



Flight Centre Travel Group Americas Diversity Equity & Inclusion Report March 2024

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Emese Graham

Diversity, Equity & Inclusion Manager
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A letter from Emese, Charlene, Chris, and Maren

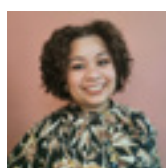
Our vision for DEI at Flight Centre Travel Group Americas is to work together to dismantle barriers to equity for our people, our clients, and our communities.

Over the past year, we have been incredibly busy making progress on this vision together, and we are pleased to report on the advancements we've made as well as our learnings along the way. The task of equity, accessibility, and true inclusion is immense, it is true. But we are encouraged by the work that others have done before us, and we are committed to taking responsibility for our part as a major player in the world of travel. We hope that regular, transparent updates such as this serve as a strong signal to our people, our clients, and our industry that we are committed to DEI for the long haul.

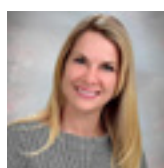
Since our last DEI report was published,

- We increased women in Canadian senior leadership roles from 50% to 63% according to our employee survey data
- We maintained equal sentiment scores across race and ethnicity in our USA employee survey
- 13% of USA respondents and 11% of Canada's respondents identify as LGBTQ2IA+, with equal representation across job seniority and no difference in sentiment between LGBTQ2IA+ and cisgender, heterosexual respondents.
- We booked 4,013 diverse suppliers (a 15% increase from the 2022 financial year) for our corporate clients and are actively working to expand supplier diversity for our leisure travelers.
- We learned that more than 1 in 10 employee survey respondents have a disability.
- Our new employee resource groups have begun to make a positive impact.

At Flight Centre Travel Group Americas, diversity, equity and inclusion are an essential part of our vision to open up the world for those who wish to see. Thank you for taking an interest in our journey.



Emese Graham (She/Her)
DEI Manager,
Flight Centre Travel Group Americas



Maren Hanschke (She/Her/Elle)
President,
Flight Centre Travel Group Mexico & LATAM



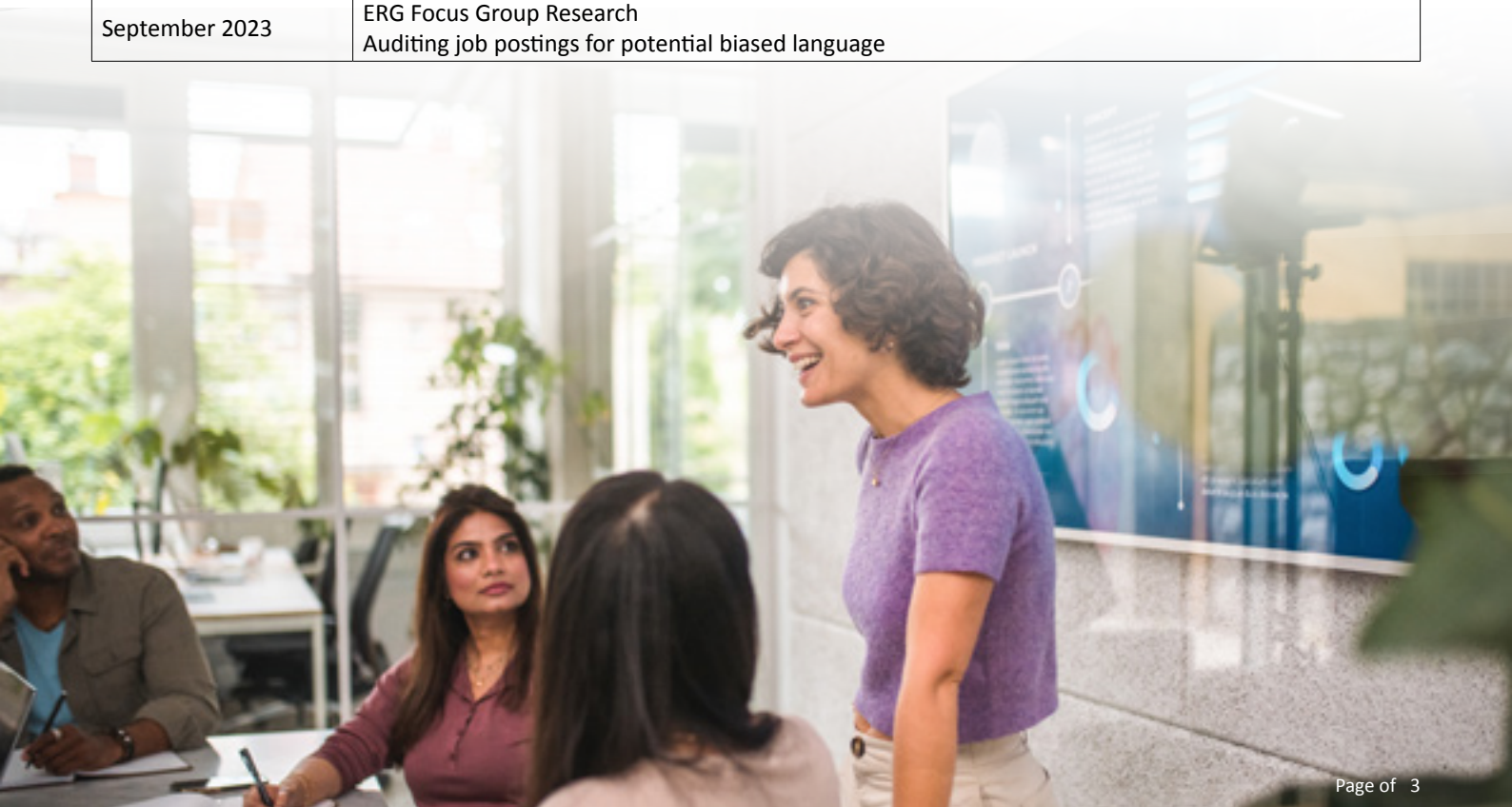
Charlene Leiss (She/Her)
President,
Flight Centre Travel Group Americas



