FLIGHT CENTRE
TRAVEL GROUP™

SUSTAINABILITY REPORT FY2024

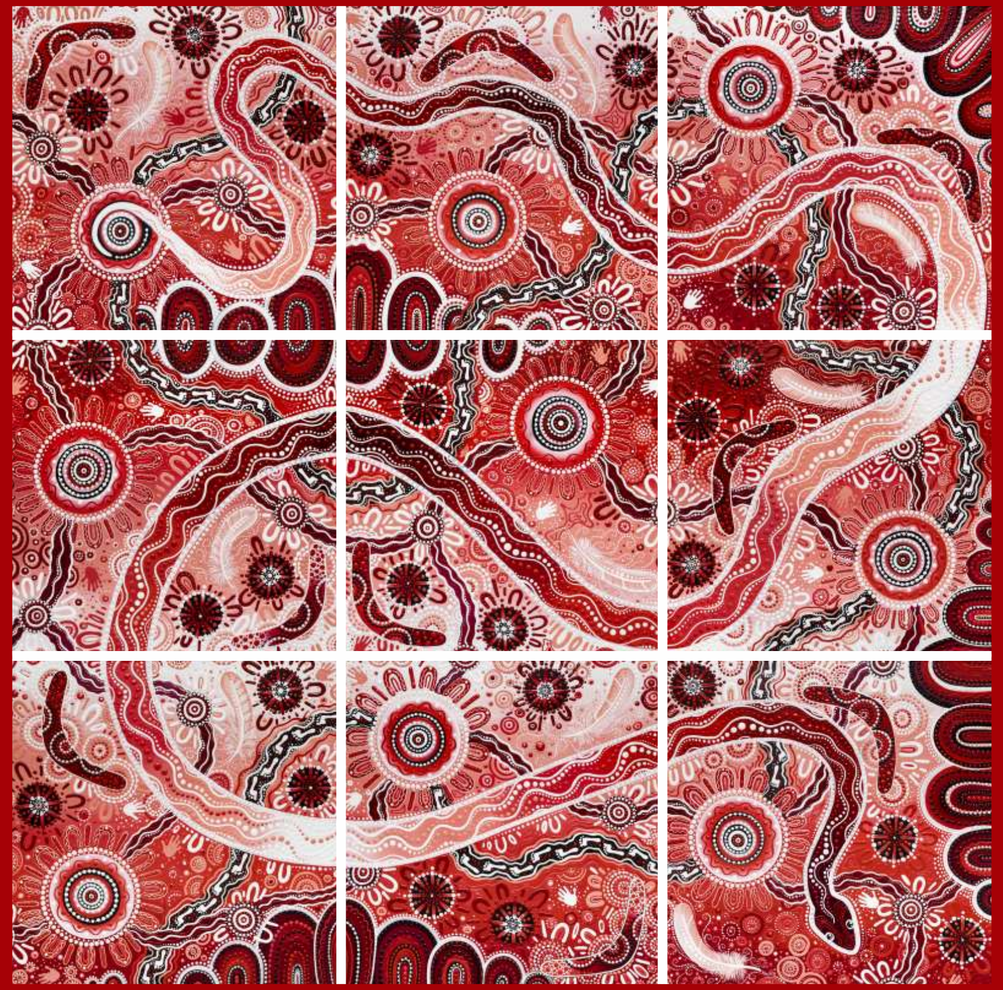
Acknowledgement of Country

We acknowledge the Traditional Custodians of Country throughout Australia where this report was prepared. We recognise their ongoing connection to land, waters, and communities. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present, and we support the continuation of cultural, spiritual, and educational practices. As one of Australia's largest travel retailers and corporate travel managers, we are committed to respecting the sacred nature of these lands, educating our people and customers, and walking alongside the Traditional Custodians.

We also extend our recognition and respect to Indigenous communities around the world. We acknowledge the First Nations peoples and their enduring connection to their lands, waters, and communities. We celebrate the rich cultural heritage and knowledge that Indigenous peoples bring to our global community and commit to supporting their rights and traditions. Our role in the travel industry includes the responsibility to honour and protect these unique cultures, promote understanding and respect, and work collaboratively with Indigenous peoples worldwide.

By embracing the diverse histories and living cultures of Indigenous communities internationally, we strive to foster a deeper appreciation and respect among our customers and stakeholders.

To access Flight Centre Travel Group Limited's Reconciliation Action Plan (RAP), visit **fctgl.com/reconciliation.**



Artist: Judi Sutton from the Kalkadoon people of North West Queensland

About the report

FLIGHT CENTRE TRAVEL GROUP LIMITED (FLT)

Directors

Graham Turner Gary

Smith

John Eales

Robert Baker Colette

Garnsey Kirsty Rankin

Secretary

David Smith

Principal registered office and place of business in Australia

275 Grey St, South Brisbane QLD 4101

+61 7 3083 0088

ABN 25 003 377 188

Website address is **https://www.fctgl.com**

This report details the Flight Centre Travel Group Limited's (FLT) sustainability performance for the period 1 July 2023 to 30 June 2024[1], unless otherwise stated. This year's sustainability report has been published outside of FLT's general purpose financial disclosure. From FY26 (1 July 2025 to 30 June 2026), we will commence annual sustainability reporting in line with mandatory requirements. FLT is a company limited by shares and listed on the Australian Securities Exchange (ASX). We are incorporated and domiciled in Australia, with headquarters at 275 Grey St, South Brisbane QLD 4101. Our sustainability reporting covers the same entities as our financial reporting, being the consolidated entity consisting of FLT and its subsidiaries[2]. Please refer to page 102 of our 2024 Annual Report for details of our group structure and subsidiaries. We are committed to transparency and accuracy in our sustainability reporting. Our internal methodologies and control processes have been developed and implemented to ensure the reliability and integrity of the data presented in this report. While external assurance is a valuable practice, we believe that our internal systems provide a strong foundation for voluntary reporting. As a result, this report has not undergone external assurance. We remain dedicated to continuous improvement and welcome feedback from stakeholders.

1 Our reporting period aligns to our Australian financial year (FY24).

2 All entities of which we have operational control are included. Any acquisitions or mergers where we obtain operational control will be included in the scope of our reporting. Equally, any disposals are removed at point of sale. There are no differences in how we apply this approach across the material topics covered in this report.

Cautionary statement regarding forward-looking statements

This report may contain forward-looking statements that are based on management's beliefs, assumptions and expectations and on information currently available to management. Forward-looking statements can generally be identified by the use of forward-looking words such as, "commitment", "expect", "possible", "intend", "should", "could", "may", "plan", "propose", "will", "believe", "estimate", "target", "aim", and other similar expressions. Such forward-looking statements include statements regarding our journey toward net zero, objectives and strategies of management of the Group, statements about the industry and the markets in which the Group operates and statements about the future performance of the Group's businesses.

Forward-looking statements are statements about the future and are inherently uncertain, and actual achievements of the Group or other future events or conditions may differ materially from those reflected in the forward-looking statements due to a variety of risks, uncertainties and other factors.

The Group's forward-looking statements are based on the beliefs, assumptions, expectations and opinions of management on the date the statements are made, and the Group does not assume any obligation to update forward-looking statements if circumstances or management's beliefs, assumptions, expectations or opinions should change.

For the reasons set forth above, investors should not place undue reliance on forward-looking statements. Any forward-looking statements speak only as of the date of this report.

Our philosophies

For FCTG to survive, grow, and prosper, for generations, we must live by our Company Purpose, Vision and our Philosophies. Our culture must be celebrated and protected, while being robust and independent, with the ability to outlive our current and future leaders.

Our Vision

To become the world's most exciting and profitable travel retailer, personally delivering amazing experiences to our people, our customers and our partners.

Our Purpose

To open up the world for those who want to see.

Our Values

Our people

We care for our people's health and wellbeing, their personal and professional development, and their financial security.

We believe that work should be challenging and fun for everyone.

Our customers

Our customers always have a choice, and we care about personally delivering amazing travel experiences to them, whatever it takes.

Brightness of future

Our supportive work community provides an inspiring and challenging career path for committed people. Promotion and transfers from within will always be our first choice and will give people the exciting opportunity to move globally across our company.

Taking responsibility

We take full responsibility for our own success or failures. We do not externalise. We accept that we have total ownership and responsibility, but not always control.

Egalitarianism & Unity

We believe that every individual is equally important and has access to the same opportunities and rights. We work as a community with accessible leaders and we embrace diverse cultures, backgrounds and perspectives. We have an irreverent culture of taking our business seriously but not ourselves.

Our Business Model

Ownership

We treat the business as our own and have the opportunity to share in our company's financial success with access to shares programs, outcome based incentives and profit share.

Reward & Recognition

We recognise and celebrate our individual and collective successes with recognition and rewards which are based on measurable outcome based quantitative KPI's. What gets rewarded gets done is our basic principle and we reward outcomes not behaviour.

One best way

In each of our businesses there is 'one best way' to operate globally. We value common sense over conventional wisdom in running our business. We foster entrepreneurial thinking to continuously find better ways to innovate and improve.

Family, village, tribe

Our structure is simple, lean, flat and transparent, with accessible leaders and minimal layers between the customer and the CEO. Everyone belongs to a family (team), which is the most important group at FCTG, who are supported by a 'self-help' village and a tribe.

Profit we are proud of

A fair margin resulting in a business profit we can be proud of, is the key measure of whether we really are providing our customers with an amazing experience, amazing product and a caring and respectful service - an experience customers genuinely value.

