

webjet limited



# Sustainability Report.

2024

[www.webjetlimited.com](http://www.webjetlimited.com)

# Sustainability Report 2024.

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# Sustainability Report.

## 2024

This report reflects Webjet Limited's (**Webjet Limited** or **Company**) management and performance on key environmental, social and governance (**ESG**) topics identified as material to the business and our stakeholders for the **FY24** reporting period (1 April 2023 to 31 March 2024).

For a more complete understanding of the business context, we recommend this report be read in conjunction with the Webjet Limited Annual Report, Corporate Governance Statement, Modern Slavery Statement and the various Board Charters and corporate policies all of which are available on our investor website ([www.webjetlimited.com](http://www.webjetlimited.com)).

This Report has been prepared with reference to Global Reporting Initiative (**GRI**) reporting standards, the Sustainability Accounting Standards Board (**SASB**), and the Task Force on Climate-related Financial Disclosures (**TCFD**). All disclosures in this Report have been reviewed and approved by the Executive Leadership Team and the Board as appropriate. Carbon emissions data has been verified by external provider Toitū Envirocare (**Toitū**).

For further information or feedback on any aspect of this report, please contact Carolyn Mole, Investor Relations.

Webjet Limited  
Level 2, 509 St Kilda Road  
Melbourne VIC 3004 Australia  
[investor@webjetlimited.com](mailto:investor@webjetlimited.com)

# Managing Director's Message.

## FY24 was a great year for Webjet Limited.

### All Group metrics were at record levels, significantly ahead of FY23

and materially ahead of where they were pre pandemic, showing how far we have come since the pandemic brought the global travel industry to a standstill just four years ago. This underlines the incredible efforts of the entire team to get us back on our growth trajectory.

Our FY24 Annual Report discusses the strategic and operational performance of the Company and our business units – WebBeds, Webjet Online Travel Agency (OTA) and GoSee. Our Sustainability Report sets out how we manage the ESG areas we believe matter most to the Company and our stakeholders. We recognise the growing interest from stakeholders in understanding how we manage the key drivers of our business from an ESG perspective and continue to evolve our reporting in this area. Building on our prior materiality assessment, this year we refreshed and confirmed existing and emerging ESG focus areas. We have set out how we manage our most material topics, highlighting what we focus on and reported the key developments and achievements during the year.

In light of the accelerating global move to a low carbon economy and the new carbon reporting legislation coming into effect shortly, we are taking steps to align to the new international and Australian climate reporting standards (ISSB/AASB). In FY24 we completed a climate-related risks and opportunities assessment and maintained our carbon neutral operation certification. Recognising the increased

focus on Sustainability, during the year we established a cross functional Sustainability Committee with representatives from across the Company including Finance, Risk, Marketing and Operations. This group participated in validating our materiality assessment and in our climate risks and opportunities exercise and workshops.

We are committed to creating sustainable earnings and capital growth for our shareholders and to supporting our stakeholders including employees, suppliers, customers and the communities that we serve. We thank all our stakeholders for their ongoing support as we continue on this journey.



**John Guscic**  
Managing Director, Webjet Limited

**FY24**

# Sustainability Highlights.



## Engaging our People.

- High employee engagement in all businesses
- 33% women on the board
- 32% women in senior management
- 51% women managers
- More than 55 nationalities across our workforce
- Zero lost time injuries or work cover claims



## Servicing our Customers.

- Increased customer engagement (CES) and net promoter scores (NPS) for Webjet OTA – CES up 21% and NPS up 47%
- Webjet OTA average speed to answer fell 87%
- Webjet OTA awarded *Leading Online Travel Agency* in Australia, New Zealand and Oceania (World Travel Awards 2023) and *Most Outstanding Online Travel Agency* (National Travel Industry Association Awards 2023)



## Reducing our Impact.

- Maintained carbon neutrality certification
- Completed initial climate-related risks and opportunities assessment
- 41,300 tonnes of carbon emissions offset through Webjet OTA's Sustainable Traveller Program
- WebBeds partnered with World Travel and Tourism Council Hotel Sustainability Basics Initiative and BeCause to increase the availability to eco-certified properties on its booking platforms



## Responsible Governance.

- Zero reportable cyber security incidents
- Zero reportable data privacy breaches
- Maintained ISO27001 certification
- WebBeds became PCI-DSS certified
- No whistleblowing allegations during the year



# Snapshot.

## About Webjet Limited.

### Enabling travel for more than 25 years.

Webjet Limited is a global travel organisation that enables travel the world over through our market leading travel brands, supported by our travel technology businesses.

### FY24 Group performance

#### Bookings

**8.7**  
million

↑ **21%** on FY23

#### TTV

**\$5.6**  
billion

↑ **29%** on FY23

#### Revenue

**\$471.5**  
million

↑ **29%** on FY23

#### EBITDA

UNDERLYING

**\$188.1**  
million

↑ **40%** on FY23

**“Strategy delivering outperformance.”**

All Group metrics at record levels, materially ahead of both FY23 & pre-pandemic.

#### Cash Position

**\$630 million**

Cash & Cash Equivalents as at 31 March 2024

#### Our business in FY24...



**2,250+** People across



**50+** Countries serving



**1.1m+** Customers

# Our brands.

## Our travel & travel tech businesses.

Our wholly owned digital travel brands sell travel all over the world, and the smart technology we develop makes booking and transacting travel better.

### WebBeds

A global B2B travel marketplace serving the world's travel trade

 visit: [www.webbeds.com](http://www.webbeds.com)

All key metrics at record levels, significantly ahead of FY23 & pre-pandemic levels.

#### TTV

**\$4.0 billion**

 **42%** on FY23



The #1 online travel agent (OTA) in Australia & New Zealand

 visit: [www.webjet.com.au](http://www.webjet.com.au)

Strong growth on all key metrics, with significant growth in international market share.

#### Total GDS Market Share

**8.2%**

 **46%** on pre-pandemic levels



A leading online global motorhome & car rental website

 visit: [www.goseetravel.com](http://www.goseetravel.com)

Improvement over FY23, profitability impacted as inbound tourism & supply chain challenges continue.

#### EBITDA

**\$1.7 million**

 **6%** on FY23



Complex travel itinerary automation for digital travel businesses

 visit: [www.tripninja.io](http://www.tripninja.io)

Helping Webjet OTA realise significant uplift in revenue per search & increase conversions.

Trip Ninja technology is now being sold to other industry participants in other markets.



# Our Approach to Sustainability.

We are committed to creating sustainable earnings and capital growth for our shareholders and to supporting our stakeholders including employees, suppliers, customers and the communities that we serve.

We regularly engage with our stakeholders to understand their perspectives and to determine the material topics that we focus on under our sustainability strategy.

## Engaging with our stakeholders.

In developing our material topics, we took account of the expectations of our stakeholders – employees, customers, suppliers, shareholders and the broader community. We engage with key stakeholders in a range of ways:

Stakeholder	How we engaged during the year	Topics engaged on
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Monthly Town Hall updates and newsletters</li> <li>• Staff offsites</li> <li>• Annual performance reviews</li> <li>• Participation in engagement surveys</li> <li>• Health and wellness programs</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace flexibility</li> <li>• Business performance</li> <li>• Remuneration</li> <li>• Engagement survey results</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Direct engagement through a range of platforms</li> <li>• Direct face to face engagement with key wholesale customers</li> <li>• Participation at business conferences, events and trade fairs</li> </ul>	<ul style="list-style-type: none"> <li>• Support wait times</li> <li>• Pre and post travel enquiries</li> <li>• Performance</li> <li>• Opportunities to strengthen partnership</li> </ul>
<b>Supply partners</b>	<ul style="list-style-type: none"> <li>• Direct engagement through a range of platforms</li> <li>• Direct face to face engagement with key partners</li> <li>• Participation in business conferences, events and trade fairs</li> </ul>	<ul style="list-style-type: none"> <li>• Performance</li> <li>• Opportunities to strengthen partnership</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Half yearly and annual financial result webcasts and investor roadshows</li> <li>• Releases through the ASX platform</li> <li>• Annual General Meeting</li> <li>• Direct engagement with key institutional shareholders and research analysts</li> <li>• Participation in investor conferences and media interviews</li> </ul>	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Strategy</li> <li>• Competitive environment</li> <li>• Remuneration</li> <li>• Sustainability Reporting</li> </ul>
<b>Industry bodies</b>	<ul style="list-style-type: none"> <li>• Membership and participation in key industry bodies – IATA, AFTA (Board member)</li> </ul>	<ul style="list-style-type: none"> <li>• Tourism environment</li> <li>• Sustainable tourism</li> </ul>



# Our material sustainability topics.

Our sustainability framework remains centred around four key areas:



Building on our prior materiality assessment, during the year we engaged an external advisor to undertake a desktop review to refresh and confirm existing and emerging ESG focus areas. This included reviewing global risks, industry trends, a regulatory scan and peer benchmarking.

