



DIVERSITY, EQUITY &
INCLUSION REPORT

2025

FLIGHT CENTRE
TRAVEL GROUP™
THE AMERICAS



LAND ACKNOWLEDGEMENT

Flight Centre Travel Group, The 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.

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“EQUITY AND INCLUSION

IS WORKING FOR US.”

Our people are our number one philosophy. This means we get to know each other – we invest our resources in truly understanding who our teams are and what makes them tick. We don’t make assumptions about what each person needs to be inspired, productive, and appreciated. We also keep our eyes open to the wider context in which we work and live. Many of our “Flighties” have firsthand experience of coming up against obstacles in the world just because of who they are.

We are women, LGBTQ+ people, people with disabilities, caregivers, immigrants, people of colour, people with mental health challenges, young and seasoned, and so much more. We’ve created a DEI strategy for Flight Centre Travel Group (FCTG) Americas because we understand that achieving equality doesn’t happen (and has never happened) by accident. It takes committed, sustained, compassionate work, and it’s a work we are invested in because it is needed for us all to succeed.

The vision that underpins our DEI strategy is “working together to dismantle barriers to equity for our people, our clients, and our communities.” Our corporate clients have clear DEI commitments and expect us to align with them. Our target markets are diverse. Our brands must be relevant and attractive to a wide range of demographics. Our talent pool is diverse and values-driven; a reputation for equity and inclusion is key to winning and retaining the best people for our business.

As you explore this report, you’ll find several ways in which we’re attempting to live up to our vision for diversity, equity, and inclusion. Since our last published update, we’ve:

Formed a core supplier diversity team comprised of VPs and directors across brands and departments. Together, we’ve carved out a clear vision for diversifying and reporting on our supply chain so that we can better partner with equity-deserving travel businesses and support our corporate clients in meeting their own supplier diversity goals.

Formed an inclusive marketing council, bringing together creative minds from across our brands with a mission to optimize our accessibility and cultural relevance across our marketing touchpoints. (In other words, we’re working to make our apps, sites, and socials better for our whole target audience.)

Expanded the impact of our employee resource groups. One example is a mini mentorship program that allowed women and other employees to get one-on-one feedback on mock interviews with executive leaders. Another example was a virtual conference bringing together Black “Flighties” from across our business to network, learn, and celebrate.

Forged new partnerships to support our inclusive recruitment practices. This year, we received an Employer Member badge with Diversity Jobs by Miratech and became a Partner in Inclusion with Equitek Employment Equity Solutions.

Thank you for taking the time to read about our ongoing commitment to diversity, equity, inclusion, belonging, and accessibility.



LISA BAKER (SHE/HER)

VP PEOPLE & CULTURE AMERICAS

RECOGNITION FOR DEI AT FLIGHT CENTRE TRAVEL GROUP, THE AMERICAS

AMERICA'S GREATEST WORKPLACES FOR DIVERSITY 2024

Flight Centre Travel Group, The Americas has received 4 ½ stars. This list is developed as a result of a thorough examination of publicly available data, interviews with HR professionals, and an anonymous online survey conducted among a diverse group of employees at companies in the U.S.

BEST DIVERSITY, EQUITY AND INCLUSION IN THE WORKPLACE IN CANADA | 5-STAR DE&I EMPLOYERS 2023 & 2024

Canadian HR Reporter recognizes the 5-Star DE&I Employers 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.

SERAMOUNT GLOBAL INCLUSION INDEX: FCTG MEXICO 2023 & 2024

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

2023 TRAVEL WEEKLY MAGELLAN AWARDS | SILVER WINNER FOR ACCESSIBILITY/INCLUSIVITY

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

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.





SUPPLIER DIVERSITY

At Flight Centre Travel Group, 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 racialized, Indigenous, LGBTQ2IA+, women, and individuals with disabilities within our supply chain, we can create data-informed strategies to develop a supply chain that more accurately reflects the diversity of our world.

OUR SUPPLIER DIVERSITY TEAM

CORE TEAM:

- EVP & GM Supply
- VP Supply Partnerships
- VP Procurement Americas
- VP Americas Procurement
- VP Corporate Suppliers and Distribution
- Director Global Partnerships
- Director of Corporate Land Supply
- DEI Leader FCTG Americas

ADDITIONAL SUPPORT:

- Proposal Team Leaders
- Supply Partnership Managers
- Global procurement team members
- Employee Resource Group members

OUR PARTNERSHIPS

American Indian and Alaska Native Tourism Association

Founded in 1998, AIANTA was established by tribes for tribes to address inequities in the tourism system.

Indigenous Tourism Association of Canada

ITAC represents Indigenous-owned and controlled tourism businesses from across the country, including export-ready and market-ready companies as well as businesses still in development.