Contents

About us and where we operate 6

CEO message 7

GSO message 8

Sustainability at Flight Centre Travel Group 9

Sustainability scorecard 10

Memberships and partnerships 11

Our people 12

Our partners 19

Our customers 22

Our planet 24

Our principles 31

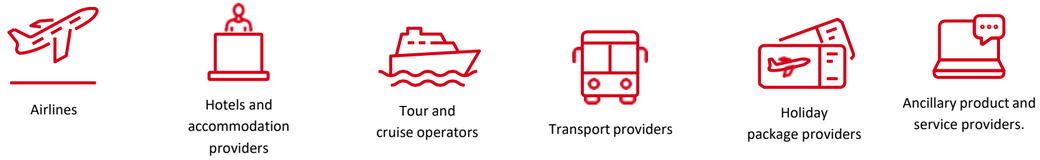
Appendices 33

About us and where we operate

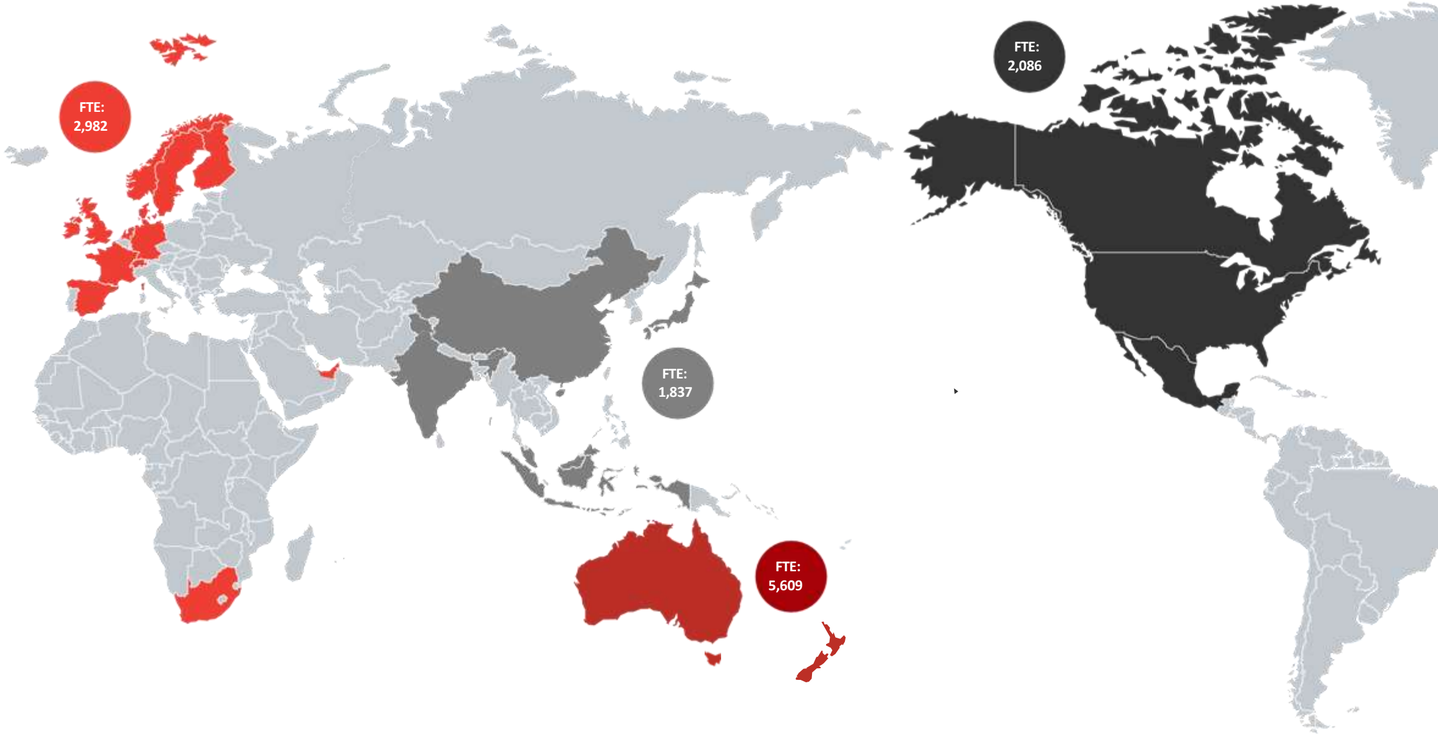
FLT is a diversified global travel business, specialising in leisure travel retailing and corporate travel management. The company was founded in Australia in 1982 and has expanded globally to become one of the largest businesses of its kind in the world. FLT employs circa 12,514 people and operates in four divisions: Corporate, Leisure, Supply, and Global Business Services (GBS). It operates in four key regions: Australia and New Zealand (ANZ), the Americas, Asia, and Europe, Middle East and Africa (EMEA).

FLT has been listed on the ASX since 1995 and is an ASX S&P Top 100 company. Key leisure travel brands include Flight Centre, Travel Associates, Scott Dunn, Envoyage, Travel Money and Ignite. Flagship corporate brands include FCM and Corporate Traveller. FLT also operates a network of emerging travel services brands, including tour operators Top Deck and Backroads, the Discova destination management company and hotel management business Cross Hotels and Resorts. FLT created a Global Business Services (GBS) area in addition to its travel business, FLT is also a joint venture partner in Pedal Group, which operates the 99 Bikes retail cycle business and Advanced Traders wholesale business.

Our supply chain includes an extensive range of tourism and travel-related suppliers. Key categories include:



These suppliers may be contracted (preferred) or non-contracted, depending on the volume and nature of supply. We work with thousands of suppliers varying in size and maturity, from large global entities to small family-operated accommodation and tour providers. For more information on our supply chain, see the **Our partners** section of this report.



Our Reach

ANZ
Australia, New Zealand

ASIA
India, Singapore, Malaysia, China, Japan

AMERICAS
USA, Canada, Mexico

EMEA (Europe, Middle East and Africa)
United Kingdom, Ireland, Spain, France, Switzerland, Germany, Netherlands, Norway, Sweden, Denmark, Finland, South Africa, United Arab Emirates and Saudi Arabia

CEO Message

I am delighted to welcome you to our 2024 fiscal year sustainability report.

Last year's report was produced at an important juncture as our company re-emerged from the shadows of the COVID-19 pandemic and as normal everyday societal interactions - including travel patterns - resumed.

This year's report has been produced at another important juncture, but this time it relates to the sustainability movement itself as companies reportedly start to review their DEI (Diversity, Equity and Inclusion) and carbon positions, following the US presidential elections.

While we will obviously continue to monitor developments, our commitment to sustainability is unchanged. We will continue to invest in and focus on the areas and initiatives that we and our stakeholders believe are important.

This recognition of sustainability's importance extends across our Board of Directors, our senior leadership team and among our global workforce.

Broadly speaking, our efforts focus on five key areas:

1. Our people
2. Our partners
3. Our customers
4. Our planet; and
5. Our principles

In the pages ahead, you will read more about our progress in each of these very important areas, as well as some of the longer-term targets we are working towards.

Our success can be measured internally in some cases, particularly in relation to the investment we make in our people, but we also can and do look externally to help affect real change.

We are a diversified global travel company, with a significant network of leisure, corporate and other brands, working with the world's largest travel sector businesses and serving millions of customers every year.

This very clearly illustrates the potential we have to campaign for change when it is required and to help educate customers on the choices they are making when they travel for work or pleasure.

We take this responsibility seriously and are committed to working with our industry partners to both address any negative impacts of travel and to achieve our overarching sustainability objectives.

In the pages ahead, you will also read about the partnerships and relationships we have established with other companies and groups. These relationships are critical to both raising awareness of key issues and making meaningful progress towards achieving our objectives.

We look forward to updating you on our progress in the years ahead and as we also incorporate more detailed sustainability reporting into our Annual Report, which we are now in the process of doing.

Graham "Skroo" Turner Global Managing Director and Chief Executive Officer

GSO Message

I am proud to share our third sustainability report, highlighting our progress, challenges, and future focuses across our sustainability strategy. This year, global advancements in mandatory sustainability reporting have reshaped how businesses measure and disclose their sustainability performance, driving greater transparency and accountability. At Flight Centre Travel Group (FLT), we view these changes as one step to accelerating the transition toward a sustainable future, where we actively contribute to mitigating climate change and protecting the planet.

We are committed to positive change through five strategic pillars: Our people, Our partners, Our customers, Our planet, and Our principles. These pillars guide our work toward a lower impact travel industry.

Our sustainability efforts start with our people. This year, we've fostered a culture of sustainability, empowering employees at all levels to contribute to our goals and introducing programs to upskill teams.

Collaboration with our partners is also key. By working closely with industry partners, we focused on developing lower impact offerings, promoted responsible tourism, and encouraged best practices throughout our supply chain, strengthening relationships and supporting shared goals.

Supporting our customers in making more informed travel decisions remains central to our strategy. We provide tools and information to help customers align their travel choices with their sustainability values, including carbon-offset programs and lower impact travel options.

While reducing greenhouse gas emissions remains a key priority, this year we expanded our focus to nature-based activities. These activities are a critical area of focus as we work to reduce our environmental impact. We are investing in projects that restore ecosystems, enhance biodiversity, and protect critical habitats. For example, we've partnered with organisations on restoration projects in Australia, New Zealand, and Morocco as part of our "Planting for the Planet" program.

Guided by our strong ethical principles, we continue to improve sustainability governance and ensure our operations align with global standards. Looking ahead, we are focused on scaling these efforts and supporting our partners and customers in their respective journeys.

This report outlines our progress and reaffirms our commitment to building a lower impact, responsible, and economically viable travel industry.

Thank you for your continued support as we work together to preserve and enrich a world worth seeing.

Michelle Degenhardt
Global Sustainability Officer (GSO)

Sustainability at Flight Centre Travel Group

Preserving and enriching a world worth seeing

Our company purpose is “to open up the world for those who want to see”. As one of the world’s largest travel retailers and corporate travel managers, we recognise our responsibility to help preserve the places we love while enriching our people, destinations and communities.

The world is changing, and our industry is changing with it. This means focusing on reducing the environmental impacts of travel while continuing to deliver unique travel experiences for generations to come. We will leverage our people and partnerships to facilitate informed choices, helping customers reduce their impact and working toward actions that benefit the people and places we work with. We will work with our suppliers and industry partners to set relevant targets and influence a more responsible travel industry.

Our sustainability framework has been developed to guide our efforts across five pillars as demonstrated in the accompanying graphic. Through our materiality assessment, we identified three priorities that underpin each pillar of our strategy. This strategy has defined the structure of this report and the updates we are reporting on.

Sustainability Scorecard

Metric	2024	2023	2019[3]
Our people			
Number of Employees	12,514	13,065	20,092
Global employee engagement score[4]	71%	76%	N/A
Percentage of employees covered by a collective bargaining agreement (Australia and Japan)	17.5%	16%	26.6%
Percentage of women in the workforce	65.1%	66%	N/A
Number of volunteer hours used	2,921 hours[6]	726 hours[7]	N/A
Total donations to registered charities (AUD)[5]	AU$531,167[8]	AU$238,000[9]	N/A
Percentage of employees donating via Workplace Giving program	16.35%[10]	17.2%[11]	N/A
Healthwise - Touch Percentage[12]	61%	43.6%	30.6%
Moneywise - Number of service interactions[13] per FTE	87.2%	69.2%	81.6%
Travelwise - Average FTE Booking Travel Products[14]	83%	N/A	N/A
Number of FTE's engaged in employee share plan	4,655	3,993	3,484
Our partners			
Percentage of suppliers committed to Science Based Targets Initiative Business Ambition for 1.5°C	19%[15]	37%[16]	N/A
Percentage of suppliers participating in United Nations Global Compact (UNGC)	19%[17]	38%[18]	N/A
Percentage of suppliers with CDP Climate Change assessed – Action indicated	21%[19]	29%[20]	N/A
Total number of Aboriginal and Torres Strait Islander businesses we procured goods or services from	39	33	N/A

Metric	2024	2023	2019[3]
Our planet			
Scope 1 GHG emissions (tCO2e)	20,243	22,554	52,505
Scope 2 GHG emissions (tCO2e)	10,852	9,324	21,355
Scope 3 GHG emissions (tCO2e) (excluding category 11: use of sold products)	257,145	181,919	302,102
Scope 3 GHG emissions (tCO2e) (including category 11: use of sold products)	19,893,658	18,687,322	19,748,900
Total GHG emissions (tCO2e) (excluding category 11: use of sold products)	288,239	213,797	375,962
Total GHG emissions (tCO2e) (including category 11: use of sold products)	19,924,753	18,719,200	19,822,760
Emissions intensity per revenue (AUD) (excluding category 11: use of sold products)[21]	0.11	0.09	0.12
Renewable electricity consumption based on total kilowatt hours consumed	12%	4%	0%
Trees funded through Planting for the Planet Program	1,449,344	N/A	N/A
Our principles			
Number of Sustainability Taskforce meetings	4	1	N/A

Where data is unavailable or not applicable, FLT has noted "N/A".

3 FY19 provided the most appropriate and complete dataset based on usual operating levels, as opposed to FY20 and FY21 which were irregular due to COVID-19

4 Target of 80% by FY26, this is in reference to the Great Place to Work ® Trust Index © Survey and the results pertaining to the average of all statements

5 16% year-on-year increase in donations to registered charities (Australia only)

6, 8 Australia, South Africa, United Kingdom and New Zealand

7, 9 Australia only

10 As a % of workforce in Australia, South Africa, United Kingdom and New Zealand

11 As a % of workforce in Australia

12 Touch Percentage tracks the percentage of employees participating in at least one health and wellness activity each month

13 Interactions represent services provided to employees by Moneywise, such as tax advice and loan reviews. The number of interactions are then divided by our total FTE's

14 Travelwise is currently available to employees in Australia, Canada, South Africa, United Kingdom, and the United States of America. This calculation was taken by dividing the number of bookings per travel product category by the total FTE's in these regions

15, 17, 19 Based on top 1000 suppliers screened based on spend

16, 18, 20 Based on top 63 suppliers screened based on spend

We note that increasing our coverage of suppliers (from 63 to 1,000) being screened for credentials has reduced the overall percentage of suppliers with recognised commitments, FCTG is working with these partners to promote a lower impact travel industry

21 While our operational footprint has decreased from FY19 to FY24, we have generated similar levels of turnover and as a result our carbon intensity is skewed. As noted throughout this report, we are working with our suppliers as we move toward the IATA net-zero pathway.

