



**RESPONSIBLE
BUSINESS
REPORT FY2025**

Acknowledgement of Country

We acknowledge the Traditional Custodians of Country throughout Australia and recognise their ongoing connection to land, waters, and communities. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present, and support the continuation of cultural, spiritual and educational practices. 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 Custodians of the lands.

To access Flight Centre Travel Group Limited's Reconciliation Action Plan (RAP), visit [fctgl.com](https://www.fctgl.com).



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

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 www.fctgl.com

This report details the Flight Centre Travel Group Limited's (FLT) sustainability performance for the period 1 July 2024 to 30 June 2025¹, unless otherwise stated. This year's Responsible Business 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 subsidiaries². Please refer to page 103 of our 2025 Annual Report for details of our group structure and subsidiaries. We are committed to transparency and accuracy in our sustainability reporting.

The data and information presented in this report has been prepared using internal processes including data collection through our carbon accounting platform, review by the Sustainability Taskforce, and engagement with the Enterprise Risk team. These processes are not yet formalised as documented controls. This report has not undergone external assurance. We remain dedicated to continuous improvement in our data quality and reporting processes.

¹ Our reporting period aligns to our Australian financial year (FY25).

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

Our company is 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 are committed to personally delivering exceptional, unbeatable and sustainable travel experiences to them, whatever it takes.

Brightness of future

Our FCTG business and community provides an inspiring, personally rewarding and challenging career pathway for our people. Promotion and transfers from within will always be our first choice and will give people the opportunity to move within our company, locally and globally.

Taking responsibility

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

Egalitarianism & Unity

In our company we believe that every individual is equally important and has access to the same opportunities, rights, benefits and privileges. There is no them and us. Work from work (with some flexibility) is our default company position as most frontline people don't have any choice. We work as a unified community and embrace diverse cultures, backgrounds and perspectives. We have an irreverent and fun culture of taking our business seriously but not ourselves.

Our Business Model

Ownership

We treat the FCTG businesses as our own, and all of our people have the opportunity to share in our company's financial success with access to share programs, outcome and output-based incentives, BOS Schemes and profit share.

One best way

In each of our businesses there is 'one best way' to operate globally. We value common sense over conventional wisdom in the way we run our business. At FCTG we encourage entrepreneurial thinking to foster ownership and focus on ongoing innovation and improvement. In Global Brands we Globalise, Standardise and/or localise our OBW systems as is appropriate.

Our Structure

Our structure of Teams (Families), Areas (Villages) and Nations/Countries (Tribes) is simple and transparent – with accessible leaders and minimal layers between the Customer, the Frontliners and Senior Leadership.

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 are providing our travelling customers and travel partners with unbeatable quality and value travel experiences and travel products, as well as a caring and respectful service – an experience customer and partners genuinely value.

Reward & Recognition

We recognise and celebrate our individual and collective successes with recognition and rewards which are based on measurable outcomes and output based quantitative KPIs. What gets rewarded gets done is our basic principle and we financially reward outcomes, not just behaviour.



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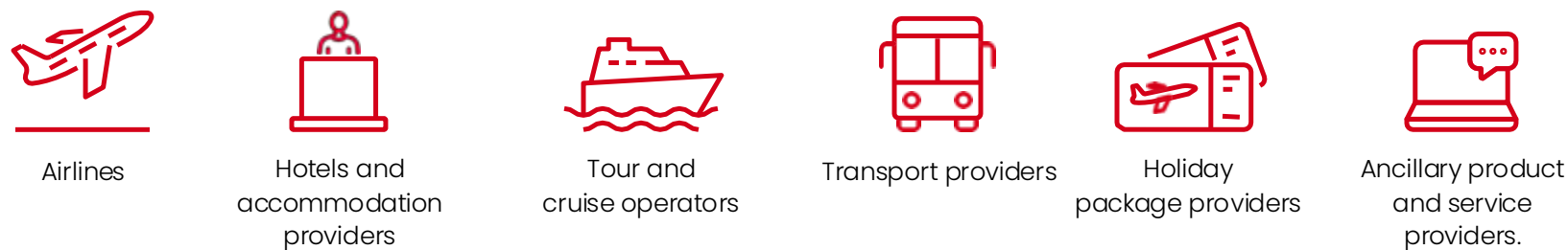


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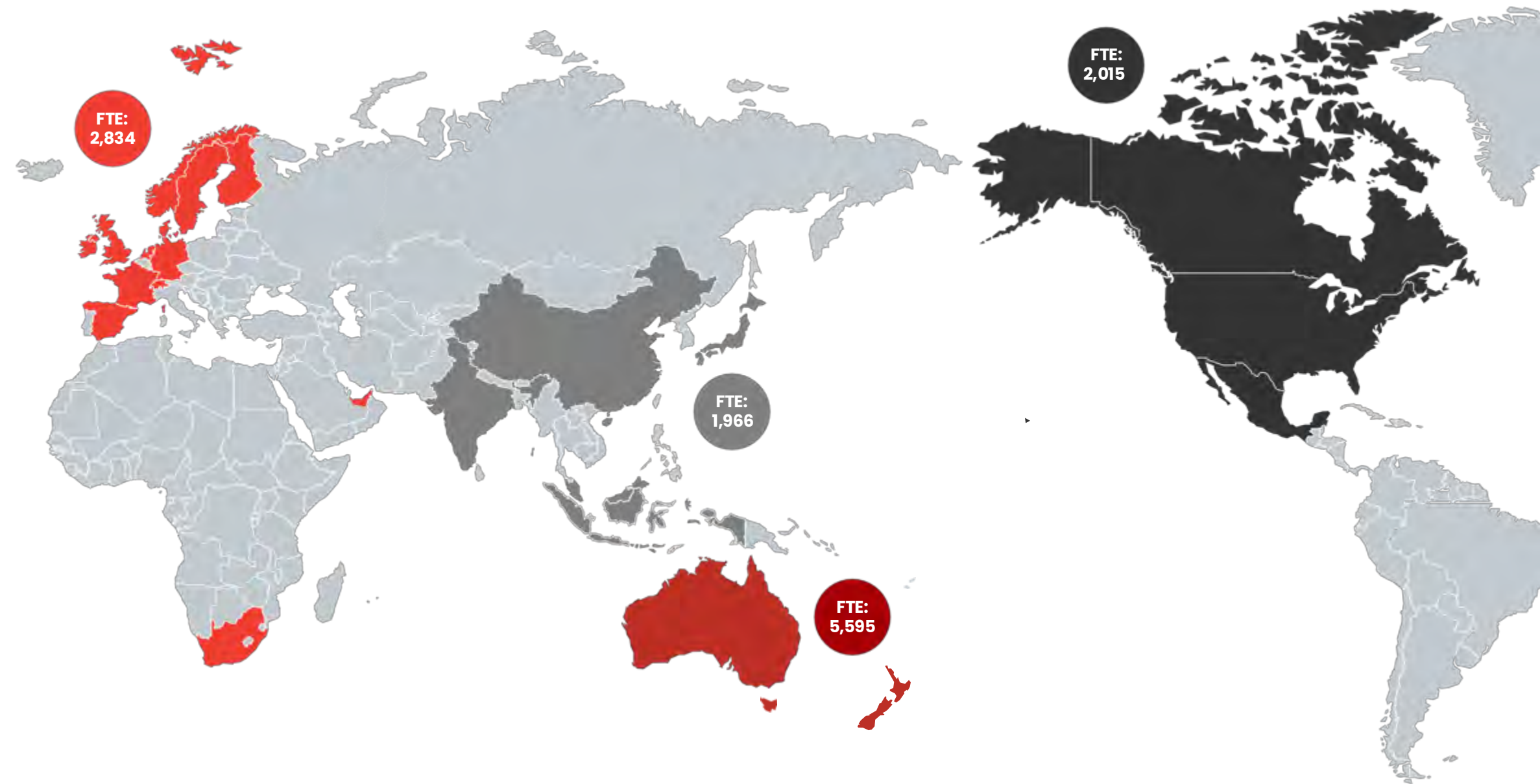
About us and where we operate

