

A person stands on a grassy mountain peak with their arms raised in a gesture of triumph or joy. Below them is a vast, undulating sea of white clouds, likely a cloud inversion or a valley filled with mist. The background shows a range of mountains under a clear blue sky. A semi-transparent red banner is overlaid across the middle of the image, containing the event title and date.

2017 AGM

09 November, 2017

FY17: A Snapshot

- \$20b+ in TTV
- \$1b+ in online leisure sales

Sales Targets Surpassed

Strategic Objectives Achieved

- Enhanced productivity
- Expansion in 3 core sectors
- Growth in unique product sales

Stronger IT Backbone

Transformation Program Initiated

- New in-store systems
- Mid-office platform on way

- TTV, net margin & cost-related targets in place to improve performance

FY17 Financial Results

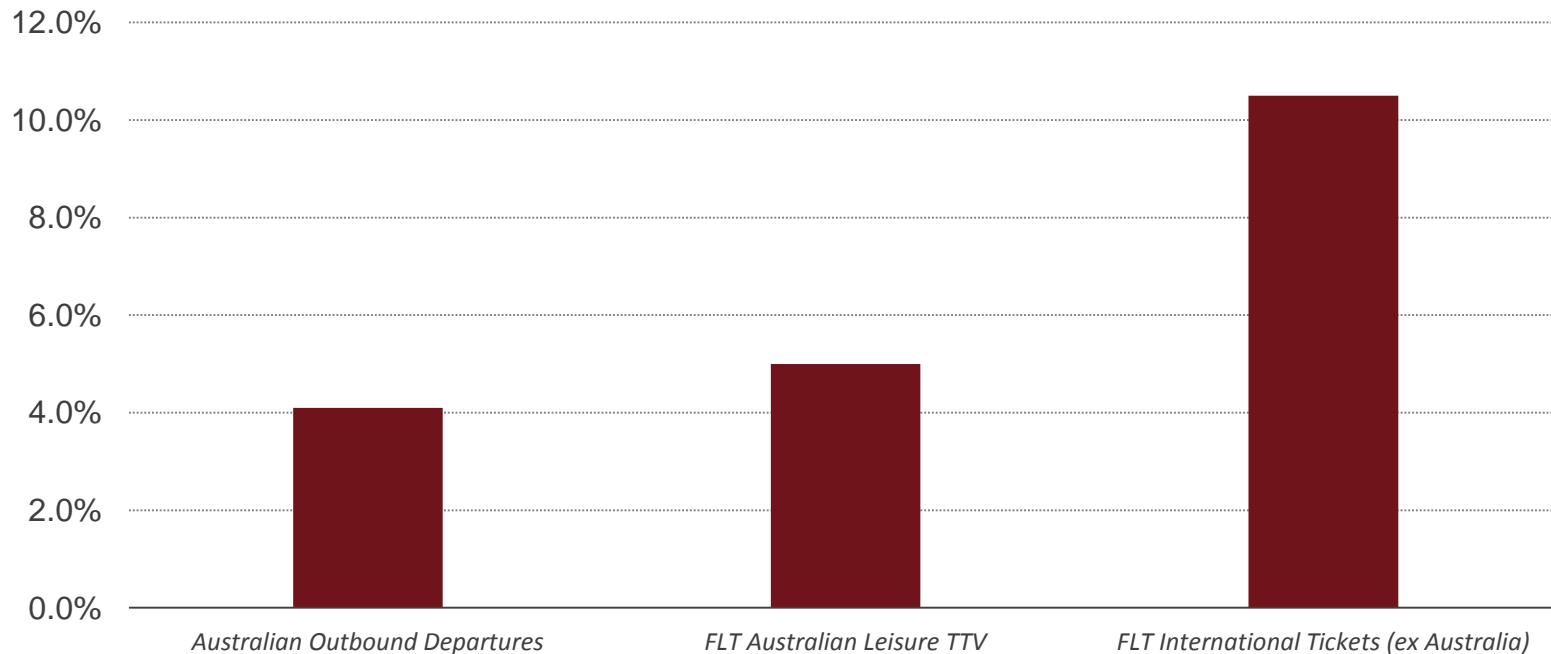
- Achieved \$20b+ TTV target
- 21st year of growth in 22 years since listing
- \$329.5m underlying PBT
- Profit significantly impacted by cyclical factors – unprecedented airfare deflation and FX
- \$9m increase in D&A expense – reflects higher capital expenditure in recent years
- 30bps decline in underlying revenue margin – changing business mix (large corporate & online growth)
- Underlying PBT adjustments:
 - FY17: \$4m for cost of exiting Employment Office
 - FY16: \$25m impairment charges, \$6m gain on sale of NZ building and \$11m gain from ACCC fine refund

