

webjet group



# Sustainability Report 2025

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# Webjet Group Sustainability Report 2025

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# Sustainability Report 2025

This report reflects Webjet Group Limited's (**Webjet Group** or **Company**) management and performance on key environmental, social and governance (**ESG**) topics identified as material to the business and our stakeholders for the FY25 reporting period (1 April 2024 to 31 March 2025).

The businesses included in this report were demerged from Web Travel Group Limited (formerly Webjet Limited) (**Web Travel Group**) in September 2024. For a more complete understanding of the business context, we recommend this report be read in conjunction with the Webjet Group Annual Report, Corporate Governance Statement, Modern Slavery Statement and the various Board Charters and corporate policies all of which are available on our website ([www.webjetgroup.com/governance](http://www.webjetgroup.com/governance)).

This Report has been prepared with reference to Global Reporting Initiative (GRI) Standards, Sustainability Accounting Standards Board (SASB) Standards (Internet Media & Services), and the Australian Sustainability Reporting Standards (ASRS). All disclosures in this Report have been reviewed and approved by the Executive Leadership Team and the Board as appropriate.

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# Message from our Group CEO and Managing Director



The demerger of Webjet Group from Web Travel Group (formerly Webjet Limited) was implemented on 30 September 2024. Webjet Group now operates the business to consumer (**B2C**) businesses that were part of Web Travel Group. This includes Webjet OTA (online travel agency), Cars & Motorhomes (formerly GoSee) and the technology investment business, Trip Ninja.

As a separately listed company (ASX:WJL), Webjet Group now has its own highly focused leadership team and Board and we are better placed to pursue our own strategic priorities and make more targeted capital allocation decisions.

Our key focus and priority since the demerger has been on establishing Webjet Group as a separate company. This has included refreshing our approach to sustainability in line with the new profile of our business.

We have re-baselined our carbon footprint and continue to prepare for the introduction of mandatory climate reporting. We also continue to deliver sustainability reporting, knowing that our stakeholders, especially investors, are keen for us to continue to provide this transparent account of our sustainability approach and performance.

We look forward to continuing to build on this work as we move forward as Webjet Group.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Katrina Barry', written in a cursive style.

**Katrina Barry**  
Group CEO and Managing Director,  
Webjet Group Limited

# FY25 Sustainability achievements

## **Achieved gender diversity targets**

- 60% women on the board
- 49% women in senior management
- 50% women managers

## **Maintained our strong safety record**

- Zero lost time injuries or work cover claims

## **Continued focus on superior customer service**

- Webjet OTA established new core customer satisfaction measures for call centre operations – First Contact Resolution (FCR) and Agent Satisfaction Score (CSAT)
- Webjet OTA's FCR, CSAT and net promoter score (NPS) all improved during the year compared to FY24:
  - FCR up 8 percentage points
  - CSAT up 5 percentage points
  - NPS up 12 percentage points
- Airport Rental and Motorhome Republic websites maintained TrustPilot review scores of 4.3 or above
- Webjet OTA awarded *Leading Online Travel Agency* in Oceania and Australia at the 2024 World Travel Awards

## **Continue to prepare for mandatory climate reporting**

- Refreshed climate risk assessment to reflect new entity
- Re-baselined carbon emissions footprint
- Continue to prepare for mandatory climate reporting
- 27,615 tonnes of carbon emissions offset through Webjet OTA's Sustainable Traveller Program

## **Disciplined governance**

- Established new Board and committees
- Maintained ISO 27001 certification



# Overview

## Our Vision

To become the first choice for Australasians to book travel.

## Our Mission

To make travel planning easier, bringing more joy to every journey.

## FY25 performance

### Webjet Group

Bookings	TTV	Revenue	Underlying EBITDA <sup>(i)</sup>	Net Cash <sup>(ii)</sup>
<b>1.5</b> million	<b>\$1.5</b> billion	<b>\$139.7</b> million	<b>\$39.4</b> million	<b>\$118.1</b> million As at 31 March 2025

### Webjet OTA

Bookings	TTV	Revenue	EBITDA
<b>1.3</b> million	<b>\$1.3</b> billion	<b>\$119.9</b> million	<b>\$51.6</b> million

### Cars & Motorhomes (formerly GoSee)

Bookings	TTV	Revenue	EBITDA
<b>278</b> thousand	<b>\$191</b> million	<b>\$19.5</b> million	<b>\$1.6</b> million

(i) Underlying EBITDA reflects the core financial performance of Webjet Group, adjusting for the impact of any one-off or non-recurring items, and non-cash items such as impairments and share-based payments.  
(ii) Net cash excludes restricted cash.