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 approximately 12,411 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 200 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
- AMERICAS**
USA, Canada, Mexico
- ASIA**
India, Singapore, Malaysia, China, Japan
- 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

Welcome to Flight Centre Travel Group's 2025 fiscal year responsible business report.

The world around us continues to move quickly. This past year, we have seen a notable shift in the corporate sustainability landscape, with a growing number of companies reassessing their ESG commitments in response to broader political and economic pressures. Our position remains unchanged. Sustainability is not a trend we follow or abandon based on the climate of the moment. It is embedded in how we operate, how we lead and how we grow.

This year has brought a particularly significant milestone in that journey. As we look ahead to FY26, we are preparing for our reporting obligations under the new climate-related financial reporting standard. This will require us to identify, assess and disclose the climate-related risks and opportunities that affect our business in a structured and transparent way. We are taking this work seriously and are already building the foundations to meet these obligations with integrity.

What gives me confidence is the continued community and environmental contribution happening right across our group. This year, through our partnership with Reforest, we passed a milestone I am genuinely proud of, the funding of over three million trees planted across 12 projects around the world since the program launched. This program reflects our belief that travel businesses have a responsibility to give back to the natural environments and communities that make travel possible; it is not a carbon offset strategy, but a tangible expression of that responsibility. I had the privilege of visiting Vancouver Island with the Reforest team this year and seeing the scale and care of that work firsthand.

Across our brands, the momentum is equally encouraging. Travel Associates launched its Legacy program, reflecting our commitment to travel that gives back. Scott Dunn launched a guest Conservation Donation program in partnership with Conservation Collective and the Lanka Environment Fund. Great examples of how our brands are finding ways to connect their customers to the destinations they love.

Our employees continue to drive change from the ground up. The Flight Centre Foundation, powered by our people in Australia, announced the recipients of this year's Giving Grants Initiative, with three organisations each receiving \$25,000 to support their vital community work: Safe Pets Safe Families, Food on the Table and the Women's Justice League. FLT also supported the Downtown Women's Center in Los Angeles through a sock donation drive during our visit for our global conference this year. And our Discova business has opened a new sustainable office in Bali, a tangible example of our commitment to operating responsibly in the destinations we serve.

We remain a diversified global travel company, working with the world's largest travel sector businesses and serving millions of customers every year. That scale brings responsibility. We have a genuine opportunity to campaign for change, to educate our customers on the choices they make when they travel and to work with our industry partners to address the negative impacts of travel.

Our efforts continue to focus on five key areas detailed throughout this report, our people, our partners, our customers, our planet and our principles.

In the pages ahead, you will read about the progress we have made across each of these areas, the partnerships that are helping us raise awareness of key issues and the longer-term targets we are working towards. We are also in the process of incorporating more detailed climate-related financial disclosures into our Annual Report, bringing greater visibility to this work across our investor and stakeholder community.

There is much still to do. But we move forward with the same commitment we have always held.



Graham "Skroo" Turner
Global Managing Director
and Chief Executive Officer
Flight Centre Travel Group



GSO Message

I am pleased to share our sustainability progress as we close FY25, a year marked by both strategic preparation and meaningful action on the environmental and social challenges that matter most to FLT.

As regulatory landscapes evolve globally, we've invested in preparing for mandatory climate and sustainability disclosures. This work has required us to deepen our understanding of our environmental footprint, strengthen our data collection systems, and enhance our governance frameworks. While compliance is essential, we view these mandatory disclosures as an opportunity rather than merely an obligation, they position us to demonstrate transparency in how we measure and manage our environmental impact, and they hold us accountable to the commitments we make.

This report does not include Scope 3 emissions which includes the indirect emissions generated by the travel we sell on behalf of our customers. For a travel company, Scope 3 represents the dominant share of our total environmental footprint, significantly exceeding our operational Scope 1 and 2 emissions. This omission reflects our assessment that our current Scope 3 measurement methodology is being upgraded to meet the more rigorous requirements of AASB S2, and that prior voluntary disclosures used different methodologies that may not be directly comparable to future mandatory disclosures. It is not an avoidance decision. We are committed to reporting Scope 3 accurately and we expect to report Scope 3 from FY27, and the work to build that capability is already underway. In the meantime, we are not standing still. Our re-engagement with the SBTi validation process, our supplier screening program and our customer-facing emissions tools all reflect our recognition that Scope 3 is where our most significant impact lies and where our most important work must be done.

