



FLIGHT CENTRE
TRAVEL GROUP™

2026

**DIVERSITY EQUITY
INCLUSION REPORT**

FLIGHT CENTRE TRAVEL GROUP AMERICAS



LAND ACKNOWLEDGEMENT

Flight Centre Travel Group, Americas acknowledges that it operates on the traditional territories of thousands of Indigenous people groups, including First Nations, Inuit, Métis, Native American, Alaska Native, Native Hawai'ian, and Original Peoples of Mexico. Many of our workplaces are situated on Treaty land, and as such, we acknowledge both the historical oppression of Indigenous peoples across Turtle Island (also known as North America) and our responsibility to be involved in reconciliation and equity. We also acknowledge those who migrated to Turtle Island involuntarily as a result of the Trans-Atlantic Slave Trade. We recognize our role in seeking equity for all Indigenous and racialized people with whom we work, live, and travel. This document is an effort to summarize our strategy for striving to fulfill this commitment.

OUR VISION

“To work together to dismantle barriers to equity for our people, our customers, and our communities.”



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A MESSAGE FROM OUR PRESIDENT

“At the heart of everything we do is a belief that equity and inclusion are not destinations — they are ongoing commitments. When we talk about our vision — working together to reduce barriers to equity for our people, our clients, and our communities — we mean something specific by each of those words. Working together means no single team or individual carries this forward alone. Reducing barriers means we have to first be honest about where those barriers exist. And “our people, our clients, and our communities” means this commitment has no boundary — it extends beyond our walls and into every relationship we hold.

What makes us a stronger partner, a more creative problem-solver, and a more trusted advisor is the diversity we bring to the table. Different backgrounds, perspectives, and lived experiences don't just enrich our culture — they sharpen our thinking and deepen our impact. That is not incidental to our work. It is the work.

This report is an honest reflection of where we are in that journey: the progress we've made, the gaps we're still working to close, and the vision that continues to guide us. Because reducing barriers to equity isn't a one-time effort — it's woven into how we work, every day.”



CHARLENE LEISS (SHE/HER)
PRESIDENT, FLIGHT CENTRE TRAVEL GROUP AMERICAS

7 KEYS TO SUCCESS: A MESSAGE FROM OUR DEI LEADER

In the very early stages of our commitment to diversity, equity, and inclusion at FCTG Americas, we penned 7 Keys to Success to help guide our efforts and to add detail to our overall vision. These 7 Keys will be helpful to keep in mind while you read this report because they help to convey the “how” behind our “what”.

- 1. **Equity First:** Diversity and Inclusion are byproducts of investing in Equity and Access. When we prioritize equity, doors open to more people.
- 2. **Stay Data-Centric:** Diversity, equity, inclusion, access, and belonging are all measurable goals. We use key performance indicators and other measuring frameworks to keep projects on track and review outcomes with clarity.
- 3. **Learn As You Go, Go As You Learn:** Ongoing education is essential, but a focus on perfection can inhibit much-needed progress. We act courageously with the best information we have available to us.
- 4. **Collaborative Ownership:** While investing in dedicated DEI roles is key for success, DEI is a team effort. Everyone has a part to play.
- 5. **Open Support from Senior Leaders:** Employees expect to see consistent communication from their business leaders. DEI isn't tucked away.
- 6. **Transparent, Consistent Communication:** We're committed to regular communication on DEI initiatives and outcomes, even if the results are not positive. Acknowledging our growth areas is the first step to progress.
- 7. **Financial Investment:** Many DEI initiatives are cost-free, but not all. We invest materially in diversity, equity, and inclusion to achieve strong results.

In the chapters that follow, you will see our progress in equitable gender representation in our workforce, our supplier diversity growth, our positive and encouraging employee sentiment, and our expansion of resources provided to our staff. We are incredibly proud of these outcomes! But we are also proud of the way in which we achieved them: collaboratively, authentically, and boldly.



