



Company Profile

South Africa & Namibia

Africa's greatest travel and technology experience company



Who are we

Our Vision

To become the world's most exciting and profitable travel retailer, personally delivering amazing experiences to our people, our customers and our partners.

Our Purpose

To open up the world for those who want to see.

Flight Centre Travel Group is an Australian based international travel company and in the top 5 travel companies worldwide. Its global operations include stores in New Zealand, the United States, United Kingdom and Canada, as well as outlets in India, UAE, Germany, Sweden, Denmark, Finland, Norway, Netherlands, China, Mexico, Ireland, Singapore, Malaysia, Argentina, France, Switzerland, Namibia and South Africa. Flight Centre Travel Group is listed on the Australian Stock Exchange with an annual total turnover of AU\$20 billion sales. It has more than 3000 stores in 23 different equity countries with over 20,000 staff. The company is listed on the ASX, with a market cap of AUD\$4.4bn and share price of \$44 as of September 2017.

Flight Centre South Africa was established in January 1994 and has been delivering amazing travel experiences for over 23 years. As the largest holiday company, we own over 235 businesses throughout the country incorporating both leisure, wholesale and corporate brands. Over the past five years we have consistently seen our results increase year on year with a current annual turnover of R5.5 billion in sales and over 1,200 employees. In achieving our 2022 goal of becoming Africa's greatest travel and technology experience company, Flight Centre Travel Group Africa aim to expand into multiple African countries over the next five year period.

Flight Centre Namibia was established in January 2017 operating as a hybrid, servicing both leisure and corporate clients, the first of its kind in Namibia.

FLIGHT CENTRE

Flight Centre's world class retail travel network comprising of 100 outlets, with a state of the art interactive and bookable website, committed to bringing you best priced holiday deals. From local to international flights to unbeatable packaged holidays all around the world, our highly skilled experts and online functionality are commitment to finding our customers value for money in every booking. No matter which way you would like to interact with us we are there for you – **Lowest Airfare Guarantee**.

FLIGHT CENTRE
Holidays

Flight Centre Holidays is Flight Centre Travel Group's internal wholesale brand providing accommodation, packages, car hire, tours and in-depth product knowledge to our retail brands. To remain Flight Centre's first choice, Flight Centre Holidays provides exclusive offers on hotel rooms and airfares and creates dedicated holiday brochures for our stores.

FLIGHT CENTRE
Business Travel

Flight Centre Business Travel (FCBT) specialises in offering business travel solutions to small and medium sized businesses across South Africa. The brand aims to provide a high-touch, hassle-free solution, delivered by a team of experienced account managers who have skills in both the business and leisure travel environment. Through this experience FCBT delivers specialist travel management that's simple, reliable and affordable every time.

FLIGHT CENTRE
Associates

Flight Centre Associates is an independent travel agent model within the Flight Centre Travel Group providing its consultants the opportunity to run their own business from home. These independent travel consultants come with a portfolio of industry experience and a lifetime of personal travel adventures to draw from. This combined with a genuine passion and commitment to exceptional customer service means your Flight Centre Associate will tailor make a holiday perfectly suited to you in the comfort of your own home.

FLIGHT CENTRE
Youth & Adventure

Flight Centre Youth and Adventure is dedicated to student and youth travel, offering cheap international flights and student airfares to a range of destinations around the globe as well as within South Africa. With Flight Centre Youth and Adventure you can book fantastic travel deals, budget accommodation, tours from some of the world's leading providers, travel insurance, gap year adventures, festival packages, last minute holidays and more.

FLIGHT CENTRE
Luxury Travel

Flight Centre Luxury Travel travel experts specialise in arranging flights and accommodation packages for the discerning traveller. We provide expert advice on First, Business and Premium class airfares and products, as well as expertise in matching the luxury holiday experience you deserve. This premium service is a lifestyle choice.

CORPORATE TRAVELLER

Corporate Traveller is a boutique travel management company that believes in a fresh approach to corporate travel. The brand offers customers a unique combination of expert advice, local personal service and global negotiating strength to maximise business travel savings and convenience. What sets Corporate Traveller apart is the expertise of its people who are constantly looking for ways to make business travel is faster, smarter and more convenient from take-off to touchdown.

