22 Report*.

Regards



Chair and President Elizabeth Jameson AM



Group CEO David Carter



Morgan Kirkwood, Member Engagement Lead

About RACQ

RACQ is Queensland's largest member-owned club with almost 1.8 million members. We have been part of the Queensland community for 117 years. Today we provide insurance, banking, roadside assistance, travel and solar energy products, services, and solutions across the

state. Everything we do aims to benefit our members and our community. Every day we advocate for issues that matter to our members, including fair fuel prices, safer roads, and resilient communities.



Jenna Hall, Traffic Response Officer

Providing 24/7 roadside assistance to thousands of Queenslanders every year to help with their car, motorbike, SUV, RV or electric vehicle. Off the road, the RACQ Mobility Centre offers driving courses and world-class training, testing, research and education facilities to help make roads safer for all Queenslanders.

- 1.31m Roadside Assistance policies



Brisbane floods, February 2022

Protecting Queenslanders through our suite of home and contents, motor, compulsory third party, pet, travel, caravan and trailer, and life and income insurance products.

- Almost 900,000 members with an insurance policy



Katie O'Reilly, Mobile Lender

Supporting Queenslanders to get ahead with a suite of personal, home and car loans, everyday deposit accounts and savings accounts.

- Approx 86,500 members with a RACQ Bank product



Solar installation, south east Queensland

Offering affordable, reliable, and high-performing solar energy solutions (solar panels and batteries) to help Queenslanders reduce emissions and lower their electricity costs.

- Approx 6,000 solar installations by GEM Energy since 2013* [1]



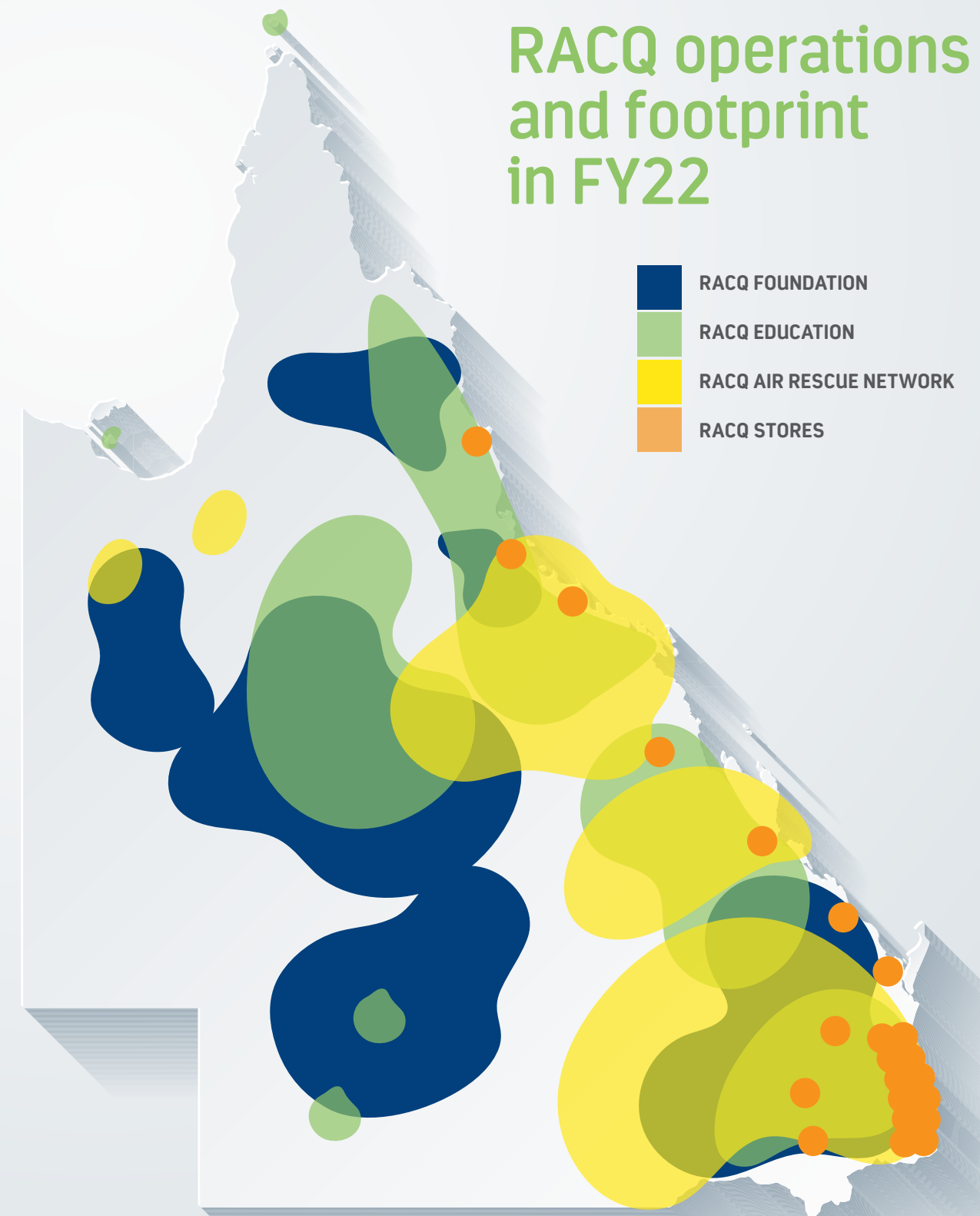
Caitlin Delaney, Education Officer

The Club is active in the community through the RACQ Foundation, school education programs, community partnerships, and community and local giving. **For more information on the great work delivered by the RACQ Foundation see page 43.**

[1] In March 2022, RACQ acquired a majority shareholding in GEM Energy

We are on the ground with our retail stores, Queensland-based call centres and with the state's largest Roadside Assistance network of over 830 vehicles stretching from Cape York to the New South Wales border.

RACQ operations and footprint in FY22



Our strategic direction

RACQ's 2030 vision is 'to be a trusted partner for our members providing solutions to live and move safely, securely and sustainably'.

This year, good progress was made in reshaping our business to three strategic focus areas: mobility, home and member and community. RACQ plays an important role in Queensland, providing trusted advice, valuable products

and services, and advocating for a safer, more resilient Queensland.

As climate change continues to impact the frequency and severity of natural disasters, RACQ will take action to support and enhance the liveability of Queensland by advocating for government policies and initiatives to improve disaster resilience.

RACQ FY22–24 GROUP STRATEGIC PLAN



MOBILITY



HOME



MEMBER & COMMUNITY

WE WILL HELP OUR MEMBERS:

- Be protected when they are on the move.
- By offering reliable roadside assistance.
- Transition their mobility needs, by providing trusted advice and information.
- Purchase their preferred mobility solution.

WE WILL HELP OUR MEMBERS:

- Purchase their home.
- Improve the sustainability of their property with access to green loans and solar energy solutions.
- Protect their most valuable assets.
- Improve the resilience of their homes by providing valuable advice, information and services.

WE WILL HELP OUR MEMBERS:

- By offering highly valued products and services across our contact centre, store network and digital assets.
- By providing valuable benefits that recognise their loyalty and depth of relationship.
- Take active steps towards reducing their own emissions.
- By advocating for issues that are important to them.

SUPPORTING THE QUEENSLAND ECONOMY

2,500+
Employees

900
Contractors

\$238m
Paid to employees in salaries

\$1.27b
Net assets



Jacob Negi, Member Support Consultant

IN FY22, RACQ FOCUSED ON:

- Providing trusted information and advice on the future of mobility.
- Delivering strategic initiatives and partnerships including Honey Insurance, acquisition of GEM Energy and launch of RACQ Solar, joint investment (with other motoring clubs) in electric vehicle charging network, Chargefox and launch of a series of green loans.
- Promoting the value of membership and increasing awareness of the benefits we provide.
- Investing in community programs that educate school children to be safe on the road, help clubs and organisations recover from natural disasters, providing needed funding and enable lifesaving rescues.
- Enabling our people to grow professionally and building capability to support the changing needs of our members, business and communities we serve.

FY23 KEY PRIORITIES – OUR STRATEGY

- Expand our roadside assistance products to include broader mobility choices.
- Launch a new mobility advice platform providing members tools, information, and reviews.
- Grow RACQ Solar through member-focused offers.
- Deliver more valuable member benefits and personalised offers to our members.
- Continue to improve our insurance claims experience for our members.

