



**RACV**

**2023-24**

# WGEA Employer Statement

RACV Group

# About this statement

This Employer Statement is prepared in reference to the 2023-24 Workplace Gender Equality Agency (WGEA) reporting submission. This statement should be read in conjunction with the WGEA pay gap data available on the WGEA website and is made on behalf of all reporting entities within the RACV Group.

## Our approach

Over 4000 employees work across three parent entities and 13 different employing entities, encompassing a wide range of industries and occupations.

We remain committed to having a workforce of diverse employees who are representative of the communities in which we operate, and who feel welcome, valued, supported and empowered to work together to deliver our brand promise to our customers and members.

Achieving gender diversity, equity and inclusion across all areas of our business is an important element of this commitment. Our values of Innovation, Accountability, Care and Team underpin the way we work and help to maintain a culture of belonging and mutual respect.





# About the RACV Group



**RACV** is proud to provide exceptional experiences for our members and customers through a range of products and services across motoring and mobility, home, cleaner energy and leisure.

These include our frontline employees working in our hotels, clubs and resorts, contact centre and retail network, and providing emergency assistance on the road and in the home; supported by our team of administration, professional and managerial employees.

For the purposes of WGEA reporting, **RACV Ltd** is categorised against the Accommodation and Food Services industry division (Accommodation industry class) as this is our largest employee group.

#### Other employing entities

- Intelematics Australia
- R.A.C.V. Finance Limited
- RACV Insurance Services
- Club Tasmania Holdings



**Nationwide Group** is the largest provider of emergency roadside assistance and specialist towing and transport solutions in Australia, both of which are traditionally male dominated industries.

Operating in Victoria, New South Wales, the Australian Capital Territory, Queensland, and Western Australia, Nationwide Group is an industry-leading and award-winning certified business with a workforce of 200 employees, supporting a large support network of contractors operating 24 hours a day, 365 days a year.

The Nationwide Group **includes Nationwide Towing & Transport Pty Ltd** and for the purposes of WGEA, is categorised against the Transport, Postal and Warehousing industry division (Road Freight Transport industry class).

#### Other employing entities

- Nationwide Roadside Services
- Eastern Van Services



**Home Trades Hub Australia** (HTHA) is a key strategic delivery enabler for RACV, delivering a comprehensive range of repairs, maintenance, solar, inspections and security services around the home. These services are proudly delivered through a national network of trusted tradespeople and service professionals.

We have approximately 200 employees with operations spread across several Australian states. Most of HTHA's operations are in the trades and home services field.

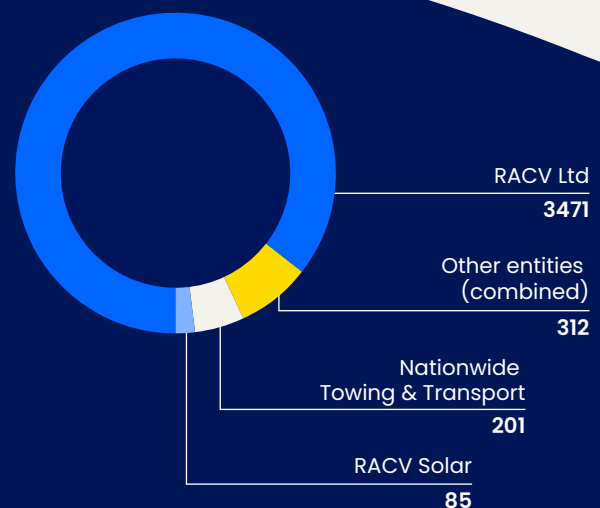
Within HTHA are a number of entities **including RACV Solar**. For the purposes of WGEA, RACV Solar is categorised against the Construction industry division (Electrical Services industry class).

#### Other employing entities

- RACV Security
- Club Home Response
- Property Safe

## Reporting entities

RACV Ltd is the primary employer within the RACV Group making it the largest of our reporting entities. Nationwide Towing & Transport and RACV Solar directly employ approximately seven per cent of the RACV Group workforce. All other employing entities within the RACV Group have less than 80 people and WGEA do not publish gender pay gaps for employers fewer than 100 employees.



# Pay gap analysis

In conducting our pay gap analysis for the RACV Group, we consider each individual entity and relevant industry comparisons.

Gender pay gaps, where they do exist, are predominantly influenced by a higher proportion of males in more senior, key management positions, including those within traditionally male dominated fields such as transport and trade services.

A number of our employee groups are also covered by enterprise agreements and relevant industry awards. These cohorts often sit within the middle/lower quartiles and have a higher proportion of women and more junior, lower paid roles which can also influence gender pay gaps.

Within the RACV Group, women make up

# 47%

of all management roles, and

# 54%

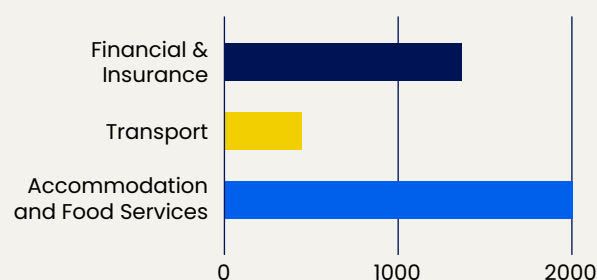
of the total workforce.

We are pleased to report that across each of the reporting entities, the **percentage of women in management positions is higher** than the respective industry comparison group.