Memberships and partnerships

FLT is committed to working with key industry and global organisations who are aligned with our vision of preserving and enriching a world worth seeing.

Eco Vadis 2024 awarded a 'Fast mover" badge

Carbon Disclosure Project

Proud UN Global Compact participant since 2017

Supporting the UN's SDGs since 2017

Global Sustainable Tourism Council® (GSTC®) members since 2023

IIPT Ambassador Since 2017

Our people

Our priorities

We will prioritise our people's health and wellbeing while preserving the places we love with our key focus areas on culture and connection, growth and development, community impact, and giving our people a sense of purpose and community.

Our approach

We're a close-knit global family of fun-loving explorers and recognise that our company is our people. At FLT, we know our people are central to success and are our most valuable asset and it's imperative for us to provide a safe and inclusive workplace. It's important to us that our people have an equal opportunity to be part of our business and to succeed.

Our progress

Throughout FY24, a commitment was made to enhance our global data across our people and culture business.

Subsequent to completing our first Great Place to Work® Trust Index© Survey, we were included in the Best Workplace lists for the UK, India and Indonesia. We were also awarded Best Workplace for Learning & Development and Wellbeing in the UK.

Our challenges

- Globalisation and collaboration across various levels of the organisation.
- Effectiveness of communication channels that allow for two-way dialogue.
- Equity, impartiality and justice perceived by all employees across the organisation.

Our future focus

- Implementation of HRIS system.
- Recruitment: Globalise, standardise and build on our recruitment process and capability so we hire the best people with the right potential and cultural fit.
- Leadership/ Professional Training: Deliver globally consistent new starter, leadership, professional and technical BOF pathways and L&D that reinforce our philosophies, business systems and culture for all of our people.
- Remuneration and benefits: Build a global remuneration framework and further improve our benefits.
- Workforce Planning: Implement plans to ensure the right number of people with the right skills in the right locations.
- Global employee engagement score of 80% by FY26.
- Increase of 10% year-on-year for monetary donations to registered charities

Connection & culture

Our approach

Connection & Culture are managed through a global framework which allows us to work more effectively with our people and culture leaders around the world. This framework is led by our People and Culture (P&C) Leadership Team, which has enabled us to standardise our approach across numerous businesses, as well as maintain policies that steer our actions, including the Code of Conduct and Diversity Policy, both found at **fctgl.com.**

Our Code of Conduct outlines our vision, purpose, core values, philosophies, and key principles that motivate and guide our people. It applies globally and includes our FLT employees, contractors, consultants, directors, and officers.

Our Diversity Policy sets out our commitment to promote a corporate culture that fosters diversity at all levels of the organisation, from the Board and senior management to employees, contractors, and consultants.

Both policies are communicated to employees, contractors, senior management, and Board members as part of our onboarding process, and are also available on our internal policy portal and external website.

DE&I

Egalitarianism and unity are part of our core values. We believe that every individual is equally important and should have access to the same opportunities and rights. Across the whole of FLT, we work as a community with approachable leaders, and we embrace diverse cultures, backgrounds, and perspectives. We strive to ensure that all our policies and procedures work to benefit our people, so that they have equal opportunities to succeed.

Case study: FLT Superannuation policy update

In 2023, Australia's FLT Superannuation Policy Committee identified a significant issue: Women aged 36-40 had substantially lower superannuation balances due to periods of parental leave. To address this, FLT implemented an initiative aimed at closing this gap by increasing company contributions for women on parental leave.

Policy update details

Effective Date: 1 July 2023 – FLT pays the legislative superannuation guarantee during government-paid parental leave and for women returning from parental leave, FLT tops up superannuation by 6% above the legislative levels. This top-up is provided for a period four times the duration of the parental leave taken, up to a maximum of two years. This allows super balances to stabilise during part-time return to work.

Impact and results

- In the period 1 July 2023 to 31 August 2024, the active parental leave returner rate increased from 65% to 82%, retaining more women in the business after parental leave.
- 141 staff on parental leave received a total of $197,603 in superannuation and an additional $779,792 in superannuation top-up payments was made to 273 returning staff who returned between August 2021 and June 2024.
- This policy, combined with active engagement in superannuation activities and fund performance, has successfully rebalanced the average superannuation balances for women aged 36-40 within the IOOF FLT Employer Superannuation plan.
- Remarkably, the average balance for women in this age group is now slightly higher than that of men, aligning with trends seen in younger age brackets.

Future outlook

While there are still discrepancies in superannuation balances between men and women in older age brackets, this policy is expected to positively impact these cohorts as they age.

Gender diversity

We annually participate in gender equality reporting through the Workplace Gender Equality Agency (WGEA) in Australia. In the future, this will include information on FLT's gender pay gap in Australia. Refer to the FY24 Annual Report for information on the diversity of governance bodies as well as the Directors' skills, experience, responsibilities within the Board and its committees and interests in shares as of 30 June 2024.

Within most of FLT's current internal systems, staff are classified as either male or female, which limits our reporting capability. The company plans to amend these internal systems in the future to more accurately capture data relating to people whose identity or expression does not fall within the binary constructs of gender.

Reconciliation

At FLT, we take pride in being able to showcase Australia to those who want to see it. Our role, as one of Australia's largest travel retailers and corporate travel managers includes the responsibility of ensuring we do our part to respect the sacred nature of these lands, educate our people and customers, and continue to walk alongside the Traditional Owners of the land.

In January 2024, as part of our commitment to the Flight Centre Travel Group's (FCTG) Reconciliation Action Plan (RAP), Australian employees rallied together through the Flight Centre Foundation to nominate FareShare as one of their four charity partners for the year. This partnership was marked by a $50,000 donation to support FareShare's "Meals for the Mob" (MFTM) program, which plays a crucial role in closing the gaps in health and wellbeing for First Nations communities.

Outcomes and impacts

The partnership between FCTG and FareShare has led to significant outcomes, including:

- Meal distribution: nearly 2,000 meals are delivered monthly, providing essential nutrition to First Nations communities.
- Community health: improved access to nutritious meals contributes to better health outcomes for individuals in these communities.
- Volunteer impact: FCTG employees have engaged in hands-on support, enhancing their connection to the cause and the communities served.

Metric	2024	2023	2019
FCTG Australia Aboriginal/Torres Strait Islander-identified team members (1 Jan 2022 - 1 Jan 2024)	30	N/A	N/A
Funds donated to FareShare to support the Meals for the Mob program (1 Jan 2022 - 1 Jan 2024)	$50,000	N/A	N/A

Health, safety & wellbeing

Safety is managed through our Occupational Health and Safety Welfare Commitment Policy. This policy guides our business-wide understanding and response to health, safety and wellbeing, including personal, professional and financial security.

We prioritise the mental health and wellbeing of our people. We have a Mental Health and Wellbeing Policy designed to establish, promote, and maintain the mental health and wellbeing of all staff. In addition, in most countries we offer an Employee Assistance program (EAP), which is available free of charge, 24 hours a day, seven days a week. We also invite employees to participate in an annual Great Place to Work® Trust Index© Survey. This anonymous feedback provides us a rich insight into any potential areas of concern regarding the health, safety, and wellbeing of our people.

Reward and recognition

Reward and recognition are fundamental ingredients to our recipe for success. One way that we recognise our people is through the Global Gathering, our annual conference. As one of the major events on our company calendar, we recognise the end of the financial year and the hard work of our people who have gone above and beyond. Teams also participate in regular local buzz nights throughout the year. At both Global Gathering and the monthly buzz nights, our people come together to recognise successes and achievements, to hear from suppliers and to learn about the company. End-of-year events are also held in each of our regions.

Our people are the beating heart of our business. We're devoted to supporting and enhancing the wellbeing of our employees – from their mental and physical health to their financial wellbeing. We know our people are travellers at heart and many of our benefits revolve solely around our sense of wanderlust. To understand more of the benefits offered by FLT refer to **fctgcareers.com/why-us.**

Employee engagement

We believe our extraordinary culture gives us our competitive edge and is crucial to attracting and retaining talent within our business. Our Great Place to Work® Trust Index© Survey, confirmed that our employees around the world agree that we have a great company culture.

Subsequent to this survey, we were included in the Best Workplace lists for the UK, India and Indonesia. We were also awarded Best Workplace for Learning & Development and Wellbeing in the UK. Additionally, we performed a pulse survey in May/June 2024 focused on specific segments of our business and noted that our areas of improvement, as identified by employees, continue to be:

- The ability to collaborate across various levels of the organisation.
- Effectiveness of communication channels that allow for two-way dialogue.
- The level of equity, impartiality and justice perceived by employees across the organisation.

We are continuing to work through the strategies that are in place across the organisation to respond to the feedback received in the survey.

Specific quiet zones - Located in our Brisbane headquarters, with plans to expand to other locations. These have been created to support neurodivergence at FCTG.

Growth & development

Our culture encourages creativity, collaboration and enjoyment, all while providing an opportunity for our people to explore the world and find their most fulfilling career path. We provide employees with training and development opportunities to contribute to their personal and professional growth. Brightness of Future is one of our philosophies, and we aim to ensure all our people can see an exciting future within our business. Promotion and transfers from within will always be our first choice and we strive to give people the opportunity to move globally across our company. Our supportive work community provides an inspiring and challenging career path for our employees.

Our approach

We encourage internal mobility and work with our people to map out their individual path to success. Training sessions are tracked through our Learning Management Systems. We provide various online training programs and, during FY24, we had 111,893 e-Learning and resource completions logged in our system 16,328 training sessions were attended by employees within our Australian and New Zealand operations, both in-person and virtually. Through our membership of the United Nations Global Compact (UNGC), all our employees can also access unlimited training on sustainability through the UNGC Academy. Our current focus is on enhancing the process of data collection and tracking of training, so we can continue to invest in our people's development.

Investing in future talent

In today's increasingly dynamic business landscape, we understand the importance of building a vibrant and dedicated workforce for the long term. We have always believed a career is a journey, not a destination, and we work hard to ensure that once people start working with FLT, they feel supported to grow with us.

A key element of our Brightness of Future philosophy is that promotion and transfers from within will always be our first choice and will give people the exciting opportunity to move globally across our company. This isn't just lip service – we live and breathe this attitude, as evidenced by the many amazing stories and long tenures of our people. Members of our taskforce, themselves, are strong role models, with an average tenure of more than 20 years each.

Our Brightness of Future philosophy is supported by our investment in learning and development. We have dedicated teams of L&D experts across the world who have built programs to support our people's career journeys – from the moment they join us as novices, all the way through to senior management.

To help attract and develop future leaders in our business, in the UK and the Americas we have a graduate program called Fast Track. Unlike other graduate programs, which tend to consist of short, fixed rotations, our program creates bespoke experiences for new recruits which are tailored specifically to everyone through career management and senior leader mentoring. We aim to expose our graduates to all aspects of our business and focus on hands-on learning.

In the last year, we have run or commenced various training programs available to our people, examples include:

- Elevate Leader Development Program – UK
- Rising Stars – AU
- Finance MBA Program

Purpose & community

At FLT, we aim to create a positive impact in our local communities through workplace giving, fundraising and volunteering. As part of being a responsible corporate citizen, we believe it's important to support the communities where we live, work and travel. We also want our people to feel empowered to make a difference to causes that matter to them.

Our approach

We work to create a positive impact through our Flight Centre Foundation (FCF). Within Australia, the FCF is our way of harnessing the collective goodness of our people to give back to local communities in the most effective and efficient way to maximise our impact.

We do this through three strategic pillars: People, Purpose and Planet.