PEOPLE

2,500+

RACQ employees

7.5%

Increase in RACQ's workforce

68%

Employee engagement score

40%

Female RACQ board members

50%

Female Group Executives



Launched Affinity@RACQ – our LGBTQIA+ employee and allies network

10%

Employees who accessed parental leave

\$1.1m+

Invested in external training and development for employees

ENVIRONMENT

★★★★★

Energy rating – RACQ-owned Edward St building

★★★★★

Water rating – RACQ-owned Edward St building



First Queensland bank to offer a full suite of green loans



Launched recycled plastic debit card



Acquired GEM Energy and launched RACQ Solar

170,000

Car batteries recycled in partnership with Club Assist

31

EV charging sites sponsored between Coolangatta and Port Douglas in partnership with Yurika

50%

Green power included in energy contract renewal for Edward St and Eight Mile Plains offices

COMMUNITY

\$10.5m

Total investment in Queensland communities

2,985

Rescue missions performed by RACQ Air Rescue Network

52,258

Students participated in RACQ Education programs

124

Community grant applications approved by RACQ Foundation

\$12,079

Raised by RACQ staff for the International Women's Day Fun Run in support of breast cancer

124

New students supported by the RACQ ARTIE Academy Drivers Licensing Program

\$39,900

Donated to charities through employee giving

\$85,000+

Donated to Australia Zoo Wildlife Hospital by RACQ members through Australia Zoo ticket sales

MEMBER

Approx. 1.8m

Members

72

Net Promoter Score (Member Relationship)

902

Vulnerable members supported through RACQ initiatives

94%

Bank complaints resolved within 30 days

88%

Insurance complaints resolved within 30 days

96%

Assistance complaints resolved within 30 days

182,078

Total insurance claims received including:

- Motor: 109,289
- Home: 39,688

83.5%

Average satisfaction score for home insurance claims

85.9%

Average satisfaction score for motor insurance claims

RACQ vehicle convoy led by our Mobile Member Centre



GOVERNANCE

Ted Robertson and Tahsin Ahmed,
Member and Engagement managers

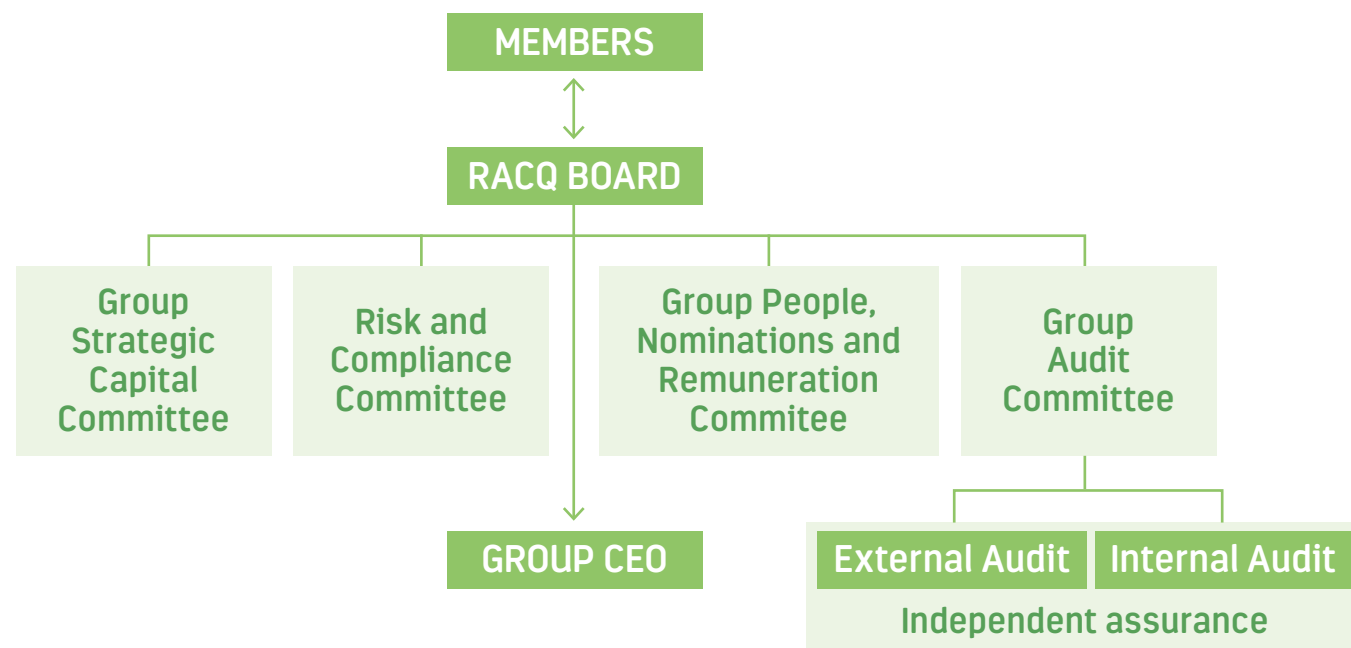
Governance

OUR APPROACH

The organisation is governed by its constitution, the Corporations Act 2001 (Cth), common law principles and principles of mutuality. Industry specific regulation such as the Insurance Act 1973 (Cth), Banking Act 1959 (Cth) and the various prudential standards enacted by APRA under those Acts govern RACQ's specific insurance and banking activities.

The RACQ board has adopted a corporate governance framework which is designed to support the operational and regulatory frameworks across the organisation's three business lines – insurance, banking and assistance – and centralised support functions Member and Community, Finance, Risk and Compliance, Human Resources, and Technology functions.

CORPORATE GOVERNANCE STRUCTURE



POLICIES, PROCESSES AND PROCEDURES

RACQ has a suite of policies, processes and procedures which govern the way we work, support our people to meet their obligations and enable good outcomes for members. These include:

- **RACQ Code of Conduct** – sets out the principles and standards for all employees including how we work together, support our members and operate our business.
- **RACQ Group Risk Management Strategy** – guides the risk management practices and standards for all RACQ leaders, employees and agents to follow when supporting members and managing the business.
- **Group Procurement and Contract Management Policy** – aims to deliver streamlined, cost-effective and socially responsible purchasing decisions that contribute to

our community and consider equality, diversity, inclusion, modern slavery and overall sustainability in procurement and vendor management activities.

- **Group Outsourcing Policy** – sets out our approach to managing all outsourcing arrangements.
- **Group Whistle-blower Policy** – outlines the confidential service available to all our employees and suppliers to raise concerns of suspected misconduct.
- **Supporting Customers Experiencing Vulnerability Policy** – outlines our approach to support members experiencing vulnerability including matters involving family and domestic violence.
- **Workplace Health and Safety Policy** – outlines our approach to providing and maintaining a safe and healthy working environment for employees, contractors, members, volunteers, visitors and others engaged with and by RACQ.

VALUES

Our values are at the heart of everything we do, guiding our actions and our decisions as we serve and support our members and each other.

BEING OF SERVICE



DEDICATION TO EXCELLENCE



GENEROSITY OF SPIRIT



INSPIRING TRUST



PRICING PROMISES REVIEW

RACQ communicated to members earlier this year when the Club identified and self-reported to ASIC a significant matter relating to our insurance Product Disclosure Statements being inadequate to describe how premiums are calculated for optional covers.

With support from KPMG, a diligent review process also found other matters where members may not have received the full benefit of discounts.

The total refund to members, across all pricing promises matters, is estimated to be in the range of \$200m-\$220m and includes applicable duties, taxes and interest. The majority of refunds relate to the optional covers' disclosure matter and will date back to March 2015. While we remain confident the premiums were calculated and

charged to members as intended, because our disclosures were incorrect up to 500,000 members will receive a refund.

A remediation program is underway and is being independently monitored by an external party in support of RACQ's fair and open approach to resolving these matters for members. This program will be subject to oversight by both APRA and ASIC.

RACQ is investing in its processes and systems to deliver improved outcomes for our members, stronger risk management, simplified products and easier processes for our people. The goal is to ensure this never happens again.

"On behalf of RACQ, the board and I apologise for these regrettable errors as they are not in keeping with our high standards and values. We are committed to increased investment in risk management to ensure this never happens again,"

David Carter, RACQ Group CEO

IMPROVING RISK MANAGEMENT AT RACQ

RACQ is committed to ensuring it has in place a robust risk management framework that will support the Club into the future. As a result, we have engaged an independent firm that has deep expertise in risk management to review RACQ's activities and identify opportunities for improvement.

This review will be occurring in FY23, along with the development of an action plan that will outline RACQ's roadmap for strengthening our risk management approach. This work will also be subject to approval and oversight by ASIC and APRA and will continue into FY24.

RISK CULTURE

A positive risk culture at RACQ is paramount to ensuring long-term sustainability. This year, the RACQ board defined the Club's risk culture to be "the collective ability and behaviour of our staff and directors to identify and understand, openly discuss and act on RACQ's current and emerging risks for the ongoing benefit of our members and other stakeholders".

RACQ's Risk and Compliance Committee assists the board in fulfilling its responsibilities by providing objective non-executive oversight of the implementation and operations of the RACQ Group's risk and compliance management frameworks. Management regularly provides the Risk and Compliance Committee with the organisation's top risks, risk outlook, control effectiveness and details the mitigation plans that are in place.

EMBRACING REGULATORY REFORM

RACQ continues to embrace regulatory and industry changes that deliver benefits for our members and improve the long-term sustainability of our sectors.

This year, RACQ made solid progress in responding to the Hayne Royal Commission into Financial Services regulatory changes. We implemented new General Insurance Code of Practice principles to ensure greater support for vulnerable members and are compliant with new claims handling obligations which support a fair, honest and efficient claims experience for members.

Additional training and awareness programs were implemented to ensure our member-facing teams were compliant with Anti-Hawking legislation, Unfair Contract Terms and Enhanced Breach Reporting.

REGULATORY AGENDA PROGRESS

- ✓ Unfair Contract Terms Legislation – honest, transparent, fair and easy-to-understand language in insurance contracts.
- ✓ Design and Distribution Legislation – products are designed to provide value and meet the financial needs of members.
- ✓ Duty to not Misrepresent – shifts the onus to the insurer to take care not to make any misrepresentations, by asking the right questions of customers when they are buying insurance.
- ✓ Enhanced Breach Reporting obligations were introduced to improve industry compliance and to reduce issues rectification and remediation timelines.
- ✓ A new standard was set for managing complaints, including improvements to Internal Disputes Resolution processes.

MODERN SLAVERY

RACQ recognises our decisions and actions can affect people in our business, as well as our members and the communities in which we live and work. We are committed to upholding and promoting human rights and we expect our suppliers and partners to do the same.

