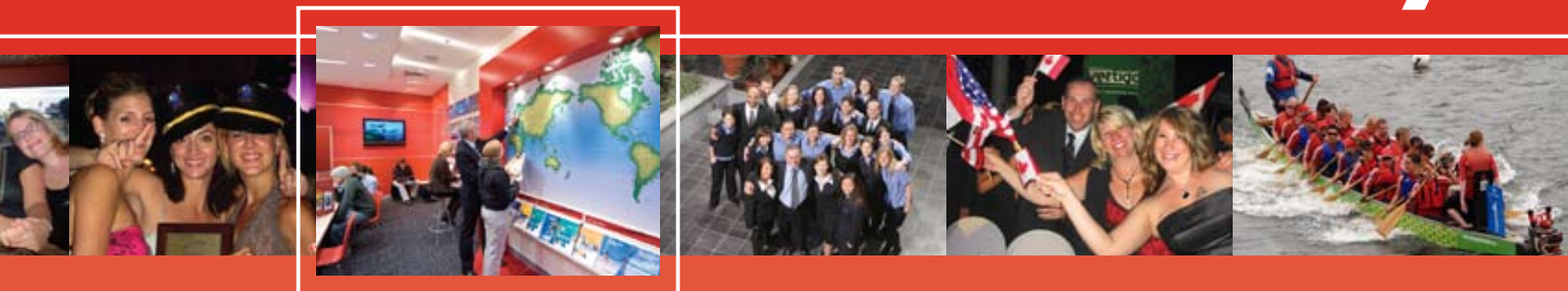


FLIGHT CENTRE
our story



FLIGHT CENTRE our history

In 1982, Flight Centre opened its first store in Sydney, Australia with an aggressive growth strategy in mind and a goal of being one of the largest travel retailers in the world.

Twenty-six years later, Flight Centre operates 11 retail, corporate and wholesale brands internationally, with more than 1700 locations, a global staff of over 12,000 team members, and a geographical footprint spanning 60 countries.

26 years



HOW IT BEGAN

our timeline...

1973

23-year-old Graham 'Skroo' Turner lands in the UK for the 'must do' Australian thing of seeing Europe and gets job as a vet, which is what he had trained to do.

Skroo gets bored of being a vet and goes into partnership with his vet friend Geoff 'Spy' Lomas. They buy a double-decker bus for running tours to Europe for Aussie mates. The first double-decker bus is purchased in Yorkshire and christened 'Argus'.



1973

First tour of six-weeks in Spain, Portugal and Morocco departs at a cost of £110 per person.

Topdeck

1974

Top Deck Travel is born.

1975

Top Deck Travel makes a profit of £15,000 and is running successful tours to different European locations.

1976

Four new buses purchased to meet the demand: 'Snort', 'Snot', 'Slug' and 'Belch'. New offices are opened in Fulham.

5000 passengers carried produces annual turnover of £5 million.

Top Deck introduces six-month London to Sydney tours, a first for any overland company.





1982 Mar

Skroo and some of the other directors from Top Deck Travel decide to set up a travel agency in Sydney based on the discounted airfares model he had seen while in London. It was decided to focus on the Flight Centre model rather than the blood, sweat and tears business of running bus tours in Europe.

Flight Centre Limited is incorporated and the first Flight Centre store is opened.

1987

Flight Centre has 30 stores and the company implements standard names, logos, uniforms and systems and stores branded to stand out like (as Skroo put it) 'dog's balls'. They are all painted fire engine red.

1988

The Flight Centre 'Captain' is born and an airline pilot is used for the first time in the company's advertising.

