

The background of the entire page is a dense, vibrant green tropical foliage. It features large, heart-shaped monstera leaves with characteristic holes, and several long, feathery palm fronds. The lighting is bright, creating a sense of depth and texture in the leaves.

CORPORATE SOCIAL RESPONSIBILITY REPORT 2018/2019

FCTG THE AMERICAS



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from the president

Flight Centre Travel Group's (FCTG) purpose is to "open up the world for those who want to see". We make this our mission every day by enriching the lives of our customers, our communities and our employees through the experience of travel.

Travel brings with it the ability to open our minds and our hearts by stripping away ignorance and building tolerance toward different cultures and points of view. It provides the opportunity to educate and nurture new ways of thinking by connecting with others on a deeper personal level regardless of background or upbringing.

It also brings with it an awareness of how fragile our planet is and that we have a responsibility to ensure that we are exploring our incredible world in a sustainable manner. The protection of our environment is essential to the future of tourism and, as one of the world's largest travel groups, we believe we are well positioned to play a role in affecting this kind of positive change.

We are committed to working with global organizations like the United Nations Global Compact, our partners in the industry, as well as empowering our people through support and education to ensure that we are doing everything in our power to truly demonstrate being a great corporate citizen.

Whether through advising our customers on how to travel more responsibly, advocating conscious consumerism through product offerings, or reducing our own carbon footprint, FCTG The Americas is proud to be leading the way.



dean smith
president



executive summary

The enclosed Corporate Social Responsibility Report highlights our CSR growth in 2018/2019 and outlines our current goals and future initiatives. Flight Centre Travel Group (FCTG) The Americas is part of a global network. As such, we are not only devoted to sustainable business practices; we are guided by them, helping stakeholders understand the impact of our business on key sustainability issues such as environment, human rights, community engagement and responsible travel practices.

2018/2019 in review

In the past year, FCTG The Americas has empowered its people to create positive change at a personal level. We partnered with Benevity, a world-leading workplace-giving platform that manages monetary staff donations. We also created the Brighter Futures Ambassador program, which includes over 170 volunteers throughout the United States and Canada helping in their local communities. Our inaugural diversity program, Womenwise, was launched this year guided by the vision for women and men in the workplace to be equally represented, valued and rewarded.

Coast to coast, our fundraising and volunteering campaigns, like No. Hungry. Holidays., Action for Animals, and the

upcoming Children First initiative, are directly responsible for lives saved by providing more than 250,000 family meals, by bettering the lives of mistreated animals, and by creating opportunities that help others to help themselves. Our charity trip this past year provided food, infrastructure and educational resources for at-risk children and their mothers in Guatemala, cared for in the eco-sustainable community of Project Somos.

Looking ahead to 2019/2020

By all accounts, 2018/2019 was a transformative year for FCTG, and the future looks even brighter. In the coming year, FCTG The Americas will see its very first combined charity trip, where 'flighties' from both USA and Canada will fundraise and travel to support exploited and abused animals at the Wildlife Friends Foundation Thailand.

In addition, our partnership with SolarBuddy saw FCTG assemble and send more than 3,000 solar-powered LED lights to households in developing countries living without electricity. This year, with every Better Beach holiday sold, one SolarBuddy light will be donated to children in need in the Dominican Republic as part of our goal to eliminate energy poverty in that country by 2022.

2018/2019 highlights



13 wishes granted

in partnership with Make-A-Wish



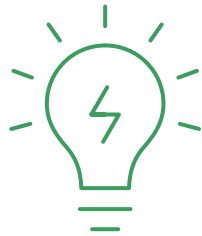
297,610~ meals provided

to food insecure North Americans



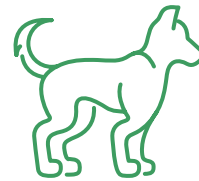
62 children supported

with food and school materials for a year in partnership with Project Somos



2500 SolarBuddy lights

assembled and sent to change the lives of children living in energy poverty



536~ animals protected from harm

through FCTG workplace giving support and volunteering



170 Brighter Futures Ambassadors

the number of Brighter Futures Ambassadors recruited

Building brighter
futures where
we work, live
and travel

brighter futures

A key philosophy of the Flight Centre Travel Group (FCTG) is Corporate Social Responsibility. As a global travel leader, we are committed to affecting positive change or ensuring sustainability wherever in the world we explore.