We also engaged with key shareholders and employees to understand their perspectives on areas of focus. These steps allowed us to finalise a shortlist of key material topics. Given the changing external environment, in particular the introduction of new mandatory climate reporting, we have chosen not to include a prioritised materiality matrix in our reporting at this time.

Area	Material Topic	Why this is important to Webjet	Page
Engaging our People	<b>Employee Engagement and Development</b>	Ensuring our people are engaged in their roles and with the Company's strategy and values. Our performance is highly dependent on our ability to attract and retain talent, particularly key personnel. High turnover and loss of key staff could impact our operating and financial performance.	10
	<b>Diversity and Inclusion</b>	We believe embracing diversity enhances work culture and drives business success. We seek to develop a culture and systems that support accessibility, diversity and inclusion in hiring, promoting and managing our people.	12
	<b>Employee Wellbeing</b>	Ensuring the safety of and supporting the wellbeing of our people. Appropriately managing current and emerging concerns in a timely manner, such as protecting physical health and mental wellbeing in an environment of remote working and its associated challenges.	14
Servicing our Customers	<b>Customer Engagement and Satisfaction</b>	Our businesses are in part dependent on customer satisfaction and loyalty. As well as being able to attract new customers, having strong repeat business is important to ongoing financial performance	16
Reducing our Impact	<b>Climate Change Risk and Disclosure</b>	Identifying, disclosing and managing climate-related risks and opportunities across the Company. This includes engaging with our supply chain to better understand risks and opportunities and supporting our end customers to make more informed decisions around their travel activity.	18
	<b>Sustainable And Responsible Travel</b>	Playing a role in promoting environmentally responsible and sustainable travel. Being able to offer products that help address changing consumer sentiment and preferences for more sustainable and responsible travel products can also help improve our financial performance.	21
Responsible Governance	<b>Business Ethics and Corporate Governance</b>	Building and maintaining an ethical culture of integrity, transparency and accountability at all levels. Having robust policies, systems, leadership, risk management and the training in place to prevent misconduct and to enable whistleblowing.	22
	<b>Cyber Security and Data Privacy</b>	Acting to prevent cyber security risks and to protect customer data. This includes the appropriate use of data internally, and the investment and implementation of technology and management systems to support this. The Company complies with a range of legal and regulatory obligations expected from us by bodies such as IATA and national data protection agencies.	25
	<b>Responsible Supply Chain Management (Modern Slavery)</b>	Understanding, disclosing and managing sustainability risks in our supply chain, including environmental and social impacts. This includes a focus on mitigating modern slavery risks.	28

All the material topics listed above are important to Webjet Limited and our stakeholders and information about how we manage each area is set out in more detail in this Sustainability Report.

# Employee Engagement and Development.



## Why this is important to us.

Our people are our greatest asset. Maintaining a highly engaged workforce is critical to being able to drive innovation, deliver high levels of customer service and deliver on our strategies. We look to provide a great place to work, pay attractive remuneration and other benefits, and invest in our people for the longer term.

## How we manage this area.

Each business is responsible for managing and developing its people. WebBeds, Webjet OTA and GoSee each have a People function reporting into the relevant CEO. All significant people-related matters are also reported directly to the Group Chief Operating Officer, who is also the Group Whistleblowing Officer.

The Board is regularly updated on key people related information including diversity statistics, employee turnover, engagement scores and whistleblowing reports.

## What we focus on.

### Employee engagement

Webjet Limited is focused on ensuring a motivated, engaged workforce and carries out regular employee satisfaction surveys across all its businesses. Surveys are run using a third-party technology platform and results are shared with staff and changes made to work environments as required. We have implemented a new survey tool globally that enables a consistent reporting format for all businesses and provides deeper information on engagement.

Each business tailors its engagement survey as required, however important common indicators are used to understand engagement across the Company. A key engagement measure is the percentage of employees who agree or strongly agree with the statement "I would recommend Webjet Limited as a great place to work". As engagement is a reflection not only of company specific matters but also broader economic and social factors, we believe it is useful to understand employee engagement on a stand-alone basis, as well as relative to our peers. We aim for employee engagement to be at or above peer average and to address any areas of concern coming out of the survey results.

### Remuneration and benefits

The Company is committed to paying attractive remuneration and other benefits with senior executive remuneration linked to shareholder outcomes. Most employees are highly skilled and engaged under individual contracts aimed at attracting and retaining

high performing talent. We undertake regular reviews of staff performance, pay and benefits, and benchmark remuneration in order to attract, motivate and retain employees across all geographies. In addition to paying competitive salaries, all employees are paid relevant statutory entitlements such as superannuation, pension and leave entitlements. The Company complies with all local labour practices in the countries in which it operates. All employees are entitled to parental leave and each business is responsible for setting its parental and other leave benefits within Company guidelines.

Each business uses a range of bonus incentives to reward their employees. Employees also receive a range of other benefits. Additional benefits depend on location but can include free travel insurance, discounted transport and travel benefits, and the ability to purchase additional annual leave.

### Investing in our staff

We believe in investing in our people for the long term. Regular performance reviews are undertaken to provide feedback, as well as to understand employee career goals and opportunities for training and career progression. The Company offers employees a range of formal and informal ways in which to learn, develop and grow, and employees are supported and encouraged to undertake personal and professional development. Depending on the business, this support includes financial assistance to pursue further education, study leave and paid access to online training programs.

Each business is focused on retaining those staff who are critical to the delivery of our strategic objectives. This includes:

- **Flexible Work Arrangements** – offering flexible working hours, the option to work from home, or a hybrid model.
- **Providing Career Development Opportunities** – investing in our employees' growth by offering training programs, workshops, and courses; encouraging promotions from within; and providing clear career paths.
- **Creating a Positive Work Culture** – cultivating a workplace culture that values collaboration, communication, and mutual respect; recognising and celebrating achievements and milestones, both at individual and team levels.
- **Focusing on Employee Engagement** – actively seeking out and acting upon employee feedback.
- **Health and Wellness Programs** – supporting our employees' physical and mental health through wellness programs, access to counselling services etc.

# Employee Engagement and Development.



## FY24 in Review.

### Employee engagement

- **Engagement surveys** – A key engagement measure is percentage of employees who agree or strongly agree with the statement “I would recommend Webjet Group as a great place to work”:

	FY24	FY23	FY22	FY24 relative to peer average
WebBeds	80%	81%	71%	Above
Webjet OTA	89%	92%	87%	Above
GoSee	92%	77%	na	Above

- **WebBeds** – scores in line with FY23 reflecting a continued focus on staff engagement and learning and development opportunities.
- **Webjet OTA** – scores fell slightly compared to FY23 but remained above peer average.
- **GoSee** – FY23 scores reflected cost of living challenges and the significant change due to restructuring the business. Initiatives implemented to address feedback from FY23 results (including greater focus on development and opportunities to grow) helped drive the significant increase in FY24.
- Each business uses a wide range of activities to engage with staff including regular Town Hall meetings, intranet communications, and regular weekly, monthly and seasonal team events. During FY24, each business made focused efforts to increase regular one-on-one development conversations with managers.

