

# COMPANY PROFILE

FLIGHT CENTRE TRAVEL GROUP SOUTH AFRICA





# OUR VISION

The most authentic travel company South Africans' trust

# OUR PURPOSE

We make travel simple, convenient and affordable for all South Africans

## ABOUT FLIGHT CENTRE TRAVEL GROUP

Recognised as one of the top five largest travel agency groups in the world today, the Flight Centre Travel Group (FCTG) started with just one shop in Brisbane, Australia in 1982. Although our headquarters are still in Brisbane, our group saw remarkable global growth pre-COVID-19, reaching \$23 billion in sales.

In a world that is more complex and fluid than ever, our network spans 23 countries and our global corporate travel management network has a footprint in more than 95 countries, offering global expertise, assurance and peace of mind to our customers.

FCTG was listed on the Australian Securities Exchange in 1995 (ASX: FLT). The Group employs more than 9,000 people globally in 1,000 businesses across the world. The company is split into 3 distinct pillars: Leisure, Corporate and Product Distribution.

## GLOBAL LOCATIONS

The Flight Centre Travel Group has a network that extends across the Americas, UK, Europe, Asia, China, Australia, New Zealand and Middle East and Africa.

FCTG's negotiating power mean that our brands can directly negotiate the largest volume discounts with leading suppliers, allowing us to offer our clients not only the best expertise, but the best content offerings with the most reputable supplier network.

## SOUTH AFRICA

Flight Centre Travel Group South Africa was established in January 1994, the same year South Africa's democracy was birthed. FCTG South Africa is a level 1 BEE company with three leading brands within South Africa that truly resonate with customer's wants and needs. The group balances state-of-the-art technology offerings with highly skilled people in their field of expertise: Flight Centre, Corporate Traveller and FCM. Today, we have an overall market share of 25% and are incredibly proud to be a Platinum winner in Deloitte's Best Company to Work For survey year after year. We currently employ over 750 people and have over 100 businesses serving leisure, corporate and independent customers online and offline.

# OUR STRUCTURE



Listed on ASX in Australia



## FLIGHT CENTRE TRAVEL GROUP SOUTH AFRICA

40%

of staff below  
the age of 35



**ANDREW STARK**  
Managing Director  
MEA



**EUAN MCNEILL**  
Chief Financial Officer  
MEA

Female staff  
compliment

78%



1

**FCM**

### LEVEL 1 BEE

FCM Black Women  
Employee Share Trust  
Eligible with more than three years  
employment with FCM i.e. everyone  
apart from FCTG employees



**BONNIE SMITH**  
General Manager  
FCM



**MUMMY MAFOJANE**  
Operational Director  
FCM

**FLIGHT CENTRE**



**SUE GARRETT**  
General Manager  
Marketing, Supply  
& Pricing



**BIANCA MAZUR**  
General Manager  
Retail Brands



**MEGAN VORSTER**  
General Manager  
Peopleworks



**CHANTAL GOUWS**  
Independent  
General Manager

**FCTG** CORPORATE

1

### LEVEL 1 BEE

FCTG Black Women  
Employee Share Trust  
Eligible with more than three years  
employment with FCTG i.e. every-  
one apart from FCM employees



**UZAIR DESAI**  
General Manager  
Corporate Traveller



**LEBOGANG NTOAGAE**  
Corporate Supply and  
Distribution Director



## FLIGHT CENTRE®

Flight Centre is the largest travel provider in South Africa, with a world class retail footprint across South Africa, operated with 220 highly skilled Travel Experts. Flight Centre has also recently invested heavily in global technology applications to drive online transactions, complementing our vision to be the trusted brand South Africans' trust. Flight Centre's renowned website attracts more than 300,000 unique visitors a month. Flight Centre is also home to 200 independent travel agents who capitalise on our global negotiating power.

- ✓ Service – travel made easy
- ✓ Value – Irresistible deals for every traveller
- ✓ Peace of mind – Here for you, always
- ✓ Expertise – experience our experience
- ✓ Price – Lowest Price Guarantee

## FCM

We are recognised as one of the largest corporate travel companies globally with an FCM presence in more than 95 countries. FCM manages the travel programmes for some of the world's leading corporate brands. As a global business travel management company, our portfolio features a broad selection of multinational, regional and national companies across every industry sector. With a combination of advanced, integrated travel technologies and a global network of experts, we continue to deliver reliable and cost-effective solutions to large enterprise-level customers worldwide.

- ✓ Globally and locally connected ✓ Fun and energetic
- ✓ Unconventional spirit ✓ We always find a way

## ✈ CORPORATE TRAVELLER™

In an increasingly automated and touch-less world, Corporate Traveller strongly believes in a blended approach to technology, one which combines the latest cutting-edge digital platforms and technologies with a highly personalised approach to corporate travel. This allows us to offer our customers expertise, personalised service, peace of mind, reliable duty of care, as well as greater value and savings. With a clear focus on medium- to large-spend customers, Corporate Traveller strives to make the complex simple. With Corporate Traveller at your side, business travel becomes more streamlined, safer, smarter and more convenient.

- ✓ Dedicated travel expert ✓ Seamless technology
- ✓ Greater choice and value ✓ Local travel specialists
- ✓ Flexible payment options

# OUR BRANDS





# OUR INDEPENDENT MODELS

## **FLIGHT CENTRE** ASSOCIATES

Flight Centre Associates is an independent travel agent model within the Flight Centre Travel Group, which provides its consultants the opportunity to run their own business from home on a 25/75 percentage commission split. These independent travel consultants come with years of industry experience and a lifetime of personal travel adventures to offer their clients a truly personalised travel service. This, combined with a genuine passion and commitment to exceptional customer service, makes the FCA 'personal travel concierge' highly sought after by discerning travellers.

- ✓ Our experience
- ✓ Our product offering
- ✓ The personal touch
- ✓ Rest assured
- ✓ Trusted brand

## **TRAVEL** ASSOCIATES

Travel Associates is an independent travel agent model within FCTG providing small travel companies the opportunity to run their business independently but with the benefits of operating under the buying power of Flight Centre Travel Group. These travel companies come with a portfolio of industry experience and commercial expertise based on a 100% commission model. Travel Associates members benefit not only from the financial stability of the global brand, but the content distribution offered by the Group as well.

- ✓ Ticketing and loyalty solutions
- ✓ The backing of a reputable, global company
- ✓ Access to global fare system and to our 24/7 ticketing team
- ✓ Access to global technology





# OUR PHILOSOPHIES

## OUR VALUES

1. Our People
2. Our Customer
3. Brightness of Future
4. Taking Responsibility
5. Egalitarianism and Unity

## OUR BUSINESS MODEL

1. Ownership
2. Financial Incentives
3. Standard team operating systems  
– One Best Way
4. Family, Village, Tribe
5. Profit we are proud of





**FLIGHT CENTRE**  
TRAVEL GROUP

[fctg.co.za](http://fctg.co.za)