Profit & Loss

AUD \$m	PCP Mov't		
	FY17	FY16	%
Group TTV	20,109	19,305	4%
Operating revenue	2,647	2,612	1%
Other revenue	30	30	0%
Total revenue	2,677	2,642	1%
Other income	4	14	(68%)
Employee benefits	(1,451)	(1,433)	1%
Marketing expense	(200)	(199)	0%
Finance costs	(29)	(29)	(0%)
D&A	(75)	(66)	13%
Other expenses	(601)	(584)	3%
PBT	325	345	(6%)
Underlying PBT	330	352	(7%)
Basic EPS (cents)	228.5	242.4	(6%)
Margins			
<i>Underlying Revenue Margin</i>	13.3%	13.6%	(30bps)
<i>Underlying PBT Margin</i>	1.6%	1.8%	(20bps)
<i>Marketing % TTV</i>	1.0%	1.0%	-

Sales Growth Outpacing Industry Growth

FY17 Growth (%)



Financial Results: FY17 Highlights

Balance Sheet Strength

- \$530.1m in company cash & investments at June 30
- \$55.9m in debt
- \$474.3m positive net debt position at year-end

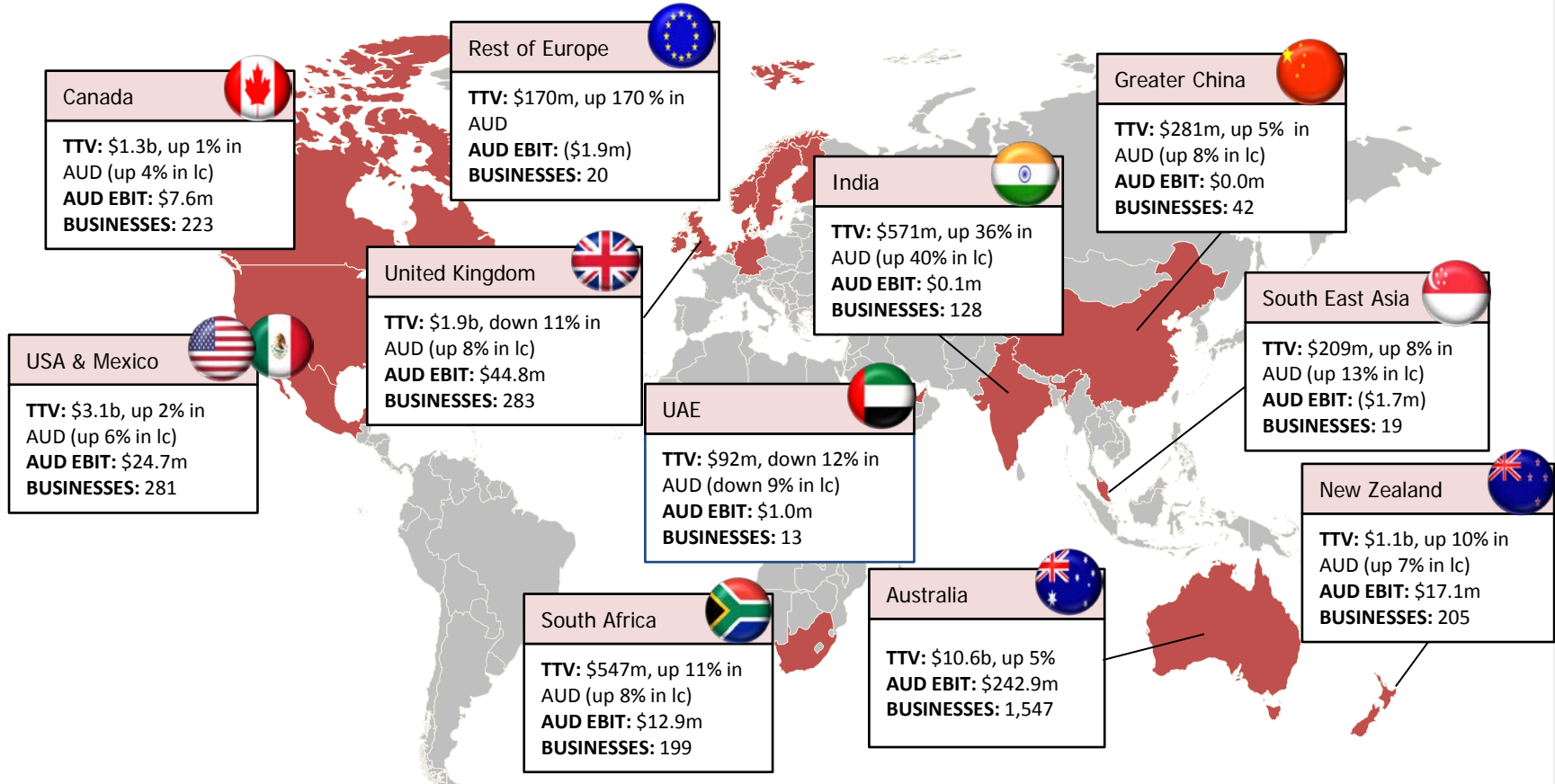
Cash Generation

- \$295.4m operating cash inflow during FY17

Shareholder Returns

- \$140.4m returned to shareholders via fully franked interim & final dividends

FY17: Results By Country



Strategic Acquisitions

	<i>Strategic Rational</i>	<i>Date Completed</i>	<i>Segment</i>	<i>Ownership</i>
Leisure				
Ignite	<i>Voucher-based model selling unique product offers direct & via shop network</i>	Sep-16	Aust & NZ	49%
Sunny	<i>Provides FCTG the required licence to sell outbound travel to Chinese nationals</i>	Oct-16	Asia	100%
Travel Partners	<i>Expansion of Australia leisure business into independent contractor & affiliate models</i>	Sep-17	Aust & NZ	100%