In FY22, RACQ released its second Modern Slavery Statement which outlines the actions taken by the Club to address modern slavery risk within its operations and supply chain. We focused on implementing the reviews and assessments of modern slavery risk in the context of our operating environment and establishing the foundations to strengthen our ability to identify and manage that risk.

TAX TRANSPARENCY REPORT

RACQ's Tax Transparency Report details our tax contribution and framework for tax risk management and governance. The framework is approved by the board and senior management and is subject to ongoing reviews and enhancements.

CYBER SECURITY

As the digital environment evolves, RACQ is continuously enhancing our capabilities to ensure our business and members are protected against the growing threat of cyber crime. Over the year, we made significant investments in our data security and infrastructure capabilities and completed regular security strength assessment tests to identify areas which needed greater protection, education and training.

We also replaced numerous legacy applications and

systems to ensure security capability is maintained, delivering education campaigns for our employees and members to drive greater awareness and understanding of cyber-crime activity.

ENVIRONMENTAL REPORTING

To read more about RACQ's progress in supporting our environment see page 60.

FY23 PRIORITIES – GOVERNANCE

- Complete RACQ's risk management review and begin implementing risk management enhancements.
- Prioritise refunds to members arising out of the Pricing Promises Review – the remediation program is expected to take at least 18 months.
- Develop a Social Impact Framework for our Community Partners.
- Enhance the level of environmental reporting.

RACQ employees at our Eight Mile Plains office



OUR PEOPLE



RACQ team members with our Mobile Member Centre

Our people

RACQ employs more than 2,500 people and engages up to 900 contractors across Queensland who support our members every day on our roads, in our network of stores, on the phone, online and in our head offices. Like our members, this year presented several challenges for our teams as they responded to one of the worst natural disasters in the country's history, faced continued disruptions caused by Covid-19, a severe flu season and increased cost of living pressures.

Despite this, our people maintained a sharp focus on helping members, while embracing new ways of working as our business and industry transformed in response to a post-pandemic environment.

Ensuring the wellbeing of our people remained a critical focus for RACQ. Special leave was introduced for employees who were unable to work due to Covid-19 and did not have sufficient personal leave available to support them. Care packages with essential items were also arranged for employees in isolation and unable to access groceries. We also introduced measures to support flood-affected staff including paid emergency leave, gift cards for essentials and \$5,000 hardship grants for employees who experienced a total or near total loss of their homes.

An employee experiencing domestic and family violence can access up to 10 days paid special leave a year. In addition, RACQ can approve further paid special leave based on individual circumstances.

Other support services such as an on-site and virtual health club, free flu vaccinations and various mental health and wellbeing programs continued to be available. Our employee resource group 'The Wellbeing Heroes' were also empowered to identify new ways to improve wellbeing across the organisation such as embedding and promoting positive wellbeing attitudes and behaviours into the daily rhythm of our teams, contributing to a workplace where our people can truly thrive.

This year, we bolstered our workforce by 7.5%, creating new job opportunities for Queenslanders and strengthening support for our members. This included an extra 150 employees recruited to specifically support members affected by the February floods. We also continued to invest in our people, providing them with professional, informal and on-the-job training opportunities to develop their skills and experience in response to technological and post-pandemic changes.



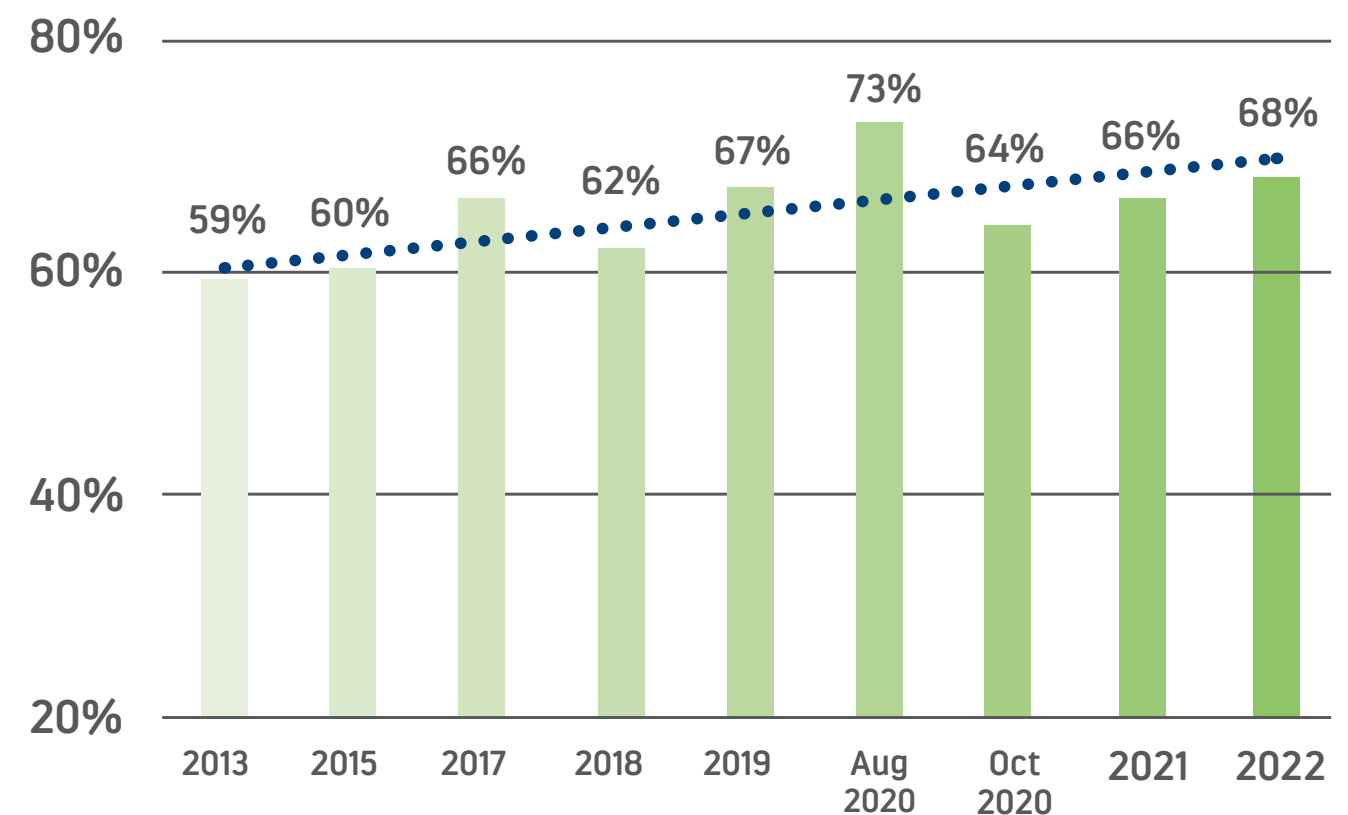
RACQ Foundation volunteers at the Miles Historical Village

A VOICE FOR OUR PEOPLE

Ensuring employees feel valued, supported, and engaged with RACQ's purpose and vision is integral to our success. 'Your Voice' – RACQ's annual, confidential, all-employee survey was completed by 2,190 employees representing a participation rate of 86%. Our overall engagement score increased by two points to 68% which aligns with industry standards and exceeds RACQ's five-year historical benchmark.

The survey insights help us identify areas for improvement and inform our employee engagement action plans for the year ahead. These plans focus on empowering our people to build their careers, and building a culture of inclusion and belonging.

Overall Engagement Score – Historical Trend



**four-year average includes results from both (two) surveys conducted in 2020*



EMBRACING NEW WAYS OF WORKING

RACQ has a longstanding commitment to flexibility. The past few years have demonstrated our ability to respond quickly, embracing new ways of working while still meeting the needs of our members and business priorities.

RACQ's WeFlex program is a new way of thinking about workplace flexibility, empowering our leaders to proactively work with their teams to identify and

implement flexibility options that mutually meet the needs of employees, members and the business. For some employees, this means working a compressed work week, for others it is dividing their time between working from their home and the office. RACQ is proud of the way employees have embraced new ways of working while maintaining their unwavering commitment to our members, each other and stakeholders.

Joannica Dass, Internal Communications Advisor

WEFLEX: More than two-thirds of RACQ employees have a WeFlex arrangement.

RACQ's Joannica Dass is a mum of two talented young boys, both with sporting aspirations. Their ambitious nature is derived from their mum who is a passionate communications advisor. RACQ's WeFlex program has allowed Joannica to ensure both passions can be met – she works from home three days a week and starts and finishes her day early to ensure her boys can participate in their intense training schedule. And when her family back home in Malaysia needed her

support, the digital capabilities RACQ has in place enabled Joannica to work remotely for an extended period.

"WeFlex gives me the opportunity to pay attention to my life and what matters – my family. I can work while being there for them – be it taking my kids for squash or being with my family in Malaysia," Joannica said.

SAFETY-FIRST APPROACH

RACQ has long advocated for solutions and investments to make the state's roads and communities safer. Operating Queensland's largest Roadside Assistance fleet, we are committed to supporting the health and safety of our patrol officers and motorists. This year, after more than four years advocating for change, RACQ welcomed the Queensland Government's decision to introduce a new

road rule which requires motorists to 'Move Over and Slow Down' at crashes and roadside incidents. The new law is designed to provide greater protection for emergency responders, including roadside assistance crews, who work in high-risk environments.

PROTECTING THOSE WHO PROTECT OTHERS

When there is a crash or breakdown on one of our main arterial roads, Jenna Hall, one of our highly trained Traffic Response Officers, is among the first to respond. After receiving the call, she heads out to manage the incident. That can involve clearing the scene, providing safe diversions for drivers, minimising traffic delays and congestion or simply providing two-way communication with local Transport Management Centres.