DETOURS TRAVEL

MEETS OUR LGBTQ+ ERG

Members of our LGBTQ+ employee resource group welcomed Shane Bingham, general manager of Detours Travel, one of our new diverse partners of 2024. The event created a buzz about the gay friendly adventure travel provider and allowed “Flighties” to get their questions answered to help connect clients to the exciting new experience.

“On so many levels, this is such a big deal. I feel so much pride in the fact that we have built something here. From my own roots of being an agent with Flight Centre and travelling all over the world while identifying within the [LGBTQ] community, now being a part of Detours and its growth. Thanks for taking that chance with us!”
- Shane Bingham



2024 RESULTS

During our 2024 financial year, we booked corporate travel with 4,450 diverse suppliers (a 10.9% increase from the 2023 financial year).

Diverse suppliers represented 8.7% of our supply chain with a tracked spend of US \$35.5M (a 9.6% increase from our 2023 financial year). This represents 3.5% of total spend.

\$11.2M spent with 1,845 Minority-owned suppliers

\$11.6M spent with 996 Small Business Enterprises

\$1.9M spent with 260 Women-owned suppliers

\$848K spent with 157 Disabled-owned suppliers

\$1.6M spent with 105 Social Enterprise, B Corp, Public Benefit Corp suppliers

\$609K spent with 78 Veteran-owned suppliers

During the 2024 calendar year, we booked \$467K in leisure travel with 273 BIPOC owned suppliers across Canada, USA, Mexico, and the Caribbean (down from \$566K in 2023), representing a total of 1406 Hotel Night Stays (down from 1542 in 2023).

EMPLOYEE RESOURCE GROUPS

Our employee resource groups (ERGs) are an integral piece in bringing our vision for diversity, equity, and inclusion to life. Our ERGs gathered 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. During focus group research sessions, many of our ERG members provided valuable insights to improve our business for our people, our clients, and our communities.

Employee Resource Groups

ERG Coordinators

Executive Sponsors

ACCESSIBILITY

50 People with disabilities, chronic illnesses, mental health challenges, and allies.



CHELSEA
EATON

Lisa Baker
VP People and Culture

Anita Emilio
VP and GM Independent and Luxury
Brands Canada

Scott Brennan
EVP Student Universe

ENVIRONMENTAL JUSTICE

60 Advocates for water, land, air, and wildlife.



CHRIS
GARRARD

Roy Goldschmitt
Global Technology and Transformation
Leader

John Morhous
Chief Experience Officer, Americas

GENDER EQUITY

60 Women, men, nonbinary people, and all advocates for gender equality.



KATE
NEUFELD

Chris Lynes
Managing Director Canada and Corporate
Traveller Leader

LGBTQ2IA+

65 Members of the LGBTQ+ community and allies.



DANIEL
BAKER

Christina Pedroni
EVP and General Manager USA Envoyage

Billy McDonough
President FCM Americas

RACIAL EQUITY

60 Indigenous people, people of colour, racialized people, and allies



TERESA
ROLACK

Charlene Leiss
President FCTG Americas

David Richardson
EVP and GM Supply

WHAT OUR ERG MEMBERS ARE SAYING

“This year, ERGs have helped me learn more about my brightness of future.”

“ERGs have given me so many learning opportunities and have opened my eyes to things I don’t always think about or prioritize in my life. Being connected to ERGs has also given me great opportunities to meet new people from across the brands and business with different perspectives.”



2024 HIGHLIGHTS

TOOT YOUR OWN HORN: GENDER EQUITY ERG

The “Toot Your Own Horn” series was designed to help support FCTG Americas’ goal of equal gender proportions across job levels (ie. Women equally represented from team member to ‘leader of leaders’). Participants had the opportunity to receive one-on-one feedback from an executive leader in a mock interview session, as well as engage in curated self-paced learning and group learning to develop their interview skills. We received exceptionally positive feedback about this series from ERG members and executive leaders who participated, and we will reprise the event in 2025 for this and other ERGs.

FLOURISH: RACIAL EQUITY ERG



Flourish was created to help address pain points identified in employee listening: that Black “Flighties” maintained a strong desire for brightness of future at FCTG Americas, yet experienced a lower-than-average sense of belonging and representation in senior roles.

Flourish: A Black Flightie Symposium was our first virtual conference centering Black “Flighties”. The event featured facilitated workshops, networking sessions, partner spotlights, and keynote speaker Tyronne Stoudemire.

Attendees shared exceptional event feedback, citing a boost in their sense of belonging, inspiration, and affinity to the company. Shortly after the event, Black “Flightie” sentiment lifted 5 points!

FOCUS GROUP RESEARCH

We conduct annual focus group sessions with our employee resource groups to provide an intentional way to learn from ERG members as a business. This year, we’re implementing several improvements from participants’ insights and recommendations, including enhancements to our workplace education, internal recruitment, and marketing materials.