- People: the Flight Centre Foundation was built on our people's passion for supporting vulnerable communities through giving money and time. Through our annual giving grants initiative, our employees can choose the charities and causes they would like to support.
- Purpose: develop and nourish partnerships with charities and causes that our people are passionate about.
- Planet: we partner with purpose-driven environmental organisations within Australia who honour the land, seas and air.

In Australia, New Zealand, South Africa and the United Kingdom, we work with a variety of charities on a rolling annual basis. We offer our people the opportunity for ongoing education and engagement with our philanthropic journey. We encourage employees to utilise their skills and passion for making a difference through volunteering, collection drives, awareness campaigns and more.

Our Workplace Giving and Grants program

To engage our employees in the work we do in the community, we have two key programs: Workplace Giving and Giving Grants. Through our Workplace Giving program, our employees have the option of donating regularly to the Foundation via monthly pre-tax payroll deductions. FLT covers the Foundation's operating costs, meaning all funds donated by our people are passed through to our charity partners and grant recipients. In FY24, employees contributing to workplace giving represented 16.35% of our workforce where this program is available.

In most of our operations we match all employee donations dollar for dollar, effectively doubling the funds available to support worthy causes. In Australia, New Zealand and the UK, in FY24, we matched AU$111,104 of employee donations. In South Africa, in FY24, employee donations totaled AU$14,424. These funds are combined with additional fundraising and input from FLT to support our annual Giving Grants program. The FC Foundation paid out a total of AU$435,786 in donations this year. In addition, our South African business supported four local schools with a total donation of AU$95,382.

Each year, the Foundation gifts a grant to five charities as chosen by our people. This year's Giving Grants recipients can be found at **fcfoundation.org.au/giving-grants**.

Volunteering

Our people have an incredible range of skills that can be a huge help to charities and community organisations. To help our employees give back, we give every person one paid volunteer leave day per year to use at any for-purpose organisation or project they choose. Volunteer leave is offered to our people in Australia, New Zealand, UK, South Africa, the USA and Canada.

Volunteering can be done in a single day or broken up over time to allow a regular commitment of skills or project work. Team volunteer activities are also regularly included at FLT conferences, meetings and planning days.

In FY24, 462 employees accessed their volunteer leave, contributing approximately 2,921 hours of volunteer work to local community or charitable organisations.

Case Study: Travel Money Oz Save the Children Program

Small Change, Big Difference is a foreign coin exchange program that allows individuals to donate their unwanted and unusable foreign coins to support UNICEF Australia's work protecting children around the world.

We believe that right now, there are millions of dollars in foreign currency lying dormant across Australian homes and offices. Instead of stashing your leftover currency in a drawer and forgetting about it, why not donate your foreign coins so that they can be put to good use?

Many people believe that a few dollars, baht or euros is not enough to make a real difference. But when AUD$2.10 could help support 5 children with emergency nutrition rations, you can help save a life by giving UNICEF Australia those "useless" foreign coins.

Travel Money Oz and UNICEF Australia have united to establish collection points for unwanted and unusable foreign coins so that you can make a big difference with your small change. UNICEF Australia collects coins from any country and can convert it into donations to help children, especially those most disadvantaged and hardest to reach.

In FY24, the equivalent of AUD$46,794 has been donated via Travel Money Oz to UNICEF Australia.

Case Study: Flight Centre South Africa – School sponsorships

In FY24, our South African business supported four local schools with a total donation of AU$95,382 (ZAR1,170,000).

School/Charity Details	Activities Supported	Donation Amount (AUD$)
Northcliff Primary School	Bursary payments for 36 previously disadvantaged children for the year.	63,588
Seven Steps	School that caters to deaf learners from Grade R to Grade 12. Donation was used for: - 2025 stationery, - Educational outings to promote vocabulary, - Breakfast provisions, - Foundation phase playground extension, and - High school outdoor equipment.	14,674
LIV Lanseria	Life-giving village for orphaned and vulnerable children which produces healthy families, empowered communities and future leaders for South Africa. Donation was used for: - Meals for all villages, - Fixing toilets, - Food parcels for families, and - School equipment.	12,228
Siyathanda Home	Home for abandonded children with cerebral palsy. Donation supported monthly food/nappy fund.	4,891
Total Donation		**95,381**

Our partners

Our priorities

We will prioritise collaboration with our suppliers and industry partners to promote a lower impact travel industry. Our key focus areas are working with suppliers with similar values, working with our suppliers to better inform our customers and focusing on community-based travel opportunities.

Our approach

We are working directly with our suppliers and travel industry partners to reduce the impact of tourism on both the environment and society, noting this takes significant investment and time.

Our progress

Throughout FY24, we developed a **Supplier Code of Conduct,** which was released in the first quarter of FY25.

Our challenges

- Visibility of our full supply chain across a diverse set of brands and businesses.
- Technology integration – the complexity of implementing and integrating technology across a large supply chain.
- Risk management across such a diverse supply chain requires a proactive approach and contingency planning.

Our future focus

- Further engagement with our key suppliers on our material focus areas.
- Maturing our governance framework to engage with our partners through the completion of the third-party risk management framework and associated policies, including contract management policy and business continuity management policy.

Sustainable Supply Chain

Transforming the travel industry to make lower impact travel and more conscious tourism a reality will take a collective effort from everyone across the supply chain. At FLT, we are working with our suppliers and travel industry partners to promote travel that reduces impacts to both people and planet.

Our goal is to develop a supply chain that focuses on ensuring we are preserving the places we love. To do this, acknowledging this will take significant investment and time, we must collaborate with our suppliers and the industry to reduce the negative environmental and social impacts of travel.

Our approach

We promote travel that respects the environment, wildlife, human rights and social equality. We are working to exhort influence over key environmental and social risks and impacts in our supply chain, such as modern slavery and greenhouse gas (GHG) emissions. We do this by working with our suppliers to improve standards and encouraging the development of sustainable product offerings.

Supply chain transparency

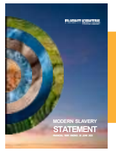
The crucial first step toward achieving our ambitious targets is gaining full visibility of our extensive network of suppliers. With over 50,000 travel suppliers globally, across a diverse set of brands and businesses, this represents a significant challenge. The large number of locations and variability in the systems used to interact with suppliers across our operations adds another layer of complexity to the task.

In FY24, we successfully mapped the directly-contracted-for-sale suppliers of our air, car, insurance and passenger transfer products, representing 54% of our total product spend. In addition, we are making good progress in mapping the remaining directly-contracted-for-sale suppliers as part of the total product spend including hotel, tour and cruise categories – a task we will continue to develop in coming years.

We also review our indirect procurement spend, which covers the goods and services we purchase to support our operations. Examples include information technology, marketing and printing, uniforms, stationery, cleaning contractors and more. As of 30 June 2024, 93.8% of our indirect spend value has been mapped against a spend category.

To focus our efforts, we identified the top suppliers by spend in each category and have started screening their sustainability performance. Using software, we have screened 52% of our directly-contracted-for-sale product supply chain and 44% of our indirect supply chain during FY23. This has provided us with a greater understanding of the sustainability-related risks and opportunities that sit within our Tier 1 supply chain. We have been able to use the analysis from these systems to begin the development of continuous improvement plans for certain suppliers who do not meet minimum standards.

Procurement teams also worked on developing a **Supplier Code of Conduct** which was finalised and released in the first quarter of 2025. This document helps to further drive initiatives designed to globalise our approach to supplier management.



View the Modern Slavery Statement here.

Case study: Supplier engagement – Flight Centre Brand and G Adventures – South Africa project

In early 2024, the leadership team from Flight Centre Brand and G Adventures Australia were in South Africa and spent time with the Good Work Foundation (GWF).

GWF is a nonprofit organisation dedicated to youth development in the villages surrounding Kruger National Park and play a vital role in providing opportunities in a region where youth unemployment rates soar above 80%. Through partnerships like the one between GWF and Planeterra, the goal is to break down barriers by providing practical job training and market access for over 5,000 youth annually.

In the face of South Africa's persistent load-shedding challenges, GWF encountered significant hurdles such as frequent power outages that disrupted crucial training activities and the operation of their essential Coffee Bar.

In a proactive response, G Adventures and Flight Centre donated solar panels, ensuring that education could continue uninterrupted and sustainably at their campuses.

Community-based travel

We believe that travel can be a force for good by positively contributing to local communities. We aim to create a positive socioeconomic impact through our business by providing destination communities with employment, establishing local partnerships and offering customers meaningful travel experiences that directly benefit the communities where we operate.

Our approach

At FLT, we aim to make a positive impact on the destinations our customers travel to. We work with preferred suppliers and tour operators to promote more responsible holidays and offer tours that promote social and environmental causes, including volunteering programs. In line with our goal of more responsible tourism, we have also removed any aspect of operations that might endorse modern slavery or orphanage tourism.

View the Discova Sustainability Report here.

Our customers

Our priorities

We aim to provide our customers with access to products and technology to track, measure and reduce their impact, and an understanding of responsible travel.

Our approach

Driven by our ambition to make it easier for our customers to select more sustainable options, our GSO is working across our brands to ensure there is a focused effort to provide solutions that can be accessed through existing product offerings.

Our progress

Continued focus and development across our brands to provide customers with lower impact products and services.

Our challenges

- Limited availability: in some regions, lower impact products may not be as readily available, making it harder for customers to make lower impact choices.
- Complexity of information: for our customers, understanding their impact based on the choices they have made can be complex and overwhelming.
- Cost perception: lower impact products often come with a higher price tag, which can deter cost-conscious customers.

Our future focus

- Continued product development to ensure our customers can make informed decisions when choosing their travel.
- Customers across all brands and platforms to have access to tips on how to become a responsible traveler by FY26.

Sustainable travel product choices for all customers

We are helping our customers reduce their impact by facilitating informed choices. The best way we can do this is through making lower impact travel products readily available to our leisure and corporate customers. We are working toward providing more product options with strong sustainability and ethical standards. However, we acknowledge that we are at a relatively early stage of our journey.

Our approach

As one of the world's largest travel retailers and corporate travel management companies, we have an important role to play in providing lower impact products for customers to choose from. However, our key challenge is a lack of direct control in this space. We are reliant on our influence across the value chain to create change because, in most of our operations, we connect customers to travel products rather than developing those products ourselves. Despite this, we have the ambition to make it easier for our customers to select lower impact options. As we commence work in this space, we have focused efforts on leisure travel by offering solutions that can be accessed through an existing product offer. This is a program of work managed by the GSO in partnership with our global supply team.

Technology solutions to measure customer environmental impact

As part of our ambition to enable customers to reduce their environmental impact, we aim to provide the tools, information and support our customers need to make more sustainable choices. We strive to empower our customers with solutions to measure and reduce their travel footprint, as well as educational resources on what it means to travel more responsibly.

Our approach

Through our corporate brands, we are working to ensure all customers across all platforms can make lower impact travel decisions, by equipping them with the tools and insight to do so. We have implemented systems and platforms across our various corporate brands, ranging from solutions for small and medium enterprises (SMEs) through to our large-market corporate customers. Our approach is customer-led, driven by demand for more sustainable travel programs.

Across our various brands, we provide various offerings, please refer to the following links for detailed information on each offering.

CORPORATE TRAVELLER

FCM

FLIGHT CENTRE

FLIGHT CENTRE BUSINESS TRAVEL

Responsible travel education

CONSERVE water

Much of the world suffers from a shortage of clean water, so we can help by reusing hotel towels, taking short showers, and turning off the tap!

REDUCE your waste

Ditch the plastic bag, refuse unnecessary packaging, dispose of your waste responsibly and pick up rubbish too! Recycle as much as possible.

GO LOCAL

Enjoy locally owned and operated restaurants and bars. Shop in the local markets and stores and utilise the expertise of local guides when booking tours or activities.

CARE ABOUT the wildlife

Take a 'look but don't touch' approach to wildlife activities and avoid any attractions that involve 'performance', riding or closely engaging with wild animals.