Our partnership with Reforest continues to be a meaningful expression of our commitment to give back to the natural environments and communities that make travel possible and I'm proud of how this relationship has matured and expanded over the past year. We've grown our reforestation programs significantly, contributing to the restoration of vital ecosystems that support biodiversity and strengthen community resilience. I do want to place this work in honest context: tree planting is a meaningful contribution, but it is not a substitute for emissions reduction. It sits alongside our reduction efforts, not in place of them.



Michelle Degenhardt
Global Sustainability Officer (GSO)
Flight Centre Travel Group

A personal highlight was joining Flight Centre leaders on a visit to Port Alberni on Vancouver Island, where we had the privilege of meeting with the Tseshah First Nations community. Together, we are working to regenerate traditional lands and support the restoration of salmon farming practices and native animal preservation through strategic tree planting. This visit reinforced that effective environmental stewardship is inseparable from respect for Indigenous knowledge and partnership with the communities who have cared for these lands for generations.

Another significant milestone this year has been co-chairing the ATIA (Australian Travel Industry Association) Modern Slavery Collaboration Group. Through this group, we are actively working to elevate industry standards, ensuring we remain at the forefront of ethical travel practices. Addressing modern slavery risks in global supply chains requires collective action, and I'm proud that we're helping to lead this important work across our industry. It reflects our belief that sustainability encompasses not only environmental responsibility but also our duty to protect human rights and dignity throughout our operations and supply chains.

The combination of these efforts; preparing disclosure frameworks, investing in environmental restoration, and advancing ethical business practice, reflects our holistic approach to sustainability. We recognise that leadership requires both transparency about our impacts and concrete action to improve them.

As we look ahead, we remain committed to advancing our sustainability efforts across all dimensions, ensuring that our work is as transparent as it is impactful. I'm grateful to our team members, partners and all our stakeholders who continue to challenge and support us on this journey.



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	2025	2024	2023
Our people³			
Number of Employees	12,411	12,514	13,065
Global employee engagement score ⁴	72%	71%	76%
Percentage of employees covered by a collective bargaining agreement (Australia and Japan)	16.8%	17.5%	16%
Percentage of women in the workforce	66%	65.1%	66%
Number of volunteer hours used	2,580.5 hours ⁵	2,921 hours ⁵	726 hours ⁶
Total donations to registered charities (AUD)	AU\$365,017 ⁵	AU\$531,167 ⁵	AU\$238,000 ⁶
Percentage of employees donating via Workplace Giving program	25.9% ⁷	16.35% ⁷	17.2% ⁸
Moneywise – Number of service interactions ⁹ per FTE	88.3%	87.2%	69.2%
Travelwise – Average FTE Booking Travel Products ¹⁰	118.8%	83%	N/A
Number of FTE's engaged in employee share plan	4,652	4,655	3,993
Our partners			
Percentage of suppliers committed to Science Based Targets Initiative Business Ambition for 1.5°C	21% ¹¹	19% ¹¹	37% ¹²
Percentage of suppliers participating in United Nations Global Compact (UNGC)	23% ¹¹	19% ¹¹	38% ¹²
Percentage of suppliers with CDP Climate Change assessed – Action indicated	22% ¹¹	21% ¹¹	29% ¹²
Total number of Aboriginal and Torres Strait Islander businesses we procured goods or services from	29	39	33

Metric	2025	2024	2023
Our planet			
Scope 1 GHG emissions (tCO2e)	6,422	6,042	22,554
Scope 2 GHG emissions (tCO2e)	9,200	7,908	9,324
Total GHG emissions (tCO2e) (excluding Scope 3)	15,622	13,950	31,878
Scope 3 GHG emissions (tCO2e)	Not reported in 2025 ¹³		
Emissions intensity per revenue (\$'000 AUD) (scope 1 and 2)	0.006	0.005	0.014
Renewable energy consumption based on total kilowatt hours consumed	17%	12%	4%
Trees funded through Planting for the Planet Program	1,241,834	1,449,344	N/A ¹⁴
Our principles			
EcoVadis rating	53/100	41/100	35/100
Number of Sustainability Taskforce meetings	4	4	1

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

³ Touch Percentage was previously reported on, in FY25 this metric was not tracked and its methodology is in the process of being updated.

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 Australia, South Africa, United Kingdom and New Zealand

⁶ Australia only

⁷ As a % of workforce in Australia, South Africa, United Kingdom and New Zealand

⁸ As a % of workforce in Australia

⁹ Interactions represent services provided to employees by Moneywise in Australia, such as tax advice and loan reviews. The number of interactions are then divided by our total FTE's.

¹⁰ 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.

¹¹ Based on top 1000 suppliers screened based on spend

¹² 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, FLT is working with these partners to promote a lower impact travel industry

¹³ Refer to page 25 for Scope 3 disclosure details.

¹⁴ The Planting for the Planet Program launched in 2023. The cumulative total of over 3 million trees reflects all trees funded since program inception. FY23 data is not reported as this was year one.

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.



EcoVadis May 2025 awarded a 'committed' 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



IPT Ambassador Since 2017



Our people

Our priorities

Our vision is to open up a world of opportunity for an empowered and engaged global community where people thrive and the FLT philosophies inspire our culture. People are the heart of our success.

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 FY25, a commitment was made to enhance our global data across our people and culture business through the introduction of an HRIS system. Work has been ongoing and later this year we will be uplifting our Core P&C platform with a modern, cloud-based HR platform, Workday, to create a greater People Leader and Team Member experience globally, which leads to greater value and business benefits more broadly for FLT.

We have now completed three years of employee engagement surveys through the Great Place to Work® Trust Index®. In our 2025 survey, we achieved a score of 72% for the average of all statements. We also concluded the 2025 survey period with 15 countries certified as Great Place to Work®.

Our challenges

Based on the most recent survey, we have identified the following themes as key areas for improvement to strengthen our workplace culture and have built actions plans to address these.

- **Collaboration:** Encouraging teamwork and open communication to achieve shared goals.
- **Equity:** Providing fair opportunities and support for all employees.
- **Impartiality:** Ensuring unbiased decisions based on merit and fairness.

Our future focus

- Average tenure of 5-7 years.
- Global employee engagement score of 80% by FY26.
- Embed our globalised people systems to strengthen engagement and decision-making.
- Elevate leadership and skills development to accelerate growth, performance and culture.
- Strengthen talent, performance and Brightness of Future (BoF) to build future-fit capabilities
- Embed consistent, inspiring early-career experiences to attract and retain top talent.
- Drive a strategic approach to workforce planning and smart cost management to unlock efficiency and value across the business.