INCLUSIVE MARKETING COUNCIL

This year, we've formed a cross-departmental 'inclusive marketing council' to support our improved alignment with a variety of DEI best practices and to enhance our brand touchpoints considering the diversity represented in our target markets. Put simply, we want to appeal to travellers in meaningful, relevant, and accessible ways.

WHO IS OUR INCLUSIVE MARKETING COUNCIL?

The Inclusive Marketing Council is comprised of marketing leaders from across regions/brands as well as marketing professionals who express a desire to be involved in championing DEI for their discipline.



WHAT ARE WE WORKING ON?

- Sharing learnings and best practices about accessibility and culturally competent/relevant marketing.
- Creating central guides for inclusive language, accessible content practices, and diverse visual representation.
- Reviewing biannual audits of marketing materials to track representation of various equity-deserving and/or under-represented groups, including people with deep complexions, plus-size people, people with visible disabilities, and more.

INCLUSIVE RECRUITMENT

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**

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're:

- Adding our DEI awards and recognition to all job postings to help attract a diverse applicant pool.
- Ensuring travel expectations in job postings are as specific as possible to encourage informed decisions from applicants who are caregivers.





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

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, 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.

EMPLOYEE EXPERIENCE

FCTG AMERICAS DIVERSITY POLICY

Communicates our commitment to equal opportunity and providing 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.

COSTUMES, CULTURES & WORKPLACE

EVENTS EMPLOYEE GUIDE

Provides education on cultural exchange, cultural appropriation, and closed cultural practices. Provides guidance for planning respectful workplace gatherings.

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.





OUR DEI STRATEGIES

FCTG AMERICAS DEI STRATEGY

Communicates our strategy for measuring and improving equity, inclusion, and belonging. Includes racial equity benchmarking tools, racial equity education, and goals for workforce diversity.

FCTG AMERICAS EMPLOYEE RESOURCE GROUP STRATEGY

Communicates our strategy for ERGs including a Racial Equity ERG which is open to Racialized people (People of Colour), Indigenous peoples of Turtle Island and Hawai'i, and strong allies for communities of colour.

FCTG AMERICAS RECRUITMENT STRATEGY FOR RACIALIZED TALENT

Communicates our strategy and actions for recognizing and eliminating barriers to equity for marginalized talent including Indigenous talent. Includes partnerships with Diversity Jobs and Equitek, objective candidate evaluation processes, and cultural competency education.

FCTG AMERICAS SUPPLIER DIVERSITY STRATEGY

Measures representation of racialized, Indigenous, LGBTQ2IA+, women, and individuals with disabilities within our supply chain with the intention to create data-informed strategies to develop a supply chain that more accurately reflects the diversity of our world.

FCTG AMERICAS SUPPLIER DIVERSITY STRATEGY

Measures representation of racialized, Indigenous, LGBTQ2IA+, women, and individuals with disabilities within our supply chain with the intention to create data-informed strategies to develop a supply chain that more accurately reflects the diversity of our world.

FCTG AMERICAS RACIAL EQUITY STRATEGY

Outlines our vision for racial equity, approaches to equity work, measurements of success, and status of initiatives related to improving racial equity in our organization. The document includes a set of working values that guide our strategy for racial equity. Among them is the value of 'nothing about us without us', and in that spirit, we invited employees of all levels at Flight Centre Travel Group, The Americas, to contribute to its drafting, especially members of the racial equity employee resource group.



EMPLOYEE SUPPORT

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.

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.

PARENTWISE

Engaging, connecting, and supporting the parents and guardians of Flight Centre Travel Group, The 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.

ABOUT OUR WORKFORCE DIVERSITY

AT FLIGHT CENTRE TRAVEL GROUP AMERICAS,
MEASURING OUR DIVERSITY HAS NEVER BEEN
ABOUT TICKING BOXES OR MAKING QUOTAS.

We keep track of our employee demographics to help us see how well we are upholding our values of Egalitarianism & Unity and to shed light on what we need to improve to ensure “Flighties” of all identities have what they need to be successful.

The better we understand our people, the better we can support them!

This year, we’ve identified three key takeaways from our employee data:

- 1 Racialized and disabled talent remain a high priority to meet representational workforce goals. Achieving these goals is a balance of acquiring talent and supporting retention and brightness of future.
- 2 Removing potential barriers for women in ‘Leader of Business’ roles remains a high priority.
- 3 Disabled employees and gender nonconforming employees are high priorities for improving workplace experience.