Chris Lynes (He/Him)
Managing Director,
Flight Centre Travel Group Canada

Our Journey So Far

August 2020	Appointed First Diversity Ambassador
February 2021	Flight Centre Travel Group Diversity Policy Created
January 2021	Diversity Leave Benefit Created
March 2022	Appointed Diversity Equity & Inclusion Manager
April 2022	1st Annual DEI Benchmarking
May 2022	Updated manager training on reducing bias in recruitment
June 2022	Launched BIPOC Leisure Supply Program
July 2022	Auditing job postings for potential biased language
September 2022	Appointed Ambassador of Diversity, Equality and Inclusion Mexico & LATAM
October 2022	Auditing inclusive representation in marketing Began advertising careers with PinkJobs and Black Travel Alliance
January 2023	Published first DEI report
February 2023	5 Employee Resource Groups Launched FCM adds U/X gender markers to booking system
April 2023	2nd Annual DEI Benchmarking
May 2023	Gender affirming treatment added to Canadian employee benefits
September 2023	ERG Focus Group Research Auditing job postings for potential biased language



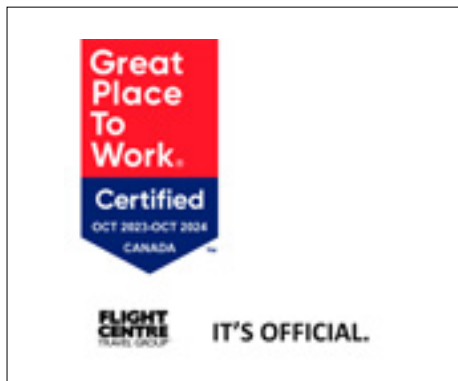
Diversity, Equity & Inclusion Awards

We are proud to be recognized for our work and commitment to DEI

Great Place to Work

Great Place To Work Certification recognizes employers who create an outstanding employee experience.

Canada



USA



Mexico



Best Diversity, Equity and Inclusion in the Workplace in Canada | 5-Star DE&I Employers 2023

Canadian HR Reporter recognizes the 5-Star DE&I Employers of 2023 for their outstanding efforts to create a more inclusive future. The best employers for diversity, equity, and inclusion in the workplace foster a culture where employees at all levels feel they belong, are supported, and can thrive.

[Learn more](#)

GBTA WINiT DEI Leadership Pinnacle Award 2023



This inaugural award recognizes a female leader who has demonstrated exemplary leadership in advancing for diversity, equity, and inclusion in business travel.

[Learn more](#)

Seramount Global Inclusion Index

We are proud to be named to @Seramount's 2023 Global Inclusion Index for our commitment to advancing DEI in the workplace in Mexico.

[Learn more](#)

2023 Travel Weekly Magellan Awards | Silver Winner for Accessibility/Inclusivity

The Travel Weekly Magellan Awards honors the best in travel and salutes the outstanding travel professionals behind it all.

[Learn more](#)

DEI in the Travel Industry

This year, we've joined meaningful industry conversations about DEI



Supporting the Neurodivergent Traveler

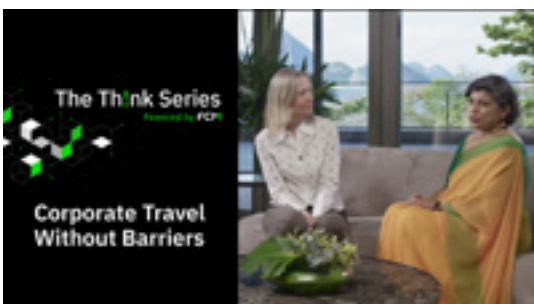
Charlene Leiss, Flight Centre Travel Group Americas President, and Emese Graham, DEI Manager, joined Delta Air Lines' Dana Folsom in an education panel at GBTA Dallas Convention 2023 to discuss neurodiversity and enhance accessibility and inclusion for neurodivergent individuals in travel policies.



Leveraging ERGs to Create an Inclusive Organization & Travel Program

This webinar was created to support FCM's yearly Travel with Pride initiative in observance of Pride Month in June. Panelists: Emese Graham, DEI Manager Flight Centre Travel Group Americas, Herve Lavenant, United Airlines, and Lea del Rosario, New York Islanders.

[Learn more](#)



Corporate Travel without Barriers: Tips for Designing Inclusive Travel Programs

When designing your travel policy, it's easy to forget to make accessible decisions, especially if you aren't a member of an underrepresented group. In this webinar, Flight Centre Travel Group dissected the global changes in approach to DEI (diversity, equity & inclusion), and what organizations can do to proactively support their people.

[Learn more](#)

Supplier Diversity

Working towards an inclusive travel industry through meaningful partnerships

Our vision for diversity, equity, and inclusion extends to the business relationships we develop in our industry. By tracking and expanding our partnerships with equity-deserving groups, we hope to help cultivate outstanding travel experiences for a wider range of customers and supplier networks that our people feel proud of.