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](https://www.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.

Our strongest employee experience results continue to centre on safety, fairness, and inclusion. In 2025, 94% of employees agreed that our workplace is physically safe and that people are treated fairly regardless of sexual orientation, while around 90% affirmed fairness across race and gender, alongside strong results (89%) for feeling welcomed when joining the company.

We strive to ensure that all our policies and procedures work to benefit our people, so that they have equal opportunities to succeed.

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 FY25 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 2025.

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

Over the past two years, Flight Centre Travel Group (FLT) has turned our reconciliation ambitions into tangible achievements, powered by the dedication and passion of our people. Guided by our RAP Ambassador Group—which includes strong Indigenous representation—we've placed respect, learning, and genuine partnership at the centre of everything we do.

In 2024, we deepened our engagement by partnering with 39 Aboriginal and Torres Strait Islander businesses, investing \$2,745,669.21 in goods and services that help foster real economic opportunity. Our ongoing support for the Meals for the Mob program—including a \$50,000 donation in 2024, a \$65,000 commitment for 2025, and many hours of team volunteering—shows our focus on meaningful community contribution. Within FLT, 1,288 Australian team members (25% of our workforce) have now completed First Nations cultural awareness training, building knowledge and understanding across our business.

The launch of our second Innovate RAP during National Reconciliation Week marks an exciting new chapter. We remain committed to building on this momentum, deepening our impact, and shaping a more inclusive and empowering future for everyone at FLT and beyond.

Case Study: Uluru Famil: Impact Through Industry Partnership

In August 2024, Flight Centre Travel Group (FLT) joined forces with Intrepid to deliver an unforgettable cultural learning experience at Uluru. This collaborative famil wasn't just a trip—it was a milestone in how industry partnerships can drive genuine change, deepen understanding, and help shape a more culturally aware travel sector. Aligned with our Reconciliation Action Plan (RAP), this journey stands as a real example of what's possible when we work together.

United Teams, Shared Purpose

We brought together a diverse group of 16 FLT representatives—spanning corporate, retail, marketing, operations, and customer experience. This crew, paired with Intrepid's expertise and strong local connections, underscored our shared vision: to develop cultural ambassadors ready to spark knowledge-sharing and lead positive change across our businesses and beyond.

Collaborative Experiences, Collective Learnings

Over five immersive days, our group delved into:

- Alice Springs (Mparntwe)
- Tjoritja and Simpsons Gap
- Kings Canyon
- Kata Tjuta
- Uluru

Every step of the journey was guided by Indigenous experts Benji and Tina, whose storytelling and knowledge fostered deeper appreciation for the history, spirituality, and ongoing connection to Country. Learning side-by-side, Intrepid and FLT participants engaged directly with Traditional Owners, experienced sacred sites in respectful partnership, and left with a renewed sense of purpose—personally and professionally.

Industry Collaboration, Real Impact

What set this famil apart was how our collaboration amplified the impact. By sharing resources, expertise, and networks, FLT and Intrepid made it possible for participants to bring their learnings back to a wider audience—reaching more colleagues, brands, and travellers than we ever could alone. This spirit of partnership also fuels our ongoing efforts, like the NAIDOC Week industry-wide fundraising campaign, showing just how powerful a united industry can be in supporting reconciliation and Indigenous-led land care.

A Blueprint for Meaningful Change

More than just a learning trip, the 2024 Uluru famil stands as proof that industry partnerships can help lead the way to real, lasting change. By working closely together, we're actively supporting reconciliation, championing Indigenous voices and knowledge, and ensuring that cultural respect sits at the centre of Australian travel.

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.

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



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. 35% of placements were internal placements and support our philosophy of Brightness of Future. 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 FY25, 16, 531 training interventions occurred 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. The implementation of our HRIS will be a further enabler for talent management and will ensure fairness and consistency for all of our employees.

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** Global
- **Rising Stars, Future Team Leader, Team Leader and Area Leader Programs**- Global
- **Next Generation – Future Senior Leaders**- Corporate Division
- **Future Female Finance Talent Program** – Global

Additionally, we have newly launched a FLT **Global Capability Framework**. A new and measurable key skill now within the framework is Ethics & Values. That is, in FLT, by definition, we expect our people to uphold ethical standards and values; maintain confidentiality; follow through on commitments and encourages responsibility towards the community and the environment." This will now be a measurable skill.





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 FY25, employees contributing to workplace giving represented 25.9% 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 FY25, we matched AU\$150,515 of employee donations. In South Africa, in FY25, employee donations totaled AU\$6,672. 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\$345,574 in donations this year. In addition, our South African business supported various charities with a total donation of AU\$108,013.

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 FY25, 426 employees accessed their volunteer leave, contributing approximately 2,580.5 hours of volunteer work to local community or charitable organisations.

Case Study: Discova Our New Sustainable Office in Bali

After ten years in our Bali Headquarters, it's time for a new chapter. Our lease is due to end in December 2025, and the land has been sold. We've found a new site, double the size! This has been our opportunity to build our own office from the ground up, with sustainability at its core and a display of modern cultural values.

This new space is taking into account the following initiatives:

- Utilities & Going (Mostly) Off-Grid
- Harnessing the Sun
- Cool by Design
- Rainwater Reclamation
- Green on the Inside
- Waste, Compost & Circular Partnerships
- Our Cafeteria & Local Sourcing
- Charging Ahead with EVs
- Empowering Local Changemakers

This new office isn't just for us; it's a proof of concept. We want to show what's possible and inspire a trend toward sustainable building models across Bali and beyond. Sustainability is our blueprint for growth. If our actions can spark others to rethink how they build, work, and live, we'll have achieved something far greater than a new HQ.

This is how we stand out in the market: by living our values and proving that sustainability and business success go hand in hand.

For more information on this project refer to: www.discova.com/our-new-sustainable-office-in-bali/





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

As at 30 June 2025, analysis by Givvable indicated that 27% of screened suppliers held credentials contributing to, or supporting, the respect of human rights. This data provides FLT with enhanced visibility over supplier performance and progress in key sustainability areas, informing ongoing engagement and risk management activities.

In FY25 we received a committed badge from EcoVadis in our ESG assessment.