### Remuneration and benefits

- Each business reviewed staff performance and salaries and most staff received pay rises during the year. All businesses are undertaking market reviews for key roles to ensure retention of key personnel. Our approach to Executive and Board Remuneration is set out in the **FY24 Remuneration Report**.
- Each business is responsible for implementing its own range of benefits designed to attract and retain staff in their respective markets. During FY24 the businesses rewarded efforts with bonus payments, performance incentives and a range of other benefits. Eligible staff received bonus payments during the year, the first time since the pandemic. New benefits introduced during the year included insight days (spending time in another role), insurance enhancements, public transport subsidies and new salary sacrificing policies.

### Investing in staff

- Each business invests in its staff through a range of programs and team interactions. In addition to compulsory training, many employees undertook some form of additional and voluntary training and development during the year.
  - **WebBeds** – continued to roll out Udemy to provide employees the opportunity to enhance their skills. Launched SCALE, a new coaching and leadership program to establish a positive culture of coaching within the customer service centre
  - **Webjet OTA** – implemented a new central platform for rolling out new policies, improved onboarding and online training for management and employees. Launched a new training tool and leadership skills coaching program to support increased one-on-one development meetings across the business.
  - **GoSee** – invested in leadership development programs and targeted learnings sessions based on development needs. Regular one-on-one sessions and development meetings were supported by leadership development program training sessions.

# Diversity and Inclusion.



## Why this is important to us.

We believe embracing diversity enhances work culture and drives business success. It is the diversity of experiences and perspectives that creates a culture of empowerment and fosters innovation, economic growth and new ideas.

## How we manage this area.

The Board is accountable for ensuring that the Company's workforce is diverse in every sense. The key diversity aims of the Board are to progressively increase the diversity profile (including the percentage of women) at both Board and Senior Executive levels, and to ensure equal access (based primarily on merit and regardless of diversity factors) to employment opportunities at work. The Board is regularly updated on diversity statistics including new hires, promotions, resignations and redundancies.

We believe an organisation's culture is critically important and are committed to creating a workplace where employees at all levels are valued, have an opportunity to actively participate in the business and take on leadership roles. The Board and senior management are conscious of setting the tone within the Company and monitoring the drivers that shape the culture and values within the workplace.

## What we focus on.

Our commitment and approach to diversity and inclusion is set out in our **Diversity Policy** and **Code of Conduct**.

Webjet Limited has a number of policies to promote and ensure equal opportunities for diverse cultures, ages, race, sex and religions. We are proud that we have a diverse workforce as a result of being a global online travel business. The Company employs people from a wide range of ages, experience and qualifications.

Webjet Limited has signed up to the 40:40 Vision initiative committing to having women comprise at least 40% of senior management by 2030. We are focused on bringing more women through the management talent pipeline and are rolling out a range of global initiatives in support of the 40:40 Vision.

# Diversity and Inclusion.



## FY24 in Review.

### Workforce metrics

#### Gender diversity

All employees	FY24	FY23	FY22
Total	2,263	2,186	1,766
Female	55%	55%	54%
Male	45%	45%	46%

#### Board and Management

	FY24	FY23	FY22
Female Board members	33%	43%	33%
Female Senior Management (includes direct reports to the Managing Director as well as their direct reports)	32%	31%	25%
Female Managers (includes all employees with managerial responsibility)	51%	49%	51%

- The percentage of female Board members fell to 33% reflecting the resignation of Shelley Roberts during the year. Board succession planning is underway and the Board is conscious to ensure appropriate representation of women, as well as broader diversity across skills and ethnic background.
- The percentage of female Senior Management increased to 32% reflecting a concerted effort to promote women into vacancies and new roles.
- The percentage of female managers increased to 51% reflecting the focus on our commitment to the 40:40 Vision.
- Our employee base comprises more than 55 nationalities

### Diversity initiatives

- **Global initiatives** to support the Company's 40:40 Vision include a Pilot mentoring program launched in March 2023. Following the conclusion of the Pilot program, feedback will be compiled to develop a formal mentoring program for FY25 and beyond.
- **Webjet OTA** – The business is reviewing Gender Pay Gap data released by WGEA in February 2024 and benchmarking of employee data and categorisation changes will be made for FY25
- **GoSee** – continues to meet 40% target for women in leadership.

### Inclusion initiatives

- Our teams around the world took time to celebrate a wider range of cultural and other festivals with colleagues including:
  - Cultural celebrations such as NAIDOC week, Māori Language Week, DIWALI, Lunar New Year and Harmony Day
  - International Day for the Elimination of Violence against Women
  - Pride
  - Recognition of Mental Health Week and initiatives raising awareness and education on mental health, sign language and neurodiversity

# Employee Wellbeing.



## Why this is important to us.

We believe looking after our employees is an important part of ensuring a motivated and engaged workforce. Not only does this mean ensuring a safe place of work, but also supporting the overall physical and mental wellbeing of our staff.

## How we manage this area.

Webjet Limited has a range of policies in place to ensure a safe place of work including the Code of Conduct, Drug and Alcohol Policy, Employee Assistance Program, Equal Employment Opportunity Policy, Bullying and Harassment Policy, Global Whistleblowing Policy, Occupational Health and Safety Policy. The Board is updated on any key occupational health and safety events.

## What we focus on.

### Health and safety

Webjet Limited is committed to ensuring the health and safety of its employees at work and conducting its business in accordance with all workplace health and safety laws, standards and codes of practice. The Company has a strong safety record and has a range of strategies, policies and practices in place to support a safe work environment.

### Wellbeing

Webjet Limited is also committed to supporting the wellbeing of its staff. Each business actively participates in initiatives to support both the physical and mental health of their staff and all employees have access to an Employee Assistance Program which provides paid access to confidential counselling.

### Community involvement

As a global company, we recognise keeping communities front of mind is important to allowing our employees to feel part of, and add value to, their local communities. All our businesses are actively involved in a wide range of community initiatives

# Employee Wellbeing.



## FY24 in Review.

### Employee Health and Safety

	FY24	FY23	FY22	FY21	FY20
Lost time from injuries	0	0	0	0	0
Work cover claims	0	0	0	0	0

- We continue to have a strong safety record, reflecting the largely office and desk-based work undertaken by our employees.

### Employee wellbeing

- Regular wellbeing seminars and fitness classes are held across the Company and all employees have access to an Employee Assistance Program which provides paid access to confidential counselling.
- Each business has a Wellbeing calendar setting out regular events. Initiatives include mental health awareness weeks and speakers, CPR and First Aid training, as well as various strategies and tools to support wellbeing.

### Community involvement

- During the year employees participated in a range of charity and fund-raising events chosen by the various businesses.
  - **WebBeds** – planted trees in Africa in replacement of long service award plaques through partner Ecologi; hosted lunch in partnership with Dubai Foundation for Women and Children that offers immediate protection and support services for women and children; activity at Ban Khlong Khon in Thailand to restore and conserve the mangrove forest; partnered with Projecto Amigos da Comunidade (PAC) during the Christmas season. PAC provides houses to help children from the streets in Sao Paulo.
  - **Webjet OTA** – Run for the Kids fundraising for Good Friday Appeal for Children’s Hospital; Return and Earn fundraising to support Beyond Blue
  - **GoSee** – Foster Hope Christmas Drive providing gifts for children in emergency foster care; fund raising for cancer.



# Customer Service and Satisfaction.



## Why this is important to us.

Webjet Limited was built around the ethos of providing the greatest convenience and choice, and we have always taken pride in delivering exceptional customer service. Delivering quality service to our customers ensures we are able to maintain high levels of customer loyalty and actively seeking feedback about our business and services provides insights to help drive innovation and continuous improvement.

## How we manage this area.

WebBeds, Webjet OTA and GoSee all offer 24/7 customer service support through phone, online chat and email options. We actively seek and encourage feedback about our business and services, particularly from our customers and regularly survey customers to ascertain if we are delivering on their expectations and if not, understand how we can improve our service. Each business has a Customer Service team which reports directly to the relevant business CEO.

## What we focus on.

### WebBeds

WebBeds customer service teams are located across operating regions in order to provide localised support. We also provide local language support in some regions as we believe this is a key service differentiator for our WebBeds customers. Our larger customer service centres are located in the Philippines, Romania, and Egypt.