# Webjet OTA

The #1 Online Travel Agency in Australia and New Zealand



**Flights**  
Unique Mix'n'Match matrix



**Hotels**  
730,000+ hotels worldwide



**Holiday Packages**  
Unlock hotel savings with flight bookings



**Travel Insurance**  
Powered by CoverMore



**Hire Cars**  
400+ global car rental suppliers & 50,000+ pickup locations



**Activities**  
Wide range of 'on trip' experiences

Highly trusted brand with significant following



Reaching **5 million+** people each month

Award-winning service



Leading OTA in Australia & Oceania (World Travel Awards 2024)

## Cars & Motorhomes

Global specialist in online car and motorhome rentals

**1.2k+** Product suppliers

**27k+** Pickup locations

**129+** Affiliates

Airport Rentals<sup>®</sup> Motorhome republic



## Our investment in technology

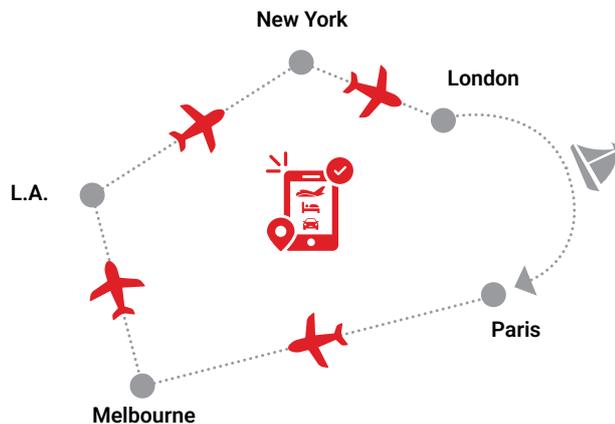
tripninja

### Trip Ninja

Complex travel itinerary automation for travel intermediaries

Delivering **UX + Revenue** benefits

for Webjet OTA



# 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 framework.

## Engaging with our stakeholders

In developing our material topics, we took account of the expectations of our stakeholders – employees, customers, shareholders and the broader community.

We engage with key stakeholders in a range of ways:

Stakeholder	How we engaged	Topics we engaged on
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Monthly Town Hall updates and email newsletters</li> <li>• Employee workshops and offsites</li> <li>• Regular performance reviews</li> <li>• Participation in engagement surveys</li> <li>• Health and wellbeing calendar and programs</li> <li>• Leadership Development and online Training</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace flexibility and Hybrid working</li> <li>• Business performance</li> <li>• Remuneration and benefits</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> </ul>	<ul style="list-style-type: none"> <li>• Support wait times</li> <li>• Pre and post travel enquiries</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> </ul>
<b>Industry bodies</b>	<ul style="list-style-type: none"> <li>• Membership and participation in key industry bodies – IATA, ATIA (Board member)</li> </ul>	<ul style="list-style-type: none"> <li>• Tourism environment</li> <li>• Sustainable tourism</li> </ul>

# Our Material Sustainability Topics

In FY24 Webjet Limited (now Web Travel Group Limited) undertook an externally supported review which included reviewing global risks, industry trends, a regulatory scan and peer benchmarking. The company also engaged with key shareholders and employees to understand their perspectives on areas of focus. These steps allowed Webjet Limited to finalise a shortlist of key material topics.

Following the demerger in FY25, building on the prior work done by Webjet Limited, Webjet Group reviewed and reconfirmed our existing and emerging ESG focus areas.

**Our approach to sustainability remains centred around four key areas**



**Our key material topics are explained in more detail below**

Stakeholder	Material Topic	Why this is important to Webjet Group	Page
<b>Engaging our People</b>	<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 talent. High turnover and loss of key staff could impact our operating and financial performance.	08
	<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.	10
	<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.	11
<b>Servicing our Customers</b>	<b>Customer Service 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.	12
<b>Reducing our Impact</b>	<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.	14
	<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.	17
<b>Responsible Governance</b>	<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.	18
	<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.	20
	<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.	23

All the material topics listed above are important to Webjet Group 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. Webjet OTA and the Cars & Motorhomes business each have a People function reporting into the relevant CEO. The Board is regularly updated on key people related information including diversity statistics, employee turnover, engagement survey results and whistleblowing reports.

