

## Accessibility for all Persons - Statement of Commitment

Flight Centre Travel Group (Canada) Inc. and its affiliates (“we”, “us”, “our”) are committed to providing an accessible environment that respects the dignity and worth of all persons.

For our customers, we will strive to provide support for, and facilitate the accommodation of, individuals with disabilities so that all may share the same level of access to our travel services.

We are committed to fostering, creating and maintaining a barrier-free workplace for all employees providing equal rights and opportunities.

We will work to eliminate or minimize the adverse effects of barriers, including attitudinal, structural, technological, systemic and/or communication barriers that may prevent the full participation of individuals with disabilities.

We are committed to training our employees in a way that best suits their duties on relevant accessibility laws and requirements to fulfill our responsibilities regarding human rights that apply to all persons.

Further we are committed to meeting the communication needs of people with disabilities. When asked we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our services and locations, as well as publicly available emergency and safety information.

The commitments in this Policy are intended to ensure that accessibility remains a priority at Flight Centre Travel Group (Canada) Inc. and its affiliates, and we will serve to assist in ensuring that decisions are made to facilitate accessibility. We will strive to remain open to suggestions concerning the ways in which we can provide services to our customers and to promote equitable employment.



**Chris Lynes**  
*President*

01 August 2022

**Date**