Customer service is tracked through a range of key performance indicators (KPIs) including ticket resolutions rates, call abandonment rates and agent productivity. Independent Quality Assurance call sampling is conducted monthly, with feedback used for coaching and development purposes. Customer satisfaction is currently tracked through formal surveys and direct engagement with key clients and customers.

### Webjet OTA

Webjet OTA customer service teams are located in the Philippines, India and Australia and provide customers booking through the webjet.com.au and webjet.co.nz sites support on post booking issues.

Customer service is tracked through a range of KPIs including average speed to answer and abandonment rates. Independent Assurance call sampling is conducted monthly, with feedback used for coaching and development purposes. Customer satisfaction is measured through Customer Engagement Scores (CES) and Net Promoter Scores (NPS).

### GoSee

GoSee customer service teams are located in the Philippines and New Zealand and provide customer service support on all post booking issues, as well as some sales functions.

Customer service is tracked using a range of responsiveness metrics including average speed to answer (Grade of Service), call abandon rates and speed. Customer satisfaction is tracked using CSAT surveys measuring satisfaction post booking and Trust Pilot reviews.

# Customer Service and Satisfaction.



## FY24 in Review.

### Customer service interactions

	FY24	FY23	Change
WebBeds	4.5 million	2.85 million	Up 58%
Webjet OTA	690,643	1,063,927	Down 35%
GoSee	>662,000	>719,000	Down 7%

#### WebBeds

- Interactions were up 58% over FY23 reflecting the significant increase in WebBeds bookings (FY24 WebBeds bookings were up 26% compared to FY23)
- Ticket resolution KPIs were ahead of target levels for both 48 and 72 hours. Implemented a range of initiatives to deliver improved quality and service and enhance efficiencies including simplified organisational structure to improve decision making, communication and execution and increased automation.
- **Customer satisfaction** – Regular interactions with clients to understand performance and satisfaction including calls, client visits, participation in trade shows and tracking custom service level agreements for key clients.

#### Webjet OTA

- During the year Webjet OTA migrated to a new Customer Service Platform which allowed us to better capture customer demand data, including work types that had not been fully captured in previous data. As a result, we have restated FY23 customer interaction numbers to better reflect actual customer demand handled.
- Interactions were down 35% compared to FY23 reflecting reduced pandemic related enquires as well as service enhancements and increased automation. Customer service contacts per booking were significantly lower than FY23 but remain higher than pre-pandemic due to ongoing airline schedule and flight credit policy changes driving spikes in demand.
- Introduced a range of enhancements to customer service and agent performance. Average speed to answer was 87% lower than FY23 and abandonment rates also fell significantly.
- **Customer satisfaction** – CES increased 21% compared to FY23; NPS scores increased 47% with 4Q24 scores above 50.

#### GoSee

- Interactions were down 7% compared to FY23 reflecting a review of outbound calling strategy and ongoing efforts to reduce manual interactions through automation.
- Grade of Service, Abandonment Rate and Email resolution KPIs were all ahead of target.
- Streamlined key processes and increased resourcing in offshore customer care teams to increase native language capabilities in key source markets.
- **Customer satisfaction**
  - CSAT results improved 2% for Motorhomes bookings compared to FY23 and fell 5% for Car bookings reflecting concerns around increased costs and supply issues.
  - Trust Pilot ratings remained consistent across all brands.

#### Awards

- **Webjet OTA** – awarded *Leading Online Travel Agency* in Oceania, Australia and New Zealand at the 2023 World Travel Awards and *Most Outstanding Online Travel Agency* at the 2023 National Travel Industry Association Awards.
- **WebBeds** – *CX Summit Business Agility Award* from Five9 for multiple telephony efficiency initiatives conducted on the Five9 platform.

# Climate Change Risk and Disclosure.



## Why this is important to us.

Webjet Limited recognises the increasing risks associated with a changing climate, including to the travel industry, and believe all organisations have a role to play in helping transition to a low carbon economy.

## How we manage this area.

The Board is focused on this area and discusses the impact a changing climate could have on our business and its implications to our strategy. The Company is committed to reducing its emissions, maintaining carbon neutral operations and meeting investor and regulatory climate disclosure expectations. The Board's Risk Committee has specific oversight of these targets.

## What we focus on.

### Carbon emission measurement and reduction

In FY22, we began a process to assess our carbon impact with a view to creating an emissions baseline from which to build our reduction pathway. This involved measuring, auditing, reducing where practical and subsequently offsetting our carbon emissions.

We engaged Toitū Envirocare (**Toitū**), an organisation based in New Zealand, to assist us in this process. Toitū actively participated in the development of the leading international standards in greenhouse gas measurement and reduction. Their certifications meet and exceed the requirements of ISO standards and ensure consistent and comprehensive reporting, benchmarking and management under international best practice.

Throughout FY24, we worked with Toitū to measure, audit and subsequently offset carbon emissions that we could not practically reduce. Having completed a baseline audit for 2021 and offset our emissions through the purchase of carbon credits, Webjet Limited is now a Toitū 'net carbonzero' certified organisation.

The Toitū net carbonzero program is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) and was the world's first program to be accredited under ISO 14065. This allows Toitū to issue certification against ISO 14064-1, ISO 14067, and PAS 2050 and means the Toitū net carbonzero certification mark is recognised in over 60 countries through the International Accreditation Forum (IAF).

### Alignment with global climate disclosure standards

In FY24 Webjet Limited commenced aligning with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations. The TCFD is the global standard for communicating climate-related risks and opportunities exposure and management approach to investors and other stakeholders. During FY25 Webjet Limited will transition from reporting under the TCFD standard to the incoming Australian climate reporting regime (AASB). We will also monitor developments at the global level as international standards (ISSB) are introduced.

### Phased approach to meeting the new climate related financial disclosure regime

Phase 1 Baseline risk assessment	Phase 2 Detailed risk assessment and risk integration	Phase 3 Financial translation and disclosure
Establish baseline carbon footprint and identify high-level climate-related physical and transition risk opportunities.	Undertake more detailed climate risk assessment aligned to scenarios, design adaptation plans, integrate with existing enterprise-level risk management approach and governance.	Translate material physical and transition risks into forecasted financial impact. Include in annual financial reporting.

# Climate Change Risk and Disclosure.



## FY24 in Review.

In preparation for the introduction of the new reporting requirements, this year we took initial steps to assess our baseline risk by establishing our baseline carbon emissions footprint and identifying high level climate related physical and transitional risks and opportunities.

### Climate related risks and opportunities identification exercise

- In FY24 we undertook a climate-related risks and opportunities identification exercise, including

a desktop review and leadership validation workshops. The desktop review covered three areas: current climate change landscape; travel industry initiatives related to climate; and a peer review of disclosed climate-related risks and opportunities.

- In the workshop, a long list of proposed risks and opportunities was discussed and validated by relevant Company leadership. A summary of the key risks and opportunities identified is included below.

### Risks

Risk type	Webjet Limited lens	Time horizon	Management response
Physical	The most likely physical risks to impact the Company include natural disaster impacts to tourism infrastructure, extreme weather events impacting operations, longer term changes to weather impacting tourism destinations and increase in infectious disease epidemics.	Short, medium and long term	As a global company Webjet Limited is well prepared to respond in the event of natural disasters and longer-term weather change. This includes having in place force majeure procedures to support impacted customers and being geared to be able to quickly pivot marketing and operations to non-impacted regions.
Transition	The most likely transition risks to impact the Company are market and reputational risks. Market risks include peers moving to better cater to the sustainable travel needs of consumers, and the increasing price of airline fuel which leads to higher costs and reduced demand for flying. Reputational risks are centred on continuing to meet stakeholder and market expectations of conduct, especially in relation to ESG.	Short, medium and long term	The Company is monitoring peer activity and currently observes a low level of take up by customers for green options e.g. carbon offsets. Webjet Limited has the appetite, capital and technology to be able to adapt and pivot to new consumer requirements. Webjet Limited is preparing for climate reporting legislation in its listed market (Australia).