## What we focus on

### Employee engagement

Webjet Group is focused on ensuring a motivated, engaged workforce and carries out regular employee engagement surveys across all its businesses. Surveys are run using a third-party technology platform and results are shared with employees and management agree actions to improve work environments as required.

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 Advocacy statement – “I would recommend Webjet Group 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 employee performance, pay and benefits, and benchmark remuneration 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 people

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 assistance to pursue further education, study leave and paid access to online training programs.

Each business is focused on retaining high performing and high potential employees 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 taking actions based upon employee feedback.
- **Health and Wellness Programs** – supporting our employees’ physical and mental health through wellness programs, access to a holistic provider Sonder who provide broad safety and wellbeing services including 24 hour Chat, call, education and psychologists.



# Employee Engagement and Development

## FY25 in Review

### Employee engagement

- A key engagement measure is the percentage of employees who agree or strongly agree with the Advocacy question “I would recommend Webjet Group as a great place to work.”

Employee engagement	FY25	FY25 relative to peer average
Webjet OTA	89%	Above
Cars & Motorhomes	56%	Below
Trip Ninja	85%	Above

- **Webjet OTA** scores reflect the ongoing focus on employee engagement and learning and development opportunities.
- **Cars & Motorhomes** scores reflect the significant change due to the right sizing of the business which provided uncertainty surrounding the restructuring measures post demerger.
- Each business uses a range of activities to engage with staff including regular Town Hall meetings, intranet communications and regular weekly, monthly and seasonal team events.

### Remuneration and benefits

- Information regarding Executive Remuneration is set out in **Webjet Group’s FY25 Remuneration Report**.
- Webjet Group provides a range of employee benefits available including volunteering opportunities, Purchasing Additional Annual Leave, salary sacrifice for tools of trade, novated Car leasing; anniversary milestones (travel vouchers and Webjet eGift Cards) and annual Webjet eGift Cards.

### Investing in our people

- Each business invests in its employees. Investment this year included a range of new training and leadership programs; greening the office (new plants); expanded priority parking options and new ergonomic chairs.

# 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 of our people 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 workforce data 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 Group has a number of policies to promote and ensure equal opportunities for diverse cultures, ages, race, sex and religions. We are proud to have a diverse workforce as a result of being an online travel business. The Company employs people from a wide range of ages, experience and qualifications. Webjet Group is committed to building a gender balanced workforce and growing our talent. As an organisation we are already achieving gender balance and will continue to build gender balanced initiatives to support our current and emerging workforce.



## FY25 in Review

### Workforce metrics

Workforce metrics for Webjet Group as at 31 March 2025.

All employees	FY25
Total	299
Male	48%
Female	52%

Board and management	FY25
Female board members	3 (60%)
Female senior management (Managing Director Direct Reports and their Direct Reports)	18 (49%)
Female managers (All other People Leaders)	28 (50%)

Webjet Group is proud to demonstrate balanced gender diversity and will continue to measure gender representation going forward.

### Diversity and inclusion initiatives

Our teams took time to celebrate a range of cultural and other festivals with colleagues as well as a variety of inclusion initiatives.

# 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 Group 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 and 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 Group 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 range of strategies, policies and practices in place to support a safe work environment.

### Wellbeing

Webjet Group 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 (**EAP**) which provides paid access to confidential counselling.

### Community involvement

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.



## FY25 in Review

### Employee Health and Safety

Health and safety	FY25
Lost time from injuries	0
Workcover claims	0

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

### Wellbeing and community initiatives

- Regular wellbeing events are held across the Company and all employees have access to confidential psychology counselling. This year the Company changed EAP providers to offer a broader range of employee assistance services for employees.
- Each business has a Wellbeing calendar setting out regular events. Initiatives include mental health awareness speakers and access to a safety and wellbeing app.
- Employees from each business also participate in a range of charity and fund-raising activities.



# Customer Service and Satisfaction

## Why this is important to us

Webjet Group was built around the ethos of providing the greatest convenience and choice and 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

Webjet OTA, Airport Rentals and Motorhome Republic 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

### Webjet OTA

Webjet OTA customer service teams are located in the Philippines, India, and Australia and support customers booking through the webjet.com.au and webjet.co.nz sites with both pre- and post-booking enquiries. This includes support with finding and comparing travel options, as well as managing bookings, changes, cancellations, refunds and other post-booking requests.