EMESE GRAHAM (SHE/HER)
AMERICAS DIVERSITY, EQUITY & INCLUSION MANAGER





AWARDS & RECOGNITION

Excellence in Diversity and Inclusion (Awardee) |
Canadian HR Awards 2025

Finalist "Most OutThere initiative in inclusive travel" |
Out There Awards 2025

Best Diversity, Equity and Inclusion in the Workplace in
Canada | **5-Star DE&I Employers 2023-24**

America's Greatest Workplaces for Diversity 2024

Seramount Global Inclusion Index: FCTG Mexico
2023-25

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

GBTA WINiT DEI Leadership Pinnacle Award 2023



PART ONE:
OUR
PEOPLE

“There is **genuine acceptance** of people regardless of race, age, or sexual orientation. This is the first job I felt safe sharing my pronouns and partner’s gender.”

“It’s overall a **positive environment** that is quite diverse.”

“I love working with a **diverse range of people** at Flight Centre.”

“The **diversity** within the company is probably the most unusually great thing about this company. “

“Is the closest to a **true meritocracy** that I have ever been associated with. The company is also the most **inclusive** and **diverse** of any organization I have come across.”

“Flight Centre Travel Group is **serious about diversity**. It means a lot!!”

“I greatly appreciate the opportunity to connect and learn. I have had my views challenged and changed in a positive way through my participation. I am thankful for those who **allow allies to grow** as part of the employee resource groups.”

“All the Wise programs and DEI by Emese Graham are **great benefits**.”

“I am happy that our company is still **committed to DEI**. It is important to me that everyone receives fair treatment.”

“I’ve gotten to **connect** with several colleagues through our employee resource groups.”

“I’m proud of Flight Centre as a whole for keeping DEI programs and for **supporting the LGBTQ community** so strongly. It says a lot for the **integrity** of the company.”

“Employee resource groups have brought me **closer to other colleagues**.”

“It’s great to be **part of a community** through our employee resource groups.”

“I feel incredibly **connected** to my colleagues in a personal way. The personal connection in the ERGs (employee resource groups) has been wonderful!”

“I feel **more connected** to a unique Flightie community from working with members of my ERG daily.”

“It is nice to know that my company **cares** for all the diverse people in our organization!”

“The employee resource group events show **love, effort, and change**. To be a Flightie and see the changes is **JUST SO POSITIVE**.”

Being a part of ERG has opened my eyes. I am much more aware of **cultural celebrations** that may affect travel. I am more **empathetic** to recognizing differences in communication and how things can be perceived amongst my peers. I’ve had many opportunities for training.”

“I’m learning how to be **mindful and collaborative** with people who deal with things differently than I do.”



EMPLOYEE LISTENING

WHAT WE MEASURE AND WHY

When it comes to our workplace, we don't assume that everyone has the same experience; we ask. We collect employee sentiment and demographic data using an anonymous annual survey. Our analysis includes:

- Disaggregating sentiment data by demographic to ensure that there are no statistically significant differences between a) men, women, nonbinary and gender nonconforming people b) caregivers and noncaregivers c) LGBTQ+ and cisgender heterosexual people d) disabled and nondisabled people e) Indigenous, racialized and White people f) age groups.
- We compare the representation of equity-deserving groups within our organization to regional census data, as well as representation across seniority levels, to help us understand the full funnel of attracting, retaining, and supporting the advancement of a diverse workforce.

Finally, we supplement this quantitative people data with:

- Focus group research facilitated by our five employee resource groups (ERGs) on an annual basis
- Reviews of exit interview notes
- Frequent surveys seeking feedback on specific programs (such as DEI workshops or ERG events).

OUR DIVERSITY BY THE NUMBERS: 2025

	Canada	USA	Mexico
Race & Ethnicity	12.1% People of Colour 87.9% White Employees	22.6% People of Color 77.4% White Employees	40.6% Ethnolinguistic minority 59.4% Ethnolinguistic majority
Disability	11.9% Disabled 88.1% Non-disabled	10.8% Disabled 89.2% Non-disabled	Data not available
LGBTQ+	7.0% LGBTQ+* 93% Cisgender, Heterosexual	10.8% LGBTQ+ 89.2% Cisgender, Heterosexual	<1%*
Caregiving Responsibilities	57.9% Caregivers of children, adults, or both 42.1% Non-caregivers	51.7% Caregivers of children, adults, or both 49.3% Non-caregivers	70% Caregivers of children, adults, or both* 30% Non-caregivers
Gender	62.6% Women 36.7% Men 0.7% Nonbinary/Gender nonconforming	73.0% Women 36.0% Men 1.0% Nonbinary/Gender Nonconforming	61.7% Women 38.3% Men