"The job can be stressful, especially when it's a crash and you are the first on scene where you have to create an exclusion zone, try and manage the traffic and everyone around you is slowing down to have a look," Jenna said.

"For me, I really enjoy helping people. You have to remember that for some people it could be their first time stuck on the side of the road and they might not know what to do or who to call."

Jenna Hall, Traffic Response Officer

DIVERSITY AND INCLUSION ACHIEVEMENTS

40%

Gender balance across all leadership levels with at least 40% female and 40% male

50%

Females in Group Executive positions

Launched Affinity@RACQ – our LGBTQIA+ employee and allies network group

Completion of “Reflect” Reconciliation Action Plan

40%

Females on the board, including the President and Chair and the Vice President and Deputy Chair

RACQ’s Progress Pride patrol car featured in this year’s Big Gay Day

50%

Of board committee chairs are female and 50% male

Commenced work on the Accessibility pillar of our Diversity and Inclusion plan, focused on recruitment and support for persons with disabilities

Approx 10%

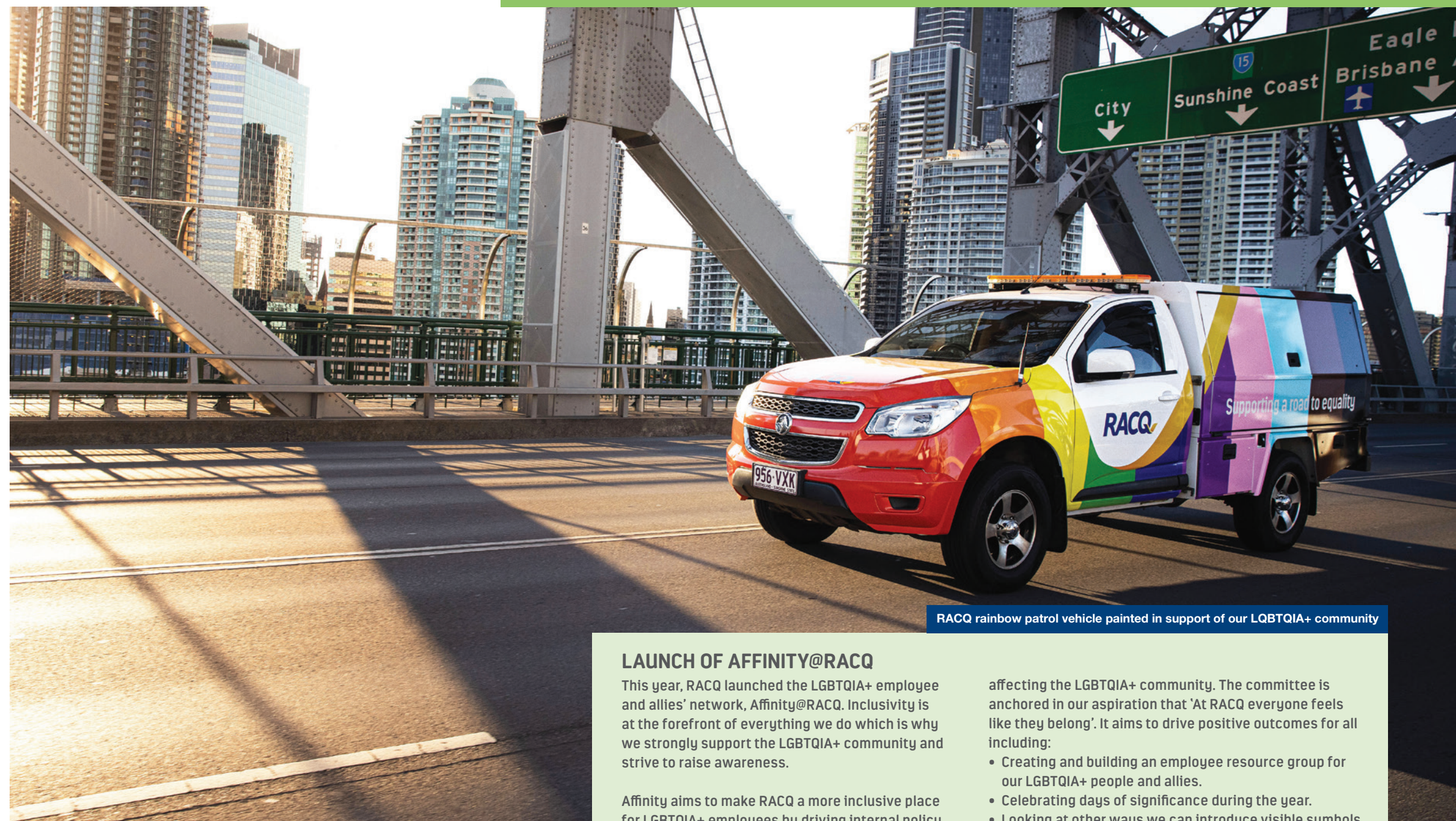
Of employees accessed parental leave

A DIVERSE AND INCLUSIVE RACQ

RACQ is committed to ensuring our workforce is truly representative of the Queensland community and has strong foundations in place to support diversity and inclusion, while continuing to identify new opportunities. As part of our Diversity and Inclusion Strategy, we recognise that having a diverse workforce is vital to achieving RACQ’s vision and business objectives. This strategy will guide our diversity journey with clear targets and deliverables across four key diversity pillars – gender equity, cultural and heritage, LGBTQIA+ Pride and accessibility.

“We embrace the value of a vibrant, diverse and inclusive workforce where the backgrounds, perspectives and life experiences of our employees help us innovate, make better business decisions and better serve our members.”

Heidi Suominen, Chief People Officer



RACQ rainbow patrol vehicle painted in support of our LGBTQIA+ community

LAUNCH OF AFFINITY@RACQ

This year, RACQ launched the LGBTQIA+ employee and allies’ network, Affinity@RACQ. Inclusivity is at the forefront of everything we do which is why we strongly support the LGBTQIA+ community and strive to raise awareness.

Affinity aims to make RACQ a more inclusive place for LGBTQIA+ employees by driving internal policy change and increasing awareness of issues

affecting the LGBTQIA+ community. The committee is anchored in our aspiration that ‘At RACQ everyone feels like they belong’. It aims to drive positive outcomes for all including:

- Creating and building an employee resource group for our LGBTQIA+ people and allies.
- Celebrating days of significance during the year.
- Looking at other ways we can introduce visible symbols of LGBTQIA+ inclusion into the workplace.



ARTIE students visit the RACQ Mobility Centre

COMMITMENT TO RECONCILIATION

RACQ's first Reconciliation Action Plan (RAP) commenced in May 2020 as part of the organisation's commitment to Aboriginal and Torres Strait Islander Peoples. The Phase 1 'Reflect' RAP had 43 key actions focused on building cultural awareness, building relationships, and assessing opportunities.

RACQ's Phase 2 'Innovate' RAP, which has been submitted to Reconciliation Australia for approval, will continue our focus on developing and strengthening relationships,

engaging employees, and stakeholders in reconciliation, and developing strategies that aim to empower. RACQ aims to provide clear and accessible employment pathways for Aboriginal and Torres Strait Islander Peoples.

Approximately 1.3% of our employee population identify as Aboriginal or Torres Strait Islander, and we are committed to improving this over the next two years with a target of at least 2%.

FY23 PRIORITIES – OUR PEOPLE

- Increased focus on individual and organisation capability, empowerment, and employee wellbeing.
- Launch new employee resource group, EnAble to support, enable and empower people with disabilities in the workplace.
- Under the banners 'Thriving at Work' and 'Future of Work', RACQ will identify opportunities for improved connection, inclusion and belonging, strengthening the employee experience and ensuring our workforce is 'future-fit' with the skills and capabilities needed to deliver for our members into the future.

RECONCILIATION ACHIEVEMENTS

\$5,000

Scholarship granted to two Aboriginal and Torres Strait Islander students attending TAFE QLD Townsville

1.3%

Of our people identify as Aboriginal and Torres Strait Islander

124

New students participated in the ARTIE Academy Driver Licensing Program

7 vehicles

Enabled Aboriginal and Torres Strait Islander ARTIE Academy students to obtain their driver licence by gifting seven vehicles and offering students up to five free driving lessons

RACQ participated in the Deloitte Deadly Choices 'Together in Touch' competition to raise money for indigenous health

20

Acknowledgement of Country plaques installed in RACQ stores

Launched Aboriginal and Torres Strait Islander designed clothing for retail-based teams

Delivered tailored road safety programs for Aboriginal and Torres Strait Islander youth at ARTIE Academy schools

OUR MEMBERS



RACQ MotorFest 2022, Brisbane Showgrounds

Our members

RACQ's purpose 'to make a positive difference to the lives of our members now and into the future' guides how we serve our members, support their communities and advocate for issues that matter.

This purpose was especially important in 2022 as Queensland faced another year of natural disasters, economic volatility and Covid-19 disruptions. Despite the challenges, RACQ continued to meet the changing needs of our members and the communities in which we live and work.

Through our store network we provided members with face-to-face support for their banking, insurance, roadside assistance, and travel needs. Additionally, RACQ's fleet of vehicles – the largest in the state – helped thousands

of members on the road, while our contact centre teams supported members with their claims as well as buying or renewing their products.

RACQ Solar also launched this year following the acquisition of GEM Energy. This was a significant milestone in our strategy to provide members with renewable energy solutions to meet their changing home and mobility needs.