Our corporate social impact program, Brighter Futures, is now a movement, engaging employees to change lives every day, in our neighbourhoods and around the world. From building homes to ending energy poverty, Brighter Futures encompasses domestic and global initiatives that empower and improve lives and the environment.

Corporate Social Responsibility to Flight Centre isn't a trending buzz phrase; it's an international movement. We call it, Brighter Futures.

Brighter Futures encompasses four
charitable enterprises



FLIGHT
CENTRE
TRAVEL GROUP
Brighter Futures

flight centre foundation

The Flight Centre Foundation is the heart of FCTG's corporate and social responsibility strategy. It embodies our cultural ethos of contributing as a corporate citizen by creating real impact in the communities we operate.

The Foundation provides company employees with a means to support nominated charities through a range of workplace giving, volunteering and fundraising initiatives. Projects include organized trips to help at-risk communities, environmental missions, volunteer relief efforts and more.

Key priorities for the upcoming year:

- Strengthening our relationships with key partners around the world to maximize financial impact.
- Expanding volunteering activities and focus on skilled volunteering and capacity building.
- Leveraging our business footprint to profile partners' work and amplify their messages to the broader community.
- Working with industry partners to enhance contributions by all parties.



fctg worldwide

A key goal for our first year as a United Nations Global Compact (UNGC) Signatory was the creation of the FCTG Responsible Travel Charter. To implement the Charter, the Worldwide Committee was formed with a focus on the promotion and sale of travel that respects human rights, the environment and social equity.

Key priorities for the upcoming year:

- Providing information on cultural and social responsibility for consultants and creating in-store materials to assist in customer education.
- Conducting product reviews aimed at identifying products to assess environmental, social and cultural impact.
- Expanding thought-leadership efforts to include external engagements such as speaking at travel and tourism educational institutions across The Americas.

Building brighter futures through responsible travel

5 tips



conserve water



reduce your waste



go local



care about wildlife



respect local culture



fctg people

Equal privileges and rights are central to the way we operate. FCTG is committed to having a diverse workforce at all levels and believes that as a global player in the travel industry, we have the opportunity to lead the way and bring about change to this sector.

We have a very comprehensive Code of Conduct that enshrines the principles in the UNGC that each and every one of us is committed to delivering, each and every day. In January 2019 we launched Womenwise (The Americas) with a goal of ensuring that women and men are equally represented, valued and rewarded at FCTG.

Key priorities for the upcoming year:

- Assessing our gender and flexibility initiatives to reflect our progress accurately.
- Continuing our active engagement and communication with our people in this space.
- Developing our Womenwise initiative to inspire all women by showcasing opportunity, providing role models and structured support to create balance in all leadership teams at FCTG.



Building
brighter futures
through
egalitarianism
and unity



looking back

The appetite for goodness, community support and engagement has always been present within FCTG The Americas, and at the heart of our culture. Prior to 2018, Flighties across both nations ran local programs and communicated largely within their immediate communities. It proved challenging to run national campaigns across such an expansive geographic region with multiple brands and businesses in various cities and regions. With the launch of Brighter Futures The Americas, the priority has been to implement a formal structure and programming in order to galvanize the true giving potential of our people. The position of Corporate Social Responsibility Manager was created to manage the direction and objectives of the Brighter Futures program and a new technological platform was launched to simplify both workplace giving and volunteering opportunities.

Learnings

- Covering such a vast geographic area across multiple countries, the need for Brighter Futures Ambassadors to help reinforce programming is clear
- Communication and the spread of information presents the biggest challenge
- With strong influencers such as economics and seasonality, timing plays a major role in CSR programming
- Even the smallest deeds have been seen to create a major impact and “every person can make a difference”
- Statistics and chemical science has helped to relay the personal and group benefits of giving and engagement



Galvanize the true giving potential of our people





benevity

FCTG The Americas has partnered with, and implemented, the world leading platform Benevity for our workplace giving program.

Giving back needs to be made simple. When this becomes a daily practice of doing business, only then does social impact find its way into the fabric of a company. FCTG The Americas has implemented the world leading platform Benevity for our workplace giving program. Whether it's identifying specific volunteer opportunities with causes in our communities, or an individual setting up recurring payroll donations, BENEVITY offers the stage and the tools to empower our people to give back to the causes that matter to them.