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

- Modern slavery risk prioritisation is a key part of our longer-term strategy. We have identified the regions and risk factors that present the greatest risks within our supply chain, and these will guide our priorities over the next 12–24 months as we work closely with suppliers in these locations.
- 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 exert 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 FY25, we successfully mapped the directly-contracted-for-sale suppliers of our air, car, insurance and passenger transfer products, representing 53% 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 2025, 94.1% 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 56% of our directly-contracted-for-sale product supply chain and 70% of our indirect supply chain during FY25. 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.

Our **Supplier Code of Conduct** helps to further drive initiatives designed to globalise our approach to supplier management.



[View the Modern Slavery Statement here.](#)

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.](#)

Case Study: Australian Travel Industry Association Modern Slavery Collaboration:

In the first quarter of FY26, the Australian Travel Industry Association (ATIA) called upon travel businesses, large and small, to join the newly launched ATIA Modern Slavery Collaboration (AMSC), a collective effort to tackle one of the most complex and pressing ethical issues in our global supply chains.

Modern slavery exists in many forms and can be difficult to detect, particularly in complex international travel supply networks. Through the AMSC, members can strengthen their ability to assess and address these risks while learning from peers and global and local experts.

This Collaboration builds on the work of Intrepid Travel and Flight Centre Travel Group Limited, who in July 2023 became the inaugural members of an industry-first supply chain consortium focused on identifying, measuring, and mitigating modern slavery risks across the tourism supply chain. That initiative was the first major collaboration of its kind and laid the foundation for this broader, industry-wide movement. For more information refer to: atia.travel/Resources/Modern-Slavery



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.

Planting of 1.2 million trees as part of the "Flight Centre Planting for the Planet Program" in FY25, and over 3 million trees since the program launched.

Our challenges

- Limited availability: in some regions, lower impact products may not be as readily available, making it harder for customers to make eco-friendly 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.

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 brand links to the right for detailed information on each offering:



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.

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

When Flight Centre set out to find a meaningful way to give back to the natural environments and communities that make travel possible, the answer was closer to home than expected. Reforest, a fellow Brisbane-based company, shared the same belief: that businesses operating in the natural world have a responsibility to invest in it.

The result was the Captain's Pack Planting for the Planet Program – and from the outset, the intent was clear. This is not a carbon offset program. It is a commitment to nature restoration and community investment, activated by Flight Centre customers every time they purchase a Captain's Pack. Each sale plants a tree. Each tree is planted by a local organisation that knows its landscape, understands its ecology, and has deep roots in the communities it works alongside.

That local focus is deliberate and important. In the Atlas Mountains of Morocco, the High Atlas Foundation is planting drought-resilient food forest species alongside communities that have farmed this land for centuries but are now battling degradation and land loss. In New Zealand's Taranaki region, the NZ Native Forest Restoration Trust is working to bring back the Patui forest – native bush that once covered most of the North Island – tree by tree across a 361-hectare enclave. On the west coast of Vancouver Island, the Redd Fish Restoration Society is repairing watersheds and rebuilding wild salmon habitats, guided by the traditional ecological knowledge of the five Nuu-chah-nulth Nations. In Victoria's Wimmera region, Greening Australia is restoring biodiversity that was reduced to just 3% of its original woodland through decades of clearing and agriculture. And in 2025, three new projects launched across Indonesia – two coastal wetland projects in Riau and Nusa Tenggara Timur, and a watershed reforestation project spanning Bali and West Java – each addressing coastal erosion, biodiversity loss and water quality while creating sustainable livelihoods for local communities.

In FY25 alone, the program funded the planting of 1,241,834 trees across 2,073 hectares in five countries. Since the partnership launched, over 3 million trees have been planted across 12 projects globally – a number that grows with every Captain's Pack sold.

What this program represents is something different and something we are genuinely proud of: a practical, ongoing expression of our belief that travel businesses have a responsibility to give back to the places and communities that make travel worth taking.

What's Included:	ESSENTIALS \$29 UP TO \$400 VALUE	VALUE \$59 UP TO \$1200 VALUE	RECOMMENDED PLUS \$99 UP TO \$1700 VALUE Add another adult for \$89	CRUISE \$119 UP TO \$1800 VALUE Add another adult for \$99
Change Fee Waived <small>Supplier fees may apply.</small>	✓	✓	✓	✓
Lost Baggage Tracking <small>If your checked-in luggage is not found after 96 hrs.</small>	\$500*	\$750*	\$1000*	\$1000*
Luggage Discount <small>When you spend \$30 at STRANDBAGS.</small>	\$30*	\$40*	\$50*	\$50*
Airfare Price Drop Protection <small>Found cheaper on your flight? Get the difference in a voucher.</small>	—	UP TO \$50*	UP TO \$500*	UP TO \$250*
Cancellation Fee Waived <small>Supplier fees may apply.</small>	—	✓	✓	✓
Travel Insurance Discount	—	5%* DISCOUNT	5%* DISCOUNT	5%* DISCOUNT
Kids Under 12 Included	—	—	✓	✓
Shore Excursion Discount	—	—	—	\$55* DISCOUNT
Future Cruise Voucher <small>For your next cruise over \$3000.*</small>	—	—	—	\$50*
Planted with Purpose <small>1 tree planted on your behalf</small>	✓	✓	✓	✓

Purchase an adult Captain's Pack and restore a patch of forest, regenerating wildlife habitat and supporting communities. At 3 million trees and counting, your travel is helping revive destinations.



Planting

1,241,834 Trees



Restoring

2,073 Hectares



Removing

87.42 kt CO2 *

** This figure represents estimated CO2 sequestration over 20-25 years using conservative, evidence-based methodology. It is reported for transparency purposes only. This sequestration does not form part of FLT's emissions reduction strategy, does not contribute to FLT's net zero targets, and has not been verified as a carbon offset. FLT does not participate in a carbon neutral certification program.*



LEGACY

BY TRAVEL ASSOCIATES.

Case Study: Legacy by Travel Associates:

Following FY25, Travel Associates created a tree planting initiative in partnership with Reforest. Luxury travel isn't just about where you go – it's about what you leave behind. Introducing Legacy: our sustainability initiative in partnership with Reforest. For every journey you take with us, a tree is planted in Fiji, nurturing both the land and the lives of local communities.