RACQ continued to support Queensland communities through the RACQ Foundation, Local Giving program and sponsorship of the RACQ Air Rescue Network. Our members accessed discounts through our Partner Benefits platform, collectively saving \$20.6 million.

FY22 HIGHLIGHTS

15,047

Roadside Assistance jobs each week²

53,209
Calls answered
from members
each week²

5,189
Web-chat
conversations
with members
each week²

7,251
Members visit our
stores each week²

\$20.6m
Member savings
through RACQ's
Partner Benefits
platform

[2] Number reflects the weekly average for FY22



Brisbane floods, February 2022



Mobile Member Centre in Gympie to support flood-affected members

Queensland Floods

RACQ Claims progress

RACQ



12,978

Home claims received



2,698

Motor claims received



\$163.3m
claims paid



\$50k
To Lifeline
Queensland for
psychology
support

2,500

Trades and
other personnel
working on flood
response



50.3%

Home claims finalised

94%

Motor claims finalised



Flood damage is automatically covered with RACQ comprehensive motor and home and contents insurance*.



97%

Home assessments completed

\$2.1m
Funding to
flood-affected
community groups

Numbers as at 16 September 2022

FLOOD RESPONSE

The 2022 flood event was one of the worst and costliest natural disasters in Australia's history. Regions across south east Queensland were inundated with a year's worth of rain in one week. The unprecedented disaster displaced thousands of families and destroyed properties, isolated communities and people tragically lost their lives.

RACQ was quick to respond to the devastation, with teams deployed to support members on the phone, online and on-the-ground in the hardest hit regions. A new 'Lodge on Behalf of' (LOBO) program was introduced to help members lodge their claims faster. Close to 170 people

from across RACQ lodged 3,000 claims on behalf of our members. The program significantly reduced call wait times, enabling the prioritisation of vulnerable members to secure temporary accommodation and expedite total loss vehicle claims.

More than half of our Group Executives, outside of insurance and assistance, played a role in the LOBO initiative and our board President and Chair Elizabeth Jameson and Vice President and Deputy Chair Leona Murphy visited our Mobile Member Centre in Gympie to talk to flood-affected members.

RACQ Roadside Assistance responded to a 20% increase in calls from members during the floods and as the clean-up and recovery commenced, Member Community Forums provided face-to-face support and another avenue for members to share their feedback and have their concerns addressed. Additionally, RACQ's separate road conditions website received more than 2 million views over this period.

More than 150 extra staff were onboarded to support members, along with establishing dedicated event management teams to settle claims. As at 16 September

2022, more than 94% of motor claims and 50.3% of home claims have been settled and we have paid out more than \$163.3 million for our members.

The RACQ Foundation donated \$2.1 million to help local communities recover from the disaster and many employees volunteered their time to provide on-the-ground support in the recovery.



Liam Percy and Karen Nasko, RACQ Bank

FEE SIMPLIFICATION

In FY22 RACQ Bank reduced the number of lending fees from 84 to just 20. This was a significant and positive change for members, as it will improve the member experience, reduce risk, simplify the process for our staff, as well as ensure that there is an effective application and collection of fees.

INVESTING IN DIGITAL CAPABILITY

This year, RACQ continued to prioritise digitisation initiatives to deliver improved experiences and accessibility for our members, more efficient processes for our business, and greater protection in an increasingly digital world.

In February, RACQ.com was upgraded to improve the user experience. Over the year, several advancements were made to the online member portal to make it easier for members to engage with us online and create greater capacity for frontline teams to support members on the phone.

RACQ is also looking ahead, adapting to the changing digital landscape by investing in technologies such as automation, artificial intelligence and machine learning to improve products and services for members.

IMPROVING THE DIGITAL MEMBER EXPERIENCE

In response to the growing member demand for digital, RACQ is improving the online experience for our members.

Over the past year, online claims capabilities for home insurance have been enhanced, resulting in a significant uplift, 42% in FY22 vs 12% in FY21, in members lodging home claims online. This enabled a faster response to the significant increase in claims during the February floods.

NEW TECHNOLOGY TO IMPROVE EVENT RESPONSE

- Proactive messaging to connect with members on their claims.
- Automatic allocation of claims with builders and assessors.
- Enhanced self-service capabilities to allow members to manage their products online, as well as start, save and progress their claims.
- New technologies to allow employees to lodge claims on behalf of our members.

NEW CAPABILITIES, IMPROVED EXPERIENCE

- New self-service capabilities have enabled 3,000 members every month to order a membership card online, rather than having to request this via the phone.
- Improvements in online claims lodgement and processing mean members' claims are allocated to builders and repairs are completed faster.
- Upgrades to 'Contact Us' form ensuring members' enquiries are answered faster.

SUPPORTING MEMBERS THROUGH OUR PARTNERSHIPS

RACQ's partnership with Honey Insurance goes from strength to strength, providing new ways to increase revenue resilience, strengthen market position and add value for members through the information and insights we gain from this collaboration. More than 5,000 policies are in place with a large contribution coming from the successful Bank of Queensland partnership, announced during the year.

HELPING YOUNG QUEENSLANDERS

RACQ's Free2Go Program is designed to help young Queenslanders (16-24 years) with a range of benefits from practical advice to discounted roadside assistance.

This year, almost 19,970 young drivers received a discount off their roadside assistance, collectively saving nearly \$1.08 million. Since the programs inception, nearly 59,060 people have participated in the program.



Student participating in a RACQ driver education program

42% Of home insurance claims lodged online (up from 12% in FY21)

66% Of members using self-service capabilities to start their claim process

MEMBER VALUE

In FY22, 19,737 longstanding members received RACQ’s ‘Gifted Lifestyle’ benefit. This benefit allows members who have cancelled their policy or product due to illness, to continue to receive benefits associated with being an RACQ member.

MEMBERS EXPERIENCING VULNERABILITY

RACQ is committed to identifying and supporting individuals and families who are experiencing vulnerability – the result of mental or physical health conditions, family or domestic violence, language or literacy barriers, cultural background, financial distress

and other impacts – and take a flexible approach to ensure the support we provide is specific to the individual needs of members and their families.

Financial hardship support was provided to more than 900 members by pausing payments, offering discounts, connecting vulnerable members with third-party services or simply discussing options with them. Support was also given to 700 members facing challenges or hardship as a result of non-financial distress such as domestic violence, age impairment such as neglect or elder abuse, language barriers or mental health.

“As pressures increase on household budgets, it’s more important than ever for our members to get in touch with us early if they are starting to feel overwhelmed or uncertain about their finances.”

Michelle Winzer, RACQ Group Executive Bank

RACQ Chair and President Elizabeth Jameson AM with employees Frances Richmond, Dishy Sriwardene and Amanda Adams



GOING ABOVE AND BEYOND

During the year, RACQ Bank members were affected by an industry-wide technology outage which impacted funds being transferred into accounts. This outage was particularly confronting for one member who was left unable to pay for her petrol and had no support network close by to lean on.

When Dishy Sriwardene, one of our frontline team members heard about the member’s situation, she was

quick to respond. “I explored a number of ways to help our member, who was understandably quite distressed. I even called the petrol station to arrange payment over the phone. Nothing seemed to work, so with the support of my team leader I drove to the petrol station to pay for their petrol myself.”

This is just one of many examples of how our team members go above and beyond for our members every day.



Daniel Williams, Contact Centre Team Manager

IMPROVING COMPLAINTS MANAGEMENT

While RACQ is committed to achieving positive outcomes for our members, we recognise from time-to-time things can go wrong. Our responsibility to members is to acknowledge their concerns and feedback and find a resolution in a timely and efficient manner.

RACQ values the insights gained from all member interactions. The feedback allows us to proactively identify and mitigate emerging issues and implement changes that will improve member experience.

This year, despite the increased number of insurance claims resulting from the south east Queensland floods, rises in interest rates and cost of living pressures, RACQ resolved 77% of all complaints[3] received within five days.

Business Line	Total # Complaints	Resolved within 5 days (%)	Resolved within 30 days (%)	Total # AFCA
Bank	1,378	81%	94%	3
Insurance	18,750	62%	88%	327
Assistance	8,246	72%	96%	N/A
Channel (call centre, stores, website etc)	2,971	94%	99%	0

FY23 PRIORITIES – OUR MEMBERS

- Enhance RACQ’s Member Benefits Program to deliver an improved digital experience, new benefit partners and more valuable offers.
- Launch a new advice platform providing trusted content, expert car reviews and comparison tools.

Footnote [3] Complaint under the General Insurance Code of Practice, means an expression of dissatisfaction made to us, related to our products or services, our staff, or the handling of a Complaint where a response or resolution is explicitly or implicitly expected or legally required. A Complaint also includes such expressions of dissatisfaction made about us on a social media channel or account owned or controlled by us, where the person making the Complaint is both identifiable and contactable.

OUR COMMUNITY



Lincoln Bath, Vehicle Recovery Officer

HELPING QUEENSLANDERS

Every year, RACQ delivers community support through the RACQ Foundation as well as funding to a number of community partnerships and local giving programs.