RESPECT the local people and culture

Along with obeying local laws, this relates to dressing and behaving in a manner appropriate to the community.

Our planet

Our priorities

We will focus on reducing the environmental impacts of Flight Centre Travel Group while delivering unique travel experiences for generations to come. Our key focus areas include reducing our greenhouse gas emissions to achieve net zero by 2050, investing in nature-based climate solutions and influencing environmentally sustainable behaviour across our people, partners and customers.

Our approach

The attainment of net zero involves the active implementation of methods to reduce emissions by 90% from a set baseline (FY19 provided the most appropriate and complete dataset based on usual operating levels, as opposed to FY20 and FY21 which were irregular due to COVID-19.) outlined in the Science-based target initiative (SBTi) methodology. In contrast, carbon neutrality can be achieved through carbon offsets. As our ultimate objective is carbon reduction, we have chosen not to participate in a carbon neutral certification program, nor do we intend to offset 100% of our emissions. Our focus remains firmly on reducing our greenhouse gas emissions and this commitment requires that our suppliers meet their emission reduction obligations over this period.

Our progress

- Continued improvements in data capture and reporting.
- Continued transition to renewable eelectricity across our operations (currently at 12% globally).
- Planting of 1.4 million trees as part of the “Flight Centre Planting for the Planet Program”.

Our challenges

- High Greenhouse Gas Emissions: the travel industry, particularly aviation, is a major source of greenhouse gas emissions, which presents itself in Scope 3 Category 11 Use of Sold Products in our footprint. Reducing these emissions requires significant technological advancements and changes in operations.
- Technological Limitations: while there are ongoing developments in sustainable aviation fuels (SAFs) and electric aircraft, these technologies are not yet widely available or economically viable at scale.
- Consumer behaviour: encouraging travellers to choose lower impact options, can be challenging. Many consumers prioritise cost and convenience over impact.
- Access to renewable energy across our global locations.

Our future focus

- Continued improvements in data capture and reporting.
- GHG emissions reductions across scopes 1, 2 and 3
- Quantification and qualification of Climate Related Risks and Opportunities
- Continued investment in renewable electricity.
- Continued travel industry wide discussion with SBTI

Our commitments

The global shift towards a net-zero future presents a significant challenge for the travel and tourism industry. Given that tourism contributes to eight percent of annual global greenhouse gas emissions, with approximately two percent stemming from aviation[22], we recognize the urgent need for making lower-impact travel a reality. We are committed to collaborating within the industry to identify and implement effective solutions while addressing our own greenhouse gas emissions.

In December 2022, we submitted our emissions reduction targets for validation by the Science Based Targets initiative (SBTi) to ensure transparency and rigor in our net-zero strategy. However, the SBTi did not approve these targets initially due to the exclusion of category 11, based on their previous methodology. With the updated SBTi methodology released in late 2023, category 11 became a mandatory inclusion for the entire travel sector. Consequently, our commitment to the SBTi has temporarily been removed from their website as we work towards incorporating the necessary adjustments.

Category 11 represents a significant challenge for the travel industry, particularly because most emissions in this category for FLT arise from airfares sold through our various brands. Setting realistic reduction targets in this area is challenging due to limited control over airline operations and the current lack of alternative, lower-carbon fuels. Therefore, a sector-wide approach is critical. FLT actively engages in discussions with other travel organisations through our UK trade body, ABTA – the Travel Association, to develop viable solutions.

While we work towards a comprehensive industry-wide solution, FLT has maintained the original targets submitted to the SBTi, although they are currently not validated. We will revisit these targets once a solution is established across the industry.

Long-term net-zero target

Our 2050 net-zero target is aligned with the sector-wide decarbonisation pathway and the International Air Transport Association (IATA)'s commitment to “Fly Net Zero by 2050”[23]. This commitment requires our suppliers to meet their emission reduction obligations over this period.

The IATA Fly Net Zero strategy aims to abate as much CO2 as possible through in-sector solutions such as sustainable aviation fuels, new aircraft technology, more efficient operations, and the development of zero-emissions energy sources like electric and hydrogen power. Any emissions that cannot be eliminated at the source will be mitigated through out-of-sector options such as carbon capture and storage and credible offsetting schemes.

The IATA Fly Net Zero resolution demands concrete actions and clear timelines from all industry stakeholders. This includes:

- Fuel-producing companies bringing large-scale, cost-competitive sustainable aviation fuels (SAF) to the market.
- Governments and air navigation service providers eliminating inefficiencies in air traffic management and airspace infrastructure.
- Aircraft and engine manufacturers producing radically more efficient airframe and propulsion technologies.
- Airport operators providing enhanced infrastructure to support these advancements.

Further Information For more detailed information regarding the IATA Fly Net Zero 2050 strategy, please visit www.iata.org.

22 World Economic Forum: How travel and tourism can reach net zero.
23 IATA Fly Net Zero, please visit www.iata.org.

Our FY24 greenhouse gas emissions

FY24 is the third annual update of our footprint to understand our impact and identify how our footprint has changed over time.

Our current targets are:

- Purchasing renewable electricity equivalent to 100 percent of our power needs across our countries globally from 2028 onward.
- Reduce absolute scope 1 and 2 GHG emissions 46.2% by 2030 from a 2019 base year.
- Reduce absolute scope 3[24] GHG emissions 27.5% by 2030 from a 2019 base year.
- Achieve net zero by 2050 from a 2019 base year.

We have revised our journey to net zero that sets out key milestones for us to reach net zero by 2050. We acknowledge that this is a large undertaking and, to set ourselves up for success, we are working to ensure we have the right policy and framework in place and are developing tools and systems to improve our emissions reporting.

Alongside our journey to net zero, we are continuing to build our understanding of climate-related risks and opportunities across the business. Please see the **Appendices** section of this report to understand how FLT manages climate-related financial disclosure and plans to respond to the reporting standards defined by both the International Sustainability Standards Board (ISSB) and the Australian Accounting Standards Board (AASB).

FLT's most significant sources of GHG emissions include scope 1 (combustion of fuel and refrigerant leakage), scope 2 (purchased electricity) and scope 3 (category 1 – purchased goods and services). Scope 3 (category 11 – use of sold products) is measured by FLT, but this category of emissions is not included in our reduction targets. As mentioned, category 11 poses a significant challenge for the travel industry because there is no current carbon accounting consensus on the estimation and inclusion of these emissions as a direct or indirect source for travel agencies. FLT has used the following methodology when calculating its emissions.

Methodology

FLT's carbon footprint has been prepared in line with international best practice: the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard and the GHG Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard. In addition to observing these standards, we also engaged leading climate consultancy Edge Impact, who facilitated the calculation of our CO2 emissions by multiplying our activity data by an emission factor, determined by reference to a proprietary emissions hierarchy also developed by Edge Impact. We have relied upon Edge Impact's leading expertise in this area to identify the correct emission factor appropriate for our activity data and have not otherwise sought to have the calculations further verified. This reliance has obviously been critical as it has informed the statements that we have made in this report in relation to our carbon footprint.

Inherent Uncertainties
The GHG quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. GHG procedures, measurements and calculations are also subject to estimation uncertainty.

Scope 1 – Where activity data was available, emissions were calculated on this basis. Where not available, estimations were made. For company vehicles, this was done by an estimated distance travelled and fuel efficiency. For refrigerants, we have used an average refrigerant composition and leakage rate.

Scope 2 – Calculations were made where metered electricity consumption billing data was available. Where metered data was not available, we have estimated energy consumption data based on energy intensity per square footage standards outlined in the GHG Protocol.

Scope 3 – We have measured all relevant categories of emissions. To understand our scope 3 emissions, please refer to page 28 for more information. We have measured these emissions using the GHG Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard and the Australian regulatory emissions factors. Where necessary, spend-based emission factors were sourced from EXIOBASE 3 and adjusted for 2024 inflation rates.

Time boundary of scope 3 categories – For scope 3 category 11 use of sold products, where we are the agent for our customers, we note the emissions for these purchases may occur in future years, as the travel date may occur outside of the current reporting period. Therefore, the reported data should not be interpreted to mean that emissions have already occurred, but that emissions are expected to occur because of activities that occurred during the reporting year.

We have calculated our FY24 carbon footprint (as well as our baseline) in line with GHG Protocol, adopting the operational control method. All entities where we have operational control are included. Any acquisitions or mergers where we obtain operational control will be included in the scope of our reporting. Equally, any disposals are removed at point of sale. There are no differences in how we apply this approach across the material topics covered in this report.

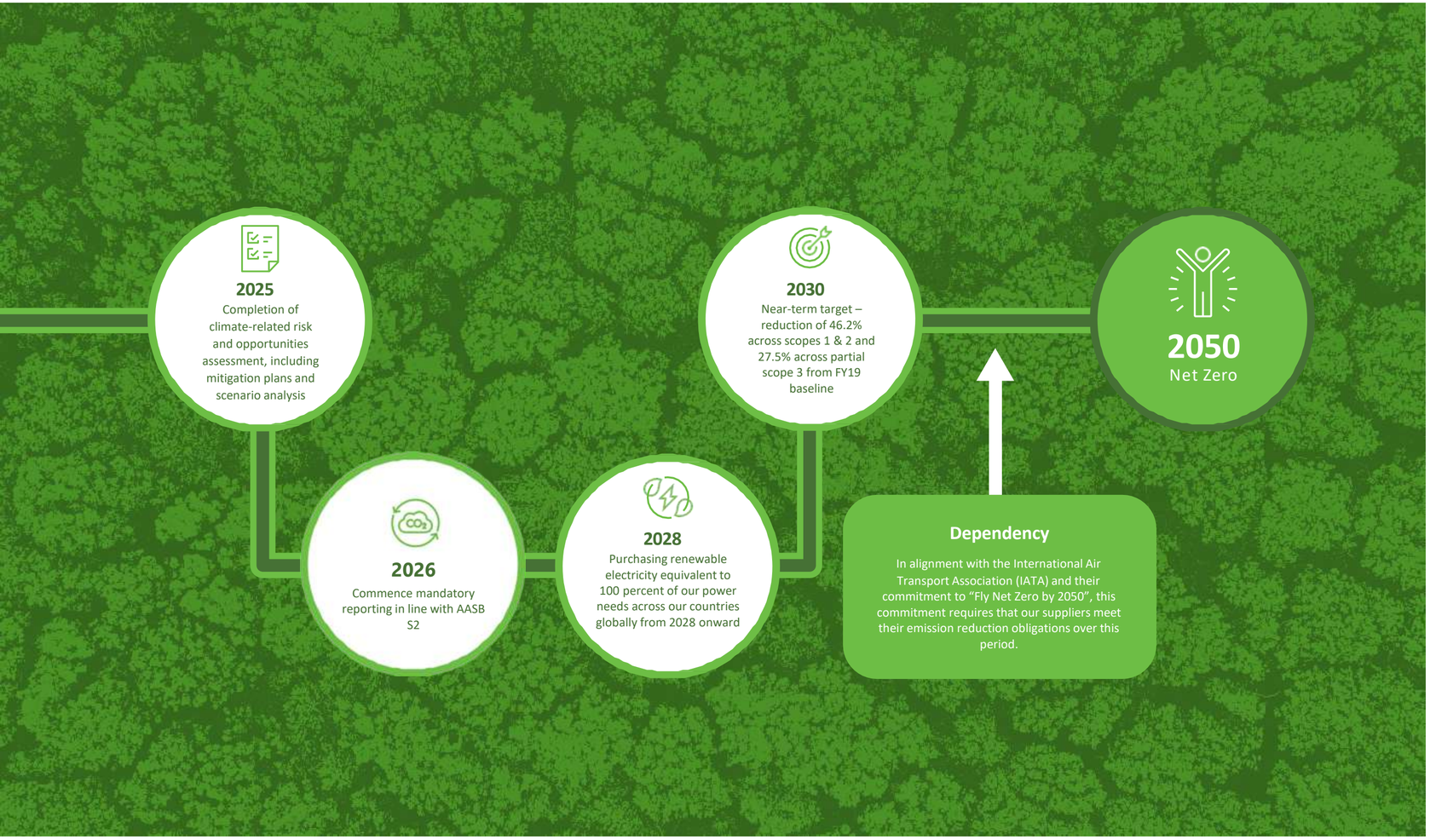
Scope of Emissions	FY24 tco2e	FY23 tco2e	Movement %
Scope 1	20,243	22,554	-10%
Scope 2	10,852	9,324	16%
Scope 3 (excl. category 11)	257,145	181,919	41%
Scope 3 (incl. category 11)	19,893,658	18,687,322	6%
Total emissions (excl. category 11)	288,239	213,797	35%
Total emissions (incl. category 11)	19,924,753	18,719,200	6%

We have made improvements in the number of locations which are moving to renewable electricity sources, FLT has also observed an improvement in data and reporting quality. FLT is continuing to enhance its data quality in this reporting space to reduce reliance on assumptions.