FCM TRAVEL SOLUTIONS

FCM Travel Solutions operates a global network that spans more than 90 countries and is recognised as one of the top five travel management companies in the world. Servicing a high-profile portfolio of regional and multinational companies, FCM has a lengthy track record of achieving impressive results for their clients. FCM believes that through the combination of advanced, integrated travel technologies and a global network of experts they can deliver world-class solutions to enterprise level customers across the globe.

cruiseabout

Cruiseabout is South Africa's largest retail cruise company, with stores located in South Africa's biggest cities. We are committed to giving you the best cruise deals and we back this commitment with a Price Guarantee that we will match any cruise quote. We have Cruise Specialists in all our stores who have years of hands-on experience working on cruise ships throughout the world. We can truly offer our customers every ship, every port and every cabin. We are a full-service travel agency and can also assist with all of your travel needs including flights, accommodation and touring to complement your cruise.

stageandscreen
TRAVEL SERVICES

Stage and Screen specialises in servicing the travel needs of the entertainment and sports industries. Whether you operate in film/television, sport, performing arts, music, fashion, media or corporate entertainment travel, we provide end-to-end travel services so you can immerse your energies in your talent. The brand takes a flexible approach to managing your needs, while saving time and cost in organising your travel and entertainment.

Our Associations and Partners



Our Unique Product Range

smartFLY➤

Take off with better value

smartSWITCH➤

Come on board with better value

smartSTAY➤

Check-in with better value

smartDRIVE➤

Drive away with better value

CORPORATE TRAVELLER

Bring an expert on board

TravelSMART is aimed at providing customers with a range of smart solutions that not only improve traveller comfort and convenience but also deliver travel savings.

SmartSTAY™

Check-in to better value

SmartSTAY offers clients business travel perks, at no additional cost, when staying at over 3000 hotels worldwide. The programme assists in showcasing our global buying power and the associated benefits of being part of the Flight Centre Travel Group.

SmartSTAY™

Check-in to better value

FCM CONNECT

TECHNOLOGY THAT MOVES YOU

FCM believes that a better business travel experience is about being connected. Through the provision of an network of integrated travel technologies and unique products such as SmartSTAY, FCM connects travellers, bookers and travel managers to everything they need for streamlined travel management.

FLIGHT CENTRE

Business Travel

FCM TRAVEL SOLUTIONS™

FLIGHT CENTRE TRAVEL GROUP

CORPORATE PRODUCT

LEISURE PRODUCT

The Captain's Red Label Holidays

- ✓ BEST PRICE
- ✓ TAKE THE CREDIT
- ✓ BEST VALUE
- ✓ EXPLORE & GET MORE

When it comes to booking travel, many customers follow a journey from dreaming, to planning to booking. We have designed our Red Label Holidays collection to inspire and attract customers at every stage of that journey. This is achieved by focusing on sought-after destinations and tailoring the holiday deals to include savings, benefits and experiences that speak to the needs of our top customer segments.



Make every journey count!



FLIGHT CENTRE Holidays

Flight Centre Holidays offers everything from quick getaways to short stopovers, family getaways to romantic honeymoons to exotic luxury escape. We cover it all. Our goal is to make holidays easy by offering a one-stop shop for all holiday requirements along with expert advice that will assist the leisure consultants to convert their enquiries.



Leadership Team

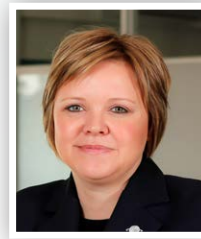
EXECUTIVE TEAM



Sue Garrett
General Manager
Marketing and Product



Andrew Stark
Managing Director



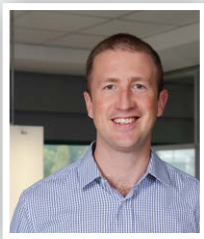
Marieke Tucker
General Manager
Retail Brands



Kevin Backhouse
CFO



Sam van Gool
Peopleworks Leader



Euan McNeil
Director
FCM Travel Solutions



Bonnie Smith
GM Technology



Oz Desai
Director
Corporate Traveller

DIRECTORS



Nicole van der Westhuizen
FCM Travel Solutions



Lebogang Ntoagae
FCTG Corporate



Tebogo Thekisho AKA ProVerb
Non Executive Director

Our Guiding Principles and Philosophies

Our Vision

The picture of what we want to become

To become the world's most exciting and profitable travel retailer, personally delivering amazing experiences to our people, our customers and our partners.

Our Core Values

Lasting and key values unique to us

Irreverence – We take our business seriously but not ourselves. We respect our customers, our partners and each other.

Ownership – We take full responsibility for our business and treat it as our own.