Our workplace giving program





Giving back is a part of who we are



brighter futures ambassador program

For Flight Centre, giving back isn't something we do, it's a part of who we are. We had an overwhelming response from people wanting to take part in on-the-ground Brighter Futures programs right at home that feel strongly about helping those less fortunate, the environment and animal welfare in their communities. In 2018, we created the "Brighter Futures Ambassador Program" and since its inception, we now have a network of over 150 Ambassadors throughout the United States and Canada. Brighter Futures Ambassadors are mission chiefs, community relief advocates and those within Flight Centre Travel Group who desire to passionately lead the charge by identifying and creating charitable initiatives right in their own communities. Each and every Flightie is allowed one full day of volunteering to the cause of their choosing per annum.

Together, we create Brighter Futures.

no. hungry. holidays.

Throughout North America, 1 in 8 people struggle with hunger. Right here at home nearly 50,000,000 people might not know where their next meal will come from. Local food banks rely heavily on supporters like Flight Centre Travel Group to meet the pressing need for meals in our communities. This past holiday season and for those ahead, we're doing something about this: No. Hungry. Holidays.



1 in 8 North
Americans live with
food insecurity



No. Hungry. Holidays.

PROVIDED MEALS FOR OVER

251,360

FOOD INSECURE NORTH AMERICANS LAST MONTH

**FLIGHT
CENTRE**

& Food Banks
Canada



+

**LIBERTY
TRAVEL**



**FEEDING
AMERICA**



ACTION FOR Animals

FCTG THE AMERICAS WERE ABLE TO SUPPORT HUMANE SOCIETIES IN NORTH AMERICA WITH THE RESCUE OF OVER

430

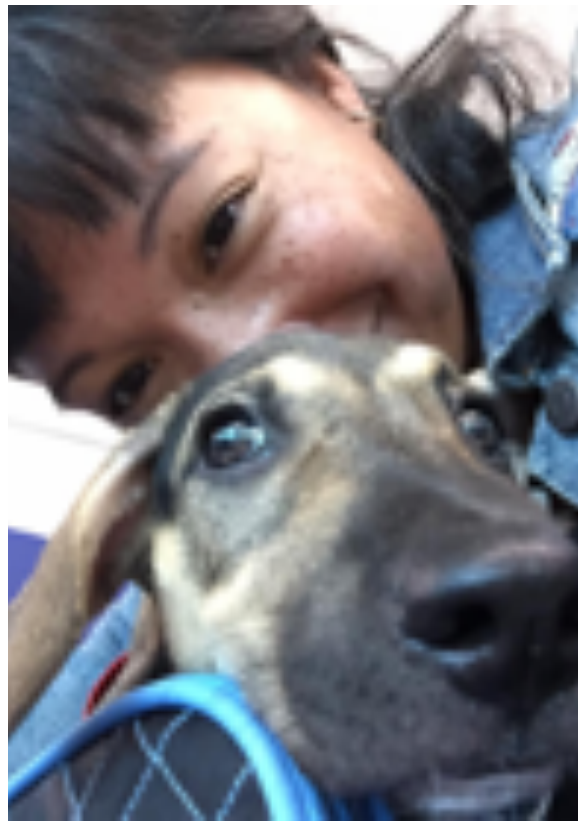
animals from life-threatening circumstances last month.



action for animals

Through donations supporting necessities like feed, transportation of animals out of harm's way, rehabilitation and running tip lines for animal abusers, Flight Centre Travel Group is helping the Humane Society rescue animals from life-threatening circumstances.

Humane Societies of the United States and Canada and their affiliates provide direct care to more than any other animal welfare organization - through their sanctuaries, veterinary programs and emergency shelters and rescues. They work to professionalize the field of animal care with their education and training programs. Throughout April, FCTG raises desperately needed funds to provide the basic life-saving essentials for many animals. In addition, local volunteer opportunities are showcased for our people who want to get involved personally.



Saving lives
in the fight against
animal cruelty

responsible travel

The UN Global Compact believes that corporate sustainability starts with a company's value system and a principled approach to doing business. They have established Ten Principles that are derived from the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

UNGC Environmental Principles

- Businesses should support a precautionary approach to environmental challenges
- Undertake initiatives to promote a greater environmental responsibility
- Encourage the development and diffusion of environmentally friendly technologies

As a signatory of the UN Global Compact Flight Centre Travel Group draws from these principles as we endeavor to educate not only our people, but our customers and the community at large on the importance of responsible, ethical and sustainable tourism. FCTG's CSR programming now exemplifies the organization's commitment to the welfare of all people, wildlife and the environment of this planet. To date, we have managed the auditing of over 10,000 suppliers to assess animal welfare practices.