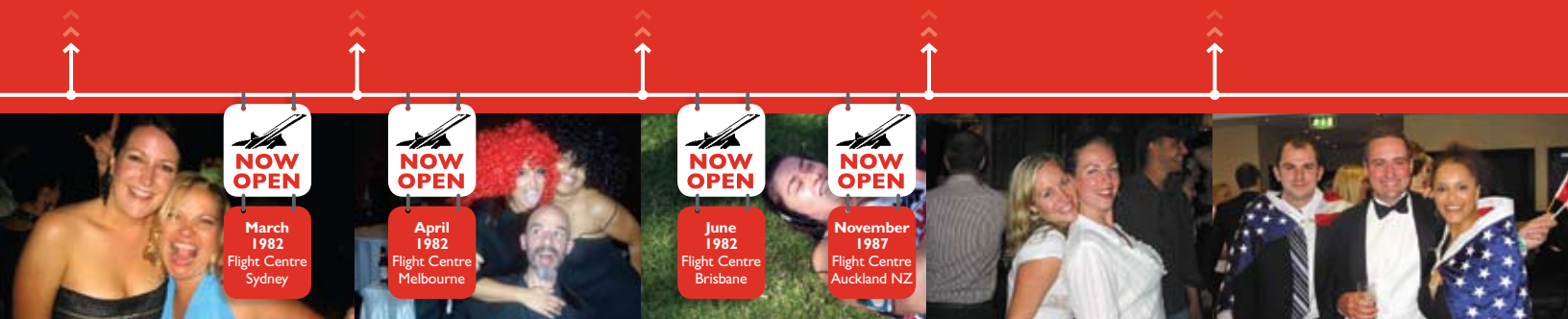
Throughout the years the 'Captain' was usually an actor but in 2004 for the first time he was a real-life pilot working for Eva Air, the Taiwanese airline.

1990

Flight Centre has 80 shops in Australia and New Zealand.

1982

Top Deck employs 220 people and owns 90 buses.





1995

Gary 'Boxer' Hogan is appointed to lead Flight Centre's UK operation. He and colleague Mandy Johnson rent a house and start looking for suitable store locations and setting up deals with key travel organisations. Flight Centre opens first store in the UK.

Flight Centre opens its first store in Canada (Vancouver).

Flight Centre opens its first store in South Africa.

Flight Centre Limited floats on the Australian Stock Exchange (FLT:ASX).

2002

Acquisition of ITG, a publicly listed Australian corporate travel business.

Flight Centre ranked #1 on list of Top Employers in Canada by the Globe & Mail's Report on Business Magazine.

Flight Centre ranked as New Zealand's best employer (large company) in the Unlimited/JRA Best Places to Work Survey.

Flight Centre ranked by Deloitte's as the best company to work for in the travel & tourism industry in South Africa.

Flight Centre ranked Australia's Top Employer

2003

Flight Centre places 3rd on list of Top Employers in Canada by the

Globe & Mail's Report on Business Magazine.

Flight Centre ranked as New Zealand's best employer (large company) in the Unlimited/JRA Best Places to Work Survey.

Flight Centre ranked by Deloitte's as the best company to work for in the travel & tourism industry in South Africa.

2003

Acquisition of Britannic, a London-based corporate travel business.

Flight Centre ranked Australia's Top Employer for 2nd straight year & judged Best Travel company by Intl Trade Mag TTG

Flight Centre UK places 3rd in the Sunday Times Top 100 Companies & the FT Best Companies to Work for.

Flight Centre merges its Canada East, Canada West and USA operations into one North American wide travel agency operation: Flight Centre North America.

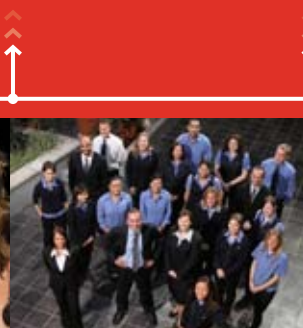
2004 Jan

Flight Centre places 2nd on list of Top Employers in Canada by the Globe & Mail's Report on Business Magazine.

Flight Centre opens its 100th shop in North America.

Flight Centre ranked as New Zealand's best employer (large company) in the Unlimited/JRA Best Places to Work Survey.