### Opportunities

Opportunity type	Webjet Limited focus
1. Operational	Webjet Limited is already operating on a certified carbon neutral basis and taking advantage of digitalisation and cloud technologies. An additional area of exploration is renewable energy procurement.
2. Products and services	Similar to peers, Webjet Limited has a carbon neutral offset option available for flight and hotel bookings through the Webjet OTA business and is implementing hotel sustainability certification display for customers in the WebBeds business. Webjet Limited has the appetite and capability to quickly implement additional green products and services if customer demand increases.
3. Industry initiatives and partnerships	Webjet Limited is a member of the International Air Transport Association (IATA) and the Australian Travel Industry Association (ATIA). The Company is monitoring for opportunities to engage on climate through industry channels.

# Climate Change Risk and Disclosure.



## FY24 in Review. (Continued)

### Carbon emissions performance

Scopes (ISO 14064-1:2006)	2023 <sup>(1)</sup>	2022 <sup>(2)</sup>
Scope 1 (tCO <sub>2</sub> e)	61.94	42.24
Scope 2 (tCO <sub>2</sub> e)	372.88	461.91
Scope 3 (tCO <sub>2</sub> e)	3,092.65	1,823.85
Total net emissions (tCO <sub>2</sub> e)	3,509.47	2,328.00

- This is the second year of reporting under the Toitū net carbonzero program. This year we changed our baseline period from 1 January to 31 December 2022 to 1 October 2021 to 31 September 2022 to better reflect the Company’s 31 March year-end and assurance timeline. Going forward reporting will be done annually using the period 1 October to 30 September.
- Overall net emissions increased in 2023 reflecting the growth in our business and employees starting to return to office environments post pandemic.
- Key drivers of the increase in Scope 3 emissions during the year related to indirect emissions from transportation and products used by the organisation. The key subcategory driving the increase was business travel (non-company owned vehicles) reflecting more staff returning to the office after working from home during the pandemic, as well as increased work related travel. WebBeds (which accounts for circa 85% of Webjet Limited employees) was the business unit driving the majority of the increase.
- An absolute reduction in Scope 1 and 2 emissions of -69.33 tCO<sub>2</sub>e has been achieved against base year. The Toitū report indicates a reduction in emissions intensity has been achieved based upon a 2-year rolling average, adjusted for inflation.
- Organisational boundaries were set with reference to the methodology described in the GHG Protocol and ISO 14064-1:2018 standards. Emissions are reported using a location-based methodology.
- Limited assurance: An assessment of materiality was made against the defined threshold. From this analysis it is concluded that the stated emissions are free from material error.

### Ongoing Initiatives to reduce emissions

We continue to look for ways to reduce our emissions including:

- **Energy:**
  - Installation of energy efficient lighting and use of sensor lighting
  - Minimising after hours air-conditioning use
  - Installation of blinds to minimise cooling and heating costs
  - Automatic switch off devices on appliances and equipment when not in use
- **Water:**
  - Installation of low flow water fixtures
  - Use of water efficient appliances
- **Waste:**
  - Reducing paper usage and encouraging recycling
  - Moving towards being paper lite
  - Responsible disposal of old computers and cell phones

### FY25 focus

- During FY25 the Company will transition from reporting under the TCFD standard to the incoming Australian climate reporting regime (AASB). We will also monitor developments at the global level as international standards (ISSB) are introduced.
- This will include taking further steps to complete a baseline disclosure roadmap and supporting net zero by 2050 targets.

(1) Measurement period 1 October 2022 to 30 September 2023. The base year timeframe was selected as it will allow for data collection and audit outside the Company’s busy periods.

(2) Base year measurement period: 01 October 2021 to 30 September 2022. This base year was selected as it was the first period post-COVID that would make sense to measure and set targets against.

# Sustainable and Responsible Travel.



## Why this is important to us.

Recognising the increasing impact of a changing climate, we believe we have a role to play in promoting environmentally responsible and sustainable travel. Webjet OTA was the first OTA in Australia to introduce its own carbon offset program and WebBeds recently took steps to increase the availability of eco-certified properties listed on its platforms.

## How we manage this area.

The Board's Risk Committee currently has oversight of the Company's sustainability framework and Climate Change and Sustainability are standing items for Risk Committee meetings. This includes opportunities to promote environmentally responsible and sustainable travel. The CEOs of the various businesses are responsible for overseeing sustainable travel initiatives within their respective business, reporting into the senior management team.

## What we focus on.

Webjet OTA launched its Sustainable Traveller initiative in 2020, becoming the first OTA in Australia to introduce its own carbon offset program. The Sustainable Traveller Program empowers Webjet OTA customers to reduce the environmental impact of their travel by giving them the option to offset the carbon footprint of their flight and hotel bookings. Money goes to projects that help make a positive impact on the environment, with 100% of the cost of offsetting used to support verified carbon projects across the world that mitigate climate change, protect wildlife and support communities.

In 2023, WebBeds began partnering with external parties to help identify eco-friendly properties for its customer base. In October 2023, WebBeds joined with World Travel and Tourism Council (**WTTC**) Hotel Sustainability Basics Initiative to help provide hotel partners with access to a globally recognised sustainability verification program which can be used to highlight a property's environmental credentials. In December 2023, WebBeds partnered with BeCause (a sustainability technology start up transforming how companies in hospitality, trade and tourism industries manage their sustainability data) to provide WebBeds users with certified sustainability data on its hotel partners.

## FY24 in Review.

### Webjet OTA

- Since launching in 2020, Webjet OTA customers have helped remove or avoid over 106,000 tonnes of carbon from the atmosphere as part of our Sustainable Traveller Program.
- During FY24, 41,300 tonnes of carbon were offset, an increase of 2% compared to FY23. Transactions offsetting carbon fell 20%. Hotel stays with carbon offsets increased 1,318% reflecting the first full year of the program.
- While take up during FY24 was low, Webjet OTA continues to offer the program to provide customers who want to offset the environmental impact of their travel the opportunity to do so. We continue to monitor consumer preferences and eco-tourism development and will consider offering new programs and offerings in the future as appropriate.

### WebBeds

- In October 2023, WebBeds joined the WTTC Hotel Sustainability Basics Initiative to help provide its hotel partners with access to a globally recognised sustainability verification program which can be used to highlight a property's environmental credentials. Hotels participating in the initiative will be flagged in WebBeds booking platforms enabling travel trade clients to make more informed decisions based on the sustainability credentials of a property when recommending hotels to their customers. The WTTC Hotel Sustainability Basics Initiative is an industry backed scheme bringing together a globally recognised set of 12 criteria that all hotels should implement, as a minimum, to drive responsible and sustainable travel and tourism.
- In December 2023, WebBeds partnered with BeCause to increase the availability of eco-certified properties listed on its booking platforms. BeCause will enable WebBeds to automatically match hotels in its database to those with Global Sustainable Tourism Council (GSTC) credentials (currently 49 recognised standards). Individual properties that meet GSTC criteria will receive an eco friendly identifier on WebBeds booking platforms which travel trade partners can use to book hotel stays for the end traveller aligned with their values on sustainability. Working with BeCause will help WebBeds to rapidly scale the number of eco certifies properties provided on its platforms with the assurance that these properties have all been through a rigorous certification process administered by recognised standards authorities. BeCause currently has a total of 20,000 certified properties.
- WebBeds IT teams are working to develop functionality to be able to identify eco certified properties for customers across our technology platforms.





# Business Ethics and Corporate Governance.

## Why this is important to us.

Webjet Group is committed to maintaining ethical standards in the conduct of its business activities and strongly believes its reputation as a responsible and ethical business organisation is important to its ongoing success. We also believe an organisation’s culture is critically important and are committed to creating a workplace where employees at all levels are valued, have an opportunity to actively participate in the business and take on leadership roles. The creation of a culture where everyone is welcome and treated with respect is key to business success.

## How we manage this area.

The Board has overall responsibility for the corporate governance of Webjet Limited and has established three standing committees (Audit, Risk, and Remuneration and Nomination) to assisting in exercising its responsibilities.

