



STATEMENT TO AUSTRALIAN SECURITIES EXCHANGE – December 22, 2021

FLIGHT CENTRE TRAVEL GROUP STRENGTHENS FCM TECH OFFERING

Key points

- FLT acquires Shep to enhance its already strong FCM platform for corporations
- Full acquisition of Shep follows an initial investment in the business in December 2020 and further demonstrates FLT's commitment to innovation in corporate travel
- Shep's industry-first browser extension will allow FCM to put its own content and user experience on third party websites that corporate customers use – either as part of FCM's flexible approach to corporate travel management or when booking outside of company travel policy
- Will deliver a globally consistent look and customer experience on the FCM platform, while maintaining all-important flexibility
- Greater visibility and enhanced communications via the Shep Notify tool will deliver tangible benefits to customers travelling now and in the post-pandemic world – health, safety, sustainability and policy guidance

THE Flight Centre Travel Group (FLT) has enhanced its already strong corporate technology platform.

The company has today acquired 100% ownership of Compli.ai, a Texas-based business that has developed an industry-first browser extension, Shep, that will be integrated into FLT's flagship FCM travel management business.

Shep's software will allow FCM to put its own content and augment the user experience on third party websites that corporate customers use, either as part of the FCM Platform's flexible offering or when booking or searching outside of a company's recommended booking tools.

This will provide customers with greater consistency across the globe, while also delivering better control, duty of care, sustainability and communications benefits now and in the post-pandemic world.

“FCM is all about flexibility – we customize our products and services to the needs of our customers at global scale,” FLT corporate chief executive officer Chris Galanty said.

“In the technology area, the FCM Platform delivers that all-important flexibility by providing customers with a globally consistent user experience, while still allowing them to incorporate online booking tools and other third-party solutions they want to use in their travel programs.

“The Shep tool allows us to customise offerings further by injecting important and relevant FCM content on online booking tools and third party websites that travellers are accessing.

“There are tangible benefits for customers in the important areas of health, safety, sustainability and policy guidance, which the Shep product will enable us to integrate into these systems when the products don’t offer them themselves.

“For example, it can detect if employees are trying to book outside of travel policy and push them back to an approved booking site, which is very important to companies as they reinstate their travel programs with a greater emphasis on duty of care in the post-pandemic world.”

Shep was founded in 2017 as a leakage tool for SME clients. It has since evolved into an enterprise-focused communication platform targeted at multi-national corporations.

FLT’s Shep acquisition is the latest in a number of critical investments in the global corporate business during the pandemic.

The company has rebranded FCM and its Corporate Traveller SME offering, while also deploying the new FCM and Melon (Corporate Traveller) platforms and winning a large pipeline of new accounts.

FCM has also announced plans to expand into Japan, the world’s fourth largest corporate travel market, early in 2022 via a joint venture (JV) with Tokyo-based NSF Engagement Corporation.

The terms of the Shep acquisition are currently confidential and are not material to FLT.

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This announcement has been authorised by the Company Secretary of Flight Centre Travel Group Limited.