



<b>Company</b>	Flight Centre
<b>Code</b>	FLT
<b>Meeting</b>	AGM
<b>Date</b>	5 November 2020
<b>Venue</b>	Online via Lumi
<b>Monitor</b>	Kelly Buchanan, Mike Sackett and Mike Stalley

<b>Number attendees at meeting</b>	Approximately 200 according to the company
<b>Number of holdings represented by ASA</b>	107
<b>Value of proxies</b>	\$2.818m
<b>Number of shares represented by ASA</b>	210,000
<b>Market capitalisation</b>	\$2.66b – on day of meeting
<b>Were proxies voted?</b>	Yes, on a poll
<b>Pre AGM Meeting?</b>	Yes with Chair Gary Smith, Remuneration Committee Chair John Eales, and Head of Shareholder Relations Haydn Long

### Emerging from Covid-19 and focusing on future growth

Flight Centre (FLT) conducted its first-ever online AGM with participation from company personnel in London, New York, Sydney, Brisbane and Norfolk Island. Given the meeting's success the Chairman committed to future hybrid meetings due to confidence in the technology. ASA prefers any future online and hybrid meetings to include live video of the Flight Centre team.

FLT's businesses were going great guns in FY20 until Covid hit. Profit was up 11% in H1 but was all erased in March with travel and revenue virtually stopping. The company moved quickly to reduce costs, raise capital, and preserve cash reducing costs from \$230m/month to today's \$40m/month. FLT's liquidity position remains relatively favourable and no further capital raisings are currently anticipated. Despite the severe downturn, the company continues to focus on future growth.

FLT recently restructured into separate corporate and leisure divisions. The AGM emphasized the importance of the more profitable corporate business which is recovering more quickly than leisure except in the US. Although the main emphasis remains on organic growth, recent acquisitions of online travel businesses and investment in better technology will pave the way for future business growth.

As Australian state borders re-open, business is steadily increasing. The CEO slammed the Queensland Premier for slow decision-making labelling it as 'decision paralysis'. The Chairman described the NSW Premier as a "rock-star premier" for her handling of the Covid crisis.

ASA posed a question on FLT's ability to encourage governments to find safe ways to re-open travel. Mr Turner cited examples of a European cruise line's successful health protocols and statistics on the likelihood of contracting Covid-19 on a plane, which is about 50 times less likely than being struck by lightning. As well, the company is working with travel industry leaders to encourage more travel relying on Australia's successful testing, tracking and isolation regime.

ASA also asked about increasing the board's gender diversity. This had been a priority until Covid-19 shutdowns side-lined progress. The Chairman noted that women are very well represented among senior executives and that they hope to restart board improvement efforts once the Covid issues are behind them.

The remuneration report was adopted with more than 97% support and the Refreshment of Placement Capacity item received more than 98% support. The re-election of NED John Eales only achieved 89% support. The company believes some superfunds voted against this male director as a protest over FLT's current lack of adequate female representation on the board.