## ESG Governance

The Risk Committee is responsible for overseeing the development and reviewing the effectiveness of the Company’s sustainability framework to ensure it is consistent with the business strategy and objectives, supports the Company’s values, and addresses the material sustainability risks facing the Company.

The Risk Committee currently has oversight of ESG disclosure. When the mandatory climate reporting regime comes into force, oversight of reportable ESG disclosures will move to the Audit Committee, including responding to the emerging mandatory climate-related reporting regime.

An overview of Webjet Limited’s ESG Governance is set out below:



The Board and senior management team are also conscious of setting the tone within the Company and monitoring the drivers that shape the culture and values within the Webjet Limited workplace. The Board is regularly updated on whistleblowing allegations.



# Business Ethics and Corporate Governance.



## What we focus on.

Webjet Limited has a wide range of internal and external standards, regulations, strategies and policies that help guide our ESG approach, manage ESG risks and drive ESG performance:

### Sustainability Governance

Guiding our approach	Managing risks	Driving action
<b>Internal</b>		
<ul style="list-style-type: none"> <li>• Corporate Governance Statement</li> <li>• Customer effort surveys</li> <li>• Employee Code of Conduct (including Anti-fraud and Corruption Policy and Occupational Health and Safety Policy)</li> <li>• Equal Employment Opportunity, Bullying and Harassment Policy</li> <li>• Diversity Policy</li> <li>• Market Disclosure and Communications Policy</li> <li>• Human Rights Policy</li> <li>• People survey/engagement check-in</li> <li>• Webjet values (Respect, Agility, Integrity, Delivering value, Hunger to win)</li> </ul>	<ul style="list-style-type: none"> <li>• Data privacy and cybersecurity policies</li> <li>• Global Whistleblowing Policy</li> <li>• Whispli (anonymous whistleblower reporting tool)</li> <li>• Independent audit and assurance (financial and security e.g. Sekuro)</li> <li>• Risk management framework</li> <li>• Employee Assistance Program</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainability Framework</li> <li>• Gender diversity target (40% women in senior management by 2030)</li> <li>• Employee value propositions (GoSee, OTA and WebBeds)</li> <li>• Hybrid working enabled globally</li> <li>• Parental leave policies</li> <li>• RUOK days (mental health leave)</li> <li>• Sustainable Traveller Program (customer carbon offsets)</li> <li>• 2023: Emissions baseline and climate targets including carbon neutrality commitment</li> </ul>
<b>External</b>		
<ul style="list-style-type: none"> <li>• ASX Corporate Governance Principles and Recommendations (7.4)</li> <li>• Global Reporting Initiative (GRI)</li> <li>• International Air Transport Association (IATA)</li> <li>• Sustainability Accounting Standards Board (SASB)</li> <li>• PCI Security Standards Council (PCI SSC)</li> <li>• UN Sustainable Development Goals (SDGs)</li> <li>• Workplace Gender Equality Agency (WGEA)</li> </ul>	<ul style="list-style-type: none"> <li>• ISO 27001 (information security) certification</li> <li>• Modern Slavery Act</li> <li>• Task Force for Climate-related Financial Disclosures (TCFD)</li> </ul>	<ul style="list-style-type: none"> <li>• 30% Club Australia Chapter</li> <li>• 40:40 Vision</li> <li>• Black Dog Institute (mental health support)</li> <li>• Modern Slavery Statement</li> <li>• Women Rising Program</li> <li>• Workplace Gender Equality Agency (WGEA) reporting</li> </ul>
<b>Strategy and performance reporting through annual reporting suite</b>		

In FY24, we established a cross-functional Sustainability Committee with representatives from across the Company including from Finance, Risk, Marketing and Operations. This group participated in validating our materiality assessment and in our climate risks and opportunities exercise and workshops.

### Business ethics

Webjet Limited has established various policies and procedures that set out its values and expectations as to how the Company and its employees will work and behave towards each other.

Key policies include the **Code of Conduct**, **Whistleblowing Policy** and supporting policies the Company has adopted which commit it to meeting its responsibilities in areas where ethical and legal issues arise including policies covering Anti-fraud and Corruption, Internet, Email and Social Media, Equal Employment Opportunity, Bullying and Harassment, and Occupational Health and Safety.

Further details of the Board's corporate governance framework and practices are set out in the **FY24 Corporate Governance Statement**.

# Business Ethics and Corporate Governance.



## FY24 in Review.

### Governance

- During the year we established a cross-functional Sustainability Committee with representatives from across the Company including from Finance, Risk, Marketing and Operations. This group participated in validating our materiality assessment and in our climate risks and opportunities exercise and workshops.
- Board and Board committee reviews were undertaken during the year.
- We introduced a new Human Rights Policy to reinforce our commitment to upholding and promoting human rights in all aspects of our operations.

### Misconduct allegations

- The Company had no allegations of misconduct during the year.

### Mandatory training

- In FY24, Webjet OTA launched a new HR platform and delivered mandatory training to our Australian employees on a wide range of topics including health and safety, equal employment opportunity, bullying, sexual and sex-based harassment, and competition and consumer law awareness.

# Cyber Security and Data Privacy.



## Why this is important to us.

As a digital travel company, Webjet Limited prioritises the security of its business applications including our websites, booking platforms, and financial and data management systems.

We are committed to ensuring the protection of data we collect, transmit and store, and strive to maintain a best practice governance program to mitigate the risk of a cyber-attack. Maintaining best practice governance when it comes to data privacy and cyber security is key to preventing security or privacy breaches (through cyber-attack or otherwise) which have the potential to impact customer satisfaction and confidence, as well as the operational and financial performance of the company.

## How we manage this area.

We have implemented a robust security program that ensures the protection of our people, processes, technology and data. The program is closely aligned with organisational goals and objectives to achieve optimal outcomes. The program is managed by our Group Chief Information Security Officer (CISO) who is part of a centralised function that supports all our business entities by setting the overarching security strategy and policies for the Company. This function is also responsible for governing security, compliance and data privacy programs to achieve optimal standardisation across the different business units.

The Group CISO reports directly into our Group Chief Operating Officer. The Board's Risk Committee has oversight of data privacy and cyber security and both are standing agenda items for Risk Committee meetings. The Board and executive management team provide strong support for our data security program which allows us to swiftly implement any relevant controls, policies and technologies to support the program. Our security program is embedded into our daily business processes and is now a key part of our company culture.

Webjet Limited complies with a range of legal and regulatory obligations expected from us by bodies such as IATA and national data protection agencies.

## What we focus on Cyber Security.

### Policies

Governance is a key component of the security program and used to ensure compliance with the Company's policies and procedures. Regular governance and compliance checks, internal audits, and monitoring controls help ensure the security program is operating consistently throughout the organisation, meets the Company's key objectives, and meets our regulatory and legal obligations.

### Managing risk

Our security program allows us to continually identify new risks and monitor the level of known risks related to the Company. Our risk management program allows us to understand critical risk areas, create relevant mitigation plans and ensure governance to allow the Company to operate with an acceptable level of risk. Key risks are identified through regular security testing, scanning, security tools and applications, vendor risk assessments, security by design risk assessments, simulations and audit functions. We also work closely with threat intel groups to understand emerging risks and threats that may impact our organisation and the travel industry.

Our security program encompasses all aspects of the business to ensure associated risks are identified and mitigated effectively.

### Compliance

Maintaining PCI-DSS compliance is critical to ensure the protection of cardholder data. Our ISO 27001:2022 compliance program has been maintained and regularly governed by the security team. Webjet Limited is audited annually by external auditors to achieve certification.

We are committed to ensuring we run a robust security program, which supports the protection of our people, our business assets and our data. Our data security program encompasses all aspects of the business to ensure associated risks are identified and mitigated effectively.

