

This correspondence is intended for <<First Name>> <<Last Name>> (<<Email Address>>) and applies to their circumstances only.

Delivered by email

30 September 2020

T4: <<T4>>

Hi <<First Name>>

Today we announced that we have had to make an extremely difficult decision to restructure and rightsize our store network.

The impact of COVID-19 on our industry has been devastating, and while we had always planned to ensure that the footprint of our store network was reviewed in line with customer expectations and behaviours, the Global Pandemic has accelerated this plan.

In March 2020, a large number of our team was placed on stand down due to the limited useful work that was available as a direct result of international borders closing. The preceding months led to further announcements being made regarding the permanent closure or temporary closure of many stores across our network.

In order to ensure that Flight Centre Brand remains a dominant player and household name for our customers once travel resumes, and after careful planning and consideration over the past few months, we believe the best option is to further reduce our network.

This means that over the course of the next 5 weeks, we will actively close an additional 91 locations that are currently open and trading to arrive at a 332 strong store footprint.

Of these 332 locations that we are committing to, we will then temporarily close 54 of our currently open and trading stores for a period of up to 6-12 months as we assess the rate at which travel returns. These 54 locations will close over the coming 5 weeks and once we see increased demand for travel, we will look to grow back into and reopen these locations.

This means we will have a 271 strong retail store network open and trading across Australia from November and throughout this challenging time when borders are restricted.

For our people this regrettably means that with the large reduction in the number of positions that we have available, we will not have enough roles for all of our people. Our team structures have been reviewed to support our new network size and provide our customers with the service and support they have come to rely on.

In order to ensure that everyone has an opportunity, all positions will become vacant and be opened for expressions of interest.

Across the nation in our store locations there will be a total of:

286 permanent Leadership positions (made up of both STL and TL)

1,065 permanent Consultant positions

There will also be approximately 600 temporary maximum term positions available at a one day a week role working out of the store network. The number of positions per state will vary based on the store location and the number of permanent full time and part time roles.

There is no doubt that all of our people both stood down and performing useful work, have faced challenges that we could never have imagined. Our goal is to provide clarity and certainty for everyone moving forward.

Tomorrow, 1 October 2020 you will receive a link to all open expressions of interest. It is expected that you will apply to a role that is equivalent to your current position. If your

current position is not available then you are able to apply for any consultant positions. If you feel that a consultant position is not suitable, please contact impactedemployees@flightcentre.com

Expressions of interest for leadership roles for current Senior Team Leaders and Team Leader positions will be open from tomorrow for current STL's and TL's only, and will close on 7 October 2020. Senior Team Leader and Team Leader appointments will be made by 13 October 2020. We will make early appointments between the time of opening and closing based on experience and past performance of our current Team Leaders, as well as our skills matrix and EOI information.

Expressions of interest for Consultants will close on 13 October 2020 at 12:00pm. All appointments will be made by 23 October 2020 based on EOI information received and a skills matrix which reviews general performance, customer centricity, team contribution and organisational understanding.

Expressions of interest will provide the option for both permanent full time and part time roles. If you are appointed into a permanent position, although you will receive a contract for a set number of hours (either full time at 40hrs or Part time at another amount) you may be required under JobKeeper enabling directions to work reduced hours up until the end of March 2021, while travel is still restricted. All permanent positions will commence in the stores on 9 November 2020.

The Home/Remote User model in the EBA will not be on offer or available at this stage based on the current climate. Remuneration models will be provided to those who are successful at the time of appointment.

There will also be a link sent for an Expression of interest for a number of temporary positions. These positions will operate at 1 day per week out of store and be a maximum term temporary role until 31 March 2021. If you are successful in securing a temporary role, then throughout the time frame of the role, we are hoping travel will begin to return and we will be able to appoint you into a permanent role. If a permanent role does not become available by the completion of your contract, then you will receive a redundancy package in line calculated on your former position.

Sadly, as we do not have enough roles either permanent or temporary for all our people, if you are not successful in securing any position by the time this process is completed on 23 October 2020, you will leave Flight Centre and Flight Centre Travel Group on the grounds of redundancy on 6 November 2020.

We will not be accepting voluntary redundancy and we do require everyone to express interest in their current position as well as any other role you are interested in, including the temporary position.

We know that this news is extremely hard to receive, and we hope in some small way the process will provide you more clarity and certainty for the future. If there is anything you would like us to consider as part of this process or prior to the implementation of the changes on 6 November 2020 in order to mitigate the impact on you, please contact impactedemployees@flightcentre.com

If you would like to join a playback session of the announcement, please find links here:

Playback of Leader Session

Date and time: Thursday, October 1, 2020 10:30am | Australia Eastern Time (Brisbane, GMT+10:00)

Link:

<https://fcau.webex.com/fcau/onstage/g.php?MTID=e65d7d2af189b2cbdc7e9303b004d45b7>

Event number: 165 322 2642

Playback of All Staff Session

Date and time: Thursday, October 1, 2020 2:00pm | Australia Eastern Time (Brisbane, GMT+10:00)

Link:

<https://fcau.webex.com/fcau/onstage/g.php?MTID=ea3f560dbdf4eedf49ba96f5b4565b12f>

Event number: 165 094 2406

We will be holding a daily question and answer session beginning tomorrow for both Leaders and Consultants in order to assist to provide you as much information as possible. These will be with HR and your Senior Leadership Team.

Please see the details of links below for you to join:

HR Q&A - Leaders Session

Date and time: Thursday, October 1, 2020 3:00pm | Australia Eastern Time (Brisbane, GMT+10:00)

Link:

<https://fcau.webex.com/fcau/onstage/g.php?MTID=e2075f214ded39a944d34e1e9cfd04c09>

Event Number: 165 265 5298

HR Q&A - All Staff Session

Date and time: Friday, October 2, 2020 10:30am | Australia Eastern Time (Brisbane, GMT+10:00)

Link:

<https://fcau.webex.com/fcau/onstage/g.php?MTID=e1f6e14293736b568ec65152b345f9ec8>

Event Number: 165 903 2950

Please note that we will continue to hold daily Q&A sessions to assist all of our people during this time.

In order to ensure we can answer your questions in a timely manner you can submit your questions prior to the session using this link or email impactedemployees@flightcentre.com.

Please find some FAQs to assist you at this time.

Benestar is also available via www.benestar.com or 1300 360 364 if you need any additional support.

Once again I cannot express how sorry I am for the impact that these changes may have on you.

Please look after yourselves and each other.

Kind Regards,

Kelly Spencer

General Manager, Flight Centre

Flight Centre Travel Group