Flight Centre ranked by Deloitte's as the best company to work for in the travel & tourism industry in South Africa.





2004 Mar

Flight Centre UK is again placed on the Sunday Times Top 100 Companies & the FT Best Companies to Work for list.

Consolidation & expansion of corporate travel operations into FCm Travel Solutions.

Acquisition of travelthere.com

Entered into joint venture corporate travel operation with China-based China Comfort Travel Co. Ltd.

Flight Centre ranked Australia's Best Travel Company by TTG 2nd Straight Year.

2005 Jan

Flight Centre places 4th on list of Top Employers in Canada by the Globe & Mail's Report on Business Magazine.

Flight Centre ranked as New Zealand's best employer (large company) in the Unlimited/JRA Best Places to Work Survey.

Flight Centre ranked by Deloitte's as the best company to work for in the travel & tourism industry in South Africa.

2005 Jul

Flight Centre has more than 1,200 stores in the Canada, the United States, the UK, South Africa, Australia and New Zealand, as well as corporate travel operations in China and Hong Kong and employs more than 5,500 people.

Flight Centre ranked Australia's Best Travel Company by TTG 3rd Straight Year.

Acquisition of majority shareholding in India-based Friends Globe Travels

Escape Travel franchise model launched in Australia

2006 Jun

The Flight Centre brand network spans Australia, New Zealand, the United Kingdom, South Africa, Canada and the United States. The company has over 1500 shops and a global staff of over 8,000 team members.

Flight Centre ranked Australia's Best Travel Company by TTG 4th Straight Year

FCm acquisition of Bannockburn in Chicago.

Agreement to acquire Nationwide Currency Services (Australian-based forex business across 3 cities).

2008

Flight Centre acquires Liberty Travel.



2007

Flight Centre celebrates 25 years in business and unveils its "Unbeatable" brand.

Flight Centre establishes a Green Policy including a carbon offsetting program.



Aug 2005
75th
Flight Centre
UK



July 2006
Flight Centre
Shop of the
Future



Flight Centre ranked Australia's Best Travel Company by TTG 3rd Straight Year

Flight Centre ranked Australia's Best Travel Company by TTG 4th Straight Year

TESTIMONIALS

our people



Meet Greg

As President of Flight Centre's North American operations, Greg Dixon is the quintessential example of the company's "Brightness of Future" strategy. Australian born and raised, Greg started with Flight Centre as a consultant in 1988 and eight months later became Team Leader. Greg opened the first corporate office in Sydney, Australia and then opened the first Student Flights office worldwide. He left the company to start his own business and returned three years later as National Leader for Flight Centre Direct. In 2002, he became Sales and Marketing Manager for FCm Australia/Asia followed by his move to Vancouver a year later to establish FCm Travel Solutions in both Canada and the USA.

"The company philosophies are something that I find answers within for dealing with both personal and professional issues. They provide a framework for decision-making almost everyday."

- President

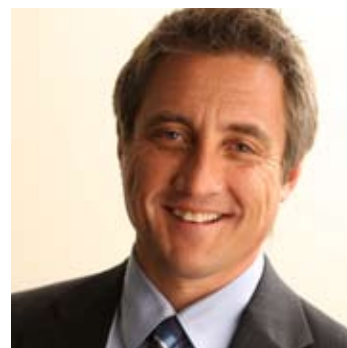


Meet Carole

Carole Cooper joined Flight Centre as a retail consultant in Vancouver in 1998. In 1999, she was promoted to Team Leader and in March of 2000, she moved into the company's Human Resources department. Later that year, Carole became the Area Leader covering both Vancouver and Calgary. In 2002, she left the company to head up Travel Choice American Express & Sun Holidays branches but returned in August 2004 to become Vice President, Retail Operations. Her 8 years at the company have provided her with many travel experiences highlighted by her trips to Paris, France and Dublin, Ireland.

