

AMERICAS DIVERSITY POLICY

Application

This policy applies to full-time and part-time employees in all brands and businesses for Flight Centre Travel Group in the Americas.

Policy

Flight Centre Travel Group (Canada) Inc., Les Voyages Laurier Du Vallon Inc, Umapped Inc, BLC Ventures Ltd, Flight Centre Travel Group (USA) Inc., Flight Centre Travel Group Mexico, S.A. de C.V., WhereTo, Inc. Casto Travel US LLC, DMC Operations USA Inc. , Studentuniverse.com Inc and StudentUniverse Inc are hereinafter referred to collectively the 'Company'.

Commitment to Diversity

The Company's philosophy of "opening up the world for those who want to see" strives to create a culture of inclusion and understanding by traveling and experiencing different people, cultures, and places. This is also true in our workplace. We believe the success of our business is a direct reflection of the quality and skill of our people and we remain committed to fostering and preserving a culture of diversity, equity, and inclusion.

Our employees are the most valuable asset we have and the collective sum of our differences, experiences, knowledge, innovation, self-expression, unique capabilities and talent represent a significant part of our culture, Company reputation, and achievements, seeking out and retaining the best talent to ensure top business growth and performance.

The Company is an equal opportunity employer and is committed to equal employment opportunity and to compliance with local, provincial, state and federal antidiscrimination laws. We understand that there are distinct groups that require protection against unlawful discrimination and harassment by any employee, including supervisors and co-workers. The Company will not tolerate discrimination or harassment based upon any characteristic protected by applicable federal, provincial, state or local law. The Company also does not retaliate or otherwise discriminate against applicants or employees who request a reasonable accommodation for reasons related to disability or religion. We are committed to tackling cultural stereotypes and unconscious bias both within and outside our organization.

All employee actions including but not limited to recruitment and selection, hiring, compensation, promotion, benefits, job assignments, transfers, terminations, professional development, Company sponsored programs or events, will be taken without regard to race, colour, creed, religion, sex, sexuality, gender identity, gender expression, family status, age, language, socio-economic status, ethnicity, political affiliation, national origin or disability. In particular;

- We believe in treating all people with respect and dignity
- We strive to create and foster a supportive and understanding environment in which all individuals realize their maximum potential within the Company regardless of their differences
- We are committed to employing the best people to do the best job possible
- We recognize the importance of reflecting the diversity of our customers and markets in our workforce

The diverse capabilities that reside within our talented workforce, in turn, position our Company to increase creative and innovative problem solving, improve employee engagement, and anticipate and fulfill the needs of our diverse customers, providing high quality products and services. We believe that the wide array of perspectives that result from diversity promotes the success of the business as well as its employees.

Updated: February 1, 2021

Owner: Americas Executive Team / HR

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Recruitment

We believe that employees from many different cultural, linguistic, and national backgrounds provide us with valuable knowledge for understanding complex international markets. We are committed to maintaining and developing processes and programs to identify both talented women, people of color, and other individuals from under-represented backgrounds for recruitment. Furthermore, we are committed to recognizing candidacy for employment or advancement solely based on the relevant qualities' candidates possess. All hiring and promotion decisions are made using objective standards based on qualifications and the skill set required for the specific position.

Career Development and Promotion

Our Company rewards results and excellence, and all employees are promoted on the basis of their performance. We endeavor to train our leaders in managing diversity to ensure that employees are treated fairly and evaluated objectively. These training initiatives may include, without limitation:

- Hiring Practices
- Unconscious bias
- Encouraging positive attitudes towards cultural differences
- Obtaining knowledge of differing cultural practices and views
- Teaching cross-cultural skills
- Allowing awareness of one's own cultural view

Employee Support

All employees are expected to be aware of our Company policies regarding diversity and share the responsibility of upholding these policies. All employees are expected to attend diversity training which encompasses raising awareness about issues surrounding diversity and developing diversity management skills.

All employees of the Company are responsible for, and expected to, treat others with dignity and respect at all times. Employees are expected to conduct themselves in a manner that reflects equity and inclusion during work, at work functions, and all other Company-sponsored meetings and events. The Company has in place various anti-bullying, anti-harassment, anti-discrimination and protection against retaliation which are posted on our Company information pages (OnePlace or its successor) and copies are also available by contacting People and Talent /HR at any time.

To encourage a safe and inclusive environment for our employees, we offer:

- Flexible working time solutions
- Employee accommodation
- Employee education assistance
- Employee network and support groups
- Employee Assistance Program (EAP)
- Open communications
- Mentor programs
- Training and development
- Physical and Mental Wellness solutions
- Financial planning and advice

Direction & Communication

Our commitment to diversity is led by our Americas Executive Team, our Diversity Ambassador and our diversity champions who come from all levels of the Company. The diversity champions make up a diversity committee, which is responsible for ensuring that our diversity policy is articulated in the day to day running and the strategic direction of the Company.

If an employee notes that this policy is not being complied with, they should bring it to the attention of People and Talent /HR. Employees are not required to report any prohibited conduct to a supervisor or manager who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in such conduct, or with whom the employee is uncomfortable discussing such matters. Complaints may be made anonymously using the Company's toll-free hotline, or by contacting VP Legal Services.

All new employees will be given a copy of this policy upon commencement of employment. Updates will also be distributed annually if changes are made to the policy during the yearly review. The policy will be posted on our Company information pages (OnePlace or its successor) and a copy is also available by contacting People and Talent /HR at any time.

Any employee found to be in violation of this policy may be subject to disciplinary actions up to and including termination of employment.

This policy will be reviewed and updated by the Company at any time to ensure it is relevant and appropriate for our workplace.