Customer service performance is tracked through a range of KPIs, including Average Speed to Answer; Abandonment Rate; Case Resolution Time; and First Contact Resolution. Regular Independent Assurance call sampling is conducted, with structured feedback loops in place for coaching and continuous improvement. Customer satisfaction is measured using First Contact Resolution (**FCR**), Customer Satisfaction Scores (**CSat**) and Net Promoter Scores (**NPS**).

In FY25, we also introduced a range of measures to further monitor and improve our service including sentiment analysis, automated Quality Assurance (QA) scoring and new NPS surveys.

A major enabler of our service transformation has been our ongoing migration to the AWS Connect platform, allowing us to consolidate telephony, case management, and quality assurance systems into a single, scalable environment.

## Cars & Motorhomes

The Cars & Motorhomes business provides sales, service and commercial support for the Motorhome Republic and Airport Rental brands through teams based in New Zealand, Philippines and Romania. This enables the team to provide support for customers, affiliates and suppliers within time zone and, where possible, in native language. Customers can contact us directly via voice, email and live Chat for key sales and support functions during core business hours and reach our teams 24x7 through our Chatbot and Online enquiry forms. We have enabled live translation across live Chat platforms to increase our language capabilities in key regions.

Customer service is tracked through a range of metrics including average speed to answer (Grade of Service), call abandon rate and resolution speed. Customer satisfaction is tracked using CSAT surveys measuring satisfaction post booking and TrustPilot reviews.

Following a structure and process review undertaken during 1H25, the business reset its service model to focus on reducing operational cost and delivering efficiencies through the reduction of manual tasks and increasing automation.



# Customer Service and Satisfaction

## FY25 in Review

### Customer service interactions

Customer interactions	FY25
Webjet OTA	> 523,000
Cars & Motorhomes	> 589,000

### Webjet OTA

#### Customer service

- Total customer contacts were down on the previous year reflecting the success of operational efficiency measures such as better case resolution, reduced repeat contacts and improved triaging.
- Average Speed to Answer (ASA) and Abandonment rates both improved through better forecasting accuracy, improved rostering, contact deflection strategies and enhanced contingency through a multi-site network.
- Migration to the AWS Connect platform has been a major enabler of our service transformation and now provides:
  - Real-time and historical reporting capabilities
  - Skills-based routing for more efficient case handling
  - Integrated sentiment and speech analytics
  - The ability to automate simple workflows and drive down handling times
- A number of new measures to track customer service were introduced during the year including:
  - Sentiment analysis across all contacts, giving us real-time insight into customer emotion and surfacing emerging friction points
  - Automated QA scoring allowing for scalable quality monitoring and freeing up QA analysts to focus on coaching and root cause analysis
  - New NPS surveys at key moments in the customer journey, including a post-booking NPS and a post-trip NPS to measure satisfaction throughout the travel experience
- Onboarded a new Manila-based inhouse team with strong foundations in customer resolution, quality assurance and culture of accountability.
- Introduced pre booking telesales, a critical enabler of Webjet OTA's strategy to grow international flight bookings by supporting customers at key decision-making moments. The team is being scaled to support expanded outbound initiatives.

#### Awards

- Webjet OTA was awarded *Leading Online Travel Agency* in Oceania and Australia at the 2024 World Travel Awards.

### Customer satisfaction

- Launched a new Voice of Customer (VoC) provider and transitioned NPS surveying to improve response volume and feedback quality. Retired the Customer Engagement Score (CES) metric to simplify the customer experience framework and bring clarity to survey outcomes. Established First Contact Resolution (FCR) and Agent Satisfaction Score (CSAT) as core post contact performance indicators for contact centre operations.
- FCR, CSAT and NPS all improved during the year – FCR up 8 percentage points, CSAT up 5 percentage points and NPS up percentage 12 points on FY24.

