



# CORPORATE GOVERNANCE

## FLIGHT CENTRE'S COMMITMENT TO CORPORATE SOCIAL RESPONSIBILITY

### MISSION STATEMENT

Flight Centre is committed to social responsibility and positively contributing to our community both within and outside the organization.

Our Purpose is "To open up the world for those who want to see." For people in our company this means opening up their world by helping them develop professionally and personally, and for customers, to open up their world through the exciting medium of well organized and targeted travel experiences.

### CORPORATE GOVERNANCE

Flight Centre's approach to corporate governance as an incorporated company reflects the same central theme that underlies our approach to maintaining the integrity of our industry. Our corporate governance statement is based on the following principles:

- (a) Lay solid foundations for management and oversight
- (b) Promote ethical and responsible decision-making
- (c) Safeguard integrity in financial reporting
- (d) Respect the rights of shareholders
- (e) Recognize and manage risk
- (f) Encourage enhanced performance
- (g) Remunerate fairly and responsibly
- (h) Recognize the legitimate interests of stakeholders

### OUR PEOPLE

Our company is our people. We care for our health and well being, our personal and professional development and our financial security. We believe that each individual has the opportunity to own part of their success. This happens through profit share or our Business Ownership Scheme (BOS). Ownership means we see the business that we own part of, and work in, as our business—not just Flight Centre Limited's business. In all ownership areas (particularly BOS) we have global consistency. We all have the opportunity to own a share of the company by acquiring shares and participating in Option Plans. In our company we believe that every individual should have equal privileges.

We will never have separate offices, receptionists or secretaries. Promotion from within will always be our first choice. We believe that work should be challenging and fun for everyone. Within our company there is no "them and us". We are all going forward together. We believe our people have the right to belong to a Team, Area and Nation that provides an exciting "Brightness of Future". Our people need to see a clear pathway to achieving their hopes, aspirations and dreams. Flight Centre Limited is the vehicle for this journey and strives to be an Employer of choice.

### COMMUNITY

Flight Centre North America began its official partnership program with the Make-A-Wish Foundation through its BC/Yukon and Alberta chapters known as "Wishes Take Flight". Flight Centre and its Corporate Traveller division donated six travel packages to wish families in BC and Alberta including flights, accommodation and ground transportation at a value of \$5,000 per wish. Flight Centre recently expanded its association by making the Make-A-Wish Foundation its national charity of choice and becoming a Gold Level corporate sponsor. The company has committed \$60,000 of in-kind travel value equivalent to 12 travel wishes across Canada per year over the next three years.

### ENVIRONMENT

Flight Centre is committed to minimizing the company's impact on the environment and incorporates its environmental policy throughout all aspects of its operations.

### THE CUSTOMER IS PARAMOUNT

We recognize our customers, inside and outside the company, always have a choice. By understanding and exceeding their expectations we will experience ongoing customer loyalty. We believe in applying our company values and philosophies at an operational level to ensure that all customer and company dealings are done with honesty and integrity.

### PREFERRED SUPPLIER BUSINESS RELATIONSHIPS

Flight Centre works proactively on mutually beneficial business partnerships by supporting organizations that have similar philosophical and financial goals and values. Over the past 10 years these partnerships have provided the interaction and collaboration needed in making Flight Centre a leader in the travel industry. Foremost in our minds is not the product provider, but how their product ultimately assures the satisfaction of our clients and supports our people and our business objectives.

### WORLD CLASS BUSINESS IMPROVEMENT

Flight Centre is committed to the Baldrige Criteria for Performance Excellence, used worldwide as an assessment and improvement tool. The Criteria focus on taking an integrated approach to management that focuses on: (1) Delivering ever improving value to customers, contributing to improved marketplace success; (2) Continually improving the overall effectiveness of management systems; and, (3) Organizational and personal learning/growth.

### ANNUAL REPORT

As a public company listed on the Australian Stock Exchange (Symbol: FLT), Flight Centre believes in full disclosure with our team, our shareholders and our business partners. [[Click here to review our latest Annual Report](#)]