We are continually reviewing our targets and are working to understand emission intensities to accommodate for the difference in business activity over the five years since FY19. This understanding will enable us to see our relative progress towards emissions reduction, irrespective of the changes to our business model. Following the completion of this work, FLT will re-consider its targets and optimise its pathway to ensure they are ambitious enough to drive the business toward net zero.

24 Excluding category 11 emissions (use of sold products).

Our journey toward net zero



GHG emissions inclusions	category 1 – purchased goods and services; category 2 – capital goods; category 3 – fuel and energy-related emissions; category 5 – waste generated in operations; category 6 – business travel; category 7 – employee commuting; category 14 – franchises; category 15 – investments.
GHG emissions exclusions	category 4 – upstream transport and distribution of sold products (immaterial); category 8 – upstream leased assets (included within our scope 2); category 9 – transport and distribution of sold products (immaterial); category 10 – processing of sold products (immaterial); category 11 – this category is not included in our reduction target. We will still include strategies for our customers to reduce the emissions from travel we sell; category 12 – end-of-life treatment of sold products (immaterial); and category 13 – downstream leased assets (included within our scope 2).
Assumptions	Assumptions were made to calculate our greenhouse gas emissions from FY19 where clear data was not available.

Taking action to reduce our operational emissions

We have been taking steps to reduce emissions within our operations and direct control, such as rolling out the transfer to renewable electricity in our office operations. This year, we have obtained renewable electricity for some of our locations in Australia, New Zealand and the United Kingdom. Globally, this represents approximately 12% of our electricity consumption, which is an 8% improvement from FY23 (using renewable electricity kilowatt hours consumed over total kilowatt hours consumed).

Approximately one third of our current store network in Australia is centre-based and relies on lessor-led solutions. Our local property teams are in ongoing discussions with our lessors to include renewable electricity options within the leasing arrangements.

We acknowledge we still have a long way to go to reach our 2028 target. We are continuing to transition our operations across our regions, with the goal being to purchase our power needs through renewable electricity sources equivalent to 100 percent of our power needs globally from 2028 onward.

Understanding our scope 3 footprint

Our scope 3 footprint covers indirect emissions, including those from our supply chain. Activities to address scope 3 emissions are integrated across our net-zero journey and are incorporated within our sustainability strategy pillars: Our partners, Our customers, and Our planet.

The categories included in our assessment of scope 3 are:

- Category 1: purchased goods and services
- Category 2: capital goods
- Category 3: fuel- and energy-related emissions
- Category 5: waste generated in operations
- Category 6: business travel
- Category 7: employee commuting
- Category 14: franchises
- Category 15: investments

Emissions relating to “category 4: upstream transportation and distribution” were estimated but excluded from our reporting boundary since they were found to be immaterial to our overall footprint. The remaining categories have been assessed and deemed immaterial to our business.

Emissions relating to “category 11: use of sold products” are excluded from our 2030 target. Please refer to pages 25-27. Regardless, we are taking steps to actively address emissions reduction in this category by working with industry airline partnership groups to understand their emissions reduction plans and monitor how they are progressing toward their own net-zero targets.

Excluding category 11, the emissions related to purchased goods and services is the largest contributor to FLT’s footprint, with a significant proportion of this category related to the cost of tour services, followed by spend on software, digital, insurance and consultant fees.

Industry engagement

At FLT, we believe we can make positive change. However, we know we can't do it alone. We need to inspire our people, suppliers, and customers to make responsible choices. As a leading player in the global tourism and travel sector, we have an important role in helping to create more positive outcomes from the industry's ongoing growth and evolution.

Our approach

We aim to demonstrate industry-wide advocacy on promoting lower impact travel. We aspire to lead by example through our annual Global Gathering (GG) event. Through the GG sustainability sponsor program, we collaborate with our suppliers to ensure the event considers parameters that promote sustainability and amplify the responsible travel message.

We are also embracing our role as industry thought leaders. Our GSO, Michelle Degenhardt, is responsible for overseeing the deployment of our sustainability ambitions, strategy and targets. Michelle attends and speaks at numerous industry events, sharing her expertise and insights around how she navigates the challenges of sustainability in the tourism and travel sector. Examples include:

CATO

Ecotourism Australia

Intrepid Conference

KarryOn Open Mindset

Case study: Captain's Pack Planting for the Planet Program

Flight Centre brand partnered with fellow Brisbane-based company, Reforest, to consider a meaningful way we could create change and foster positive impact in our global community that aligns to the social responsibility we take seriously as Australia's largest travel retailer.

Activated by our customers opting into our Captain's Pack Planting for the Planet Program, our participation in reforestation projects in partnership with Reforest Australia is helping make a difference to communities in Morocco, New Zealand, Canada and Australia.

The program ensures the organisations that undertake the actual planting are local themselves. They understand the ecology of the ecosystems and best approaches for restoring them. They know their local landscapes like the back of their hand and have strong relationships with the local communities.

The planting project in the Atlas Mountains of Morocco is assisting local communities who have depended on agriculture for centuries, but are struggling with land degradation.

The project is undertaken by the High Atlas Foundation, who is planting drought-resilient food forest species to support sustainable farming livelihoods and rehabilitate the mountain landscape.

In New Zealand, the Patui ancient forest restoration project aims to rebuild ecosystems that once thrived in forests that covered most of the North Island. The project, being undertaken by the NZ Native Forest Restoration Trust, will help bring back the Patui forest by planting trees to extend this 361-hectare enclave of native bush in the Taranaki region.

In Canada, our Planting for the Planet Program is assisting the Redd Fish Restoration Society's project to repair the watersheds and rebuild wild salmon habitats throughout the west coast of Vancouver Island. Working with the traditional ecological knowledge of the five Nuu-chah-nulth Nations, the project takes a holistic approach, planting trees to re-establish native vegetation within the degraded areas of the watersheds.

In Australia, the reforestation project in the Wimmera region of western Victoria is restoring the region's biodiversity which was ravaged by decades of clearing and agriculture that left only 3% of the original woodland.

The project is undertaken by Greening Australia, who is replanting in the area to restore the stunning natural habitat, sequester CO2 and improve water quality while promoting the integration of ecosystem restoration with existing agricultural practices to raise awareness among local landholders.

Since our partnership launched, we have committed to planting over 1.4 million trees, with 1 million dedicated to Morocco alone – and this number grows monthly with each Captain's Pack sale. Though not part of a formal carbon program, these trees are conservatively estimated to remove over 160,000 tonnes of CO2 over the next 25 years, making a meaningful contribution to global climate mitigation efforts.*

Looking ahead to 2025, we will continue our impactful partnership with Reforest and expand our efforts with new reforestation projects in Indonesia and Mexico. These projects are designed to not only help restore vital ecosystems, but also to foster sustainable growth within rural communities. Together, we are committed to creating lasting environmental and social benefits that reflect our dedication to making a positive difference through responsible travel and community-focused action.

** Reforest applies a conservative methodology to estimate carbon sequestration, using available models and data sources. Estimates are adjusted to account for ecological variability, project-specific risks, and permanence protections to ensure integrity and reliability. For Australian projects, Reforest use the Full Carbon Accounting Model (FullCAM) to estimate CO_2 sequestration over a 25-year period. Estimates are discounted 10%-50%, depending on the level of permanence protection in place. For international projects, Reforest apply IPCC-published biomass data to estimate CO_2 sequestration over 20 years. Estimates are conservatively discounted 10%-50%, reflecting levels of 3rd-party auditing, permanence protections, and carbon credit program participation.*

FLIGHT CENTRE Reforest

Planting	1,449,344 trees
Restoring	2,741 hectares
Removing	127.4 kt CO_2 *

Our principles

Our priorities

We have a commitment to create a culture of collective action and accountability, ensuring everyone is involved and responsible for preserving and enriching a world worth seeing. Our key objectives are to encourage transparent and ethical behaviour, clear accountability and responsibility and develop both compliant and meaningful reporting.

Our approach

We expect our people to have a shared commitment toward maintaining the highest standards of personal and professional ethics, to comply with all relevant laws and regulations, and to personify and represent FLT's values in everything we do.

Our progress

- Continuous work toward meeting the Australian Accounting Standards Board's mandatory reporting requirements.
- Received EcoVadis "Fast Mover" badge.
- Review and update of governance charters and policies to ensure these reflect responsibilities associated with sustainability.

Our challenges

- Accessibility of various data points to ensure timely reporting.

Our future focus

- Pre-assurance of reporting requirements
- Reporting in a timely manner with meaningful insights.
- Achieve Platinum EcoVadis score by 2030 (EcoVadis is a globally recognised assessment platform that rates businesses' sustainability based on four key categories: environmental impact, labour and human rights standards, ethics and procurement practices.)

Ethics

Our Code of Conduct outlines the minimum standards of behaviour expected of FLT employees and its representatives. We have a suite of policies in place which reinforce our commitment to acting ethically and responsibly. Going beyond mere compliance with legal and regulatory obligations, our policies detail our dedication to acting in a manner that is consistent with the expectations of FLT stakeholders and the broader community. We take compliance with – and enforcement of – our legal, ethical, and social responsibilities seriously.

Any material breach of our policies is reported to the FLT Board or a Board committee, which could result in disciplinary action – including cessation of employment or engagement. Our external-facing policies, such as the Whistleblowing Policy or the Anti-Bribery and Corruption Policy can be accessed at **fctgl.com.**

Risk management

FLT's risk management approach is anchored around the following key principles:

- protecting the Group's assets, people, and interests of our key stakeholders through effective identification and management of risk;
- optimising the Group's operations through continuous improvement and informed decision-making; and
- supporting the continued growth and sustainability of the Group through taking the right amounts and types of risk to deliver sustained value.

Risk management is all employees' responsibility, and this is clearly established within the risk management policy and risk management strategy.

For more information on our approach to risk management, please refer to our Corporate Governance Statement located at **fctgl.com.**

Information and security

The Group has established a dedicated Information Security team that supports our businesses in implementing effective security controls and practices.

The Group also has a maturing data strategy that helps us to identify, classify and manage our critical data assets across the enterprise. Furthermore, we follow cybersecurity frameworks that are designed to protect our systems and data from unauthorised access, detect any potential breaches or incidents, and respond quickly and appropriately to mitigate the impact. We conduct regular awareness training and campaigns to educate our employees and stakeholders on how to prevent and report cyber threats. The Group performs security assessments and continuous monitoring to evaluate our security posture and identify any gaps or areas for improvement.

Appendices

Governance

Board and executive oversight

FLT has a robust governance framework which extends across all areas of the business. The FLT Board, which includes our chief executive officer and managing director, is ultimately responsible for overseeing and appraising the company's strategies, policies and performance. Specific details of the Board's responsibilities are set out in the charter available at **fctgl.com**.