RACQ community support in action

\$10.5 MILLION INVESTED IN QUEENSLAND

Community Investment	Amount
Emergency and rescue services	\$6,828,311
Sport and recreation clubs	\$2,819,275
Health services, research, and equipment	\$285,755
Disaster recovery and preparation	\$148,567
Community and social services	\$140,345
Indigenous support	\$98,000
Other charities and community groups	\$96,838
School and early learning centres	\$88,089
Disability and aged care	\$46,000
Wildlife rescue and rehabilitation	\$4,989
TOTAL	\$10,556,169

FY22 HIGHLIGHTS

\$10.5m

Total investment in Queensland communities through the RACQ Foundation, employee fundraising, community sponsorships and local giving programs

\$1.1m

Raised by staff, members and the community

2,985

Air rescues by RACQ Air Rescue Network

52,258

Students educated on road safety and financial wellbeing

208

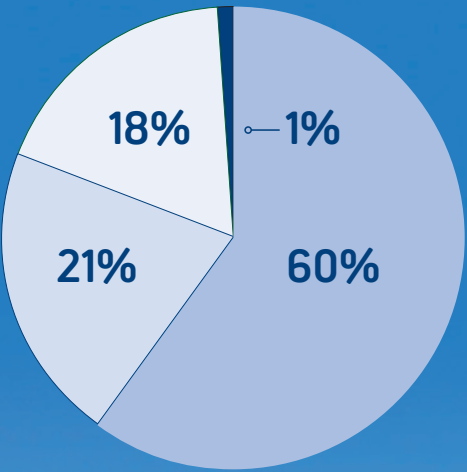
Staff lodged community leave days, volunteering more than 4,560 hours to support charities and community events

RACQ Foundation

Established in 2011 in the wake of the devastating Brisbane floods and Tropical Cyclone Yasi, the RACQ Foundation has distributed more than \$11 million to help the recovery efforts of local community groups affected by natural disasters.

In FY22, the Foundation approved \$3.6 million in Community Grants to 124 community groups and the team donated 3,490 volunteer hours providing on-the-ground support to Community Assistance Projects in North Burnett, Brisbane, Quilpie, and Thargomindah.

Funding allocation



- SEQ flooding disaster projects
- Drought projects
- Natural disaster projects
- Bushfire projects

FY22 HIGHLIGHTS

\$3.6m
In funding approved

124
Applications approved

12,717kms
Travelled for our Community Assistance Program



RACQ Foundation volunteers
Lincoln Bath and Steve Hine in Miles

RACQ Foundation board

Foundation board members volunteer their time to provide governance and oversight of Foundation activities and grant funding allocations.



Bronwyn K Morris AM
BCom, FCA, FAICD
Appointed director and chair of RACQ Foundation from 1 January 2021.

Bronwyn is a non-executive director with more than 25 years' experience across a broad range of industries and entities including ASX-listed, private, government and not-for-profit. She is the immediate past-President of RACQ and retired from the boards of RACQ, RACQ Insurance and RACQ Bank in November 2021. Bronwyn has a passion for the purpose and objectives of the Foundation and also brings extensive business and financial expertise acquired from her governance roles and more than 20 years' experience as a chartered accountant within Australia and overseas. Bronwyn also serves as chair of Urban Utilities and is a director of Collins Foods Limited, Dalrymple Bay Infrastructure Limited and the Menzies Health Institute Queensland.



David Carter
BCom, FCPA, FFinsia, GDip Fin Planning, GDip Applied Finance and Investment, GAICD
Director of RACQ Foundation.

David commenced as Group Chief Executive Officer of RACQ in 2020. He is also director of the Australian Automobile Association, Australian Motoring Services Pty Ltd and the Business Council of Co-operatives and Mutuals, in addition to several RACQ Group wholly owned and related entities. He also serves as a director of the Queensland Ballet, Lifeflight Australia Ltd and Netball Queensland. He has served as a member of, or Chair of, relevant industry, executive, and non-executive committees for nearly 20 years.



Ian Gillespie AM
BA, Dip Laws (BAB), FCEOI, FAICD, FAIM
Director of RACQ Foundation.

Ian was Group Chief Executive Officer of RACQ and director of various RACQ Group entities including RACQ Insurance Limited and Members Banking Group Limited (RACQ Bank), from 2006 until his retirement in 2019. He was also director of the Business Council of Co-operative and Mutuals (2015-2019), Confederation of Australian Motor Sport Limited (2012-2019) and Tourism and Events Queensland (2012-2015), a director and national council member of the Australian Automotive Association (2006 – 2019) and director and chair of Australian Motoring Services Pty Ltd (2006 – 2019). Ian is chair of the Global Mobility Alliance board and RACT Insurance Limited, as well as director of Racing Together Motorsport and Trustee of International Road Assessment Programme (iRAP).



Peter Little AM
PhD, LLM, LLB
Director of RACQ Foundation.

Peter is an Emeritus Professor at Queensland University of Technology (QUT), former Deputy Vice Chancellor (Corporate Programs and Partnerships), Professor of Business Law and former Executive Dean, QUT Business School. He is a Fellow of CPA Australia, the European Foundation for Management Development and the Queensland Academy of Arts and Sciences, a Councillor of the Royal National Agricultural and Industrial Association of Queensland, a Director of New Medical Education Australia Pty Ltd and Ormiston College Ltd, and a member of the Induction Committee of the Queensland Business Leaders Hall of Fame.



Wally Tallis
Director of RACQ Foundation.

Wally has more than 30 years' experience working in state and federal governments, leading various social, cultural and economic focused agendas. Wally has specialised in Aboriginal and Torres Strait Islander Affairs and identifies as a Torres Strait and South Sea Islander person with family connection to North Queensland. Wally has worked throughout Australia with strong networks and relationships across rural, regional and urban communities. Wally has a strong commitment to localised grassroots initiatives and empowerment to achieve equality and advancement for low social economic families and communities.



Anna Cochrane
BNatResEcon, BA, MBL
Director of RACQ Foundation.

Anna is a cattle station manager and community practitioner in western Queensland. Her prior roles include a variety of CEO and executive positions in both the private and not-for-profit sectors. She is chair of an economic development organisation in Longreach and holds various community group positions in and around Isisford. In 2019 she was awarded Australia Day Community Volunteer of the Year for the Longreach region and has completed her Masters in Business Leadership.

RACQ FOUNDATION ADVISORY PANEL

The Foundation's Advisory Panel assists the Foundation board in reviewing and recommending applications for funding and coordinating the Community Assistance Programs.

The Foundation board thanks the Advisory Panel members for their continued commitment to supporting the Foundation with their time, expertise, and passion to support those impacted by natural disaster.

Nicky Greig and Jodi Neale,
RACQ Foundation volunteers



SUPPORTING FLOOD-AFFECTED COMMUNITIES

RACQ Foundation approved \$2.1 million worth of grants to 73 groups impacted by the floods and storms which hit south east Queensland in February/March.

The grants enabled the groups, many not-for-profit organisations run by volunteers, to pay for rebuilding

costs and the replacement of much-needed equipment and amenities which were destroyed.

The Foundation also pledged \$50,000 to Lifeline Queensland in March to help flood-affected community members and provide extra on-the-ground support in the worst-affected areas.

COMMUNITY ASSISTANCE PROGRAM

Established in 2016, the program provides practical support to communities and farmers impacted by natural disasters. A total of 15 projects have been delivered from Townsville to Thargomindah with 15,087 volunteering hours donated. This year, 99 RACQ volunteers and 21 trade

volunteers, travelled more than 12,700km assisting 20 community groups and 12 farmers. The group repaired 69 pieces of machinery, painted 22 rooms, established 25 gardens and donated 33 laptops.

“From rowing to cricket, football, bowls and pony clubs – it’s where community members come together and that’s where RACQ makes a difference.”

David Carter, RACQ Group CEO

“Community organisations are integral to regional towns, and when they’re struggling, the whole community suffers. It was great to lend a hand to these groups and help this beautiful region through a very challenging time.”

Bridgette Muller, RACQ Senior Foundation Coordinator

WITH THANKS

Thank you to our supporters for their contribution to the success of our Community Assistance Program:

- Drought Angels
- Australian Restoration & Construction
- Intouch Projects
- Xelon Technologies
- Arcmesh
- Aizer
- G1 Asset Management
- ABC Group
- Commerce Building
- SSS Painting
- G1 Asset Management
- ABC Group
- Commerce Building
- SSS Painting



Jake Becroft, Business Risk Advisor

ALL SMILES IN NORTH BURNETT

As part of RACQ Foundation’s commitment to helping Queensland communities affected by natural disaster, a team of 30 RACQ volunteers headed to the North Burnett region to provide much needed assistance.

The team spent a week in Mt Perry and Eidsvold during October to help 16 community organisations doing it tough

in the face of prevailing drought conditions. Mechanical and non-mechanical RACQ staff volunteers as well as trades from some of our partners worked with community groups including show societies, museums and men’s sheds throughout the week.

COMMUNITY PARTNERSHIPS

AIR RESCUE NETWORK

RACQ’s continued sponsorship of RACQ LifeFlight Rescue, RACQ CQ Rescue and RACQ Capricorn Helicopter Rescue ensured the helicopters maintained their crucial service, flying close to 3,000 missions across Queensland, assisting more than 6,500 sick and injured patients. RACQ’s funding helps ensure that quick response medical care is available to people in any emergency.

During the year, the helicopters spent 6,535 hours flying and on average undertook eight missions per day. The RACQ Air Rescue Network also provided support to more than 240 motor vehicle accidents in Queensland.

