FLIGHT CENTRE TRAVEL GROUP™

ENVIRONMENTAL SUSTAINABILITY POLICY

TABLE OF CONTENTS

1. Introduction 3
2. Purpose of Policy 3
3. Policy Statement 3
4. Scope of this policy 3
5. Policy 3
6. Action 4
7. How FCTG manages climate related risk 4
8. Compliance protocol for ongoing review of sustainability related documents 5
9. Responsibilities for all those covered by this Policy 5
Document Details 6

1. INTRODUCTION

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 influence a lower impact travel industry.

2. PURPOSE OF POLICY

This environmental sustainability policy confirms FCTG’s commitment to reduce our environmental footprint incorporating the Greenhouse Gas (GHG) Protocols across scopes 1,2 and material scope 3 categories.

This policy has been developed to help employees, suppliers, business partners and customers understand our guiding principles and key objectives and provide support in making the right decisions when it comes to environmental sustainability within FCTG. This policy communicates FCTG’s minimum expectations of risk management and compliance with our sustainability obligations and describes the approach FCTG takes.

3. POLICY STATEMENT

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.

4. SCOPE OF THIS POLICY

This policy extends to FCTG’s equity businesses together with its subsidiaries, related bodies and includes board members, officers, employees, contractors, consultants, agents, representatives, licensees, independent contractors, franchisees, and suppliers (where relevant) and is subject to the local policies and applicable law as it applies to the local FCTG entity.

5. POLICY

FCTG will work proactively to reduce the environmental impact of our operations and supply chains. Being a participant in the United Nations Global Compact we take action to uphold the Global Compact's 10 principles and contribute to the advancement of a number of the United Nations Sustainable Development Goals. In line with the environmental principles in the Global Compact, we are committed to practicing and promoting environmental awareness and responsibility.

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FCTG will comply with all applicable environmental legislation and regulations and strive for continuous improvement and monitor and report on our performance and progress.

6. ACTION

FCTG recognises that our business has both a direct and indirect impact on the environment. We are working toward reducing the environmental impacts of travel while delivering unique travel experiences for generations to come. To address these impacts, we are focused on the following material issues:

Emission of greenhouse gases across all scope 1, 2 and partial scope 3

- Set emissions reduction targets aligned to the Greenhouse Gas Protocol.
- Development of products and tools for our customers to make lower impact travel decisions to reduce the impact of their travel.
- Transition to purchasing our office and retail store electricity through arrangements that support renewable energy
- Review our global business travel policy to reduce our own overall travel footprint

Waste and recycling

- Promote the efficient use of resources to minimise the generation of waste
- Promote the reuse and recycling of products through all our operational locations
- Promote responsible travel to all our customers including the reduction of waste in-destinations
- Sustainable & ethical procurement
- Support our suppliers to set environmental standards and encourage positive environmental performance
- Seek opportunities to engage social enterprises and community-based travel opportunities
- Industry collaboration to promote a lower impact travel industry

Annual environmental impact reporting

Sustainability reporting will be provided outlining the FCTG environmental strategy, metrics and targets, climate related risks and opportunities, governance and any other matters required by law.

7. HOW FCTG MANAGES CLIMATE RELATED RISK

FCTG has a Global Enterprise Risk Framework which uses practises that identify, manage, and mitigate risk in all jurisdictions where FCTG operates.

The FCTG Environmental Sustainability Program contains:

- FCTG Environmental Sustainability Policy (this policy)
- Governance (Roles, and responsibility)
- Training and awareness of environmental sustainability

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Where FCTG becomes aware of a material climate or environment related risk, FCTG will ensure the matter is investigated and an appropriate response taken in accordance with the Enterprise Risk Framework and any other relevant policies.

8. COMPLIANCE PROTOCOL FOR ONGOING REVIEW OF SUSTAINABILITY RELATED DOCUMENTS

To ensure the accuracy of our environmental sustainability commitments, steps are being taken to put in place a protocol under which anytime a sustainability related document is made publicly available, each statement is checked for accuracy, reasonable grounds and substantiation. This includes and is not limited to whitepapers, press releases and marketing collateral. To ensure compliance is achieved, all materials will need to go through our internal protocols including clear accountability from the author, legal review and final sign off from the Global Sustainability Officer.

9. RESPONSIBILITIES FOR ALL THOSE COVERED BY THIS POLICY

Everyone covered by this policy is obliged to read and understand this policy, identify any red flags that may arise and to escalate potential concerns related to environmental sustainability to the Global Sustainability Officer, relevant region's Risk Leader, In-House Legal Counsel or Enterprise Risk Leader.

FCTG expects all employees to be accountable and responsible for their own actions and ensure they support the FCTG environmental sustainability strategy. Regional Managing Directors, Country Leaders, and Chief Financial Officers (CFOs) are responsible for ensuring compliance with this policy within their regions.

This policy is reviewed annually by the policy owner to ensure it is up to date and aligned to FCTG's values. This Policy is also reviewed and amended as required to address changes to applicable laws and regulations.

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DOCUMENT DETAILS

This document is effective from 28 Februrary 2025.

Related Documents

- Code of Conduct
- FCTG Supplier Code of Conduct
- Human Rights Policy
- Modern Slavery Statement 2025
- Risk Management Policy

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