Corporate Travel

At FCM Americas and Corporate Traveller Americas, we provide an opportunity for our US-based corporate travel suppliers to voluntarily disclose their status as a certified 51% diverse/minority-owned business enterprise

During our 2023 financial year, we booked corporate travel with 4,013 diverse suppliers (a 15% increase from 2022 financial year) and tracked a spend of US \$32.4M (a 0.6% increase).

Supplier Diversity Categories:

- Women-Owned
- Minority-Owned
 - o Black/African American
 - o Latinx/Hispanic American
 - o Asian Indian
 - o Asian Pacific
 - o Indigenous Peoples/Native American
 - o Multi-Racial
 - o Other
- LGBTQ+ Owned
- Social Enterprise, B Corp, Public Benefit Corporation
- Disabled-Owned
- Veteran
- Small Business
- HUBZone Business (GBT)



We have focused on the integration of Diversity, Equity, and Inclusion (DEI) principles within our preferred partner program (PPP), emphasizing the pivotal role these values play in shaping the program's tiers. The incorporation of DEI considerations not only reflects a commitment to ethical business practices within our own supplier partnerships, but also aligns with the broader shift towards inclusivity for our customers when choosing preferred suppliers. Over the coming year, we look forward to increased investment in this pivotal area."

David Richardson (He/Him)

EVP & GM Supply
Executive Sponsor Racial Equity ERG

Leisure Travel

At Flight Centre Travel Group, we believe travel can and should make the world a better place, and we want to do our part to support communities who have been negatively affected by tourism. By connecting more of our travelers with BIPOC-owned businesses around the world, we hope to contribute to a more fair and sustainable travel industry. Our BIPOC-owned collection of travel experiences included over 180 properties across Canada, Mexico, USA, and the Caribbean.

Since the program's launch, we have helped 4,156 travelers book their trip with a BIPOC-owned business.

In December of 2023, we began a new initiative inviting our travel experts across Flight Centre Travel Group Americas to collaborate in our supplier diversity goals by nominating businesses they would like to be added to our network of preferred suppliers. We encourage nominations of outstanding businesses owned by women, people of color, LGBTQ2IA+ individuals, people with disabilities, and other equity-deserving groups.

Inclusive Recruitment

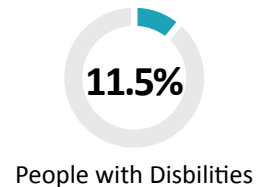
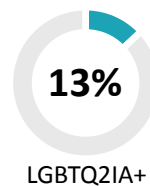
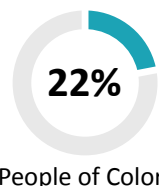
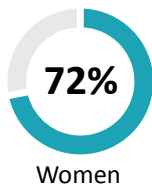
Leisure Travel

Driven by the power of connection, we work with the best people on the planet to open up the world for those who want to see. We thrive through development, collaboration, and our spirit of egalitarianism. We challenge ourselves, adapt, and make bold moves into the unknown. We give back to the communities where we work, live, and travel. We celebrate, reward, and recognize our people. We support you on your journey both personally and professionally. We believe in a world where everyone is respected, valued, and heard. We believe in people. We believe in you. We will change the world one trip at a time. We are Flighties. Whoever you are, wherever you're from welcome. #proudtobefctg

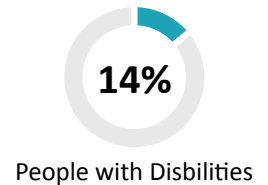
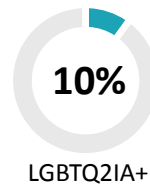
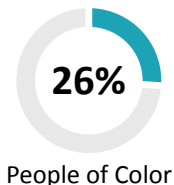
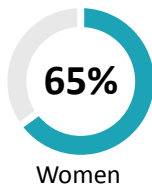
Diversity by the Numbers Our Workplace Demographics

Statistics summarize information voluntarily disclosed in 2023 employee surveys unless otherwise noted.

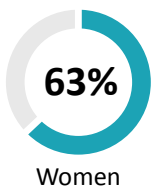
USA



Canada



Mexico



Our people are our number one philosophy at Flight Centre Travel Group, and during the course of this fiscal year we have considered how we can create a strong sense of belonging for all our employees from the moment they consider joining our team. Our equitable recruitment initiatives cover the following three pillars: inclusive job postings, expansive job advertising, and standardized candidate evaluations.

INCLUSIVE JOB POSTINGS

- We conduct audits of our job postings across our brands in Canada, Mexico, and the USA to identify key areas for improvement in potentially biased language.
- We created a handbook for hiring managers providing practical guidance for recognizing and interrupting bias in their job postings.
- We provided this training in live and self-paced workshops to reinforce bias-interrupting practices and provide opportunities for hiring managers to ask questions and practice their knowledge.

EXPANSIVE JOB ADVERTISING

We have begun to increase visibility of our current opportunities by advertising with professional networks including Black Travel Alliance and PinkJobs: LGBT+ Friendly, Equal Opportunity Jobs and Candidates.