The Board and Audit and Risk Committee is responsible for setting, reviewing and monitoring FLT's governance framework, which ensures to protect and optimise company performance and build sustainable value for shareholders.

Reporting to the FLT Board is our CEO, leading our CEO Group & Global Executive Team called X-Team. X-Team is responsible for implementing the strategic direction of the company. The team consists of senior-level executives representing each pillar of FCTG including Leisure, Corporate and Supply and is responsible for driving growth and profitability, managing risk and executing long-term plans to the FCTG's success and sustainability over time.

On a day-to-day basis, FLT's sustainability strategies are developed and implemented by a senior global team, which is referred to internally as our Sustainability Taskforce (STF). This eight-person team, which includes five members across the CEO Group and Global Executive Team (X-Team), our GSO and other senior experts, provides broad representation across our brands and regions and delivers high-level ownership of this very important area.

Board and board committee sustainability oversight

FLT's sustainability governance, including overseeing our sustainability commitments, monitoring the FLT operations to understand exposure and its response to climate-related risks/opportunities, is principally performed by the Board of Directors with support from the Audit and Risk Committee, and management teams mentioned above. Please refer to the accompanying chart for details on the governance structure.

Governance Structure

Board skills

FLT's Board skills and experience are included in each Annual Report (included within the Directors' report) released by FLT, available at **www.fctgl.com.** Together, our Directors bring a wide range of expertise and, where the Directors do not currently have experience, they seek this expertise from within FLT or externally where appropriate. The Remuneration and Nomination Committee is responsible for assisting the Board in identifying appropriately skilled and qualified employees, senior management and Board candidates.

Sustainability governance

In essence, the Sustainability Taskforce (STF) provides strategic and operational support on sustainability matters and drives implementation of all relevant initiatives. The STF is also responsible for reviewing the related commitments, policies, and practices, as well as assessing and making recommendations on matters concerning the group's sustainability strategy, planning and risks. Lastly, the STF can escalate sustainability-related risks and opportunities to the X-Team, CEO Group and FLT Board, as required. The STF meets at least three times per year to:

- review the sustainability goals and targets set (including climate-related) and monitor progress,
- approve investment required,
- review progress of mandatory reporting required.

The GSO oversees the implementation of the sustainability strategy and works closely with allocated sustainability leads for each pillar of the strategy (i.e., representatives from various divisions such as People and Culture, Finance, Supply, and regional managing directors). Various working groups and programs sit within each pillar to provide additional support on various key areas (i.e., Diversity, Equity and Inclusion). The STF provides regular updates to the Board and keeps them informed.

Materiality

Our materiality assessment has not changed since FY23. In 2022, we undertook a materiality assessment with support from external consultants Edge Impact, aiming to prioritise the most important sustainability topics. Our approach was informed in reference to existing Global Reporting Initiative (GRI) guidance on materiality and by GRI 3: Material Topics 2021. Through this process, we identified 15 material topics:

Our people	•Connection and culture •Growth and development •Purpose and community
Our partners	•Sustainable supply chain •Sustainable product development •Community-based travel
Our customers	•More sustainable travel product choices for all customers •Technology solutions to measure customer environmental impact •Responsible travel education
Our planet	•Net-zero targets •Carbon-offset solutions •Influencing sustainable behaviour across our value chain
Our principles	•Transparent and ethical behaviour •Clear accountability and responsibility •Compliant and meaningful reporting

We are currently reviewing and refining our material sustainability topics.

Stakeholder engagement

Broad stakeholder engagement and collaboration is required to meet our sustainability ambitions. We consult with key stakeholders and participate on a broad range of initiatives to further industry progress. Through our materiality assessment in 2022, we undertook interviews to understand relevant sustainability trends, risks, and opportunities identified by our stakeholders. We aim to maintain an ongoing dialogue with our key stakeholder groups:

Suppliers/partners

Industry organisations

Employees

Investors

Aligning to the United Nations sustainable development goals

Sustainable Development Goal (SDG)	SDG-relevant Targets	FLT Alignment
3 GOOD HEALTH AND WELL-BEING	Target 3.8 – Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	Prioritising the health and wellbeing of all our team members. Refer to page 15
5 GENDER EQUALITY	Target 5.5 – Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Promoting representation of women at all levels in our business. Refer to pages 13-14
	Target 5.3 – Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation.	We are committed to identifying and preventing all forms of modern slavery, refer to our website for the latest modern slavery statement for details.
10 REDUCED INEQUALITIES	Target 10.2 – By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, economic or other status. Target 10.3 – Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.	Creating diverse, equitable and inclusive workplaces. Refer to pages 13-14
11 SUSTAINABLE CITIES AND COMMUNITIES	Target 11.4 – Strengthen efforts to protect and safeguard the world's cultural and natural heritage.	Working toward making a positive impact on the destinations we travel to. Refer to pages 19-21
17 PARTNERSHIPS FOR THE GOALS	Target 17.16 – Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular, developing countries.	Working with industry partners to promote travel that benefits people and planet. Refer to page 30

Sustainable Development Goal (SDG)	SDG-relevant Targets	FLT Alignment
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Target 12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse. Target 12.6 – Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Educating our people and customers on how to be a responsible traveller. Refer to page 23
7 AFFORDABLE AND CLEAN ENERGY	Target 7.2 – By 2030, substantially increase the share of renewable electricity in the global energy mix.	We are committed to transitioning to purchase renewable electricity by 2028. Refer to pages 26-28
13 CLIMATE ACTION	Target 13.3 – Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	Reducing our overall emissions in line with our net-zero journey. Refer to pages 26-28
15 LIFE ON LAND	Target 15.3 – By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world.	Investment in natural climate solutions. Refer to page 30
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Target 16.2 – End abuse, exploitation, trafficking, torture and all forms of violence against children.	Establishing strong governance to achieve our objectives. Refer to pages 31-32 & 34-35
	Target 16.5 – Substantially reduce corruption and bribery in all their forms.	We are committed to identifying and preventing all forms of modern slavery, refer to our website for the latest modern slavery statement for details.

Climate-related financial disclosures

As evidence of our commitment, this year we are voluntarily publishing information as we work toward the mandatory climate-related financial disclosure requirements outlined by the Australian Accounting Standards Board (AASB) as an amendment to the Corporations Act 2001.

The information provided also broadly aligns with the International Sustainability Standards Board (ISSB) draft International Financial Reporting Standard (IFRS) S2, which sets out specific climate-related disclosures and fully incorporates the structure and the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). With the official dissolution of the TCFD by the Financial Stability Board (FSB) in October 2023, the IFRS S2 is now the leading standard for climate-related financial disclosures. The information following is categorised based on the IFRS S2 themes: Governance, Strategy, Risk Management, and Metrics and Targets.

We recognise further assessment of transition and physical risks will be required, and we intend to complete a more detailed climate-related risks and opportunities analysis in FY25 as set out in our Climate Disclosure Roadmap.

Governance

Refer to pages 34-35 for details.

Strategy

We are currently working through the disclosure requirements in this section in line with the mandatory requirements. Refer to the roadmap on the next page for details on the progress for this disclosure item.

Risk management

Climate-related transition and physical risks that may impact FLT include:

Transition Risk	Physical Risk
Policy Risk	Acute (e.g., customer exposure to heatwaves, floods, bushfires and cyclones).
Market Risk	
Legal Risk	Chronic (e.g., customer exposure to rising sea levels, rising average temperatures and ocean acidification).
Technology Risk	
Reputational Risk	

We are currently working through the disclosure requirements in this section in line with the mandatory requirements. Refer to the roadmap on the next page for details on the progress for this disclosure item.

Metrics and targets

Targets:

- Reduce absolute scope 1 and 2 GHG emissions 46.2% by 2030 and achieve net zero by 2050 from a 2019 base year.
- Reduce absolute scope 3[25] GHG emissions 27.5% by 2030 and achieve net zero by 2050 from a 2019 base year.
- Purchasing renewable electricity equivalent to 100 percent of our power needs across our countries globally from 2028 onward.

Metrics:

- Refer to pages 10 & 26-28 for details.

25 Excluding category 11 emissions (use of sold products).

Climate disclosure roadmap

FLT is preparing to report in compliance with the Australian Government's expected mandatory climate-related disclosure legislation (included within the Corporations Act 2001), which is being guided by the AASB through the Australian Sustainability Reporting Standards, including:

- AASB S1 General Requirements for Disclosure of Sustainability-related Financial Information
- AASB S2 Climate-related Disclosures

As part of the first reporting group, FLT is to publish our initial AASB S1-and AASB S2-aligned report for the reporting period FY26. A high-level, phased approach toward reporting against these standards is outlined to the right. At the time of publication, FLT had completed several FY25 milestone activities.

FY24	FY25	FY26+
Completed actions • Conducted ISSB and AASB S1 and AASB S2 gap analysis. • Published FY23 climate-related disclosures (within the sustainability report). • Completed FY23 carbon footprint and established scope 1, 2 and 3 targets.	**Completed actions** • Published an update on climate-related disclosures (within the sustainability report). Including completed FY24 carbon footprint. **In-progress actions** • Climate-related risks and opportunities assessment (physical and transition). • Reflect outcomes of risk assessment in governance documents, related policies, and risk management. • Commence quantitative financial analysis on climate-related risks and opportunities. • Climate scenario analysis (including at least two climate scenarios, with one aligned to 1.5 degrees). **Future actions** • Integration of climate risk and scenario analysis into business strategy, decision-making and risk management process. • Develop climate transition plan.	**Future actions** • FY26 sustainability report and annual report compliant with AASB S1 and AASB S2 and aligned to ISSB IFRS 2 (including external assurance on scope 1 and 2 emissions).