*2024 Data

KEY TAKEAWAYS

“We are committed to keeping up the momentum that we have created with supporting caregivers, LGBTQ+ employees, and employees of all genders. This year’s survey data shows that women and gender nonconforming people make up 65% of all job levels – from team members to team leaders to senior leaders. We’ve also tracked no significant differences in sentiment by race, gender, LGBTQ+ identity, or caregiver status, which is a result we’re very proud of.

In terms of areas of growth, we will continue to focus on understanding the experiences of our employees with disabilities and making improvements wherever we can to help close the sentiment gap between disabled and non-disabled employees. We will also continue to use inclusive hiring practices (like our partnerships with Circa and Equitek) to help support disabled and racialized talent in their pathways to senior leadership. I am confident that consistency will pay off in the long run as we work together to remove barriers to equity whenever we find them.”

















EMESE GRAHAM (SHE/HER)
AMERCIAS DIVERSITY, EQUITY & INCLUSION MANAGER



EMPLOYEE RESOURCE GROUPS

Our employee resource groups (or ERGs for short) help to bring diversity, equity, inclusion, and accessibility to life within the Flightie community. Our ERGs gather both virtually and in person throughout the year to learn from each other and guest speakers, to give back, and to build a sense of community that Flighties can tap into. Our ERG coordinators are compensated for their role, have support from at least one executive sponsor, and report to the DEI Leader to ensure programming is connected to DEI strategy and the most up-to-date people data.

MEET OUR ERGS

Accessibility	Environmental Justice	Gender Equity	LGBTQ2IA+	Racial Equity
<p>Purpose: Connecting people with disabilities, chronic illnesses, mental health challenges, and allies.</p>	<p>Purpose: Connecting advocates for water, land, air, and wildlife</p>	<p>Purpose: Connecting women, men, nonbinary people, and all advocates for gender equality</p>	<p>Purpose: Connecting members of the LGBTQ+ community and allies</p>	<p>Purpose: Connecting Indigenous people, people of colour, racialized people, and allies</p>
 <p>ERG Coordinator Chelsea Eaton (She/Her) Content Marketing Manager FCM Americas</p>	 <p>ERG Coordinator Chris Garrard (He/Him) Assistant Team Leader & Senior Client Success Manager, Corporate Traveller Canada</p>	 <p>ERG Coordinator Kate Neufeld (She/Her) Location Manager & Network Support, Flight Centre Canada</p>	 <p>ERG Coordinator Daniel Baker (He/Him) Customer Success Manager, Corporate Traveler USA</p>	 <p>ERG Coordinator Teresa Rolack (She/Her) Senior Account Manager, FCM USA</p>
<p>Executive Sponsors</p>  <p>Lisa Baker, VP People and Culture</p>  <p>Anita Emilio, VP and GM Independent and Luxury Brands Canada</p>	<p>Executive Sponsors</p>  <p>Roy Goldschmitt, Global Technology and Transformation Leader</p>  <p>John Morhous, Chief Experience Officer, Americas</p>	<p>Executive Sponsor</p>  <p>Chris Lynes, Managing Director Canada and Corporate Traveller Leader</p>	<p>Executive Sponsors</p>  <p>Christina Pedroni, EVP and General Manager USA Envoyage</p>  <p>Billy McDonough, President FCM Americas</p>	<p>Executive Sponsors</p>  <p>Charlene Leiss, President FCTG Americas</p>  <p>David Richardson, EVP and GM Supply</p>
<p>This Year's Highlights:</p> <p>Mental Health Support for Newcomers</p> <p>Accessible Workplace Technology</p>	<p>This Year's Highlight:</p> <p>LGBTQ+ Pride History Drag Queen Trivia</p> <p>The 519 Volunteer Day</p>	<p>This Year's Highlights:</p> <p>Virtual Kwanzaa Celebration</p> <p>2nd Annual Flourish: A Black Flightie Symposium</p>	<p>This Year's Highlights:</p> <p>Decoding Job Descriptions</p> <p>Toot Your Own Horn: Career Planning Workshops</p>	<p>This Year's Highlights:</p> <p>Kitsilano Beach Cleanup</p> <p>Fireside Chat with Global Sustainability Officer, Michelle Degenhardt</p>