	FY22	FY22 missions
RACQ LifeFlight Rescue	\$4,820,513	1962
RACQ CQ Rescue	\$1,108,718	469
RACQ Capricorn Helicopter Rescue	\$856,980	554

“Next year, LifeFlight will celebrate 30 years in partnership with RACQ which is a monumental achievement and a wonderful outcome for Queenslanders. Without the support of RACQ, the RACQ LifeFlight Rescue service would not be what it is today.”
Ash van de Velde, CEO of LifeFlight Australia

RACQ LifeFlight helicopter



Bribie Island State High School student Denaya benefitted from the ARTIE Academy Driver Licensing Program

EMPOWERING OUR YOUNG DRIVERS

In 2019, high school graduate Denaya obtained her learner licence but found it difficult to complete her mandatory 100 hours of learner driving because she didn’t have regular access to a car or supervising driver. Through the support of the ARTIE Academy Driver Licensing program and availability of a RACQ learner driver car, Denaya was

able to complete weekly driving lessons and passed her provisional driving test. “I feel so happy, the program has helped me with my confidence and getting my hours. Now I have my licence I’ll be more independent and I can drive to job interviews” Denaya said.

ARTIE ACADEMY DRIVER LICENSING PROGRAM

RACQ’s support of the ARTIE Academy Driver Licensing Program helps Aboriginal and Torres Strait Island students in Year 10 and 11 obtain their licence, opening the door to future education or employment opportunities. Under the program students are provided 10 hours of professional driving instruction, as well as financial assistance to help them get their provisional licence.

RACQ gifted seven cars to support the ARTIE Academy Driver Licensing Program at various locations across Queensland.

124 New students participated in the program in FY22

728 Driving lessons delivered through the program

56 Provisional driver licences secured



RACQ International Women's Day Fun Run

RACQ INTERNATIONAL WOMEN'S DAY FUN RUN

Over the past 10 years, RACQ and its members have supported the International Women's Day Fun Run in Brisbane which raises vital funds for breast cancer research and equipment.

Due to severe weather and flooding, the 2022 RACQ International Women's Day Fun Run event in Brisbane City was cancelled. However, the sea of pink still made its way across Queensland with participants embracing the 'Your Way' virtual event.

	Since 2013	FY22
RACQ donation	\$80,000 (since 2015)	\$10,000
Total event fundraising	\$6,829,743	\$1,748,752
Member fundraising	Over \$1.3M	\$919,843 (9,642 members)
Staff fundraising	\$88,761	\$12,079 (227 staff)

"We'd like to thank RACQ for their contribution to this iconic Fun Run event as naming rights partner since 2013. During this period Mater Foundation's flagship community event has continued to mature and both RACQ and ourselves are extremely proud of the impact and reach of this partnership over the past decade – delivering exceptional research and patient care outcomes, and also significantly raising awareness of the cause."

Andrew Thomas, Executive Director Mater Foundation



Koala at Australia Zoo

"The Australia Zoo Rescue Unit is supported with vehicles provided by RACQ. They work tirelessly to rescue sick and injured Australian wildlife so that they can be cared for by the dedicated veterinary team at the Australia Zoo Wildlife Hospital. Having these 4WD vehicles has ensured that the unit can travel safely on all road surfaces, can tow a boat to release recovered wildlife and consequently broaden the impact of saving wildlife and wild places."

Robert Irwin, Australia Zoo Wildlife Warriors.

PROTECTING OUR WILDLIFE

RACQ gifted two vehicles used by the Currumbin Wildlife Hospital and Australia Zoo Wildlife Hospital to collect and transport injured wildlife to hospital so they can be treated, rehabilitated and released back into the wild.

Every year, \$2 from every Australia Zoo ticket purchased through RACQ is automatically donated to the Australia Zoo Wildlife Hospital. In FY22, more than \$85,000 was donated.

COMMUNITY AND LOCAL GIVING

RACQ's Community Giving program offers financial assistance to organisations, clubs, associations and charities across Queensland from fire brigades and

neighbourhood groups to shelters, domestic violence support services and the RSL.

	Since 2017	FY22
Funding	\$124,600	\$26,000
Number of charity organisations	70	11

The Local Giving program enables local clubs to apply for grants up to \$500 at their nearest RACQ store. In FY22, \$21,207 was donated to 41 community groups to provide:

- Equipment for community gym to run programs for children with disabilities.
- Assistance in producing a car wildlife rescue kit.

- Funds to purchase new sporting equipment for clubs.
- Amenities for domestic violence safe room at shopping centre.
- Funds to purchase food for the homeless

EDUCATION

EDUCATING YOUNG QUEENSLANDERS

Every year, RACQ's team of trained teachers work with students of all ages empowering them to make more informed and better choices as road users. RACQ's Streets Ahead program educates primary school students on being safe pedestrians, passengers and riders while the Docudrama and Driver IQ programs educate high school students on the unique risks and challenges that come with learning to drive and keeping themselves and their passengers safe.

The financial wellness program, Cash IQ, empowers high school students to evaluate their current financial behaviours, challenge mindsets commonly associated

with financial freedom and make informed financial decisions.

This year, RACQ trialled a Virtual Classroom Docudrama to reach high school students in regional and remote communities. The online program will continue to grow to support our young drivers now and into the future. A new RACQ Distraction program was launched to address the role phones, friends and feelings play while driving, encouraging young drivers to be more self-aware of their behaviour when behind the wheel.

This initiative is supported by funding from the Queensland Government's Community Road Safety Grants scheme.

"The Streets Ahead Program helped our students to be more informed, safer road users by exposing them to scenarios that they may never have been in before – being from a small remote town, we don't even have zebra crossings or streetlights."

Stephanie Morgan, Teacher Thargomindah State School

FY22 HIGHLIGHTS



52,258 students – road safety and financial wellbeing programs



32,948 students – Streets Ahead program



8,515 students across 108 schools – Docudrama



5,150 students across 48 schools – Driver IQ program



5,040 students across 33 schools – Cash IQ program



605 students across nine schools – Distraction program

IMPACT OF RACQ EDUCATION PROGRAM

350,000

Students participated in Streets Ahead program since 2007

27,000

Students participated in Driver IQ programs since 2018

25,000

Students participated in Cash IQ since 2018

55,000

Students participated in Docudrama since 2013



Launched Distraction and Docudrama Virtual Classroom in 2022

SUPPORTING OUR EXPERIENCED DRIVERS

This year, RACQ's Years Ahead program continued to support older drivers with 45-minute refresher sessions focused on road rule changes and information regarding medical considerations, driving competency and alternative transport options. Since 2007, 70,000 older drivers have participated in the program.

provide practical advice on children and infant safety in and around cars. Free fitting and checking of child restraint seats is also included. Since 2017, 800 parents and carers have participated in the program.

KEEPING KIDS IN CARS SAFE

RACQ's Kids 'n' Cars program helps families prepare for driving with young children. Established in 2017, the safety awareness program works with parents and carers to

SHARING OUR FOOTPRINT

Over the past few years, RACQ has been pleased to provide complementary office space at RACQ House to the RBWH Foundation while their Herston campus building was being renovated. As part of the temporary agreement, RACQ facilitated the initial technology requirements and manages the ongoing office maintenance.

FY23 PRIORITIES – OUR COMMUNITY

By investing in partnerships and community programs that deliver evidence-based impact, RACQ can tackle social issues that are meaningful and important to our members. Although change takes time, we are committed to the journey. Our priorities for the next 12 months include:

- Building a community and social impact strategy and framework that is designed to make a positive and lasting impact on our Queensland communities.
- Continue supporting causes that are important to our members.
- Continue our assistance to communities impacted by natural disasters through grants and assistance projects via the RACQ Foundation.
- Ongoing delivery of programs in Queensland schools to educate children about road safety, responsible driving, and financial wellbeing.
- Deliver Docudrama Virtual Classroom ensuring students, regardless of location, can access the vital program with real-world strategies for combating the 'Fatal Five', and roll out a new program focused on the impact of friends, phones and feelings on driver distraction.

ADVOCACY



RACQ's John Stark assisting a member

ADVOCACY

Our members are at the heart of what drives RACQ. Every year, we proactively engage a diverse range of industry and government stakeholders and undertake research to better understand the changes needed to help our members live and move more safely, securely and sustainably while preserving Queensland's liveability.

A SAFER QUEENSLAND

Mobility continues to be a key area of importance for members and the business. Covid-19 caused a monumental shift in the way we work, live and travel resulting in more people working from home, more cars on our roads and less reliance on public transport. At the same time, Queensland's population is growing, infrastructure planning is underway for the 2032 Brisbane Olympics and more people are looking for sustainable transport options. RACQ is passionate about advocating for safe, affordable and sustainable mobility solutions. Every year, RACQ runs a series of campaigns focused on helping Queenslanders move more safely. This year,

the inaugural Safer Pathways survey was conducted to better understand how members walk, cycle and use personal mobility devices and scooters. Insights gained will identify unsafe or deficient pathways and enable us to advocate for better transport options while helping local authorities prioritise new projects and upgrades.

MOVE OVER AND SLOW DOWN

This year, after more than four years of RACQ's advocacy efforts, the Queensland Government introduced a vital new road rule requiring motorists to move over and slow down when passing roadside incidents and crashes in Queensland. This law better protects emergency responders, including Roadside Assistance crews, who work in high-risk environments, and 90% of members were in favour of making this life-saving rule a reality.

From 16 September 2022 motorists who fail to move over and slow down when passing emergency roadside workers will face significant penalties.

"Emergency responders, including our roadside crews, put their lives on the line every day by working in high-risk and often high-speed environments to rescue stranded motorists, but one wrong move by a passing driver could end in tragedy. This new rule will require Queenslanders to change the way they drive around roadside incidents to give responders a safe space to do their job – so they can continue to help the people they're there to protect and ensure everyone gets home safely."