What keeps her here at Flight Centre? "Always the people," she is quick to answer. That, combined with the unwavering challenge of working in an industry where the only constant is change.

-VP, Retail Operations Canada



Meet Gregory

Gregory started with Flight Centre in 2001 as a BDM, then Sales Leader at Stage and Screen, before taking an operational role as Area Leader and finally as Nation Leader. In 2008, he moved to North America to take the helm as President of Flight Centre's corporate division, FCm Travel Solutions.

Over the past 7 years, Gregory has traveled the world with the company attending Global Balls in Thailand, Ireland and Malaysia (to name a few) and points to the culture and welcoming spirit of the team making his transition to North America so easy.

Gregory believes that one of the company's greatest strengths is the freedom of thought and expression in the workplace. It is through collaboration and sharing of ideas that allow growth both as individuals and as a company culture.

- President, FCm

WORLDWIDE

our presence



AUSTRALIA

Flight Centre Limited originated in 1982 in Brisbane, Australia and is a leading retailer of travel products and services for the leisure and corporate markets. In 1995 it became a publicly traded company listed on the Australian Stock Exchange (ASX: FLT).

The company operates 15 retail, corporate, and wholesale brands internationally. The company currently has over 900 shops and businesses throughout the country with a staff of almost 5000.

In addition, the company's corporate travel management network, FCm Travel Solutions, extends to more than 40 other countries through strategic licensing agreements with independent local operators.

The company's other leisure, corporate and wholesale brands include: Escape Travel, Travel Associates, Student Flights, quickbeds.com, FCm Travel Solutions, Stage & Screen Travel and Freight Services, Kistend – Campus Travel, CiEvents, Infinity Holidays and Overseas Working Holidays.

- » Executive General Manager: Sue Garrett
- » Number of Brands: 11
- » Number of shops & businesses: 904
- » Number of Staff: 4800
- » TTV (2006 Annual Report): \$4.9 billion
- » Judged Australia's Best Travel Company by international trade magazine TTG 2006, 2005, 2004 & 2003 and ranked the country's Top Employer in 2003 & 2002.
- » Further information: www.flightcentre.com



NEW ZEALAND

Flight Centre opened its first store in Christchurch in 1987 and today has more than 140 shops and businesses employing more than 800 people. In New Zealand, the company operates leisure brands Flight Centre and ItchyFeet, and on the corporate side, FCm Travel Solutions, Flight Centre Business Travel, CiEvents and Stage and Screen. The company has the Infinity whole brand and also transacts through the website www.flightcentre.co.nz

Flight Centre NZ has stores in Kaitaia, Kerikeri, Whangarei, Walkworth, Auckland, Hamilton, Te Awamutu, Tauranga, Mt Maunganui, Masterton, New Plymouth, Napier, Hastings, Gisborne, Levin, Paraparaumu, Wellington, Nelson, Blenheim, Christchurch, Greymouth, Ashburton, Oamaru, Timaru, Queenstown, Mosgeil, Dunedin and Invercargill.

- » Executive General Manager: Rick Hamilton
- » Number of Brands: 6
- » Number of shops & businesses: 140
- » Number of Staff: 800
- » TTV (2008 Annual Report): \$666 million
- » New Zealand's Best Employer (large company) in the Unlimited/JRA Best Places to Work ranking 2007, 2006, 2005, 2004, 2003.
- » Further information: www.flightcentre.co.nz





SOUTH AFRICA

Flight Centre entered the South African market in 1995 with the first red and white store opening in the Eastgate Shopping Mall in Johannesburg. To date there are now over 133 shops & businesses across the country and over 700 staff.

In South Africa the company is the fastest growing travel retailer and has three brands, Flight Centre retail, Student Flights, Travel Associates and the corporate division FCm Travel Solutions. The retail brands have a strong online presence via their respective websites: www.flightcentre.co.za, www.studentflights.co.za and www.travelassociates.co.za

Flight Centre has outlets in Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, Bloemfontein, Rustenburg, Richards Bay, Pietermaritzburg, Nelspruit, Kimberley and Polokwane.

