



Club & Resorts

Actions for a better future

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Craig Peachey

**RACV Executive General Manager
Leisure**

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Foreword by Craig Peachey

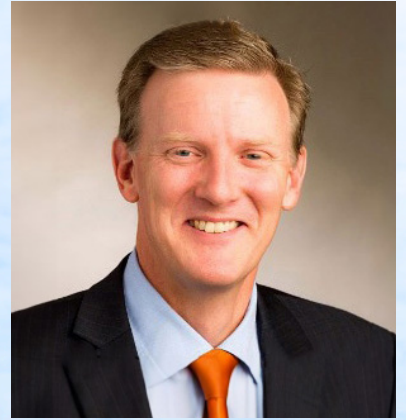
At RACV our purpose is to improve lives. RACV is proud to provide exceptional experiences for our members and customers through a range of products and services across motoring and mobility, home, energy and leisure.

From fine dining to spa treatments, to a broad range of accommodation options, our ten properties across our national Resorts and Clubs portfolio have something for every traveller. Whether you prefer dramatic coastal scenery, rich bushland, or a bustling city break, you'll find it with RACV.

Whether you are at one of our seven properties in Victoria, at our hotel in Tasmania or one of our two properties in Queensland – each offers a truly unique guest experience.

RACV also operates RACV Travel and Experiences which is a growing travel business offering a range of domestic and international holiday packages, as well as tours and cruises from trusted travel partners.

RACV has a proud history of helping people and helping to improve our community and make it stronger. Supporting people, communities and reducing our impact on the environment is central to this.



Craig Peachey

RACV Executive General Manager
Leisure



Care for our business

Our practices

Our Corporate Governance Framework guides effective and responsible decision making at RACV.

The Board of Directors of Royal Automobile Club of Victoria (RACV) Limited (the Company) is responsible for the corporate governance of the Company and its subsidiaries (the Group). RACV is a large mutual business and a public company limited by guarantee. Although RACV is not a listed entity, the Company is a major public company and, for this reason, the Board supports the ASX Corporate Governance Principles and Recommendations.

The Board has adopted a governance framework that reflects many of these principles and recommendations as relevant to a mutual organisation. RACV is also a signatory to the voluntary Tax Transparency Code, with reports available on our website.



RACV takes information security seriously and the RACV IT Security Framework and associated policies ensure that sensitive information, including member personal information, is protected; the interests of RACV are served; the rights of others are respected; our legal and compliance obligations are met; and the risk of a security compromise is reduced. All employees receive ongoing training around cyber security.

Our responsible sourcing processes

We are committed to continually acting ethically and transparently in our business dealings and putting effective systems and controls in place to respond to modern slavery risks within our operations and supply chains. We consider several factors that increase the potential risk of modern slavery, for example geographic location, the types of goods or services being provided, types of transactions, and type of work performed by our employees.

We support locals, with half of our suppliers from local communities spending one million per year in Victoria's regions alone – mostly on local produce – so visitors to our Resorts can experience the best of what our regions have to offer.



Care for our community



Community safety

45,654

Victorians educated in home and community safety through our partnership with Neighbourhood Watch.



18,808

Students at 221 schools were delivered home and road safety programs.



Diversity and inclusion

2,900

Opportunities created and better access to netball for First Nations, LGBT+ and CALD (Culturally and Linguistically Diverse) communities through our Netball Victoria partnership.



Emergency response

542,179

Goods donated to individuals and communities impacted by natural disasters through our GIVIT partnership.



Education and employment

104

Education and leadership opportunities for First Nations children from regional and remote communities, through our partnership with Yalari.



550

Young people supported with education and vocational training through our STREAT partnership.



Volunteering

560

Employees volunteered



2,768

Hours volunteered by our people

22

Community organisations supported



STREAT

Yalari
Educating Indigenous Children

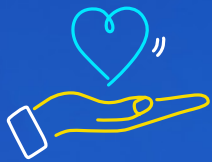


GIVIT



midsumma festival





Our support for local communities

As a national organisation, RACV is passionate about having a positive social impact in our community. Our resorts and clubs bring a range of benefits to their local communities including:

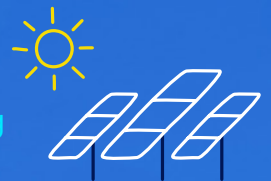
- Annual community donation grants made to local organisations.
- Sponsorship and support for local not for profits, charities, schools, sporting and surf clubs.
- Actively promoting local businesses with sales of local attractions directly from our resorts and clubs.
- Employment of more than 1,800 resorts and club staff across three states, with the majority living in communities surrounding our resorts and clubs.
- In regional Victoria, RACV contributes \$36 million per annum in wages that directly impact local economies.
- Opportunities for our employees to make a positive contribution, involving them in our social impact initiatives through workplace giving, community events and volunteering.

Solar energy installs for bushfire-prone towns

RACV invested \$1 million dollars in solar and battery installations for bushfire-prone areas of Victoria to improve safety for isolated communities that could otherwise be cut off from power and communications during emergencies.

The investment is an extension of RACV's commitment to providing renewable energy solutions for more Victorians, with the installations at designated 'emergency safe places' completed free of charge by RACV Solar.

"This is a great investment in the safety of our regional communities, while also providing energy resilience in areas prone to bushfires. RACV has also installed solar across its resort, club and office assets in Victoria, supporting the organisation's commitment to a cleaner energy future,"



Neil Taylor, RACV Chief Executive Officer and Managing Director

RACV has a proud history of helping veterans since the First World War.

During the war, the then Automobile Club of Victoria (ACV) members volunteered their time and vehicles to collect soldiers and nurses from ships at Station Pier, Port Melbourne. By the end of the war, over 93,000 returning soldiers and nurses had been transported by 1,400 volunteers to hospital, military barracks or their homes, in all types of weather.