### Cars & Motorhomes

#### Customer service

- Customer interactions fell compared to FY24 due to a review of Sales and Support contact channels, and continued efforts to reduce manual interactions through automation.
- Grade of Service, Abandoned Rate and Email resolution rates all exceeded target levels.
- We reset our service model and focused on reducing operational costs and delivering efficiencies through the reduction of manual tasks and increasing automation. Key Sales and Service metrics have been maintained.
- A new functionality was delivered to allow customer self-serve management of bookings and amendments. As a result, customer interactions with the Operations channel decreased and customer self-service increased. Cars saw an increase in self-service amendments and cancellations while Motorhomes saw a decrease in manual amendments and cancellations.
- Operations and customer improvements included:
  - Integration of live chat into the customer care portal, with real-time translation across our key languages
  - Robotic process automation across our supplier B2B portals
  - Enabling customers to self-service cancellations and amendments
  - Optimisation of the supplier invoice reconciliation process

#### Customer satisfaction

- Our three consumer sites (AirportRentals.com, AirportRentals.com.au and MotorhomeRepublic.com) maintained TrustPilot review scores of 4.3 or above.
- CSAT improved 10% compared to FY24 for Motorhomes and 8% for Cars.



# Climate Change Risk and Disclosure

## Why this is important to us

Webjet Group 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 for our strategy. The Company is committed to reducing its emissions and meeting investor and regulatory climate disclosure expectations. The Board’s Audit and Risk Committee has specific oversight of these targets.

## What we focus on

### Carbon emission measurement and reduction

In FY22, Webjet Limited (now Web Travel Group Limited) began a process to assess carbon impact with a view to creating an emissions baseline from which to build a reduction pathway. This involved measuring, auditing, reducing where practical and subsequently offsetting carbon emissions. In FY24, to begin to prepare for the introduction of mandatory reporting, Webjet Limited reviewed its approach against ASRS reporting requirements and began to work to close gaps. In FY25, as part of demerging, Webjet Group re-baselined its carbon footprint to reflect the new entity and took a decision to cease investing in operational carbon offsetting in order to redirect investment to development of an emissions reduction plan and a focus on absolute reductions.

### 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 Group transitioned from reporting under the TCFD standard to the incoming Australian climate reporting regime (ASRS AASB S2). 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

Webjet Group has completed Phase 1 and we are now focused on Phase 2.

Phase 1	Phase 2	Phase 3
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

## FY25 in Review

In FY24 Webjet Limited undertook a first pass climate risk and opportunities assessment (summarised below). In FY25 Webjet Group refreshed this assessment considering the demerger and are continuing preparation for the new Australian Sustainability Reporting Standards (ASRS).

### Risks

Risk type	Webjet Group lens	Time horizon	Management response
<b>Physical</b>	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	Webjet Group is well prepared to respond in the event of natural disasters and longer-term weather change. This includes having in place strong customer service support functions, force majeure procedures to support impacted customers, and being geared to be able to quickly pivot marketing and operations to non-impacted regions.
<b>Transition</b>	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 its customers for green options e.g. carbon offsets. Webjet Group has the appetite, capital and technology to be able to adapt and pivot to new consumer requirements.  Webjet Group is preparing for compliance with the new Australian Sustainability Reporting Standards (ASRS) as required by its listed market (Australia).

### Opportunities

Opportunity type	Webjet Group Focus
<b>Operational</b>	Webjet Group is already taking advantage of digitalisation and cloud technologies. An additional area of exploration is renewable energy procurement.
<b>Products and services</b>	Similar to peers, Webjet Group has a carbon neutral offset option available for flight and hotel bookings through the Webjet OTA business. Webjet Group has the appetite and capability to quickly implement additional green products and services if customer demand increases.
<b>Industry initiatives and partnerships</b>	Webjet Group 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

## FY25 in Review (Continued)

### Carbon emissions performance

Emissions (tCO <sub>2</sub> e)	FY25
Scope 1	4.2
Scope 2 (Location-based)	57.2
Scope 2 (Market-based)	68.5
Scope 3 (Location-based)	2,266,451
Scope 3 (Market-based)	2,266,452
Total Emissions (Location-based)	2,266,513
Total Emissions (Market-based)	2,266,524