# Cyber Security and Data Privacy.



## Training

Human risk management is a key component of the security program. We mitigate these risks through regular security awareness updates, security awareness training for all new staff, which is aligned with our company policies, and regular targeted training programs for our engineering teams and other high risk employee groups. Training is also provided for anyone who falls a phishing simulation test

## Security breaches

Any cyber events would be managed using our incident response plan, which we test periodically. We are focused on ensuring our preparedness to respond to cyber-attacks through incident response simulations, regularly optimising our communication plans, and the introduction of specific playbooks for each business division to respond to different cyber events. Response procedures are updated appropriately to better align to our business processes following these exercises. Rebuild and recovery procedures are in place and tested periodically.

## What we focus on Data Privacy.

### Policies

The Company's Privacy policies are available to direct guests and travellers on each of our business websites and commercial booking platforms. Data subjects can exercise their rights to access and control their personal information by following the steps set out in our privacy policies.

We also have various data protection policies in place to support our role as a data controller including Data Protection Agreement (Controller to Processor), Data Protection Agreement+SCCs (C2C), Technical and Organisational Measures. Our data classification policy, data retention and disposal policy outlines our commitment to ensuring sensitive data is collected and stored in conjunction with the guiding principles of the General Data Protection Regulation (GDPR) and other relevant data protection regulations.

As new privacy reforms come into effect, we look to ensure we are optimising the way we safeguard our data, continuing to reduce the amount of data we collect and store, be transparent about what we do with the data, and ensure we have the appropriate controls in place to demonstrate compliance with regulatory and legal requirements.

## Managing risk

Webjet Limited is ISO 27001:2022 certified, which ensures we have implemented an Information Security Management System that supports the security of data we collect, transmit and store. We are committed to protecting our data by reducing any associated risks by:

- complying with the OECD privacy principles to mitigate any associated risks;
- executing robust organisational and technical measures to ensure the security of our data;
- using a privacy by design approach – to ensure data is protected adequately and the right provisions are in place in all third-party agreements;
- ensuring our staff are appropriately trained on protecting data; and
- regularly reviewing the data we collect and store, and reduce the risk we carry by removing data sets that are no longer required for legal or operational purposes.

Where relevant, we request third-parties we enter into an agreement with to sign our Data Protection Agreement to ensure the appropriate provisions are in place to protect the management of data and data transfers.

Data requests are managed by our Group Security Team. All requests are validated to ensure they are legitimate and legally required processes are followed prior to responding. We conduct regular legitimate interest assessments that consider interferences with rights and freedoms of individuals. Personal data mailbox details and supporting processes are communicated to data subjects who wish to exercise their data subject rights.

## Training

All employees receive general cyber awareness training as part of the onboarding process, which includes data protection. All employees that fall within the scope of General Data Protection Regulation (GDPR) compliance also receive GDPR related training.

## Privacy breaches

While protection of the privacy and confidentiality of sensitive personal data is vital, a breach of confidential or sensitive personal information can occur. If a data breach were to occur, Webjet Limited will comply fully with its obligations under applicable privacy legislation including, as appropriate, the notification to all impacted parties. The Company has a robust incident response plan to execute in the event of a suspected privacy breach, which is tested annually by independent external auditors.

# Cyber Security and Data Privacy.



## FY24 in Review.

### Cyber Security.

#### Risk management

- Application Security engineers have been embedded in development and platform engineering teams to optimise security controls within our software development lifecycle and cloud environment.
- Introduced specific policies and risk assessment procedures for the introduction of AI tools to ensure these are being used securely.
- Conducted vendor risk assessments for all new and existing high-risk vendors and services providers to ensure we are managing supply chain risk appropriately.
- Conducted significant security testing across all environments to identify critical risks or vulnerabilities in our environment and mitigate these appropriately.
- Undertook incident response simulations, enhanced communication plans and introduced specific playbooks for each business division to respond to different cyber events. Response procedures updated appropriately to better align to our business processes following these exercises.
- Doubled the security team to provide greater focus on governance, risk management and compliance, internal security testing, data insights and application security support.
- New Group CISO role created to provide executive leadership of the security program across the Company.
- Security meet-up with key global stakeholders to improve collaboration.

#### Certifications

- Maintained ISO 27001:2013 Compliance. Audited annually by LRQA.
- Completed gap assessments to comply with new ISO 27001:2022 standard in the next audit year.
- PCI-DSS compliant across all business units and audited annually by an external QSA (qualified security assessor). WebBeds achieved PCI-DSS compliance in FY24.
- Completed gap assessments to comply with v4 in the next audit year. Achieved compliance with v4 in recent audit cycle.

#### Training

- Further enhanced our security awareness program to drive continuous awareness through targeted training, regular awareness campaigns and regular test simulations to identify high risk user groups within the Company and provide them with additional training.
- Launched an interactive training program customised to be fully aligned with our specific Company policies and procedures to improve engagement levels.
- Conducted on-site and remote application security training for IT development and engineering teams.

#### Breaches

- No reportable security breaches

### Data Privacy.

#### Risk management

- Enhanced controls around data loss prevention.
- Implemented initiatives to reduce the amount of data we store and time it is stored for and seek to minimise the amount of data we collect. Assessed all new projects, enhancements and new vendors onboarded to ensure the appropriate safeguards, and organisational and technical measures are in place for the protection of data.
- Appropriate safeguards in place to protect cross border transfers of customer data.
- Incident response plan tested by independent external auditor.
- Reviewed and made necessary updates to all data protection agreements.
- Keeping abreast of all privacy reforms in Australia.

#### Training

- All new staff received privacy awareness training.
- Privacy updates are included in our awareness campaigns.

#### Breaches

- No reportable privacy breaches.



# Responsible Supply Chain Management (Modern Slavery).

## Why this is important to us.

We recognise modern slavery is a growing global issue and are committed to ensuring high standards of governance to minimise modern slavery risks and improve ethical standards within our business and across our supply chains.

## How we manage this area.

Active engagement, consultation and collaboration with our controlled entities is a key component of our modern slavery governance. During the reporting period, each business unit had a representative on our Modern Slavery Working Group and each business unit took part in implementing our modern slavery action plan. Each reporting entity contributed to and was involved in the preparation of this joint statement, noting that all Webjet Limited controlled entities are overseen by the Webjet Limited leadership team and have common policies.

The CEO of each business unit is responsible for managing modern slavery risks within their own operations, with oversight from the Global Chief Operating Officer. The Global Chief Operating Officer is also responsible for overseeing modern slavery reporting, with input from the Company's designated Modern Slavery Working Group and relevant finance, human resources and supply chain teams across each of our controlled entity groups, business units and regions.

The Board's Risk Committee is engaged in assessing and addressing modern slavery, while final accountability sits with the Board. The Risk Committee regularly reports to the Board and reviews and recommends the approval of the annual Modern Slavery Statements to the Board. The Webjet Limited Board and the Board of each subsidiary that is a reporting entity under the Modern Slavery Act review and approve this statement.

Our **Code of Conduct, Whistleblowing Policy** and **Sanctions Policy** also support our modern slavery mitigation program.

Our annual **Modern Slavery Statements** are available on our investor website (in addition to the online Modern Slavery Register). Our next Modern Slavery Statement is due to be released in September 2024.

## What we focus on.

Wherever we operate, we respect the human rights of our employees, customers and those of our suppliers and business partners. We reject all forms of slavery, and we have implemented and enforce systems and controls to ensure it does not occur in our business. Our modern slavery mitigation program has been in place for three years and we have continued to improve and mature our processes, policies and practices to identify and mitigate modern slavery and human rights risks across our own business and through our supply chain relationships.

# Responsible Supply Chain Management (Modern Slavery).



## FY24 in Review.

- Our FY24 Modern Slavery Statement is due to be released in September 2024 and will describe the actions we have taken during the year to manage modern slavery risks in our global operations and supply chains.
- Our most recent Modern Slavery Statement (published in September 2023) set out progress made during FY23 including:
  - Delivered modern slavery awareness training to our global workforce and our Board. A total of 1,886 staff (representing 86% of our global workforce) completed the training, along with all our Board members.
  - Included a case study to show how the effectiveness of our modern slavery risk training was assessed.
  - Redesigned our supplier self-assessment questionnaire to yield more meaningful responses.
  - Conducted follow-up due diligence assessments of our suppliers identified as 'high-risk' in our FY22 modern slavery risk assessment. While this work remains ongoing, to date we have not identified any issues requiring remediation.
  - Updated our Risk Committee Charter to formally recognise the Committee's responsibility for the oversight, development and review of human rights, modern slavery and ethical sourcing policies and initiatives.
  - Prepared a modern slavery action plan.
  - Conducted and improving our due diligence assessments of our suppliers identified as 'high-risk' in our FY22 modern slavery risk assessment.
  - Collaborated across our business units via our Modern Slavery Working Group to coordinate and track progress of modern slavery initiatives.
  - Incorporated modern slavery compliance provisions into additional supplier contracts where relevant and applicable.