Why We're Doing This

At Travel Associates, we believe that travel can create positive change. With Legacy, we invite you to leave a lasting impact – not just for yourself, but for the people and places you visit. Through our partnership with Reforest, each journey helps restore Fiji's native ecosystems by planting native and fruit-bearing trees. These trees provide food, income, and long-term sustainability for local communities, creating a ripple effect that begins with your thoughtful travel and continues for generations to come.

Why it Matters

More than a gesture, your tree will help...

- Restore native forests
- Improve food security
- Support local livelihoods in Fiji

It's part of a growing movement toward meaningful, sustainable travel, one that's changing lives and protecting ecosystems.

This is travel that leaves more than footprints. This is travel that leaves a legacy.

The Legacy program is a nature restoration and community investment initiative. Trees planted through this program are not counted toward Travel Associates' or Flight Centre Travel Group's emissions reduction targets and do not constitute a carbon offset.



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 working toward our net zero goal (which currently covers Scope 1 and 2 emissions; Scope 3 targets are under development and will be reported from FY27).

Our approach

Our goal is to reach net zero by 2050, subject to the validation of our science-based targets through SBTi (expected 2026) which will include the development of a Scope 3 emissions baseline. Full scope 3 disclosure is expected in the Group's FY27 reporting. As our Scope 3 methodology matures and external conditions evolve, we will reassess our Scope 3 and net zero targets by end of calendar year 2027, incorporating SAF development progress, technological advancements, and government policy evolution. To work toward this, we are taking a multi-pronged approach built on the ongoing measurement of our greenhouse gas emissions, engaging with our partners, and supporting our customers to make lower impact travel decisions. Our strategy is anchored in the prioritisation of reducing our emissions. 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 Targets initiative (SBTi) methodology. 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 carbon footprint, and this commitment requires that our suppliers meet their emission reduction obligations over this period.

Our progress

- By the end of the 2025 calendar year we had onboarded Unravel Carbon as our Greenhouse Gas Inventory tool, enabling us to improve data collection processes.
- Continued transition to renewable energy across our operations (currently at 17% globally).

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 more sustainable options, such as carbon offset programs or eco-friendly accommodations, can be challenging. Many consumers prioritise cost and convenience over sustainability.
- Access to renewable energy across our global locations.

Our future focus

- More nature-based climate solutions with a positive community impact.
- Continued GHG emissions reductions.
- Continued investment in renewable energy.



Net zero targets

While the global transition toward a net zero future is a significant challenge for the travel and tourism industry, we are focused on being part of the solution. With tourism accounting for eight percent of annual global greenhouse gas emissions, of which approximately two percent comes from aviation¹³, we understand the importance of making lower carbon travel a reality.

We're committed to collaborating with the broader industry to identify solutions that will help make this possible while taking steps to address our own carbon footprint.

Our approach

Being a long-term goal, a 2050 net zero target considers a grid-wide and sector-wide decarbonisation pathway based on current rates. In alignment with the International Air Transport Association (IATA) and their commitment to "Fly Net Zero by 2050", this commitment requires that our suppliers meet their emission reduction obligations over this period.

FY25 is the third annual update of our footprint to understand our impact and identify how our footprint has changed over time. Our set targets are:

- Reduce absolute scope 1 and 2 GHG emissions 46.2% by 2030 and work toward net zero by 2050 (subject to SBTi validation, expected 2026) from a 2019 base year.
- Targeting renewable electricity equivalent to 100 percent of our power needs globally by 2028. Progress to date is 17% as of FY25. A procurement plan to close the remaining gap is in development

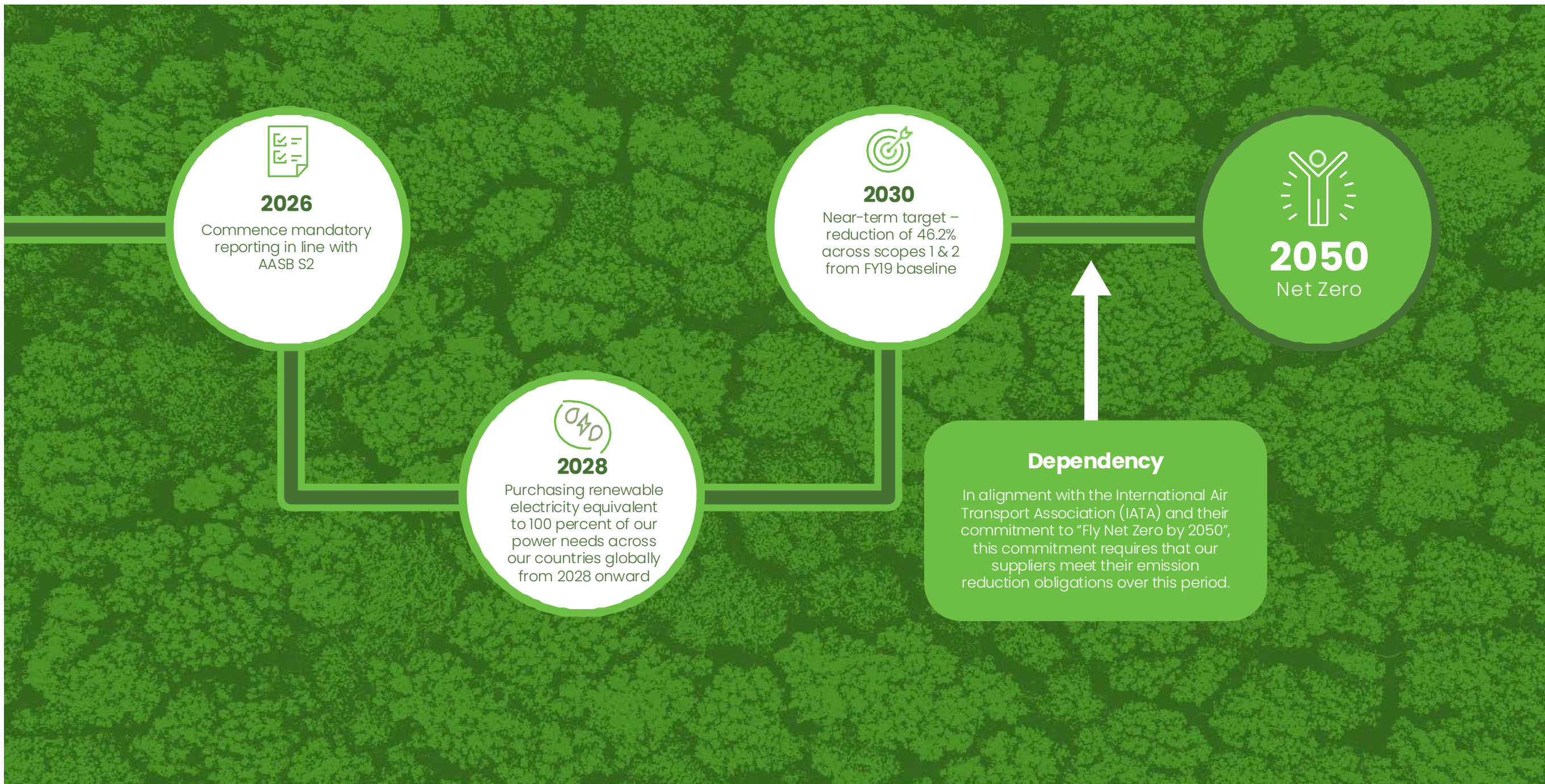
We acknowledge that this is a large undertaking and, to set ourselves up for success, we are working to ensure we have the right policy and framework in place and are developing tools and systems to improve our emissions reporting.