STANDARDIZED EVALUATION

We are continuing to adjust our talent acquisition process to limit opportunities for unconscious bias and possible barriers to equity. Our recruitment teams employ the following methods for maintaining objectivity and accessibility:

- Allowing candidates to self-schedule their interviews
- Using structured interviews with consistent scoring criteria
- Using a panel of reviewers to score applications and interview responses
- Retiring the reference check to reduce the influence of possible bias from previous employers
- Removing interview scoring criteria that may be a barrier to English language learners, neurodivergent candidates, and candidates whose cultural background has a high emphasis on humility
- Presentation-style interview scoring criteria

Community Involvement

The road towards inclusion and equity is best travelled together. We believe community partnerships, as individuals and as teams, is an integral part of our vision for DEI and for our organization. Our people are passionate about giving back, and we work together to create opportunities for meaningful connections with our world.

\$30,000 to Make-A-Wish Canada

With this gift, Flight Centre Travel Group has now donated nearly \$800,000 over the past 20 years, proudly supporting more than 100 wishes across Canada. This reflects the group's commitment to making a positive impact in the communities it serves. The contribution underscores Flight Centre Travel Group's dedication to opening up the world for those who want to experience the excitement of travel. The funds donated will play a pivotal role in granting the wishes of children with critical illness, igniting a spark of hope and joy in their lives.

"70% of the wishes that we grant involve travel, so gifts like this are vital to our organization," said Meaghan Stovel McKnight, CEO, of Make-A-Wish Canada. "For 20 years Flight Centre has helped make wishes come true for kids like Avaree whose wish to find the best chocolate in Paris came true in 2017. We look forward to granting more wishes with Flight Centre Travel Group in the coming year."



Flight Centre Travel Group Mexico employees participate in the 2023 Pride March



Clothing Swap at Vancouver Headquarters

A Culture of Giving Back

US and Canadian employees are entitled to one paid volunteer day per year

- Donations of gently used professional clothing to Dress for Success
- Donation Casa de Día ISSSTE. Santa's helpers in Casa de Día ISSSTE with grandparents
- Donation Santa's Helpers with Casa de la Sal, orphaned children with AIDS
- Donation of chairs, desks, and office furniture to Escuela Primaria Mexicana
- To celebrate the end of our 2023 fiscal year...
 - o We wrote 48 letters to transgender youth and Ukrainian refugee families with Point of Pride and Letters of Love Global.
 - o 30 of us signed up with Be My Eyes to provide virtual assistance to blind people and those with low vision.
 - o We picked up over 86 bags of litter around our neighborhoods
 - o And we committed to recording over 95 chapters, short stories, and poems for blind people and those with low vision with LibriVox.

Planting for the Planet

The group's dedication extends beyond the transactional — they also endeavor to positively impact the environment. For every Captain's Pack purchased, Flight Centre Canada pledges to plant trees in Morocco and Vancouver Island with Reforest, a platform dedicated to authentic climate change action through local reforestation projects.



As a global brand, we have an ambitious goal: to plant over one million trees worldwide! One of our initiatives is right in our backyard – on Vancouver Island – and we're thrilled it will resonate with our community in Canada."

CHADD ANDRE (He/Him)

EVP Flight Centre Brand Canada

Environmental Justice Employee Resource Group

ERG Purpose: To help improve environmental justice across FCTG Americas' people, customers, and communities.

ERG Membership: Open to all advocates for environmental justice and animal rights.



As someone who is passionate about climate and environmental justice, I recognize that the travel industry as a whole faces some of the most significant challenges to achieving environmental justice. I'm excited to bring together an employee resource group that will allow us to collaborate across business pillars on internal environmental justice opportunities and education on environmental justice issues. Our individual decisions always matter, but together we can help FCTG become a true agent of change in the travel space!"

Chris Garrard (He/Him)

ERG Coordinator

Senior Customer Success Manager, Corporate Traveller



We are continuously innovating and leveraging AI and LLM technologies across our product stack. With our technology capabilities, including the competencies established in our new 'AI Center of Excellence,' we aim to build products and provide services that reduce carbon footprints and empower our customers to make more environmentally conscious choices. As travel technology leaders, we have a unique opportunity to shape the journey towards a better relationship with our planet and its natural resources."

John Morhous (He/Him)

Executive Sponsor

CXO Corporate Brands, Americas



2023 stands out as the warmest year on record, surpassing pre-industrial levels by approximately 1.4°C. Urgent action is required to shoulder responsibility and uncover opportunities for our customers to connect in environmentally conscious ways. Getting this right will not only establish us as leaders in the travel industry but also aid our customers in achieving their carbon neutrality objectives, ultimately safeguarding our planet—a precious resource we have, as the saying goes, merely borrowed from our children."

Roy Goldschmitt (He/Him)

Executive Sponsor

CTO Americas & Core Services for Flight Centre Travel Group

2023 Highlights

- Lunch and Learn: “Environmentally Conscious Vacations”
- Lunch and Learn: “UNESCO Heritage Sites”
- Lunch and Learn: FCTG Mexico and EcoVadis
- Q&A with FCTG Global Sustainability Officer
- Office clothing swap

Accessibility and Disability Inclusion

Almost everyone will be impacted by disability in their lifetime. We believe that increasing access for all bodies and minds is an essential component of DEI for the travel industry. Our efforts in the past year have combined research, education, and employee engagement to help us work together towards disability inclusion for our teams and our travelers.

Setting the Benchmark

To identify our key areas of strength and growth regarding disability inclusion, we reference BenchmarkABILITY®, developed by the Rehabilitation Research and Training Center on Employer Practices Related to Employment Outcomes Among Individuals with Disabilities in partnership with Cornell University.

