

# MEMBERS' REVIEW



## 2017 HIGHLIGHTS

BUSINESS | MEMBERS | SAFE MOBILITY | ACCESS FOR ALL | SUSTAINABLE COMMUNITIES

The way people move around our cities and regions is on the verge of the greatest change in a century.

**AUTONOMY, ELECTRIFICATION,** connectivity and the sharing economy will fundamentally transform the lives of NRMA Members and the way in which our organisation operates.

In order to position the organisation for the future, we have gone back to our roots. Our purpose 97 years ago when society was facing the rise of the automobile, was to keep people moving, and in the rise of the autonomous car it is again our purpose. We will help our Members navigate this new era of mobility, unlocking its value and ensuring it delivers the social change that is promised.

Despite the changes in the sector, during the last year our business delivered new and improved services for Members while also ensuring a strong result. A strong factor in this profit growth was the increased use of our products and services from non-Members, which allows us to then invest in exclusive discounts and offers for our loyal Members.

As part of our new strategy we have set a clear direction on where we want mobilise our business to create social change for the community. The creating shared value framework establishes a sustainable commercial model to address social challenges. The NRMA will apply this approach to unlock value for our Members, the community and the business by focusing on three key areas **Safe mobility, Access for all and Sustainable communities.**

We have also reshaped the business to respond to the changing needs of our Members, looking beyond the car to a broader transport and tourism outlook around four key divisions:

**My car** — We want to extend our relationship with you beyond roadside. We have expanded our fixed and mobile service network. We trialled connected car products, car sharing solutions and a new way to bundle our membership packages and will expand these offers

in the year ahead. We are testing an autonomous vehicle in our backyard, as we explore solutions to electric vehicle use in Australia.

**My journey** — We want to solve your future access challenges. We invested in DIVVY to accelerate parking technology solutions. We added parking and fuel information to the **my nrma app**, and launched a new website experience.

**My destination** — We want to provide the best value accommodation in the best locations. We grew our holiday park network from four to 39 parks offering Members the best value accommodation in some of Australia's best locations, as we continue to look for opportunities to help Members get out and explore our great country.

**My Membership** — As a mutual, Members drive everything we do. We are committed to delivering more value, for more Members, more of the time.



# Highlights

## Business

**\$38.3m**

Operating profit (FY16: \$28.0m)

**\$99.3m**

Operating cash flow (FY16: \$84.7m)

**\$983.8m**

Net assets (FY16: \$884.0m)

## Member

**2,605,351**

Members (FY16: 2,481,577)

**\$107.0m**

In Member savings from a range of special offers and discounts

**9/10**  
problems fixed roadside

Keeping Members moving

## We will keep you moving no matter where you are

**1,939**

Employees

**39**

Holiday parks<sup>\*</sup>

**22**

Driver training schools

**22**

Car servicing centres

**202**

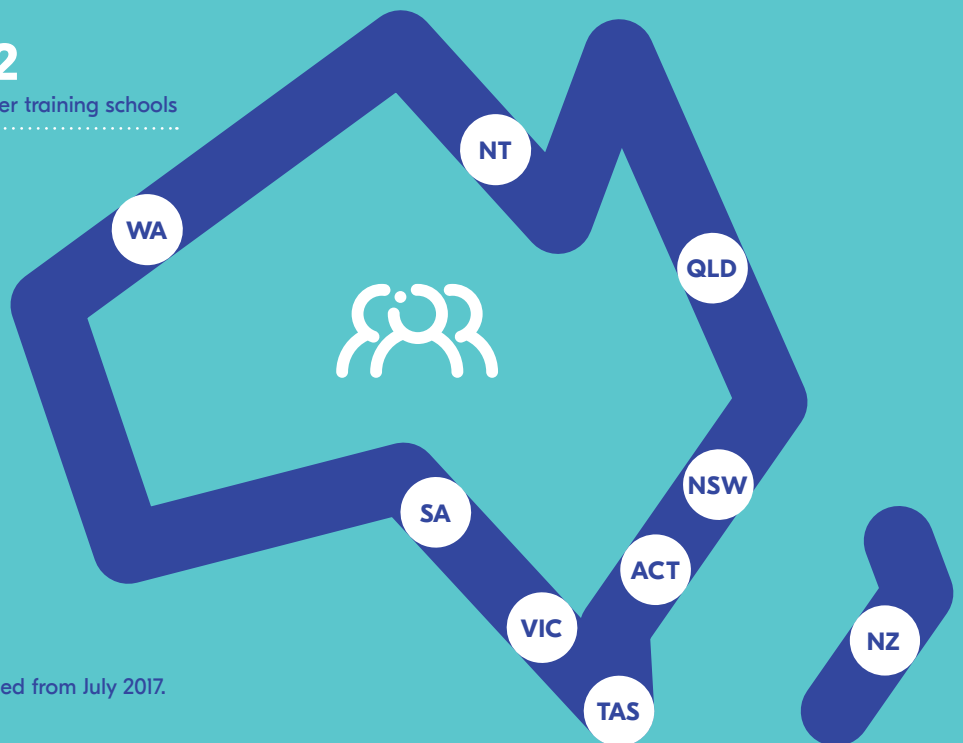
Thrifty locations

**18,500**

Car rental vehicles

**13**

Hotels



<sup>\*</sup>NRMA Holiday Parks owned or managed from July 2017.

## Safe mobility

Reducing fatalities and serious injuries while people are on the move. We consider public transport, alongside roads, as well as providing an emerging focus on personal security.

# 1,791,350

NRMA calls for help answered

# 53,841

Driver training hours

# 3,767

Babies and pets rescued from locked cars

# 35,000

Businesses relying on NRMA to keep them on the road

# 92,841

Students and teachers engaged on road safety and STEM

# 120,205

Cars serviced

# 90%

## roadside fleet connected

90% of roadside fleet connected and roll out to business Members commenced



## Access for all

Ensuring everyone within the community has access to value for money, efficient transport options. This includes removing physical barrier to mobility as well as potential language and cultural hurdles.

1<sup>ST</sup>

Autonomous vehicle in NSW

39

Car servicing apprentices, of which three are Indigenous Australians and seven are female

450

Hours of professional driver training lessons for refugees

100

Professional driver training lessons for Indigenous youth

400,000+

Downloads of the **my nrma app** (including parking and fuel)

1,842

Members engaged in older driver programs

214,000

Rental days booked by Members with Thrifty across Australia and New Zealand

18

Proactive research and advocacy campaigns



## Sustainable communities

Delivering adequate infrastructure and associated services to connect communities to economic and social opportunities. This includes supporting visitation by tourists as well as connecting residents to vital services.

# 1,412,094\*

Nights in hotels, cabins and camp sites

# \$1.38 generated

per \$1.00 spent

Economic activity generated in local communities from holiday parks

# 1,100,000

Open Road readership

# 167

Fewer tonnes of carbon emissions produced despite business growth

# 199,883

Batteries recycled

# 517

NRMA volunteer hours helping outback farming communities

# 443,818

Members engaged in interactive advocacy activities

# 4.73 frequency rate

Maintained low trend on injury rates

\* including ATPM parks