INCLUSIVE POLICIES, BENEFITS & EMPLOYEE GUIDES

INCLUSIVE POLICIES

- **FCTG Americas diversity policy:** communicates our commitment to equal opportunity and provides guidance on available employee support, including racialized and indigenous employees.
- **Anti-harassment policy:** prohibits discrimination and harassment and communicates our clear procedure for reporting complaints.
- **Dress code policy:** provides guidance on professional appearance in a way that encourages employees to dress in a manner that reflects their identity and cultural background, while giving extra consideration to disabled employees who may need workplace accommodations related to their dress.
- **Diversity day policy:** FCTG Americas employees are given an additional paid day off, which can be used to observe any meaningful holiday or cultural celebration of their choice.
- **Code of conduct:** outlines our vision, our purpose, our core values, our philosophies, and the key principles that motivate and guide our people.
- **Music policy:** provides guidance on ensuring workplace music is in line with our diversity policy and supports a strong sense of belonging for all team members.

INCLUSIVE BENEFITS

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

EMPLOYEE GUIDES

- Buzz For All: Sober-Inclusive Workplace Celebrations
- COSTUMES, CULTURES & WORKPLACE EVENTS EMPLOYEE GUIDE: Provides education on cultural exchange, cultural appropriation, and closed cultural practices. Provides guidance for planning respectful workplace gatherings.
- Working Inclusively During Ramadan & Eid
- Gender Transition at Work
- Neurodiverse Teams

INCLUSIVE RECRUITMENT

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.

“As a recruitment team, we see diversity and inclusion not as an initiative, but as a responsibility. Every hiring decision shapes the future of FCTG. By partnering closely with our Diversity Leader and engaging with our ERG communities, we have strengthened our recruitment strategy, challenging bias, refining our assessment practices, and widening access to opportunity. Inclusion starts at the point of hire, and we are committed to getting that right.”

NEALY KERNOGHAN (SHE/HER)
AMERICAS TALENT ACQUISITION LEADER



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.
- Using feedback from our employee resource groups, we:
 - Added our DEI awards and recognition to all job postings to help attract a diverse applicant pool.
 - Ensure travel expectations in job postings are as specific as possible to encourage informed decisions from applicants who are caregivers.



EXPANSIVE JOB ADVERTISING

Flight Centre Travel Group in the US has received an Employer Member Badge with Diversity Jobs. This badge represents our ongoing efforts to create a workplace where everyone feels valued and empowered and reinforces our commitment to diversity, equity, and inclusion in the workplace.

Flight Centre Travel Group in Canada has proudly partnered with Equitek as a Partner in Inclusion. Through our collaboration with Equitek, we will gain greater visibility within diverse communities, enhance our recruitment efforts, and deepen our engagement with talented individuals from underrepresented groups. This partnership will also provide us with valuable resources and tools to further our diversity and inclusion initiatives.

STANDARDIZED EVALUATION

- 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

This year, our Talent Team:

- Highlighted career supports available to staff at multiple ERG events
- Set and achieved quarterly learning goals to help expand our cultural competency and reduce bias
- Selected a member of our team to act as an accessibility champion and a key point of contact for talent with accommodation needs
- Renewed our partnerships with Equitek and Mitrtech Circa Diversity Job Boards
- Continued to monitor our job postings for inclusive language with internal audits



A photograph of a Parisian street scene. In the background, the Eiffel Tower rises against a clear blue sky. The street is lined with ornate buildings, some with wrought-iron balconies. In the foreground, a man and a woman are walking away from the camera, holding hands. The woman is wearing a white and black striped dress and a white hat. The man is wearing a blue patterned shirt and white shorts. Several cars are parked along the street. A white semi-transparent box is overlaid on the center of the image, containing the text "PART TWO: OUR CUSTOMER".