In 2023, our self-assessment process identified 44 of 87 best practices, reflecting an increase of 39% compared to 2022.

Disability Inclusion by the Numbers

- 11.5% of survey respondents in the US, and 14% of survey respondents in Canada identified as having one or more disabilities.
- The average sentiment score of disabled survey respondents was 68%, compared to 75% for non-disabled survey respondents.

Focus Group Insights

In September 2023, our Accessibility Employee Resource Group participated in focus groups to provide insights in employee experiences.

As a result, we learned that visibility is key to reducing perceived disability stigma in the workplace, and increased education of accessible travel will help our travel experts win business.

Accessio Research

In November 2022, FCM Americas was pleased to be a research participant in the “Accessible Business Report 2022 Key Findings” created by Accessio Accessible Travel Consulting.

[Learn more](#)

Workplace Education

- Accessible Travel:
- A 3-part learning series designed to develop knowledge and readiness for managing accessible travel.
- Autism-Friendly Workplaces
- Increasing understanding about autism and providing practical strategies for fostering a supportive work environment for autistic employees.
- Neurodiverse Teams
- Facilitated workshop exploring strengths of different neurotypes and raising awareness about accessibility best practices related to attention, memory, and sensory processing.
- Interview with Oscar Gutierrez
- We had a talk with Oscar Gutierrez, a person with a walking disability and social entrepreneur, who shared his success story with us and gave us advice on how to be allies, where to learn more about these issues and how to improve awareness in a business.
- Interview with Humberto Quiro
- We had a talk with Humberto Quitoz, a neurodivergent person and disability activist, who shared his success story with us and gave us advice on how to be allies of neurodivergent people, where to learn more about these issues, and how to improve awareness in a business.
- Sport Is For Everyone
- We had an internal talk with Ingrid Sanchez, Healthwise Mexico ambassador, and Pamela Gonzalez, DEI Mexico ambassador, about the importance of accessibility on sports. We discussed how different sports are played regardless of different kind of disabilities, paralympic games, and watched examples and interviews. The talk, full of new learnings and awareness on sports, is for everyone.

Accessibility Employee Resource Group

ERG Purpose: To help improve accessibility and disability inclusion across FCTG Americas' people, customers, and communities.

ERG Membership: Open to people living with visible or invisible disabilities, chronic illnesses, mental illnesses, marginalized neurotypes (such as autism or ADHD), and allies of the disability and neurodivergent communities.



A welcoming world is an accessible one, and since many people spend a large portion of their lives working, making offices, events, and shared workspaces accessible is a critical starting point. Disabled and neurodivergent people bring so much talent and tenacity to the workforce, and it's a privilege of mine to support Flight Centre Travel Group, Americas with designing a workplace that uplifts these identities."

Chelsea Eaton (She/Her)

ERG Coordinator Content Manager, FCM



Accessibility will mean something different to all of us, but throughout our lives and our professional careers, we can be sure that we will each have to navigate our way through an accessibility issue, either for ourselves directly, our friends or our family. We know that not all accessibility concerns are immediately visible, so what we hope to achieve by making this area a focus is to raise the profile of all disabilities and to have a clear goal to counteract barriers to accessibility wherever we can. Ensuring that we have an accessible and inclusive workplace is the best foundation we can offer our people to be successful in their careers."

Lisa Baker (She/Her)

ERG Executive Sponsor
Americas People & Culture Leader

2023 Highlights

- Many of our sighted ERG members signed up with Be My Eyes to provide video support to blind and low-vision users at a moment's notice
- We joined the LGBTQ2IA+ ERG in running an educational session on LGBTQ+ mental health
- We created a handbook of healthy coping strategies
- We welcomed Kirah Eaton, a Practicing Music Therapy Intern, and Sean O'Donnell, Able Flight pilot and Advisory Board member, as guest speakers

What Our ERG Members Are Saying



As part of the accessibility ERG, I've enjoyed hearing about others' journeys. Everyone is different, but we all have the same basic needs and wants. It's a

beautiful thing to be part of this initiative at Flight Centre Travel Group."

Laura Zarembo (She/Her)

Accessibility ERG Member
Proposal Manager, FCM



I love sharing my experiences and also learning about others and how our company supports our Flighties!"

Andrea Rasicot (She/Her)

Accessibility ERG Member
Corporate Training Specialist

LGBTQ2+ Inclusion

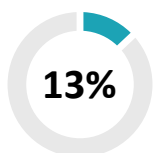
We have long been proud of our LGBTQ-inclusive workplace culture, and this year we have continued to take concrete steps to ensure we are a welcoming and supportive space for all genders and sexualities.

Setting the Benchmark

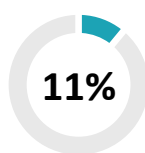
To identify our key areas of strength and growth regarding disability inclusion, we reference the “Global Toolkit for Change: Assessing LGBTQI+ Inclusion in Your Workplace” organizational self-assessment tool developed by Out and Equal.

In 2023, we met 4.5 of 7 policy best practices, 5 of 8 culture best practices, and measured a mix of 58.8% positive, 28.6% mixed, and 12.5% negative employee experience scores as defined by the self-assessment tool.