Our commitment to SBTi

Flight Centre originally submitted targets to SBTi in December 2022, but faced significant challenges when SBTi updated its methodology in late 2023, making Category 11 mandatory for the entire travel sector. FLT has spent the past two years working collaboratively with ABTA – the Travel Association and other travel organisations to develop industry-wide solutions. The company has re-engaged with the SBTi validation process and expects to announce validated science-based targets in 2026, subject to successful completion of the validation process. These targets will address emissions across Scope 1, 2, and 3, including a credible approach to Category 11.

¹³ World Economic Forum. How travel and tourism can reach net zero.

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
- 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 – ^{(immaterial);} this category is not included in our reduction target, refer to reasons below. 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.

Our FY25 carbon footprint

FLT's most significant sources of GHG emissions include scope 1 (combustion of fuel and refrigerant leakage), scope 2 (purchased electricity).

Although the Group has voluntarily disclosed Scope 3 emissions in previous years, it has chosen to apply a consistent approach with the AASB S2 transitional relief and not disclose Scope 3 emissions in this report. This reflects the Group's assessment that its current Scope 3 measurement methodology is being upgraded to meet the more rigorous requirements of AASB S2, and that prior voluntary disclosures used different methodologies that may not be directly comparable to future mandatory disclosures. The Group expects to report Scope 3 under AASB S2 standards from FY27.

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. Historically, the group calculated our organisational carbon footprint using an externally developed Excel-based calculation tool. In 2025, we transitioned to Unravel Carbon, a specialised software solution, to enhance the accuracy, comprehensiveness, and reliability of our carbon accounting and emissions tracking.

In 2025, the Group transitioned from an internally developed Excel-based calculation tool to Unravel Carbon, a specialist carbon accounting software platform. This transition has enabled more granular emissions tracking, automated data collection workflows, and standardised methodologies across the Group's global operations. The Group continues to improve its data collection processes.

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.

Please note, upon transition to the Unravel Carbon software solution, FLT identified a duplication of scope 1 emissions in our previous reports. The group included spend based data for vehicles where activity data was also reported, this has been corrected in the table below.

Scope 2 – Calculations were made where metered energy 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.

We have calculated our FY25 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	FY25 tco2e	FY24 tco2e	Movement %
Scope 1	6,422	6,042	6%
Scope 2	9,200	7,908	16%
Total Scope 1 and 2 emissions	15,622	13,950	12%

Taking action to reduce our operational emissions

FLT's absolute Scope 1 and 2 emissions remain below the FY2019 baseline, reflecting the structural changes to the business made during and following the COVID-19 pandemic. However, year-on-year emissions increased in FY25, with Scope 1 up 6% and Scope 2 up 16% relative to FY24. This reflects the normalisation of business operations as the Group continues to recover post-pandemic. Achieving the Group's 2030 reduction target will require deliberate climate action rather than structural decline.

FLT has 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 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 energy for some of our locations in Australia, New Zealand and the United Kingdom. Globally, this represents approximately 17% of our energy consumption, which is a 5% improvement from FY24 (using renewable energy kilowatt hours consumed over total kilowatt hours consumed). 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.

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.



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.
- Improved our EcoVadis sustainability rating from 41/100 in FY24 to 53/100 in FY25, reflecting systematic improvements across environmental practice, labour standards, ethics and procurement.
- Published Human Rights Policy.

Our challenges

- Accessibility of various data points to ensure timely reporting.

Our future focus

- 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](https://www.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. The Group is working to integrate climate-related risks into the Enterprise Risk Management Framework and Risk Appetite Statement, with this integration expected to be facilitated by the rollout of the Group's new Governance, Risk and Compliance (GRC) platform, expected to be operational in 2026/2027. Progress will be reported in FY26 mandatory climate disclosures. For more information on our approach to risk management, please refer to our Corporate Governance Statement located at [fctgl.com](https://www.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.

Climate-related financial disclosures

As prescribed by the Australian Accounting Standards Board Climate related financial disclosures standard (AASB S2), please refer to our FY26 Annual report for our first-year climate-related financial disclosures, this is set to be released late August 2026.

Code of Conduct

In November 2025 FLT released a new code of conduct. This Code of Conduct outlines our Vision, our Purpose, our Core Values, our Philosophies, and the Key Principles that motivate and guide our people.

The updated Code of Conduct (November 2025) represents a significant governance and maturity uplift from the 2020 version, expanding from a 13-page compliance document to a detailed 41-page values-led framework. Key ESG changes include a new Sustainability section with explicit anti-greenwashing obligations and net zero alignment, an elevated Modern Slavery section with stronger supply chain due diligence expectations, and new standalone commitments on Mental Health and Workers' Rights covering fair remuneration, freedom of association, and equal pay. The Diversity, Equity and Inclusion section is strengthened with the addition of equity to the framework and the introduction of Employee Resource Groups. Leadership accountability is formally embedded for the first time, and a new standalone Supplier Code of Conduct reinforces third-party ethical standards. Overall, the Code shifts from a rules-based to a principles and culture-based approach, supported by scenario-based guidance to embed its principles into everyday decision-making.