The elephant in the room



animal welfare

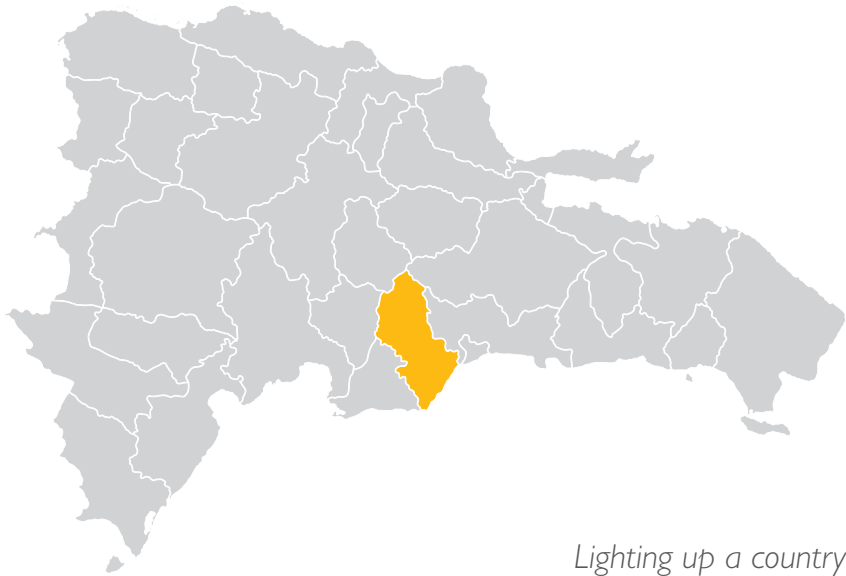
With assistance from the ABTA Animal Welfare Guidelines, FCTG is engaging with stakeholders across the business to benefit from front-line knowledge and experience. Our goal is to use our influence wherever we can to educate about the practice of cruel animal attractions. In pursuit of that goal we do not seek to criticize consumers interested in animal attractions, but rather to inform them about potential problems and, where appropriate, provide them with suitable alternatives.

Consumers rely on us for our knowledge and experience and accordingly, we must ensure that we have taken all possible steps to understand animal welfare and how it relates to our business.



Setting the example,
educating and
influencing





*Lighting up a country
one SolarBuddy at a time*



solar buddy

Energy Poverty

1.4 billion people across the globe live without electricity, and the results are devastating - condemning billions to darkness, ill health, unfulfilled futures and repeated cycles of poverty. Families that rely on traditional fuels for lighting, such as firewood, spend several hours each day collecting fuel.

This burden falls disproportionately to women and children and robs them of an education and income-generating work. Indoor air pollution, the result of using kerosene for lighting, leads to millions of deaths each year, damages eyesight and limits opportunities.

About SolarBuddy

SolarBuddy is an Australian-based charity dedicated to educating and empowering the next generation to change the lives of children living in energy poverty via its innovative education program. It aims to improve the educational opportunities of six-million children with innovative solar light solutions.

A SolarBuddy is the world's first and only LED solar light that provides up to 16 hours of light and emits zero carbon emissions. They are a sustainable option that minimizes the reliance on toxic kerosene and enables children to complete their homework and improves their sense of safety and security after dusk.

Ending energy poverty in the Dominican Republic

With each Better Beach holiday booking that is made in our next financial year, one SolarBuddy solar light will be donated to children in need in the Dominican Republic as part of our goal to eliminate energy poverty in that country by 2022.





charity spotlight

The mission at the Make-A-Wish Foundation is to grant the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength, and joy. For 15 years, Flight Centre and its employees have come together to transform lives, one wish at a time. To date, Flight Centre has granted more than 100 wishes and helped facilitate more than 400, donating over \$750,000 in the process.

From our very first sponsored wish which sent 16 year-old Kirby to New York for a shopping spree, we have helped send kids all over the world, including Disneyland to meet Mickey, Hawaii to go snorkeling, and Rome to meet the Pope – some pretty inspiring wishes from some very inspiring kids.



We have proudly supported the Make-A-Wish Foundation since 2003.





Building brighter
futures through
sustainable practices



fctg environmental sustainability

Building brighter futures through sustainable practices

The protection of the environment is paramount both at home and in-destination with the very essence of tourism relying on resources that are fragile and to be protected. As a company, we actively manage and reduce the environmental impact of our business, and are modelling best environmental practices in our headquarters in Montvale, New Jersey to lead the way for our organization across The Americas.