EMESE GRAHAM (SHE/HER)
DEI LEADER, FCTG AMERICAS



OUR DIVERSITY BY THE NUMBERS

70% WOMEN

55% CAREGIVERS

11% LIVING WITH A DISABILITY

8% RACIALIZED (CANADA)

8% LGBTQ2IA+

21% RACIALIZED (USA)

46% ETHNIC MINORITY (MEXICO)



HOW WE MEASURE OUR WORKFORCE DIVERSITY

Our “Flighties” have the opportunity to share how they self-identify concerning age, gender, LGBTQ2+ identity, race or ethnicity, and caregiver responsibilities.

We compare our workforce demographics to national census data. We ask ourselves, “Does our workforce reflect the diversity of our communities?”

We compare our workforce demographics across job levels (from team members to executive leaders). We ask ourselves, “Are people well represented across our company?”, “Are there signs of brightness of future for all demographics?”

We use a variety of statements to measure employee sentiment. In reviewing the data, we ask ourselves, “What do we learn when we disaggregate employee sentiment by demographics?”, “What pain points should we focus on this year?”, “What follow-up questions should we ask in focus groups?”



Demographic

PEOPLE WITH
DISABILITIES

Workforce Representation

11% of the Americas Workforce

Our goal is to reach 27% based on available census data in Canada, USA, and Mexico.

Brightness of Future Goal

People with disabilities are proportionately represented across our workforce’s seniority levels.

Sentiment Goal

We have measured an 8% difference between disabled employee sentiment and non-disabled employee sentiment.

Our goal is 0%.



Demographic

LGBTQ2IA+

Workforce Representation

8% of the Americas Workforce

Our goal is to maintain at least 4-7% based on available census data in Canada, USA, and Mexico.

Brightness of Future Goal

LGBTQ2IA+ people are proportionately represented across our workforce’s seniority levels

Sentiment Goal

We have reached our goal of a ZERO difference between LGBTQIA+ and cisgender, heterosexual employee sentiment.



Demographic

**WOMEN AND
NONBINARY
EMPLOYEES**

Workforce Representation

70% of the Americas workforce are women.

0.4% of the Americas' workforce is Another Gender

We do not have a workforce demographic goal related to gender.

Brightness of Future Goal

Women are proportionately represented across our workforce's seniority levels except for 'Leader of Business' roles.

Sentiment Goal

We have reached our goal of a ZERO difference between men and women in employee sentiment.

We have measured a 15% difference in gender binary and nonbinary employees. Our goal is 0%.



Demographic

**RACIALIZED
EMPLOYEES**

Workforce Representation

8% of Canada's workforce are racialized. Our goal is to reach 27% based on available census data.

21% of the USA's workforce is racialized. Our goal is to reach 43% based on available census data.

46% of Mexico's workforce. We do not have a workforce demographic goal in Mexico related to race or ethnicity.

Brightness of Future Goal

Racialized people and ethnic minorities are proportionately represented across our workforce's seniority levels

Sentiment Goal

We have reached our goal of ZERO difference between racialized and non-racialized employee sentiment.



Demographic

CAREGIVERS

Workforce Representation

55% of the Americas' workforce are caregivers for children, older relatives, or both.

We do not have a workforce demographic goal related to caregiver responsibilities.

Brightness of Future Goal

Caregivers are proportionately represented across our workforce's seniority levels.

Sentiment Goal

We have reached our goal of ZERO sentiment difference between caregiver and non-caregiver survey respondents.

LOOKING

AHEAD

For many people, January marks the season of new beginnings. For us, it's our halfway point, and we're busy leaning into the momentum we've built since the start of our fiscal year. Our teams are going full steam ahead with the DEI strategies and initiatives we've set out to accomplish, including:

- Continuing to listen to our “Flighties” with regular surveys and focus groups
- Expanding our supplier diversity actions by procuring more diverse suppliers and improving our reporting capabilities
- Creating inclusive marketing guidelines for our brands
- Leaning into our partnerships with Equitek and Circa Diversity Jobs by Miratech to ensure we're reaching a truly diverse candidate pool

Continuing to measure our progress against DEI best practices, with reference to Global Diversity Equity and Inclusion Benchmark created by The Centre for Global Inclusion, BenchmarkABILITY, The Global Toolkit for Change: Assessing LGBTQI+ Inclusion in Your Workplace developed by Out&Equal, Tool for Organizational Self-Assessment Related to Racial Equity, developed by the Coalition of Communities of Color, and The Global Inclusion Index, created by Seramount.

Providing meaningful experiences, learning opportunities, and investment in brightness of future for our employee resource group members and all “Flighties”

And being loud and proud doing it.

Thank you for being curious about our DEI roadmap.



Warmly,

EMESE GRAHAM (SHE/HER)

DEI LEADER, FCTG AMERICAS

EMESE.GRAHAM@FLIGHTCENTRE.CA





FLIGHT CENTRE
TRAVEL GROUP™
THE AMERICAS