

BUILDING
BRIGHTER
FUTURES
WHERE WE
WORK, LIVE
AND TRAVEL

FLIGHT 
CENTRE
TRAVEL GROUP™
Brighter Futures



BRIGHTER FUTURES

BUILDING BRIGHTER
FUTURES WHERE WE WORK,
LIVE AND TRAVEL

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. Read on to learn how FCTG strives to make the future brighter; for people and the planet.

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 FOUNDATION

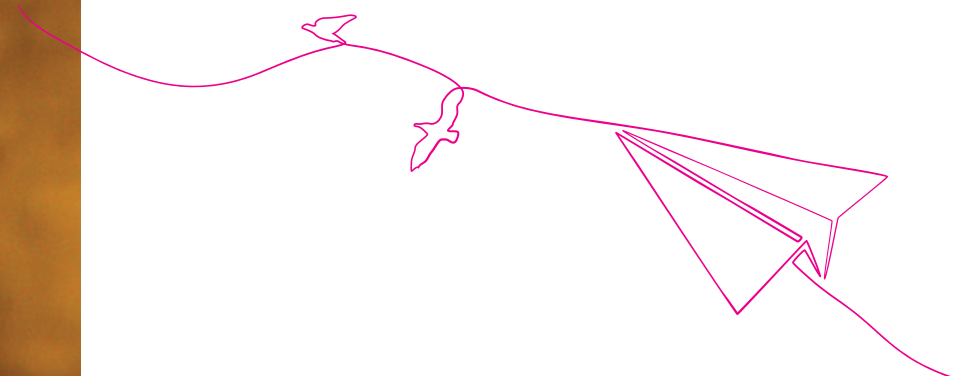
**BUILDING BRIGHTER FUTURES
THROUGH EMPOWERED GIVING**

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.





“WORLDWIDE” OUR RESPONSIBLE TRAVEL CHARTER

BUILDING BRIGHTER FUTURES
THROUGH RESPONSIBLE TRAVEL

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.

In 2017 we partnered with ReThink Orphanages Network and had removed visits to orphanages from all itineraries.

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 our working partnership with the International Institute for Peace Through Tourism (IIPT) to promote their message of peace through travel.

5 TIPS



CONSERVE
WATER



REDUCE
YOUR
WASTE



GO
LOCAL



CARE
ABOUT
WILDLIFE



RESPECT
LOCAL
CULTURE



FCTG
PEOPLE

FCTG PEOPLE

BUILDING BRIGHTER FUTURES
THROUGH EGALITARIANISM
AND UNITY

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.

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.
- Launching WomenWISE in the Americas: For women and men to be equally represented, valued and rewarded in FCTG.





FCTG
Environmental
SUSTAINABILITY

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 are 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 global headquarters in Brisbane to lead the way for our organization across the globe.

KEY PRIORITIES FOR THE UPCOMING YEAR:

- Establishing information baselines on our environmental impact and producing clear and measurable goals.
- Continuing "FCTG's War on Waste" with more recycling and more efficient waste reduction initiatives at our head office and retail shops.
- Working with our procurement teams to develop sustainability standards that can be ingrained into our tender and contracting processes.
- Conducting product reviews to assess the impact on the environment.





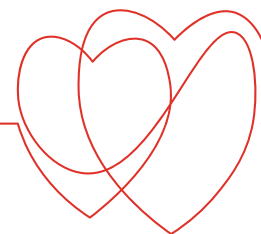
CHARITABLE INITIATIVES

Travel is an essence of humanity. Brighter Futures allows us to book travel and explore in ways that hold us accountable as global citizens. Across the Americas, we bring FCTG's philosophies to life with ongoing initiatives.

FCTG's mandate is to "Open the world to those who want to see." For our people this means opening up their world by helping them develop professionally and personally. For our customers it is by delivering amazing travel experiences. And for our global community it means building brighter futures where we work, live and travel.

From front-line staff to our executive team, our people are engaged in charitable endeavours within our neighbourhoods and internationally and our stakeholders and customers are empowered to take part in initiatives important to them, year-round.

Our annual charity trip, and events like *No. Hungry. Holidays.* are just a few examples of the Brighter Futures movement.



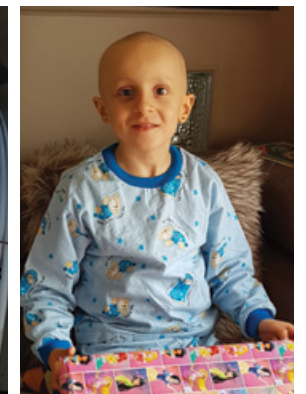
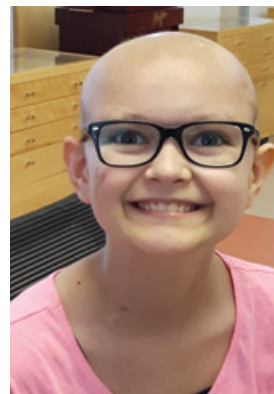


MAKE-A-WISH FOUNDATION®

WE HAVE PROUDLY
SUPPORTED THE MAKE-A-WISH
FOUNDATION SINCE 2003.

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.





FCTG THE AMERICAS, THROUGH OUR COLLECTIVE EFFORTS ACROSS BOTH COUNTRIES, WERE ABLE TO PROVIDE MEALS FOR OVER

175,000

FOOD INSECURE NORTH AMERICANS IN DECEMBER 2018

FLIGHT CENTRE & Food Banks Canada **+** **LIBERTY TRAVEL** & **FEEDING AMERICA**

*No.
Hungry.
Holidays.*

NO. HUNGRY. HOLIDAYS.

In Canada and the United States, 1 in 9 people struggle with hunger and may not know where their next meal is coming from. Food insecurity is a major problem affecting North American households.

No. Hungry. Holidays. raises hard dollars for meals as well as collects food donations through a workplace giving campaign. Funds are donated from bookings to both Feeding America and Food Banks Canada.

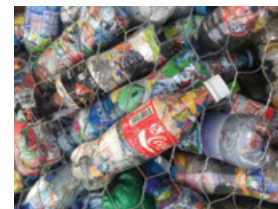




ANNUAL CHARITY TRIP

In the past year, we 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.

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 \$65,000 was raised in two trips to Guatemala for Project Somos.





SOLAR BUDDY

CREATING A BETTER FUTURE
FOR ALL, ONE SOLAR LIGHT
AT A TIME

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 by 2020.