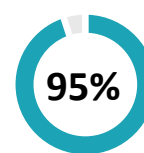
LGBTQ+ Representation by the Numbers



of USA survey respondents identify as LGBTQ+



of Canadian survey respondents identify as LGBTQ+



of LGBTQ+ survey respondents agreed with the statement “people are treated fairly here regardless of their sexual orientation.”

- LGBTQ+ survey respondents equally represented across job roles (team member through senior leader)

Gender-Affirming Travel Booking: X and U Gender Markers

We are committed to improving the booking experience *space for trans* and gender nonconforming travelers, both for our valued clients and for our own transgender and genderqueer team members.

Since our last DEI report was published, FCM incorporated feedback from our teams, LGBTQ2+ and gender equity employee resource groups, DEI manager, and clients to make its booking platform more inclusive of all genders by fully integrating X and U gender markers into our booking systems.

We are diligently working towards the same outcome for Corporate Traveler. Our goal is to design seamless travel booking experiences that are fully operational in both cases where a travel supplier and/or destination accepts non-binary gender markers and in cases where they do not.

In the meantime, our travel experts across our corporate and leisure brands are here to support transgender and gender nonconforming travelers with their bookings with efficiency and attention to privacy.

Gender Affirming Care

We are pleased to include gender-affirming treatments as part of our employee benefits package in Canada and the USA.

Focus Group Insights

In September 2023, our LGBTQ+ Employee Resource Group participated in focus groups to provide insights in employee experiences.

As a result, we learned that

- Using gender-neutral language helps to communicate that our workplace culture is a safe and inclusive environment.
- Employees believe consistent visibility about our LGBTQ demographics and initiatives turns “rainbow washing” into meaningful allyship.
- Visibility about inclusive employee benefits is key for employee retention and winning talent.

Workplace Education

- **Beyond Pride: How to Be a Better Ally for the LGBTQ+ Community:** This self-led learning module contains beginner friendly practical advice for individuals who want to live out inclusive values and remain committed to advocacy year-round.
- **Cultivating Transgender Inclusive Teams:** Offered as both a facilitated workshop and a self-led module, this learning reviews Flight Centre Travel Group America’s commitment to an inclusive workplace for all genders, helpful terms and concepts, a practical guide for pronouns, employee transition plans, and 10 tips for being a trans ally.
- **Interview with Ferlissa Hernandez, global trans leader for one of the best streaming companies:** In this courageous conversation, Ferlissa shares her personal experience transitioning and sheds light on the fundamental differences between sexual orientation and gender identity.

LGBTQ+ Employee Resource Group



“ Being part of the LGBTQ2IA+ community, I can understand how to relate to and help those wanting to propel themselves within the business community. This employee resource group is a vital group to help bring a voice to Flight Centre Travel Group and help our teammates know that they have support. I want to help make sure that the future of the travel industry is all-inclusive for everyone stepping through our front door, and that our company be a forerunner in being all-inclusive for everyone.”

Daniel Baker (He/Him)

ERG Coordinator
Customer Success Manager, FCM



“ I am honored to be an executive sponsor of the LGBTQ2+ resource group for FCTG, Americas. I chose to sponsor this group because over the course of my 18-year career with Flight Centre, I have always felt valued and validated as a member of the LGBTQ2+ community. I am looking forward to our group enhancing the culture and community of LGBTQ2+ employees within FCTG and ensuring our LGBTQ2+ customers are represented and welcomed within our brands and guided to our supply partners that share our vision of inclusiveness.”

Christina Pedroni (He/Him)

Executive Sponsor
Senior Vice President And General Manager Of Premium, Independent, And Liberty Travel



“ As a proud member of FCTG Leadership and the LGBT+ community, I believe it's important to have open dialogue about issues and opportunities involving the community and taking action to ensure a truly inclusive work environment.”

Billy McDonough (He/Him)

Executive Sponsor
President, FCM Travel Solutions Americas



“ My main purpose is to promote an inclusive and diverse work environment, raise awareness about the inclusion of members in the LGBTQI community, promote a safe work environment, and educate ourselves at the company level to have an environment of respect and support for everyone, whether they are part of the community or not.”

Luis Octavio Elizalde (Él/He/Him)

LGBTQ+ ERG Ambassador, Mexico & LATAM

ERG Purpose

To help improve LGBTQ2SIA+ equity and inclusion across FCTG Americas’ people, customers, and communities.

ERG Membership

Open to LGBTQ2SIA+ Flighties and allies

2023 Highlights

- LGBTQ+ Holiday Survival Guide with Guest Speaker Monisha Berkowski, Licensed Psychologist
- Trans-Inclusive Teams Workshop
- Spotighting LGBTQ+ Mental Health with HealthWise

What Our Members are Saying



The LGBTQIA+ ERG is an AMAZING benefit & resource. I have really enjoyed getting to network and meet other LGBTQIA2+ colleagues from other shops and brands.”

Kamal Bidjev

ERG Member
Corporate Traveler Auxiliary Team



I value getting to share my voice on important things that can truly impact our real lives. For instance, getting to talk about how benefits impact us as LGBTQAI+.”

Courtney Kestermont (She/Her)

Customer Success Team Leader



I think the ERG’s discussion on gender and sexuality helps in the workplace but also raising kids and changing our own mindsets on gender.”

Tara Cashin (She/Her)

ERG Member
Corporate Traveler After Hours



Having an LGBTQ group in Mexico has been great for raising visibility and awareness.”