The ACV was recognised for its wartime contribution by King George V in 1916, who bestowed the Royal Charter, changing its name to Royal Automobile Club of Victoria (RACV).

This tradition of assisting returned service personnel continues today – more than 100 years later – with RACV employees and members helping veterans attend the ANZAC Day March and transporting medically restricted servicemen and women who are unable to walk the ANZAC Day route.





RACV Royal Pines supporting local Currumbin Wildlife Hospital

To celebrate the launch of RACV's workplace giving program the beehive, each resort and club were provided with \$5,000 to donate to a local community organisation of their choice.

RACV Royal Pines donated to the Currumbin Wildlife Hospital — one of the busiest wildlife hospitals in the world — with a mission of treating, rehabilitating and releasing Australian wildlife.

Over the last 20 years, more than 140,000 wildlife patients have been helped by the Currumbin Wildlife Hospital and its network of wildlife carers.

Employees from Royal Pines have volunteered for a tree planting day that helped to provide food for sick, wild koalas being treated at the hospital as well as the conservation of koalas that live at the connected Currumbin Wildlife Sanctuary.



Yalari and RACV Royal Pines providing education opportunities to Indigenous children

RACV and Yalari have a partnership to support educational opportunities for Indigenous children from regional and remote communities across Australia.

Yalari is a not-for-profit organisation that offers secondary education scholarships at leading Australian boarding schools for Indigenous children.

The RACV Royal Pines Resort is a hub for Yalari to support programs and provide possible pathways for many of their graduates.

"The partnership between RACV and Yalari is so exciting and the generosity of in-kind and financial support is overwhelming. We have already experienced the genuine hospitality of RACV at the Royal Pines Resort when our Senior School Leaders and Alumni were welcomed as they supported our new Yalari students at our Orientation Camp at The Southport School on the Gold Coast in Queensland."

Llew Mullins, Yalari Managing Director



RACV City Club and STREAT providing employment pathways for young people

STREAT's Paid to Work Program is helping young Victorians to achieve their employment goals.

Paid to Work is a 9-month program offering young people the opportunity to participate in 20-25 hours a week of paid employment in hospitality or horticulture with STREAT's employment partners.

RACV clubs and resorts have been a Paid to Work employment partner since 2017 and has given a number of young Victorians the opportunity to gain valuable experience in the hospitality industry. Ethan, who joined RACV in 2021 through the Paid to Work Program, has now completed the program and joined RACV as a full-time apprentice chef.

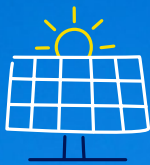
Care for our future

Cleaner energy

We care about a cleaner energy future. RACV has invested in the reduction of energy consumption across our locations, and introduced a range of initiatives across RACV.



Chargefox charging station at RACV Torquay Resort



100%

energy supplied from renewable sources across RACV controlled sites



+24,000

light fittings replaced with LEDs across RACV controlled sites



59

EV charging stations across the property portfolio



17%

energy consumption reduction across property portfolio between FY19-FY24



2,700

rooftop panels across our resorts and clubs through RACV Solar

RACV Solar install at the Aireys Inlet Community Centre



We've undertaken energy efficiency initiatives across our resorts

with RACV Noosa Resort winning the **Best Commercial Efficiency Project** at the **National Energy Efficiency Awards** in 2021.

In 2024, we've received **Gold Earth Check Accreditation**, the world's leading scientific benchmarking certification and advisory group for travel, at RACV Noosa and RACV Royal Pines.

RACV also has invested in electric vehicle charging companies **JET Charge** and **Chargefox**.



Sustainability

We've introduced a range of sustainability initiatives for waste and water, including:



Installing irrigation from sustainable sources such as natural springs to water our gardens.



Replaced light fittings with energy efficient LEDs (95% complete).



Running our exhaust fans, pool filtration, air conditioning and hot and cold water system pumps using variable speed drives.



Recycling glass, printer cartridges and oil.



Providing guests with the option to help conserve our natural resources and reduce water wastage by not having linen changed daily.



Removing single used plastic wherever possible and using compostable cups.



Care for our people

Since 1903, RACV has been one of Australia's most trusted brands and is the largest member organisation in Victoria. We employ more than **3,000 people** across Australia.

Passionate about collaboration, innovation and furthering the careers of all of our people, we support professional development through training, mentoring and on-the-job experience. We empower our people to shape their own experience and positively impact the lives of many.

Be free to be yourself in an environment that fully embraces diversity, equity and inclusion. Regardless of your age, gender, background or sexuality we welcome and support people from all walks of life.

Our values



Innovation

We seek a better way



Accountability

We own it and see it through



Care

We deliver great service



Team

We are in it together

We believe in creating an inclusive and diverse place to work. We pride ourselves on being gender balanced, with women representing over 55 per cent of our employees and comprising 48 per cent of management roles.

RACV is committed to providing a workplace that is free from harassment, discrimination and hostility and in which all employees have equal access to workplace opportunities.



Midsumma
Festival Parade

Inclusion and diversity



RACV is proud to support the Midsumma Festival, with employees, members and customers joining celebrations in the yearly Pride March.

Netball Victoria and RACV are working together to deliver grassroots programs that increase inclusiveness and diversity. The partnership provides opportunities and better access for First Nations and LGBTI+ communities to participate in netball across Victoria.



Workplace giving and volunteering



RACV's workplace giving program – the beehive – provides employees with the opportunity to make their own choices about how they give to causes they care about.

Employees are encouraged to make donations, with RACV matching donations to charities employees choose.

All RACV full-time and part time employees are entitled to one day of paid volunteering per year.





www.racv.com.au