

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.

<div>Our Values</div>	<div>Our People</div> <div></div> <div>We care for our people's health and wellbeing, their personal and professional development, and their financial security.</div> <div>We believe that work should be challenging and fun for everyone.</div>	<div>Our Business model</div>	<div>Ownership</div> <div></div> <div>We treat the business as our own and have the opportunity to share in our company's financial success with access to shares programs, outcome based incentives and profit share.</div>
<div>Our Customer</div> <div></div> <div>Our customers always have a choice, and we care about personally delivering amazing travel experiences to them, whatever it takes.</div>	<div>Brightness of future</div> <div></div> <div>Our supportive work community provides an inspiring and challenging career path for committed people. Promotion and transfers from within will always be our first choice and will give people the exciting opportunity to move globally across our company.</div>	<div>Reward & Recognition</div> <div></div> <div>We recognize and celebrate our individual and collective successes with recognition and rewards which are based on measurable outcome based quantitative KPI's. What gets rewarded gets done is our basic principle and we reward outcomes not behaviour.</div>	<div>One best way</div> <div></div> <div>In each of our businesses there is 'one best way' to operate globally. We value common sense over conventional wisdom in running our business. We foster entrepreneurial thinking to continuously find better ways to innovate and improve.</div>
<div>Taking responsibility</div> <div></div> <div>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.</div>	<div>Egalitarianism & Unity</div> <div></div> <div>We believe that every individual is equally important and has access to the same opportunities and rights. We work as a community with accessible leaders and we embrace diverse cultures, backgrounds and perspectives. We have an irreverent culture of taking our business seriously but not ourselves.</div>	<div>Family, village, community</div> <div></div> <div>Our structure is simple, lean, flat and transparent, with accessible leaders and minimal layers between the customer and the CEO. Everyone belongs to a family (team), which is the most important group at FCTG, who are supported by a 'self-help' village, and a community.</div>	<div>Profit we are proud of</div> <div></div> <div>A fair margin resulting in a business profit we can be proud of, is the key measure of whether we really are providing our customers with an amazing experience, amazing product and a caring and respectful service - an experience customers genuinely value.</div>