Travel Managers	<i>Expansion of New Zealand leisure into brokers & franchisee models</i>	Sep-17	Aust & NZ	100%
Travel Tours	<i>Expansion of India's leisure business</i>	Feb-17	Asia	100%
Corporate				
Nordics & Germany	<i>Further expansion of corporate business into Europe and access to in-house developed OBT technology</i>	Dec-16	EMEA	100%
3Mundi (France)	<i>Further geographical expansion into Europe through acquisition of high performing FCM Licensee</i>	Jun-17	EMEA	25%
Bibam	<i>Access to new technology, potential low cost base for future IT development and geographical expansion</i>	Apr-17	Americas	24.1%
Les Voyages Laurier du Vallon	<i>Increased market share within Quebec region and synergies with existing operations</i>	Aug-17	Americas	75%
Executive Travel	<i>Increased corporate market share within New Zealand</i>	Sep-17	Aust & NZ	100%
Travel Experiences				
Buffalo (Vietnam)	<i>Expansion of existing DMC network to include Vietnam providing a dominate DMC presence across Asia</i>	Apr-17	Other	58.5%
Olympus	<i>Geographical DMC presence in Central America and the Caribbean</i>	Aug-17	Other	100%
BHMA	<i>Expansion of Travel Experience Network offerings through the acquisition of hotel management operating platform and specialist IP</i>	Jul-17	Other	100%

Investing In Our People



Investing In Our People - Healthwise



Investing In Our People – New Global Head Office



Corporate Social Responsibility



FLIGHT CENTRE
FOUNDATION



FCTG WORLDWIDE

The Flight Centre Foundation has now donated \$10.5m to its chosen charities and causes

