



STATEMENT TO AUSTRALIAN SECURITIES EXCHANGE – March 28, 2022

**Flight Centre Travel Group Amends Senior Leadership Structure to
Target New Opportunities in Leisure, Corporate and Supply**

FLIGHT Centre Travel Group (FLT) has amended its global leadership structure to proactively target new opportunities across its three core business units.

The amendment will see FLT's leisure and supply chief executive officer (CEO), Melanie Waters-Ryan, focus solely on her increasingly important role as supply CEO as the post-pandemic travel rebound gains momentum.

Specifically, Ms Waters-Ryan will be responsible for:

- Supplier (air, land and seas) relationships and commercial arrangements
- Product procurement and delivery at a time when traditional travel distribution models are being disrupted; and
- FLT's wholesale business

She will also play a key role in the ongoing development and integration of the TP Connects (TPC) business, which has been earmarked as a crucial element in FLT's global supply strategy. Earlier this month, FLT agreed to increase its equity interest from 22.5% to 70% in the Dubai-based software as a service (SaaS) business.

Via its innovative technology platform, TPC aims to shape the future of travel distribution by aggregating content from multiple sources including global distribution systems, direct feeds from low-cost carriers, emerging supplier-direct channels, specifically airlines' New Distribution Capability (NDC) offerings, and other third party NDC aggregators.

FLT's current Australia and New Zealand (ANZ) managing director (MD), James Kavanagh, will also become the company's global leisure CEO, with Chris Galanty continuing as global corporate CEO. Mr Kavanagh, Ms Waters-Ryan and Mr Galanty will all continue to report to the company's global CEO and managing director, Graham Turner.

Mr Kavanagh has worked for FLT for 18 years and was promoted to FLT's global leadership team (Task Force) in January 2020, when he was appointed ANZ MD.

FLT's Task Force, which Mr Turner heads, also includes Ms Waters-Ryan, Mr Galanty, Americas MD Charlene Leiss, Europe, Middle East and Africa (EMEA) MD Steve Norris and chief financial officer Adam Campbell.

Comments from Graham Turner

"This is an important step in our business's evolution and means we will now have dedicated CEOs responsible for each of our three business divisions – corporate travel, leisure travel and supply," Mr Turner said.

"Having three senior executives focussed solely on these key areas will help ensure we successfully execute our growth strategies and capitalise on opportunities across all areas of the business during the post-pandemic recovery, which is now well and truly underway.

"Mel has been at the forefront of our evolution and success in the product and distribution spaces and her proven expertise and innovative thinking will prove invaluable in the future.

"James has been heavily involved in the design and transformation of our leisure business over the past two years and we are excited by the contribution he will make as travel resumes. We are already starting to see very positive signs of recovery in the leisure sector as restrictions are lifted and as the world reopens, which is happening now at pace."

Comments from Melanie Waters-Ryan

"The supply and distribution areas of travel are rapidly evolving and are critical to our long-term success," Ms Waters-Ryan said.

"The disruption that is taking place in this space is creating opportunities and we are well placed to benefit. I look forward to focusing on the emerging opportunities we see in supply and working closely with the leisure and corporate businesses to deliver new and improved products to our people and customers and increased sales to our travel industry partners."

Comments from James Kavanagh

"I am excited by the challenge of leading our large and diverse leisure business, which spans multiple brands and multiple channels and is this year celebrating its 40th birthday," Mr Kavanagh said.

"The building blocks are in place for further success in the future.

"Our shop network, which remains highly accessible, and our people are at the heart of this business, but they are now complemented by highly scalable online, call centre and independent contractor offerings that have been strengthened during the pandemic.

“These businesses are performing well and are likely to be key future growth drivers, along with the premium travel sector and with the impending introduction of true omni-channel capabilities in Flight Centre brand, which will allow customers to move seamlessly between our on and offline channels.”

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This announcement has been authorised by Graham Turner, Chief Executive Officer, Flight Centre Travel Group Limited.