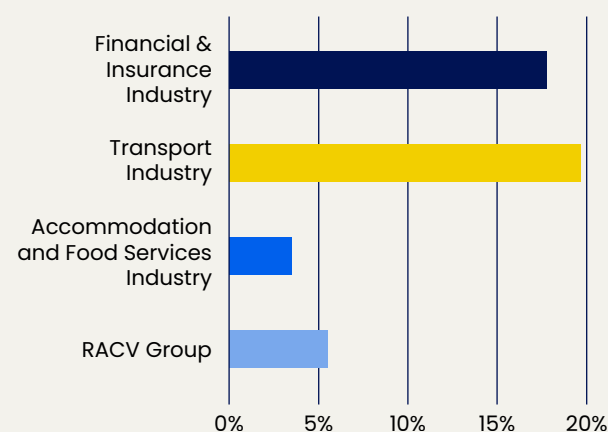
Operating within a male-dominated industry, Nationwide Towing & Transport has also seen an overall increase in representation of women within their workforce (+5 per cent) and is a leader in the industry with women in 35 per cent of management positions. This represents a seven per cent increase on the prior year and has since included the appointment of a female CEO.

Our employee experience surveys indicate overall experience, engagement, wellbeing and inclusion remains positive across all genders. Coupled with lifecycle surveys (onboarding and exit), our voice of employee program enables the business to identify and address any key drivers or areas of concern specific to gender.

Employees by WGEA category



Median base gender pay gap compared to industry



Reporting entity	Total Workforce Composition		Management Positions			
			Our workforce		Comparison Group	
	Women	Men	Women	Men	Women	Men
RACV Group	54%	48%	47%	53%	-	-
RACV Ltd	55%	45%	51%	49%	48%	52%
Nationwide Towing & Transport Pty Ltd	47%	53%	35%	65%	20%	80%
RACV Solar	22%	75%	18%	82%	11%	89%

# What we have done

WGEA considers gender pay gaps within and including -5% and +5% as neutral – meaning they do not significantly favour either women or men. We are pleased that RACV Ltd, as the largest employer within the RACV Group, is within 0.1% of this range for the 2023–24 reporting period.

Acquisitions, divestments and restructures change the distribution of our workforce and can influence variances in gender pay gap data year on year. While RACV Solar has not changed significantly since 2021–22, year-on-year comparisons for this business are complicated by a significant restructure of the business structure in 2023. The reported gender pay gap (10.8 per cent) remains considerably better than industry (29.6 per cent).

Our commitment to gender equity is illustrated through our **leadership program participation (46 per cent female, 54 per cent male)** and **appointments to management positions (52 per cent female, 48 per cent male)** for RACV Ltd during the 2023–24 reporting period.

To further support this, gender balance is also considered during talent reviews, succession planning and appointments to governing bodies. Monthly management reporting includes a gender-based view of starting salaries for new hires, with <1% variation achieved in 2024 based on equivalent sized roles.

RACV undertakes a detailed salary review on an annual basis to ensure remuneration processes are transparent, consistent and free from bias. Where a detailed pay gap analysis has been completed, we are pleased that there **is no evidence of systemic gender bias in remuneration between employees undertaking similar roles**. Individuals on parental leave are also considered as part of annual salary reviews, reducing any potential pay gap due to time out of the workforce.

By broadening our gender equity metrics we are now helping managers make better informed recruitment and remuneration decisions. This has been further reinforced throughout 2024 with the roll out of unconscious bias training and introduction of more inclusive recruitment practices, including gender neutral job advertisements.

With the harmonisation of key people policies across the RACV Group, we now have greater visibility and consistency in the application of these policies and entitlements. We are proud of our paid parental leave with a recent campaign launched to encourage more men to consider primary carers leave. Although only two per cent of primary carers leave was taken by males in 2024, this represents a four-fold increase over the past two years. Support when returning to work, including flexible working arrangements wherever possible, is intended to enable all carers to find an appropriate balance between work and their individual family and caring responsibilities.

Sexual harassment and discrimination forms part of our core compliance training with a formal policy providing guidelines on prevention, process and confidential management of responses to sexual harassment. Additional education specific to psychosocial safety was recently rolled out across the RACV Group.

Supported by our women's network group, Diversity, Equity and Inclusion (DE&I) champions and Wellbeing Committee, we also continue to support gender equity and employee wellbeing through guest speaker events, knowledge sharing activities and discussion forums.

Our positive progress can be attributed to our commitment to fostering a diverse and inclusive workplace, with gender equity forming a key element of our annual DE&I Improvement Plan.

Pay gap over time by reporting entity	Median Total Remuneration 2023–24	Improvement since 2021–22
RACV Ltd	5.1%	1.5 percentage points
Nationwide Towing & Transport Pty Ltd	19.6%	3.6 percentage points
RACV Solar	10.8%	-0.8 percentage points

# Our ongoing commitment

Review of the gender equity indicators, our voice of employee data and a rich understanding of our people and workforce metrics (by gender) are helping to monitor the progress being made and identify opportunities for improvement within each entity.

We have range of initiatives in place across the RACV Group to further improve gender equity. These include:

- Continuous improvement of our recruitment practices including use of gender neutral language, diversity of candidate pools and selection panels
- Monitoring of commencement salaries for both internal appointments and new hires; support for managers, candidates and employees to ensure gender does not impact salary negotiations
- Targeted campaigns and/or establishment of recruitment pathways to increase gender balance within gender dominant roles or industries
- Review and implementation of succession planning across all entities of the RACV Group
- Further integration of DE&I initiatives across all entities of the RACV Group
- Exploration of retention strategies for employee cohorts where there may be a gender-bias in employee turnover
- Continuing to actively seek out and address feedback through our voice of employee program, business led action planning and employee network groups