Chris Frnka (Él/He/Him)

Integration Leader Mexico & LATAM

Racial Equity & Inclusion

We are striving for a future in the industry where race and ethnicity are not determining factors for anyone's brightness of future. This year, we kept a close eye on employee feedback about racial equity and offered a variety of learning opportunities to increase cultural competency and equity awareness across our teams.

Racial Diversity by the Numbers

96% of people of color survey respondents agreed with the statement "When you join the company, you are made to feel welcome."

22% USA survey respondents identify as a person of color

26% Canada survey respondents identify as a person of color*

(*Latest data available for Canada was collected in 2022.)

Demographics of People of Color

- Black 21%
- Asian 15%
- Latino 35%
- Native Hawai'ian/Pacific Islander 3%
- Two or More Races 25%

Setting the Benchmark

To identify our key areas of strength and growth regarding disability inclusion, we reference the "Tool for Organizational Self-Assessment Related to Racial Equity," developed by the Coalition of Communities of Color.

In 2023, our self-assessment process identified 54 best practices out of 100 recommended in the CCC report, which is an increase from 36 in 2022.

Focus Group Insights

In September 2023, our Racial Equity Employee Resource Group participated in focus groups to provide insights in employee experiences.

As a result, we learned that visibility of other racialized people is a major factor for the success of POC employees (especially for Black and Latino employees). Racialized employees value clear communication of DEI initiatives, and linguistic diversity may be an important factor for winning and retaining clients.

Workplace Education

- **Busting Budget Bias:** A facilitated workshop discussing strategies for reducing unconscious bias related to customer budgets.
- **Working Across Cultures:** A facilitated workshop exploring cultural differences of time keeping, respect, and communication. Assists learners with recognizing their own cultural norms and finding strategies for building cross-cultural industry relationships.
- **Privilege Isn't a Dirty Word:** A facilitated workshop exploring the concepts of power and privilege related to a variety of identities and experiences. Learners gain awareness of systems of oppression.
- **Creating the Container:** A facilitated team workshop bringing practical strategies for starting conversations related to diversity, equity, and inclusion.

Racial Equity Employee Resource Group

ERG Mission: To help improve racial equity and inclusion across FCTG Americas' people, customers, and communities.

ERG Membership: Open to racialized and Indigenous people as well as allies to communities of color.



I am very excited for the opportunity to lead the Racial Equity ERG for FCTG Americas! I am very passionate about diversity and travel; having a deep love for both only strengthens my desire to add more ethnic diversity to the world of travel. As a woman of color, it is my hope to shed light on all the wonderful career opportunities that are available in the travel space and attract more ethnically diverse populations."

Teresa Rolack (She/Her)

ERG Coordinator
Senior Account Manager, FCM



There has been such an outstanding response from within FCTG Americas to deepening our commitment to racial equity, inclusion and diversity. We are so proud of the involvement our teams have shown, especially during the past few years even amidst such a challenging time for our industry. I look forward to the sustained collaboration that this employee resource group will help to support."

Charlene Leiss (She/Her)

Executive Sponsor
President, Flight Centre Travel Group Americas



I am excited to be a part of the ERG initiative as I feel strongly about taking proactive and positive steps to ensure Flight Centre Travel Group Americas cultivates and develops talent across all demographics and this being seen across all levels of our company."

David Richardson (He/Him)

Executive Vice President, General Manager of Supply, Americas

2023 Highlights

- Native American Heritage Month, Black History Month, Holi Celebration, Arab American Heritage Month, Asian American Heritage Month, Hispanic Heritage Month
- A series of celebrations and recognitions dedicated to honoring and acknowledging the rich cultural diversity within our organization.
- Creating personal mission statements of racial equity
- Engaged and focused on advancing racial equity within Flight Centre Travel Group Americas.

What Our Members are Saying

“These groups have helped me keep DEI front of mind while working and understanding how some of my colleagues are impacted by inequity and also recognizing how I can contribute to dismantling barriers to equity.”

Janette Rico (She/Her)

ERG Member
Onboarding Success Manager, Corporate Traveller

“Yes. I’ve learned a tremendous amount through the racial equity ERG’s programming and the contributions from its members. I realize there’s a long way to go and I welcome continued opportunities to participate and have open and honest dialogue in 2024.”

Laura Nelson (She/Her)

ERG Member
Director, Proposal Management

Gender Equity

We strongly believe that prioritizing gender equity benefits people of all genders. This year, we continued to provide our people with resources to support their brightness of future, their work-life balance, and positive team cultures.

Gender Diversity by the Numbers

USA

- 72% Women
- 27% Men
- 0.7% Other Genders

Increased percentage of Women in Assistant Team Leader roles from 61% to 74% in one year

- 70% of Team Leader survey respondents are Women
- 70% of Senior Leader survey respondents are Women

Canada

- 65% Women
- 34% Men
- 2% Other Genders

Increased percentage of Women in Senior Leader roles from 50% to 63% in Canada

Mexico

- 63% Women
- 37% Men

Setting the Benchmark

To identify our key areas of strength and growth regarding disability inclusion, we apply to Seramount's Global Inclusion Index. In 2023, we are proud to be named to Seramount's 2023 Global Inclusion Index for our commitment to advancing DEI in the workplace in Mexico.

Focus Group Insights

In September 2023, our Gender Equity Employee Resource Group participated in focus groups to provide insights into employee experiences.