# Data Summary.

## Webjet Group.

### Operations

Data point	Unit	FY24	FY23	FY22
Countries in operation	Number	52	52	52
Number of Bookings				
Webjet OTA	Number ('000)	1,342	1,273	662
GoSee	Number ('000)	300	278	208
WebBeds	Number ('000)	7,021	5,589	2,551
Revenue	AUD	471.5m	364.4m	138.0m

### Environmental

Data point	Unit	2023 <sup>(1)</sup>	2022 <sup>(2)</sup>	FY22
Scope 1 emissions	Tonnes CO <sub>2</sub> e	61.94	42.24	–
Scope 2 emissions	Tonnes CO <sub>2</sub> e	372.88	461.91	–
Total Scope 1 and 2 emissions	Tonnes CO <sub>2</sub> e	434.82	504.15	–
Scope 3 emissions	Tonnes CO <sub>2</sub> e	3092.65	1823.85	–
Total emissions	Tonnes CO <sub>2</sub> e	3509.47	2328.00	–

Data point	Unit	FY24	FY23	FY22
Webjet OTA's Sustainable Traveller Program offset amount	Tonnes CO <sub>2</sub> e	41,300	40,400	17,900

(1) 1 October 2022 to 30 September 2023.

(2) 1 October 2021 to 30 September 2022.

# Data Summary.

## Webjet Group.

### Social

Data point	Unit	FY24	FY23	FY22
<b>Employee profile</b>				
Total employees	Number	2,263	2,186	1,766
Total FTE	Number	2,195	2,163	1,665
Total headcount growth rate	Percent	1%	30%	-
Total female employees	Number	1,243	1,193	-
Total male employees	Number	1,020	993	-
<b>Breakdown by business arm</b>				
Total female employees in Webjet OTA	Number	75	53	-
Total male employees in Webjet OTA	Number	83	72	-
Total female employees in GoSee	Number	80	92	-
Total male employees in GoSee	Number	67	70	-
Total female employees in WebBeds	Number	1,078	1,029	-
Total male employees in WebBeds	Number	855	788	-
<b>Women in management</b>				
Proportion of women on the board	Percent	33%	43%	33%
Proportion of women in senior management positions	Percent	32%	31%	25%
Proportion of women managers	Percent	51%	49%	51%
<b>Employee engagement</b>				
Engagement survey participation	Percent (of total employees)	86%	87%	-
Employees said the relevant business arm is a great place to work				
Webjet OTA	Percent	89%	92%	87%
GoSee	Percent	92%	77%	n/a
WebBeds	Percent	80%	81%	71%
<b>Health and safety</b>				
Lost time injuries (LTI)	Number	0	0	0
Work Cover claims	Number	0	0	0

### Governance

Data point	Unit	FY24	FY23	FY22
<b>Economic performance</b>				
Subsidies received from government	AUD	0	0	2.4m
<b>Customer privacy</b>				
Reportable breaches of customer privacy	Number	0	0	0
<b>Marketing and labelling</b>				
Marketing communication non-compliance incidents	Number	0	0	0
Service information and labelling non-compliance incidents	Number	0	0	0
<b>Whistleblowing</b>				
Whistleblowing allegations reviewed and closed	Number	0	3	3

# GRI Disclosures.

## Webjet Group.

### FY24 GRI General Disclosures

Disclosure	Disclosure title (General Disclosures)	FY24 Response	Page
2-1	Organisational details	Webjet Limited snapshot	6-7
2-2	Entities included in the organisation's sustainability reporting	Webjet Limited snapshot	6-7
2-3	Reporting period, frequency and contact point	Inside front cover	3
2-4	Restatements of information	No restatements in FY23	-
2-5	External assurance	Inside front cover (emissions information externally assured in FY23)	3
2-6	Activities, value chain and other business relationships	Webjet Limited snapshot	6-7
2-7	Employees	Employee engagement and development, Data summary	From page 10 and page 30
2-8	Workers who are not employees	Not applicable	-
2-9	Governance structure and composition	Refer to Webjet Corporate Governance Statement ( <a href="http://www.webjetlimited.com/governance">www.webjetlimited.com/governance</a> )	-
2-10	Nomination and selection of the highest governance body	Refer to Webjet Corporate Governance Statement	-
2-11	Chair of the highest governance body	Refer to Webjet Corporate Governance Statement	-
2-12	Roles of the highest governance body in overseeing management of impacts	Business ethics and corporate governance	From page 22
2-13	Delegation of responsibility for managing impacts	Business ethics and corporate governance	From page 22
2-14	Roles of the highest governance body in sustainability reporting	Inside front cover	3
2-15	Conflicts of interest	Refer to Webjet Corporate Governance Statement	-
2-16	Communication of critical concerns	Refer to Webjet Corporate Governance Statement	-
2-17	Collective knowledge of the highest governance body	Refer to Webjet Corporate Governance Statement	-
2-18	Evaluation of the performance of the highest governance body	Refer to Webjet Corporate Governance Statement	-
2-19	Remuneration policies	Refer to Remuneration Report (within Annual Report)	-
2-20	Process to determine remuneration	Refer to Remuneration Report (within Annual Report)	-
2-21	Annual total compensation ratio	Not reported	-
2-22	Statement on sustainable development strategy	Our approach to sustainability	8-9
2-23	Policy commitments	Business ethics and corporate governance	From page 22
2-24	Embedding policy commitments	Business ethics and corporate governance	From page 22
2-25	Processes to remediate negative impacts	Refer to Webjet Corporate Governance Statement	-
2-26	Mechanisms for seeking advice and raising concerns	Business ethics and corporate governance	From page 22
2-27	Compliance with laws and regulations	Business ethics and corporate governance	From page 22
2-28	Membership associations	Engaging with our stakeholders	8
2-29	Approach to stakeholder engagement	Engaging with our stakeholders	8
2-30	Collective bargaining agreements	Not applicable	-

# SASB Index.

## Webjet Group.

### SASB Index:

#### Internet Media and Services Standard (2018)

SASB Topics	Accounting Metrics	FY24 Response	Page
Environmental footprint of hardware infrastructure	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Partial. See emissions reporting.	20
Data privacy, advertising standards and freedom of expression	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Zero	–
Data Privacy, advertising standards and freedom of expression	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	Partial. Zero reportable breaches of customer privacy.	31
Data security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Partial. Zero reportable breaches of customer privacy.	31
Data security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity and data privacy	From page 25
Employee recruitment, inclusion and performance	Employee engagement as a percentage	Employee engagement and development	From page 10

# Glossary.

• AFTA	Australian Federation of Travel Agents
• CES	Customer Engagement Scores
• CISO	Chief Information Security Officer
• Company	Webjet Limited
• EBITDA	Earnings before interest tax depreciation and amortisation
• ESG	Environmental, Social and Governance
• FY22	12 months ending 31 March 2022
• FY23	12 months ending 31 March 2023
• FY24	12 months ending 31 March 2024
• GDPR	General Data protection Regulation
• GRI	Global Reporting Initiative
• IATA	International Air Transport Association
• KMP	Key Management Personnel
• KPI	Key Performance Indicator
• NPS	Net Promoter Scores
• OTA	Online Travel Agent
• SASB	Sustainability Accounting Standards Board
• SLA	Service Level Agreement
• TCFD	Taskforce on Climate-Related Financial Disclosure
• Toitū	Toitū Envirocare
• TTV	Total Transaction Value
• Webjet Group	Webjet Limited