FY18: Positive Momentum to Start New Year

TTV Growth

- 6.4% growth during FY17 2H
- 1.8% growth during FY17 1H

Profit Growth

- 4.7% underlying growth during FY17 2H
- Down 22.4% during FY17 1H

FY18 Guidance: Targeting Growth

6 Months to Dec 31, 17

- \$120m-\$135m underlying 1st Half PBT expected
- 6-19% growth on 1H FY17

Year to June 30, 18

- \$350m-\$380m underlying PBT expected for FY18
- 6.2-15.6% growth on FY17

Trading Update: FY18

International
businesses expected to
be key growth drivers

EMEA & Americas
operations trading at
record levels

Stronger contribution
expected from larger
network of in-
destination businesses

Recovery in Asia –
region now returning to
profit

FY18 Trading Update - Australia

1H results likely to be broadly in line with PCP

In-store system change underway & likely to cause some disruption during 1H

Slight contraction in sales force while rollout is underway

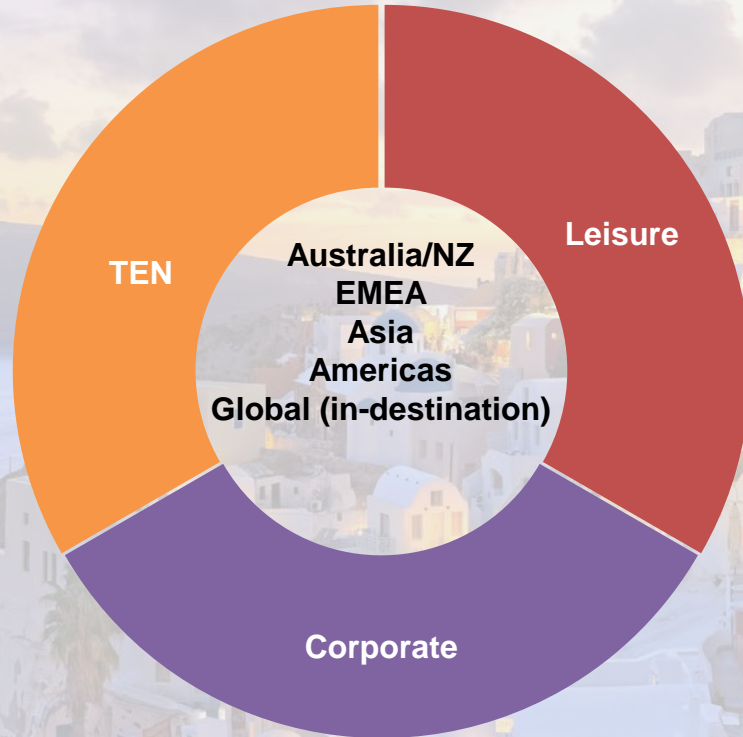
Rebound expected during 2H

Corporate business performing well & gaining market-share

Airfare pricing now relatively stable

FY18 Strategic Update

Three Core Pillars in Five Key Geographies:



Strategic Update: Leisure P2P Index



- Omni channel network – customers can transact & interact when & how they want
- Key distribution channel for suppliers & for FLT's travel experiences businesses
- Australian leisure business generates about 50% of group profit

Strategic Update: Digital Commerce



**DIGITAL
COMMERCE**

Platforms &
Tech

Online
Completion

Online
Origination



Online Completion
\$1B



Online Origination
\$4B+ *



Digital Commerce Team
300+



Countries Served
10+

Strategic Update: Home-Based Leisure Model

Strong growth sector globally

Lower cost model

Access to new talent pool of highly experienced agents

Greater flexibility & new career opportunities for FLT staff

Added convenience & choice for customers

New distribution channels for FLT's manufactured products

Strategic Update: Corporate

- Continued Sales Growth: \$6.6b in FY17 TTV, consolidating FLT's position as one of the world's largest travel managers
- Underlying Strength: Almost 9% year-on-year TTV growth on constant currency basis
- Brand Diversity: Specialist SME, TMS, MICE, education, entertainment businesses
- System Enhancements: Ongoing upgrades to leading technology & product suite
- Going Global: Expansion into 8 new countries during FY17 – 12 in past 3 years

Strategic Update: Travel Experience Network



Greater control over customer offering

Ability to create unique products

Distribution via FLT shop & corporate business network

Margin – vertical integration

New external revenue streams – B2B & B2C Sales

Strategic Update: Business Transformation

Program initiated during 2H FY17

Utilising internal resources, backed by external expertise when required

Aiming to fast-track TTV growth & slow cost growth

Key targets in place

Progress already being made

Transformation Targets

7

- 7% per annum growth on average in constant currency
- = \$4.5b TTV growth over next 3 years

2

- Return to 2% net margin within 3 to 5 years (subject to business mix)
- Net margin = PBT/TTV

100

- Less than \$100m in cost growth in constant currency during FY18

Key Initiatives

- Digital Commerce Growth
- Investment in Growth Brands & Business Models in Leisure, Corporate & Travel Experience Network
- Globalisation – Air, Land & IT
- Controlling Costs & Improving Efficiency

Transformation: Progress Update

TTV growing in line with or slightly above longer term target

Initiatives in place to slow cost growth

Loss-making businesses closed or pivoted - Singapore, UAE, Canada, US leisure offerings

Working more closely with major landlords to get better rental outcomes

ITEM 1: RE-ELECTION OF DIRECTOR

To consider and, if thought fit, pass the following ordinary resolution:

“That Mr. John Eales, who retires by rotation and, being eligible, be re-elected as an FLT non-executive director.”

ITEM 1: RE-ELECTION OF DIRECTOR

The number of proxies received for the resolution ... is:

For:	78,637,355	(98.85%)
Against:	726,188	(0.91%)
Open:	194,090	(0.24%)
Abstain:	75,602	

ITEM 2: REMUNERATION REPORT

To consider and, if thought fit, pass the following ordinary resolution:

“That the Remuneration Report for the financial year ended 30 June 2017 be adopted.”

ITEM 2: REMUNERATION REPORT

The number of proxies received for the resolution ... is:

For:	62,941,561	(97.86%)
Against:	1,186,641	(1.84%)
Open:	193,985	(0.3%)
Abstain:	91,850	

End of Presentation

Questions?