PART TWO:
OUR
CUSTOMER

INVESTING IN ACCESSIBLE TRAVEL EXPERTISE

“Opening up the world for those who want to see” has always been the heart of Flight Centre Travel Group. So, when our recent YouGov study showed that 42% of Canadians value accessibility as a key factor in planning their travel, we knew we wanted to invest deeper in delivering exceptional experiences for travellers with accessibility needs. What’s the best way to further develop expertise in accessible travel? While we have a growing curriculum of in-house training across the subject, there’s nothing quite like hands-on learning! We sent a team of our people to Miami to experience the world of accessible travel firsthand.

“I would recommend this trip to anyone and everyone! Learning about accessible travel throughout Miami was very eye-opening. So much help available that I would not have ever known about before.”

“Specialized/focused FAMs like this one can really be beneficial. In our case, I think raising awareness about the different ways we can make travel more accessible is the biggest takeaway. Noticing things from a different perspective is always important”

“ I would absolutely love to do something like this again to gain more knowledge to help me better serve this market and deliver seamless travel planning for accessible trips both domestically and internationally for my clients. I’d love to be able to help people experience travel they might not have realized was possible.”

GLOBAL ACCESSIBILITY DESK

Launched globally, FCM and FCM Travel’s accessibility desk was created in partnership with Shell to overcome the barriers and challenges that some corporations and travel management companies (TMCs) often face when supporting individuals with diverse needs, including those with neurological, mental, physical, or chronic conditions.

The desk works on a trust basis, with any traveller able to contact the team whenever needed. The desk supports people with physical disabilities, neurodiversity, mental health, and temporary and chronic conditions.

FCM consultants were trained by Maiden Voyage on disability awareness and managing travel requests with accessibility requirements. Various resources and meetings have been put in place to maintain standards and information sharing.

Learn more





INCLUSIVE MARKETING

We have formed an inclusive marketing council with marketing representatives from each of our North American brands. The council created an Internal Guide to Inclusive Marketing for all marketing departments to reference, and meets regularly to discuss opportunities for removing barriers to equity in our brand touchpoints.

INTERNAL GUIDE TO INCLUSIVE MARKETING

An inclusive marketing strategy is important to us at Flight Centre Travel Group Americas because it helps us to reach and connect with our diverse audience. We believe that positive representation matters, and if audiences can identify with the images and language we use, it aids in building trust and assures them that their experiences with our team will be equitable.

There is evidence that consumers who belong to an equity-deserving group place particular value on inclusive marketing when making purchase decisions.

We recognize that inclusive marketing is important for our customers and clients to feel accurately represented. When we reflect diverse backgrounds, cultures, and identities in our marketing, people feel seen and valued. Quality inclusive marketing helps break down stereotypes and makes our brands feel more real and welcoming.

Our Inclusive Marketing Guide outlines best practices for:

- Accessible digital marketing, such as alt descriptions, clarity for abbreviations, well-labelled headings, and high contrast ratios
- Inclusive visual representation of human diversity, including a wide variety of body shapes and sizes, skin tones, hair types, ages, genders, and abilities
- Respectful language, including gender-neutral language, avoiding ableist or racially stereotyping language, and using Indigenous spellings of place names where possible

INCLUSIVE MARKETING AUDITS

We conduct two annual reviews of our brands' photo and video choices from a sample of our marketing materials. While we do not set representation quotas for our brands, we do track representation of the following groups and flag any glaring gaps in:

- Body diversity
- Ethnic and skin tone diversity
- Gender
- Age
- and visible disability



CULTURAL COMPETENCY

We maintain a growing library of educational resources to equip our teams to provide above-and-beyond experiences to our diverse client market. We cover a wide span of subject matter with the aim of expanding the cultural competency of our teams. Some of our most popular learning resources include:

- Accessible Client Relations
- Accessible Meetings
- Accessible Travel Resources
- Body Positivity
- Cultivating Transgender-Inclusive Teams
- Demystifying Gender Affirming Care
- Flying with Severe Allergies
- Flying with Sharps
- Generational Diversity
- Hinduism and the Welcoming Workplace
- How to Give Equitable Feedback
- How to Identify and Stop Using Ableist Language
- How to Recognize and Overcome Bias
- Responding to Microaggressions in the Workplace
- LGBTQ+ Travel
- Living and Working with Cerebral Palsy
- Living and Working with Endometriosis
- Living and Working with PTSD
- Neurodiverse Teams
- Pronouns 101
- Ramadan & Eid
- Travellers of Size
- Travelling with Mobility Needs
- Working on the Spectrum
- Working with Indigenous Organizations