As a result, we learned how gender-specific traveler concerns surface during booking, and how communicating and addressing them effectively can help us win and retain clients. We also learned that the visibility of women in leadership contributes to confidence about brightness of future.

Workplace Education

- **Gender Equality and Machismo:**
A discussion on gender equality and machismo centered on the film “Los Adioses” with participating FCTG Mexico employees. On Tuesday, August 15 at 5:00 p.m., the team had a discussion about gender equality in Mexico. Participants shared their perspectives on the advancement of gender equity.
- **Stand up Contra el Acoso Callejero:**
This year, for the first time, our DEI MEXICO & LATAM, in collaboration with United Airlines and Casa Gaviota, facilitated the workshop “Stand up Against Street Harassment,” which provided tools to intervene, make visible, and stop harassment situations.

Fertility Benefits

We are pleased to offer eligible Flight Centre Travel Group Canada employees healthcare benefits that include coverage for fertility drugs. Similarly, eligible Flight Centre Travel Group USA medical plans include elective egg freezing, and the definition of infertility has been removed in order for members to have more inclusive access to fertility benefits.

Menopause Community



We have an online community dedicated to employees navigating any stages of menopause (including peri & post) as well as anyone wanting to learn more about this time in a person’s life. We hope to provide a safe online space for people to engage, ask questions and share information about their experiences. We hope to dissolve stigma and promote support, so everyone is welcome to the group!”

Anna Fisher (She/Her)
Team Leader, Healthwise Americas

ParentWise

Engaging, connecting, and supporting the Mums and Dads of Flight Centre Travel Group Americas.



Parentwise is a resource group that helps build connections and foster dialogue between colleagues of different backgrounds and experience levels. The page provides updates, interesting information, and advocacy for working parents and guardians. Members can share tips on how to better support their children while they navigate work and family. Communicating tips, tricks, and stories is a great way to show each other that we are not alone on this journey of working parenthood.”

Nikki McClennan (She/Her)
HR Business Partner

Kids and Company

Flight Centre Travel Group employees in the USA and Canada can take advantage of high quality, flexible partnerships and services related to child care and elder care through our partnership with Kids and Company.

Gender Equity Employee Resource Group

ERG Purpose: To help improve gender equity across FCTG Americas’ people, customers, and communities.

ERG Membership: Open to all advocates for gender equality including women, gender-expansive people, and men.



As the ERG coordinator for gender, I’m excited to learn from our teams about how FCTG Americas can support us and all of our beautiful gender identities and expressions. My aim is to help make FCTG Americas as supportive and welcoming as possible for everyone. I look forward to a collaborative effort in bringing Diversity, Equity and Inclusion to as many spaces as possible.”

Kate Neufeld (She/Her)

Erg Coordinator, Assistant
Location Manager, Flight Centre



Wherever gender inequality exists, we all suffer the impact. Working together towards real gender equity for our people, our clients, and our communities has long been a priority at FCTG, and this employee resource group is a vital part of how we’ll achieve that vision.”

Chris Lynes (He/Him)

Executive Sponsor

2023 Highlights

- Menopause at Work ft. Healthwise
- International Women’s Day
- Gender Equity Learning Lab
- Clothing Drive for Dress for Success

What Our Members Are Saying



I have enjoyed hearing about experiences from like-minded colleagues, as well as fresh ideas to breakdown barriers regarding gender. And I love the ERG group, seeing how small steps can make a big difference!”

Cindy Lee (She/Her)

ERG Member
Insurance Development Manager



I love how the ERG groups help make Flight Centre Travel Group Americas a safe and inclusive place to work.”

Clarissa Case (She/Her)

ERG Member
Travel Manager, Corporate Traveller

Conclusion

This report highlights our commitment to fostering a diverse and inclusive workplace for our people, where diversity is not just celebrated but actively promoted. In a world where businesses are increasingly held accountable to both financial success and credible commitment to Diversity, Equity, Inclusion (DEI), and social responsibilities, I look back over the past year with pride. We have successfully implemented and executed a comprehensive DEI strategy, aligning it with our organizational values and business objectives. We established clear goals, defined our OKRs and ensured that DEI considerations were factored into our decision-making processes across all levels of the business.

Tangible progress is the best testament to the effectiveness of our initiatives and while many of our initiatives are long term, we have also seen immediate results from our Talent management, educational DEI programs and through our employee engagement surveys. In addition, with the work of Emese, the executive sponsors and the ERG groups across the Americas, our progress has not gone unnoticed externally. FCTG is emerging as an industry leader with recognition for our program, innovation and commitment to accountability. By continuing to set high standards and leading by example, we are influencing positive change beyond our own Company and teams.

As always, our people are at the heart of our success and our aim is to empower employees to be an agent of change, foster a sense of ownership and shared responsibility in creating an inclusive workplace. Their active involvement in the ERG's, our DEI initiatives and educational modules goes to highlight our shared commitment for a more inclusive and diverse culture, where everyone is valued, respected, and empowered to thrive.

I hope it is understood that our commitment to DEI is unwavering, we know that true transformation is an ongoing process, and so we will continue to assess, refine, and expand our initiatives. Through regular feedback loops, data-driven insights, and iterative improvements, we aim to ensure that our progress is not only sustained but accelerates over time. We invite everyone to join us on this journey, working collectively towards a future where diversity is celebrated, equity is embedded, and inclusion is the norm.



Lisa Baker (She/Her)

ERG Executive Sponsor
Americas People & Culture Leader