Appendices



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	<ul style="list-style-type: none"> • Connection and culture • Growth and development • Purpose and community
Our partners	<ul style="list-style-type: none"> • Sustainable supply chain • Sustainable product development • Community-based travel
Our customers	<ul style="list-style-type: none"> • More sustainable travel product choices for all customers • Technology solutions to measure customer environmental impact • Responsible travel education
Our planet	<ul style="list-style-type: none"> • Net zero targets • Carbon-offset solutions • Influencing sustainable behaviour across our value chain
Our principles	<ul style="list-style-type: none"> • 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
	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 14
	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 12-16
	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.
	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.	Creating diverse, equitable and inclusive workplaces. Refer to pages 12-16
	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.	
	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 17-18
	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 26

Sustainable Development Goal (SDG)	SDG-relevant Targets	FLT Alignment
	Target 12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Educating our people and customers on how to be a responsible traveller. Refer to page 20
	Target 12.6 – Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	
	Target 7.2 – By 2030, substantially increase the share of renewable energy in the global energy mix.	We are targetting a transition to purchase renewable energy by 2028. Refer to pages 26-28
	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 23-25
	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 24
	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 27-28
	Target 16.5 – Substantially reduce corruption and bribery in all their forms.	

GRI Index

Statement of Use		Flight Centre Travel Group Limited has reported in reference with the GRI Standards for the period 1 July 2024 to 30 June 2025			
GRI 1 Used	GRI 1: Foundation 2021	Applicable GRI Sector Standard(s)		None	
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	Upon transition to the Unravel Carbon software solution, FLT identified a duplication of scope 1 emissions in our previous reports. The group included spend based data for vehicles where activity data was also reported, this has been corrected throughout this report.			
	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 17-18 Our customers – pages 19-22			
	2-7 Employees	Our people – pages 12-16			
	2-8 Workers who are not employees	Omission	Yes	Information unavailable/incomplete	Information unavailable/incomplete
	2-9 Governance structure and composition	Directors’ Report in Annual Report – pages 7-35			
	2-10 Nomination and selection of the highest governance body	Directors’ Report in Annual Report – pages 7-35			
	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	Directors’ Report in Annual Report – pages 7-35			
	2-14 Role of the highest governance body in sustainability reporting	Board Charter – The Board has reviewed and approved the FY25 sustainability report.			
	2-15 Conflicts of interest	Our principles – pages 27-28 Code of Conduct			
	2-16 Communication of critical concerns	There were no critical concerns reported to the Board during FY25. 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	Directors’ Report in Annual Report – pages 7-35			

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	<u>Board Charter</u>			
	2-19 Remuneration policies	<u>Annual Report – pages 16-34</u>			
	2-20 Process to determine remuneration	<u>Remuneration and Nomination Committee Charter – page 3</u>			
	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 27-28			
	2-24 Embedding policy commitments	Our principles – pages 27-28			
	2-25 Processes to remediate negative impacts	<u>Whistleblowing Policy</u>			
	2-26 Mechanisms for seeking advice and raising concerns	<u>Whistleblowing Policy</u>			
	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 30			
	2-30 Collective bargaining agreements	Collective bargaining agreements were applicable to select groups of FLT employees in 2025.			
Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	Appendices – Materiality – page 30			
	3-2 List of material topics	Appendices – Materiality – page 30			

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 30			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Breakdown of average new employee hires by region: <ul style="list-style-type: none"> • Australia – 1,494 • New Zealand – 121 • Americas – 233 • Asia – 499 • EMEA – 135 Breakdown of average turnover rate by region: <ul style="list-style-type: none"> • Australia – 18.2% • New Zealand – 18.8% • Americas – 16.9% • Asia – 43% • EMEA – 7.6% 			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Rewards and Recognition – page 14			
	401-3 Parental leave	Rewards and Recognition – page 14			
Diversity and equal opportunity					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 30			
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% male and 66% 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 30			
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 12-16			

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 30			
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	<u>Code of Conduct</u>			
	403-3 Occupational health services	<u>Code of Conduct</u>			
	403-4 Worker participation, consultation, and communication on occupational health and safety	<u>Code of Conduct</u>			
	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	<u>Code of Conduct</u>			
	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 12-16			
Training and education					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 30			

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 12-16			
	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 30			
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 30			
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 30			
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 30			
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 30			
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 30			
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Our partners – pages 17-18			
	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 30			
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 30			
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 – page 30			
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 – page 30			
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 – page 30			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	In FY25 our global energy consumption was 23,400 MWh. Our planet – pages 23-26 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 energy representing 17% of our energy needs. Our planet – pages 23-26 Sustainability Scorecard – page 10			
	302-5 Reductions in energy requirements of products and services	Our customers – pages 19-22 Our planet – pages 23-26			

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 30			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our planet – pages 23-26 Sustainability Scorecard – page 10			
	305-2 Energy indirect (Scope 2) GHG emissions	Our planet – pages 23-26 Sustainability Scorecard – page 10			
	305-3 Other indirect (Scope 3) GHG emissions	Omission	Yes	Information unavailable/incomplete	Information unavailable/incomplete
	305-4 GHG emissions intensity	Our planet – pages 23-26 Sustainability Scorecard – page 10			
	305-5 Reduction of GHG emissions	Our planet – pages 23-26			
	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 30			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Our planet – pages 23-26			
	306-2 Management of significant waste-related impacts	Our planet – pages 23-26			
	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 15.8% of our global locations. Reporting for FY25 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 30			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Our principles – pages 27-28			
	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 2025 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 30			
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 30			
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
Customer privacy					
GRI 3: Material topics 2021	3-3 Management of material topics	Appendices – Materiality – page 30			
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 30			
GRI 415: Public policy 2016	415-1 Political contributions	FLT does not make cash donations to political parties, nor does it make donations at the request of Public Officials. FLT may participate in political engagement activities that are directly relevant to FLT or the travel and tourism industry. These activities may include party conferences, forums, speeches, and political events with industry members. Costs for attendance at political related activities are capped at a maximum of AU\$10,000 per event and must be recorded and pre-approved in writing by the Board Chair or FLT CEO.			

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 energy projects and reforestation projects as an example.
CO₂	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.
ISSB	International Sustainability Standards Board

kt CO₂	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
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



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FLIGHT CENTRE
TRAVEL GROUP™