PART THREE:
OUR
COMMUNITIES

SUPPLIER DIVERSITY

At Flight Centre Travel Group (FCTG), egalitarianism is one of our core founding philosophies. We strive to do our part to create a travel industry future that equitably benefits all who are impacted by it. A diverse travel industry better serves our travellers and supports our clients' own supplier diversity goals.

FCTG Americas' formal supplier diversity program provides visibility on potential barriers to equity. By consistently measuring representation of equity-seeking groups within our supply chain, we can create data-informed strategies to develop a supply chain that more accurately reflects the diversity of our world.

CORPORATE SUPPLIER DIVERSITY 2025 RESULTS

We provide all corporate preferred hotel partners with the opportunity to voluntarily self-disclose information about their Diversity, Equity, and Inclusion initiatives, their accessibility initiatives, and status as a diverse-owned entity.

FCTG USA corporate travel supply chain diversity is measured using voluntary self-disclosure of 51% minority-owned status of the following equity-deserving groups:

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

4,793 preferred hotels self-identified as a 51% diverse owned business enterprise (an increase of +4.8% from prior year). Diverse suppliers represented 8.7% of preferred hotels participating in the 2026 Global Hotel Program.

Total sales of \$78.5M (an increase of +89.61% from prior year). Diverse spend represented 4.1% of total Global Hotel Program spend.

LEISURE SUPPLIER DIVERSITY RESULTS 2025

FCTG Americas' North American leisure travel supply chain diversity is measured by membership in the following equity-deserving group associations and directories:

- NABHOOD: National Association of Black Hotel Owners, Operators and Developers
- ITAC: Indigenous Tourism Association of Canada
- AIANTA: American Indian Alaska Native Tourism Association

302 partners identified as Black or Indigenous owned business (an increase of +18% from the prior year).

Total sales of \$267,167 USD (an increase of +6.0% from prior year). BIPOC partner spend represented 0.2% of total leisure partner spend in Canada, the USA, Mexico, the Caribbean, and Latin America.



GIVING BACK

VOLUNTEER LEAVE

Flight Centre Travel Group supports and provides employees with various opportunities to contribute to our local communities. To support and encourage our people to be involved in community projects and charities, we provide employees with paid volunteer leave: an opportunity to contribute their time, skills and/or expertise, directly to eligible not-for-profit or charity organizations.

COMMUNITY INVOLVEMENT HIGHLIGHTS: 2025

- Preparing meals for the community at The 519 in Toronto, Canada
- Participating in Howard Brown Health's Pride365 Kit Packing 'Kiki' in Chicago, USA
- Cleaning up trash with OceanWise at Kitsilano Beach, Canada



LOOKING AHEAD

“We should all be incredibly proud of our progress in DEI, from national recognition as a 5-Star DE&I Employer to the everyday moments where our people tell us they feel safe being themselves at work. This report is much more than metrics and data; it reflects lived experiences and our collective commitment to dismantling barriers to equity.

Our DEI programs and their leaders showcase the positive momentum we’re building, from our first accessible travel FAM to a 90% increase in diverse supplier spend, 4,793 diverse-owned hotel partners in our network and meaningful improvements in representation across our teams. We are truly demonstrating what it means to open up the world for those who want to see and experience it.

Meaningful change requires ongoing intention and transparency. In the year ahead, we’ll continue to listen and learn from our employees, deepen our impact for customers and communities, invest in our ERGs as spaces for connection and belonging, and hold ourselves accountable through data-driven decision making.

Our vision to work together to dismantle barriers to equity for our people, our customers, and our communities, isn’t a program with an end date; it is how we show up every day, every week and every year. I am grateful to every Flightie who has contributed to this progress, and excited to continue this important work together.”



LISA BAKER (SHE/HER)
VP PEOPLE EXPERIENCE, AMERICAS