- » EGM: Dayle White
- » Number of brands: 4
- » Number of shops and businesses: 133
- » Number of staff: 704
- » TTV (2008) \$354 million (Australian)
- » Judged Best Company to Work For in travel and tourism sector (Deloitte & Touche) from 2002 to 2007 and achieved a Top Ten placement for all companies overall in all sectors in from 2003 through to 2007.
- » Social Responsibility includes a Learnership Programme for previously disadvantaged individuals
- » For further information : www.flightcentre.co.za



UNITED KINGDOM

Flight Centre opened its first store in Putney, London in December 1995 and now has over 180 shops and businesses, employing more than 550 people. In the UK the company operates leisure brands Flight Centre and Students Flights and on the corporate side Flight Centre Business and FCm Travel Solutions. The company also has two online brands www.flightcentre.co.uk and www.studentflights.com.

Flight Centre bought UK business travel company Britannic Travel Limited (TQ3) in March 2003. Britannic has a network of 24 offices and 40 locations in the UK. This business employs 400 staff and provides travel services to medium and large corporate accounts. Britannic Travel was rebranded as FCm Travel Solutions in July 2005.

- » Executive General Manager: Chris Galanty (Retail) & Debbie Carling (FCm Travel Solutions)
- » Number of Brands: 8
- » Number of shops & businesses: 190
- » Number of Staff: 665
- » TTV (2007 Annual Report): £506.85 million
- » Ranked on the Best Employers to Work For list, Sunday Times Best 100 Companies to Work For and FT Best Workplaces 2007, 2006, 2005, 2004, 2003 and 2002.
- » Further information: www.flightcentre.co.uk





NORTH AMERICA

Flight Centre opened its first retail shop in Canada in the city of Vancouver in 1995 and the first shop opening in the United States followed in Los Angeles, California in 1999. In September of 2003, the Company merged its three North American companies: Flight Centre Canada East, Flight Centre Canada West and Flight Centre U.S.A. into one North American-wide travel agency operation: Flight Centre North America. In February of 2008, Flight Centre acquired one of the USA's largest and most recognized leisure and wholesale operations, Liberty Travel. Flight Centre's presence in North America now includes more than 300 shops & businesses and over 3,000 staff across the continent.

- » Executive General Manager: Greg Dixon
- » Number of Brands: 6
- » Number of shops & businesses: 320
- » Number of Staff: 3000
- » TTV (2008 Annual Report): \$667 million
- » Ranked one of Canada's 50 Best Employers to Work for 2007, 2006, 2005, 2004, 2003, 2002 & 2001.
- » Further information: www.flightcentre.ca or www.libertytravel.com



FLIGHT CENTRE

our achievements

CANADA

- Ranked one of Canada's 50 Best Employers to Work for in the Globe & Mail's Report on Business Magazine in 2007, 2006, 2005, 2004, 2003, 2002 & 2001.
- Ranked one of British Columbia's Best Companies to Work For by BC Business Magazine in 2006, 2005, 2004, 2003, 2002.



AUSTRALIA

- Judged Australia's Best Travel Company by international trade magazine TTG 2006, 2005, 2004 & 2003 and ranked the country's Top Employer in 2003 & 2002.



NEW ZEALAND

- Ranked the Best Employer (large company) in the Unlimited/JRA Best Places to Work ranking 2007, 2006, 2005, 2004, 2003.



UNITED KINGDOM

- Ranked one of the Best Employers to Work For in the Sunday Times Best 100 Companies to Work For and in the FT Best Workplaces 2005, 2004, 2003 and 2002.



SOUTH AFRICA

- Judged the Best Company to Work For in the travel & tourism sector (Deloitte & Touche) 2005, 2004, 2003 & 2002 and achieved a Top Ten placement for companies of all sectors 2005, 2004 & 2003.