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
GRI 2: General disclosures 2021	2-1 Organisational details	About us and where we operate – page 6			
	2-2 Entities included in the organisation's sustainability reporting	About us and where we operate – page 6			
	2-3 Reporting period, frequency and contact point	About this report – page 3			
	2-4 Restatements of information	There have been no restatements of information provided in previous reports.			
	2-5 External assurance	Our sustainability reporting has not been externally assured.			
	2-6 Activities, value chain and other business relationships	About us and where we operate – page 6 Our partners – page 19-21 Our customers – pages 22-23			
	2-7 Employees	Our people – pages 12-18			
	2-8 Workers who are not employees	Omission	Yes	Information unavailable/ incomplete	Information unavailable/ incomplete
	2-9 Governance structure and composition	Governance – pages 34-35			
	2-10 Nomination and selection of the highest governance body	Our principles – pages 31-32 Governance – pages 34-35			
	2-11 Chair of the highest governance body	The Chair of the Board is a non-Executive Director.			
	2-12 Role of the highest governance body in overseeing the management of impacts	**Board Charter**			
	2-13 Delegation of responsibility for managing impacts	Governance – pages 34-35			
	2-14 Role of the highest governance body in sustainability reporting	Governance – pages 34-35 **Board Charter** – The Board has reviewed and approved the FY24 sustainability report.			
	2-15 Conflicts of interest	Our principles – pages 31-32 Governance – pages 34-35 **Code of Conduct**			
	2-16 Communication of critical concerns	There were no critical concerns reported to the Board during FY24. Critical concerns would be escalated by senior executives, the Global Sustainability Officer (GSO) or the STF to the Board as and when, they were to occur.			
	2-17 Collective knowledge of the highest governance body	Governance – pages 34-35			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosures 2021 (continued)	2-18 Evaluation of the performance of the highest governance body	**Board Charter**			
	2-19 Remuneration policies	**Annual Report – pages 15-33**			
	2-20 Process to determine remuneration	**Remuneration and Nomination Committee Charter – page 3**			
	2-21 Annual total compensation ratio	Omission	Yes	Information unavailable/ incomplete	Not currently reported on.
	2-22 Statement on sustainable development strategy	Message from CEO – page 7 Message from GSO – page 8			
	2-23 Policy commitments	Our principles – pages 31-32			
	2-24 Embedding policy commitments	Our principles – pages 31-32			
	2-25 Processes to remediate negative impacts	**Whistleblowing Policy**			
	2-26 Mechanisms for seeking advice and raising concerns	**Whistleblowing Policy**			
	2-27 Compliance with laws and regulations	We comply with all applicable laws and regulations in all jurisdictions in which we operate and provide services.			
	2-28 Membership associations	Memberships and awards – page 11			
	2-29 Approach to stakeholder engagement	Appendices – Materiality – page 36			
	2-30 Collective bargaining agreements	Collective bargaining agreements were applicable to select groups of FLT employees in 2024.			
Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	Appendices – Materiality – page 36			
	3-2 List of material topics	Appendices – Materiality – page 36			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Our people					
Employment					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Breakdown of average new employee hires by region: • Australia – 1,337 • New Zealand – 76 • Americas – 111 • Asia – 418 • EMEA – 133 Breakdown of average turnover rate by region: • Australia – 24.7% • New Zealand – 19.6% • Americas – 8.4% • Asia – 29% • EMEA – 11.1%			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Rewards and Recognition – page 15			
	401-3 Parental leave	Rewards and Recognition – page 15			
Diversity and equal opportunity					
GRI 3: Material topics 2021	3-3 Management of material topics	3-3 Management of material topics			
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	The gender split of our board is 67% male and 33% female, and for employees overall it is 34.9% male and 65.1% female.			
	405-2 Ratio of basic salary and remuneration of women to men	Omission	Yes	Information unavailable/ incomplete	Not currently reported on.
Labour/management relations					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 402: Labour/management relations 2016	402-1 Minimum notice periods regarding operational changes	Where operational changes occur, FLT provides notice in compliance with local laws and the provisions of relevant collective bargaining agreements. Our people – pages 12-18			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Occupational health and safety					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	We do not currently have a global occupational health and safety management system.			
	403-2 Hazard identification, risk assessment, and incident investigation	Code of Conduct			
	403-3 Occupational health services	Code of Conduct			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Code of Conduct			
	403-5 Worker training on occupational health and safety	In most countries, we have appointed fire marshals and provide first-aid training and maintain ongoing employee communications.			
	403-6 Promotion of worker health	In most countries, we offer an Employee Assistance program (EAP), which is available free of charge, 24 hours a day, 7 days a week. Healthwise Global was established over 20 years ago as the inaugural provider of health and wellbeing services to FLT. Healthwise Global helps people stay physically and mentally fit by delivering corporate wellness programs that are both flexible and fun, generating maximum engagement and helping to create a healthy culture of focused, driven employees.			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Code of Conduct			
	403-8 Workers covered by an occupational health and safety management system	We do not currently have a global occupational health and safety management system.			
	403-9 Work-related injuries	As a predominantly services-oriented business we have very low risk of work-related physical injuries.			
	403-10 Work-related ill health	Our people – pages 12-18			
Training and education					
GRI 3: Material topics 2021	3–3 Management of material topics	Appendices – Materiality – page 36			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Omission	Yes	Information unavailable/ incomplete	We do not have global reporting on training at this time. We are working towards the implementation of a HRIS.
	404-2 Programs for upgrading employee skills and transition assistance programs	Our people – pages 12-18			
	404-3 Percentage of employees receiving regular performance and career development reviews	Omission	Yes	Information unavailable/ incomplete	We do not have global reporting on career management at this time. We are working towards the implementation of a HRIS.
Non-discrimination					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Omission	Yes	Information unavailable/ incomplete	FLT does not report the status of incidents and remediation plans based on confidentiality constraints.
Freedom of association and collective bargaining					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	**Modern Slavery Statement**			
Rights of Indigenous peoples					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 411: Rights of Indigenous peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	**Please refer to FLT's Reconciliation Action Plan**			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Our partners					
Procurement practices					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	A weighting of 5% is applied to social procurement for indirect spend.			
Supplier environmental assessment					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	Omission	Yes	Information unavailable/ incomplete	Information unavailable/ incomplete
	308-2 Negative environmental impacts in the supply chain and actions taken	No material instances noted in the reporting period.			
Local communities					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Our partners – pages 19-21			
	413-2 Operations with significant actual and potential negative impacts on local communities	No significant instances noted during the reporting period.			
Supplier social assessment					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – Page 36			
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Omission	Yes	Information unavailable/ incomplete	Information unavailable/ incomplete
	414-2 Negative social impacts in the supply chain and actions taken	No material instances noted in the reporting period.			
Child labour					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 408: Child labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	**Modern Slavery Statement**			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Forced or compulsory labour					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – 36			
GRI 409: Forced or compulsory labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	**Modern Slavery Statement**			
Our customers					
Customer health and safety					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – 36			
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Each brand in the group advises customers on safety tips and guidelines examples include: **Flight Centre Brand** **FCM**			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No material incidents of non-compliance concerning the health and safety impacts of products and services.			
Our planet					
Energy					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – 36			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	In 2024 our global energy consumption was 17,057 MWh. Our planet – pages 24-30 Sustainability Scorecard – page 10			
	302-2 Energy consumption outside of the organisation	Omission	Yes	Not applicable	Not applicable
	302-3 Energy intensity	We calculate energy intensity based on revenues. Sustainability Scorecard – page 10			
	302-4 Reduction of energy consumption	We have a target to purchase renewable electricity equivalent to 100 percent of our power needs across our countries globally from 2028 onwards. Currently using renewable eelectricity representing 12% of our electricity needs. Our planet – pages 24-30 Sustainability Scorecard – page 10			
	302-5 Reductions in energy requirements of products and services	Our customers – pages 22-23 Our planet – pages 24-30			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Emissions					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our planet – pages 24-30 Sustainability Scorecard – page 10			
	305-2 Energy indirect (Scope 2) GHG emissions	Our planet – pages 24-30 Sustainability Scorecard – page 10			
	305-3 Other indirect (Scope 3) GHG emissions	Our planet – pages 24-30 Sustainability Scorecard – page 10			
	305-4 GHG emissions intensity	Our planet – pages 24-30 Sustainability Scorecard – page 10			
	305-5 Reduction of GHG emissions	Our planet – pages 24-30			
	305-6 Emissions of ozone-depleting substances (ODS)	No material instances of ozone-depleting substances noted.			
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	No material significant air omissions noted.			
Waste					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Our planet – pages 24-30			
	306-2 Management of significant waste-related impacts	Our planet – pages 24-30			
	306-3 Waste generated	We currently do not have data on our waste across our global operations. We are working on improving our data capture processes.			
	306-4 Waste diverted from disposal	Waste diversion programs are in place for our New Zealand and UK operations. Representing approximately 14.4% of our global locations. Reporting for FY24 is not available at this time.			
	306-5 Waste directed to disposal	We currently do not have data on our waste across our global operations. We are working on improving our data capture processes.			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Our principles					
Anti-corruption					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Our principles – pages 31-32			
	205-2 Communication and training about anti-corruption policies and procedures	Our Anti-Bribery and Corruption Policy has been communicated to 100% of our governance body members and employees through our central portals (PolicyTech or local equivalents) and is part of our global training program. The Global Anti-Bribery & Corruption policy is available on the Flight Centre Travel Group website under “Governance Documents”. In August 2024 Flight Centre Travel Group communicated the new Supplier Code of Conduct which includes AB&C on the Flight Centre Travel Group website under “Governance Documents”.			
	205-3 Confirmed incidents of corruption and actions taken	Zero reported or escalated to Enterprise Risk during the reporting period either directly or via the external Whistleblowing portal Navex.			
Anti-competitive behaviour					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 206: Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Code of Conduct			
Tax					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 207: Tax 2019	207-1 Approach to tax	Tax Transparency Report included in Annual Report			
	207-2 Tax governance, control, and risk management	Tax Transparency Report included in Annual Report			
	207-3 Stakeholder engagement and management of concerns related to tax	Tax Transparency Report included in Annual Report			
	207-4 Country-by-country reporting	Tax Transparency Report included in Annual Report			

GRI Index

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	We have not received any material complaints from outside parties or regulatory bodies.			
Public policy					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 36			
GRI 415: Public policy 2016	415-1 Political contributions	FLT maintains a position of impartiality with respect to party politics and, accordingly, does not contribute any funds in this regard.			

Glossary

AASB	Australian Accounting Standards Board
ABTA	UK Travel Trade Body
ARC	Audit and Risk Committee
AASB S1	General Requirements for Disclosure of Climate-related Financial Information, developed using IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information as the baseline but with a scope limitation to climate-related financial disclosure.
AASB S2	Climate-related Financial Disclosures developed using IFRS S2 Climate-related Disclosures as the baseline.
ASX	Australian Securities Exchange
Baseline year	Baseline year is a reference point in time against which emission reduction in the future are measured against. FLT's baseline year is FY19.
BoF	Brightness of Future
Carbon offset	Carbon offsetting is a way to compensate for emissions of carbon dioxide (CO_2) or other greenhouse gases through investment in renewable electricity projects and reforestation projects as an example.
CO_2	Carbon Dioxide
DE&I	Diversity, Equity & Inclusion
DMC	Destination Management Company
EMEA	Europe, Middle East & Africa
Emissions – Absolute	Total quantity of greenhouse gas emissions being emitted. It represents the overall amount of emissions produced, regardless of any other factors.
Emissions – Intensity	Emission intensity compares the amount of emissions to some unit of economic output (e.g., emissions per unit of GDP)
ERG	Employee Resource Groups
ERM	Enterprise Risk Management
FCB	Flight Centre Brand
FCBT	Flight Centre Business Travel
FCF	Flight Centre Foundation
FLT	Flight Centre Travel Group Limited
FY	Australian Financial Year (1 July – 30 June)
GBS	Global Business Services
GG	Global Gathering
GHG Protocol	Green House Gas Protocol
GPTW	The Great Place To Work Survey
GRI	Global Reporting Initiative
GSTC	Global Sustainable Tourism Council
HRIS	Human Resources Information System
IFRS S1	General Requirements for Disclosure of Sustainability-related Financial Information. It is an accounting standard issued by the International Sustainability Standards Board (ISSB). The objective of IFRS S1 is to require entities to disclose information about their sustainability-related risks and opportunities.
IFRS S2	Also known as Climate-related Disclosures, is an accounting standard issued by the International Sustainability Standards Board (ISSB). Its objective is to require entities to disclose information about their climate-related risks and opportunities. IFRS 1 helps companies transition to IFRS, while IFRS 2 focuses specifically on climate-related disclosures. Both standards play essential roles in enhancing transparency and informing decision-making.
IISB	International Sustainability Standards Board
kt CO^2	Kiloton, which is used to quantity greenhouse gas emissions, specifically, thousands of metric tonnes.
LGBTQIA2+	Stands for lesbian, gay, bisexual, transgender, queer/questioning, intersex, asexual and other terms.
MWG	Moneywise Global
NEDs	Non-Executive Directors
Net Zero	Reducing Greenhouse Gas Emissions to as close to zero as possible
Novice	First-year travel consultant
Our Pillars	Referring to our strategic pillars: Our people, Our partners, Our customers, Our planet, Our principles.
Physical risk (climate)	Risk associated with changes in the earth's physical climate and environmental systems.
RAP	Reconciliation Action Plan
SAF	Sustainable aviation fuel
SBTI	Science-Based Target Initiative
SDG	Sustainable Development Goals, also known as the global goals.
STF	Sustainability Taskforce
tCO2e	Tonnes (t) of carbon dioxide (CO_2) equivalent (e)
The Global Goals	Sustainable Development Goals
Transition Risk (Climate)	Specific category of climate risk facing the business community. They result from the relative uncertainty created by the global shift toward a more sustainable, net-zero economy.
UN	United Nations
UNGC	United Nations Global Compact
X-Team	Global Executive Team

www.fctgl.com

FLIGHT CENTRE
TRAVEL GROUP™