Egalitarianism – Everyone has the same opportunities, rights and privileges. Self important people don't fit in.



Our Ownership Structure



(Listed on ASX in Australia)

100%
ownership



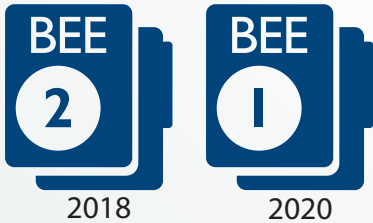
South Africa
Directors: Andrew Stark, Graham Turner

70%
ownership



Directors:
Euan McNeil,
Nicole van der Westhuizen

Non Executive Director - Tebogo Thekiso aka ProVerb



100%
ownership



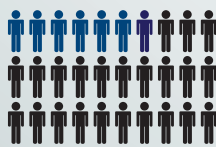
Directors: Andrew Stark, Graham Turner

70%
ownership



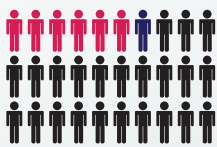
Directors:
Andrew Stark, Uzair Desai,
Lebogang Ntoagae

Non Executive Director - Tebogo Thekiso aka ProVerb



30% ownership
FCM Black Women Employee
Share Trust

Eligible with more than
three years employment
with FCM i.e. everyone
apart from FCTG employees



30% ownership
FCTG Corporate Black
Women Employee Share Trust

Eligible with more than
one years employment
with FCTG i.e. everyone
apart from FCM employees

SUPPORT OUR CAUSE



YOU CAN HELP!



“Education is the most powerful weapon we can use to change the world”

– Nelson Mandela

Building a brighter future



Together we can make a difference

6 high school Scholars in Grade 8 over 2 schools	2 full bursaries for young people in special needs education	1000 Christmas presents delivered to disadvantaged children across the country	108 full sets of uniforms purchased each year
2 university students on full bursaries	60kg porridge purchased monthly for ECD centres	200 children in v centres	R18000 on average donated by our staff monthly to the foundation
108 children received all stationery requirements for the school year	20 classrooms with new windows	250 food packs handed out to orphan and/or vulnerable children	287 blankets knitted for the homeless
100 young people on After School Programme	500 staff members became involved with the Foundation in some capacity this year	7 classrooms painted	11 Christmas parties hosted for children and elderly at end of 2016

We are a registered non profit organisation | www.fcfoundation.org.za
Board members: Andrew Stark, Kevin Backhouse, Sam van Gool, Diane Cleary | Auditors: Ernst & Young
082 833 8984 / 011 778 1758 | Email: diane.cleary@flightcentre.co.za
NPC Registration no: 2015/061587/08 | PBO no: 930050691
f FC Foundation SA @fcfoundationsa

Flight Centre Foundation's Better Tomorrow Plan



- Quobosheane Primary School -

A whole school project at Quobosheane Primary School in Soweto – includes fixing classrooms, putting in sports fields, library, kitchen etc.

Homework, cleaning the environment and beaches and sporting and other activities for 100 children from Jo Slovo, a severely depressed area in Cape Town



- Brighter Future Project -



- Early Childhood Development -

Food, classrooms, stationery and ad hoc requests for 200 children over three centres in Cosmo, Diepsloot and Hillbrow

Currently we provide bursaries to 8 Grade 8 learners, 2 University students, 2 children at "Special Needs" Schools and 3 Blind learners



- Bursaries -

Achieving your B-BEEE SED spend with Flight Centre Foundation

Current B-BEEE legislation states that you need to spend 1% of your NPAT on SED spend. Many companies do not have the staff resources to ensure that all criteria for this spend are met and that the money is invested into a sustainable project.

By investing your SED spend with Flight Centre Foundation we can give you peace of mind that not only will you receive all your points but that your monies will be used to make a sustainable difference to the future of our country.

- We are a registered PBO, so can issue an 18A certificate for all donations for Tax purposes
- Earn BEE points: Flight Centre Foundation is an approved beneficiary for SED contributions helping you earn B-BBEE points
- If your business is already registered and contributes to Social Economic Development, you can help the Foundation without any additional cost to you

To make an appointment for our Project Manager for the Foundation, Diane Cleary, to come and see you, contact her on 011 778 1758 / 082 833 8984 or email to diane.cleary@flightcentre.co.za.





Flight Centre Travel Group (Pty) Ltd.

299 Pendoring Road, Pendoring Office Park, Block 8, Blackheath, 2195

Switchboard: 011 778 1300

fctg.co.za