Glenn Toms, Group Executive Assistance



Glenn Toms, Group Executive Assistance and Mark Bailey, Minister for Transport and Main Roads with RACQ patrols



RACQ's Brett Cunningham

CYCLONE REINSURANCE POOL

Over the year, RACQ worked closely with the Federal Government on its new Cyclone Reinsurance Pool. We share the government's aspiration to keep insurance affordable and have been advocating for a well-designed reinsurance pool that will maximise benefits for north Queensland members.

While we have welcomed the government's decision to publish pool modelling in the interests of transparency, based on the calculations and information provided, RACQ cannot see how the pool will deliver previously announced insurance savings on a broad scale without making fundamental changes to its design.

Despite best endeavours, RACQ will not be able to join the pool in FY23. Its design is complex and while we want our members to benefit from its implementation as soon possible, we need to create the system and process changes required to effectively implement this initiative.

We will continue to work with the Federal Government to achieve the best outcomes for our members and the north Queensland community.

QUEENSLAND'S VOICE FOR FUEL

At a time when many Queenslanders are facing a rise in cost of living pressures. RACQ continues to help motorists make informed purchasing decisions. We are a leading voice for fuel, partnering with media outlets to provide daily information and advice to Queenslanders on fuel prices, market insights and price cycle, and recommendations on when to fill up their tanks.

This year, RACQ supported the Federal Government's temporary fuel excise cut to address the immediate effects of the war in Ukraine on global oil and fuel prices, and the record high retail prices in Australia. While this cut was temporary, it highlights the need for reform of how we tax transport. RACQ continues to call for system-wide reform of transport taxation, to maintain sustainable funding for land transport projects and promote a transition to a low carbon future.

On average, 67,229 Queenslanders used the fuel price comparison app every month in FY22.

QUEENSLAND MATTERS

This year, RACQ released *Queensland Matters*, a comprehensive policy document which outlines RACQ's priorities including a range of key infrastructure projects and policies aimed at saving lives, boosting sustainability, improving roads, natural disaster resilience, affordability,

and ensuring smart infrastructure spending. Our aim is to ensure these life-saving and sustainability building projects remain top-of-mind for government decision makers when making funding allocations and decisions about the future of Queensland.

"More than 200 Queenslanders have been killed on our roads this year and thousands more have been injured. Our number one priority is to reduce this number by advocating for the Federal Government to commit to reinvesting 100% of fuel excise back into road upgrades and transport infrastructure."

Josh Cooney, RACQ General Manager Advocacy

Nicky Haydon, RACQ Manager Media and Communications



POLICY ACHIEVEMENTS ALIGNED TO RACQ ADVOCACY

\$1.1b

In Federal Government funding for safer, sustainable transport in Queensland, including Bruce Highway upgrades

\$13b

Funding for land transport infrastructure in Queensland

\$3,000

Queensland Government Zero Emission Vehicle (ZEV) strategy subsidy for purchasing a new electric vehicle up to the value of \$58,000

Introduction of 'Move Over, Slow Down' legislation

Released RACQ's Queensland Matters report

FY23 PRIORITIES – ADVOCACY

- Political and Government Engagement Policy to increase governance around how RACQ engages with political and government stakeholders.
- Increase advocacy for government policies and initiatives that increase the disaster resilience of Queensland communities.
- Increase advocacy for government policies and initiatives that shape a fair, balanced and accessible transition to a cleaner and greener transport system.

OUR ENVIRONMENT



RACQ Solar is helping Queenslanders be more sustainable

ENVIRONMENT

RACQ is looking to the future, knowing sustainability will be key for our members in every facet of their lives in the decades to come. Helping our communities become more resilient and supporting our members through this transition is core to our 2030 strategic vision.

THE FUTURE OF MOBILITY

The transport system is facing the most significant disruption since the introduction of the automobile which is being driven by automation, data and analytics, low emission technologies and customer-centric service models. As the environment changes, RACQ recognises the imperative to support Queenslanders through this transition.

This year, an education and general advice platform was launched to help members make more informed and sustainable mobility choices. This online resource hub is designed to be informative and educational and covers a range of mobility needs.

RACQ's Smart Shuttle continued to travel across Queensland, arriving on the Gold Coast for the city's first autonomous vehicle trial. The fully electric, self-driving vehicle travels along a 2.4km route, using sophisticated sensors to detect objects and navigate along the route at a maximum speed of 18km/h. Following two successful



Driverless RACQ Smart Shuttle, Main Beach

trials at Karragarra Island and Raby Bay, the Gold Coast trial aims to help us better understand how this autonomous vehicle technology can be safely integrated into a busier live-traffic environment and its potential to fulfil future transport needs.

The Queensland Electric Super Highway partnership with Yurika has supported the installation of 31 EV charging sites located between Coolangatta and Port Douglas, with the phase 3 expansion construction underway. This will support east coast and western inland Queensland members and communities and help drive eco-tourism to support their local economies.

RACQ became a part-owner of Chargefox, Australia's largest EV charging network. The acquisition, led by Australian Motoring Services (a wholly owned subsidiary of the Mobility Clubs of Australia including NRMA, RACV, RACQ, RAA, RAC and RACT), supports the growth of electric vehicle drivers across the country and will deliver benefits to members wanting to transition their transport needs.

POLICY ACHIEVEMENTS ALIGNED TO RACQ ADVOCACY

\$500m

Federal Government funding towards hydrogen, biofuels and EV Infrastructure

The Federal Government's Electric Car Discount Bill (which aims to lower the costs of electric vehicles by removing the Fringe Benefits Tax on eligible vehicles) and the development of a national EV strategy

Federal Government commitment of \$14 million to the Australian Automobile Association to establish a real-world fuel testing program for vehicles

Queensland Electric Super Highway



SUSTAINABILITY STARTS AT HOME

As part of our commitment to helping Queensland transition to a more sustainable future, this year RACQ launched RACQ Solar following the acquisition of GEM Energy. Founded in Emerald in 2013, GEM Energy is a reliable and trusted provider of solar energy and has consistently led the way in providing quality, innovation and service.

Queensland has one of the largest rates of rooftop solar uptake in the country. RACQ Solar offers Queenslanders

a reliable home solar installation service – from rooftop panels and inverters to home battery systems and more – and provides ongoing trusted advice and support.

The launch of RACQ Solar represented a significant milestone in our strategy to provide members with renewable energy solutions to meet their changing home and mobility needs. RACQ will build on the 6,000 installations GEM has installed since it’s inception in 2013.

“It’s our aspiration that members can have a home that’s fully integrated, connecting solar panels on the roof with battery systems in their homes and an electric vehicle in their garage.”

David Carter, RACQ Group CEO

RACQ is helping make Queensland homes energy efficient



FY22 HIGHLIGHTS

170,000

Car batteries recycled in partnership with Club Assist

Energy efficient electrical whitegoods

Energy efficient heating, ventilation and airconditioning design and commission

Energy efficient lighting design including LED lights and lighting control

Building maintenance systems upgrade at Edward Street, which controls building lighting and air conditioning

Base building airconditioning system upgrades

Partnered with Close the Loop to safely collect and recycle employees’ batteries at our head office buildings

50%

Green power included in energy contract renewal for Edward Street and Eight Mile Plains offices from 21 November 2021

A SUSTAINABLE WORKPLACE

Several sustainability initiatives have been rolled out across RACQ offices and regular monitoring, review and reporting of our electricity, water and waste usage is conducted.

Over the next 12 months, solar panel installations will be completed across our owned and managed Eight Mile Plains site and Mobility Centre.

Every year, in partnership with Club Assist, RACQ contributes to the recycling of approximately 170,000 batteries (2,550 tonnes). The used batteries, which are 95% recyclable, are collected and transported to a DGL facility in Unanderra in NSW.

SUSTAINABLE BANKING

This year, RACQ Bank made strong progress in its efforts to make it easier for Queenslanders to buy and install clean energy products. The Bank launched three green loans – home, car and personal –making it the first Queensland bank to offer a full suite of green loan products.

systems and electric vehicle charging stations. The Green Personal Loan can also be used for these products plus eligible electric scooters and bikes, and Green Car Loan is available for electric vehicles.

The Green Home Loan can be used to purchase solar panels, battery packs, solar or heat pump hot water

RACQ Bank also released a new-look rediCARD and Visa Debit card made from 82% of recycled materials.

In FY22, RACQ Bank supported 43 members to transition to a more sustainable way of living through funding more than \$250,000 of green loans for purchases of solar panels and electric vehicles.



RACQ House in Brisbane's CBD

FY23 PRIORITIES – OUR ENVIRONMENT

As RACQ aligns its vision, strategy, value proposition, products and services to help Queensland and members transition to a greener and more sustainable future, we will:

- Reduce our own emissions by continuing our shift towards 100% renewable energy across our buildings and sites and moving towards an electric or low emissions vehicle fleet while systematically reducing energy, resource and material waste in all operations.
- Continue to prioritise the development of affordable and accessible RACQ products and services that enable reduction and removal of our members' emissions, and solutions that increase our community's climate resilience.
- Provide advice and educational materials to help members and employees to reduce their own emissions and adopt sustainable lifestyles.
- Actively work across industry to drive down our value chain emissions, collaborating with our suppliers and investing in emissions transparency and reduction projects within our supply chain.
- Evaluate and reduce the footprint of our financial investments to make sure they are in line with our climate ambition.
- Advocate for policy and regulatory changes that support a just and equitable transition through affordable and accessible solutions for Queenslanders and our members.
- Collaborate to develop community-led roadmaps, strategies and action, and support cross-sector initiatives that encourage and coordinate Queensland-wide action and help scale best-practice solutions.



The Royal Automobile Club
of Queensland Limited
ACN 009 660 575
ABN 72 009 660 575