



SUMMER 2022

DIVERSITY, EQUITY & INCLUSION



OUR VISION

Working together to dismantle the barriers to equity for our people, our customers, and our communities.

Flight Centre Travel Group is committed to improving diversity and inclusion within our workplace as we forge our path forward to create real, lasting change within our company. As a global leader in the travel industry, we also have the opportunity to help bring about change to the sector; we are committed to doing just that.

We acknowledge that social injustice exists in the travel industry, and within the communities that our industry impacts. We place equality and equity at the top of our agenda. We will strive to do our part to eradicate the systemic discrimination of marginalized communities within the travel industry.

Equal rights are central to the way we operate. We strive to be an anti-racist company and stand with the communities who are discriminated against on the basis of race, disability, gender identity, sexuality, religion, neurotype, body shape, age, parent status, and other marginalized identities.



OUR PROGRESS



Supporting DEI with Corporate Policies

Our commitment to diversity, equity, and inclusion is supported by our DEI Manager, our Diversity Policy, and our Anti-Discrimination Policy.



Benchmarking & Accountability

We use third-party assessment tools to track FCTG Americas' progress regarding anti-racism, accessibility, LGBTQ2IA+ inclusion, gender equity, and other DEI best practices.



Equitable Recruitment

We are committed to identifying and removing unconscious and structural bias in our talent acquisition process. We have developed clear guidelines for replacing biased language in job postings. We use objective scoring criteria and multi-person interview panels to help reduce the effects of unconscious bias. We welcome accommodation requests to make recruitment as accessible as possible.



Building Equity Literacy

Learning modules, live workshops, and online resources allow our teams to build understanding about systemic oppression and improve cultural competency regarding marginalized identities.



OUR NEXT STEPS

Where can we go from here? As one of the world's largest travel retailers and corporate travel managers, this question is the focal point of so many of our conversations at Flight Centre Travel Group. Where can we explore? Where can we reach a wider market? Where can we support a brightness of future for each one of us? At the heart of questions like these is a sense of purpose, fueled by a curiosity of what we could achieve together.

We apply this very same attitude to issues of diversity, equity, and inclusion. At FCTG Americas, we are proud of the work we have already begun to dismantle barriers to equity for our people, our clients, and our communities. But we are not finished. The task of addressing systemic inequities in our world of work is no small feat.

Our business leaders, together with our DEI Manager are committed to asking "Where can we go from here?" when we look at our recruitment practices, our learning and development, our marketing, our industry partnerships, and our customer service. This fiscal year, we will be prioritizing the following DEI improvements:

1. Establishing and supporting Employee Resource Groups
2. Implementing bias-removing recruitment solutions and practices
3. Providing comprehensive DEI learning opportunities

Sincerely,
Charlene Leiss
President, Flight Centre Travel Group Americas