The greener futures forum

The Greener Futures Forum was created with the aim for all of our people to take ownership of their personal contribution to climate change. Activities such as using electricity, driving, or using a new paper cup for a daily coffee all contribute to greenhouse gas emissions. Together these emissions make up our carbon footprint identifying how much fossil fuels we consume. The Greener Futures Forum is a platform for sharing ideas to reduce both our personal carbon footprint as well our company carbon footprint in FCTG shops, support offices and every place we operate. Small changes for a better tomorrow.



70%
reduction

of printed supplier
brochures delivered to
FCTG Americas



Recyclable
pods

used in coffee machines
throughout all
operations



Charging
stations

for electric cars
installed at FCTG
headquarters



womenwise

In 2018, Womenwise (The Americas) was launched at the USA headquarters in Montvale, New Jersey with women from all leadership levels representing various businesses, brands and geographic regions. The initiative is guided by the vision for women and men to be equally represented, valued and rewarded at FCTG.



CELEBRATE
Celebrate being wonderful women at FCTG



CONNECT
Connect with each other



COLLABORATE
Collaborate and share ideas



CREATE CHANGE!

FCTG is committed to gender equality and wants to turn good intentions into concrete action. As a key component of FCTG's Brighter Futures program, Womenwise will focus on diversity and egalitarianism with four guiding principles. Celebrate. Connect. Collaborate. Create change. Womenwise aims to inspire all women by showcasing opportunity, providing role models and structured support to create balance in all leadership teams at FCTG.





annual charity trip

Each year, a group of big-hearted FCTG employees travels to a key destination to make a difference in the local community. Flight Centre Travel Group has run four successful charity trips thus far: \$50,000 was raised in Iceland for the Make-A-Wish Foundation, \$30,000 was raised in Thailand for Friends of the Asian Elephant, and in the past 2 years, FCTG raised more than \$60,000 for the Project Somos Children's Village, an eco-sustainable educational community aiming to break the cycle of poverty in Guatemala by providing quality education and healthy food to families in need.

As momentum continues in to the 2019/2020 financial year, FCTG The Americas will see its very first combined charity trip. Flighties from both the USA and Canada will fundraise and travel to the Wildlife Friends Foundation Thailand in support of exploited and abused wildlife.



2019 marks
FCTG's 5th
charity trip

impact: engaged flighties.



BUILDING SOLARBUDDY LIGHTS TO FIGHT AGAINST ENERGY POVERTY AT THE GLOBAL BUSINESS TRAVEL ASSOCIATION (GBTA) CONVENTION



BIG FLIGHTIE HEARTS HELPING TO CARE FOR AND TRANSPORT ANIMALS TO THEIR FOREVER HOMES



COOKING MEALS FOR SHELTER GUESTS



IN-SHOP FOOD COLLECTION FOR NO HUNGRY HOLIDAYS



ASSEMBLING SOLARBUDDY'S AT RETAIL LEADERSHIP CONFERENCE



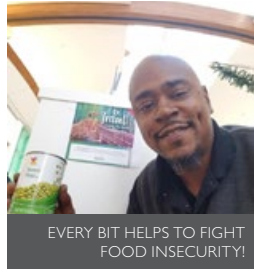
FLIGHTIES DOING THEIR PART TO CLEAN UP THE BEACH SO WE CAN ALL ENJOY THE SURF



DROPPING OFF FOOD FOR HOLIDAY MEALS



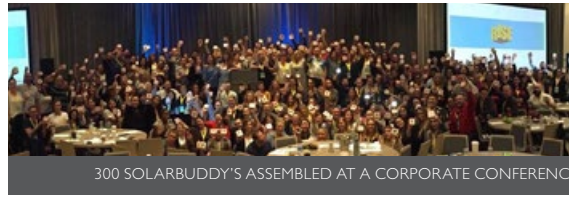
FLIGHTIES PREPARING MEALS AT THE WOMEN'S CENTRE



EVERY BIT HELPS TO FIGHT FOOD INSECURITY!



NO. HUNGRY. HOLIDAYS. TEAM OF FLIGHTIES COOKING MEALS FOR COMMUNITY MEMBERS



300 SOLARBUDDY'S ASSEMBLED AT A CORPORATE CONFERENCE



Take only memories,
leave only footprints.