- In September 2024, Webjet Limited underwent a demerger of its B2C businesses, resulting in the formation of Webjet Group as a new standalone company. As a result, Webjet Group established a new emissions baseline in FY25.
- Reporting year is 1 Apr 2024- 31 Mar 2025. Actual data was provided for half year (1 Apr 2024-30 Sep 2024) and then an uplift factor applied to project the full year emissions.
- Emissions calculated in this report have been assessed in line with the Greenhouse Gas Protocol Standard and Greenhouse Gas Scope 3 Standard methodology and prepared in line with the operational control consolidation approach.
- Emission sources from all properties owned and leased by Webjet Group have been included in the footprint's boundary which includes 3 facilities leased in Australia, New Zealand, and Canada (being operations for Webjet OTA, Cars & Motorhomes and Trip Ninja).
- Both Location-based and Market-based emissions were calculated for scope 2 and scope 3 Category 3 emissions for completeness, however, Market-based emissions were used for the total emissions (Scope 1+2+3).
- Category 11: Use of Sold Products contributed 99.8% of emissions, followed by Category 2: Capital Goods and Category 1: Purchased Goods and Services, contributing 0.1% and 0.09%, respectively. These figures have used the Market-based approach.
- Activity or spend data was used for the footprint calculation, where a data gap existed, an estimation was made to fill the gap.
- Scope 2 for electricity was calculated based on the actual consumption and Scope 1 refrigerants emissions were estimated based on the m<sup>2</sup> area of sites. There was no fuel consumption in the reporting year to be accounted in Scope 1.
- Scope 3 Categories 1, 2, 4, & 6 emissions were calculated based on the spend.
- Scope 3 Category 3 emissions were calculated based on the actual electricity consumption.
- Scope 3 Category 7 emissions were calculated based on the number of full-time equivalent (FTE) employees, the expected proportion of employees working from home, and the number of days per week working from office. The average distance for commute and modes of transport were sourced from standard industry information.
- Scope 3 Category 11 emissions were calculated per night stays for sold accommodations, per person.km for sold flights, and per rental days for sold land transport.
- Data preparation was externally supported, and Webjet Group will commence assurance in line with ASRS requirements.

### 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

### FY26 focus

Webjet Group is a Group 3 entity under the Australian Sustainability Reporting Standards (ASRS). Building on prior work undertaken as part of the former Webjet Limited, we will continue to prepare for the introduction of mandatory climate reporting. The key activity will be completing a second pass climate risk assessment specifically for Webjet Group, and leveraging insights from a mitigation modelling and decarbonisation planning process being undertaken by Web Travel Group.

# 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.

## How we manage this area

The Board's Audit and Risk Committee currently has oversight of the Company's sustainability framework and Sustainability is a regular item for 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.



## FY25 in Review

### Webjet OTA

- Since launching in 2020, Webjet OTA customers have helped remove or avoid over 133,000 tonnes of carbon from the atmosphere as part of our Sustainable Traveller Program.
- During FY25, 27,615 tonnes of carbon were offset, a decrease compared to FY24. Attachment rates increased slightly compared to FY24. Transactions offsetting carbon fell, reflecting lower booking volumes particularly for domestic travel. Hotel stays with carbon offsets were similar to the previous year.
- While take up during FY25 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.



# 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 Group and has two standing committees (Audit and Risk, and Remuneration and Nomination) to assisting in exercising its responsibilities. Further details of the Board’s corporate governance framework and practices are set out in the

**FY25 Corporate Governance Statement.**

## ESG Governance

The Audit and Risk Committee is responsible for overseeing the development and reviewing the effectiveness of the Company’s sustainability approach 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 Audit and Risk Committee has oversight of ESG disclosure and, will have oversight of reportable ESG disclosures when the mandatory climate reporting requirements commence for Webjet Group.

## What we focus on

Webjet Group 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 strategy and business unit Values</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>Customer satisfaction surveys</li> <li>People survey/engagement check-in</li> </ul>	<ul style="list-style-type: none"> <li>Data privacy and cybersecurity policies</li> <li>Global Whistleblowing Policy</li> <li>Independent audit and assurance (financial and security e.g. Sekuro)</li> <li>Employee Assistance Program</li> <li>Whispli (anonymous whistleblower reporting tool)</li> </ul>	<ul style="list-style-type: none"> <li>Employee value proposition(s)</li> <li>Hybrid working enabled globally</li> <li>Parental leave policies</li> <li>Sustainable Traveller Program (customer carbon offsets)</li> </ul>
<b>External</b>		
<ul style="list-style-type: none"> <li>ASX Corporate Governance Principles and Recommendations</li> <li>International Air Transport Association (IATA)</li> <li>Australian Travel Industry Association (ATIA)</li> <li>PCI Security Standards Council (PCI SSC)</li> <li>Global Reporting Initiative (GRI)</li> <li>Sustainability Accounting Standards Board (SASB)</li> <li>Workplace Gender Equality Agency (WGEA)</li> </ul>	<ul style="list-style-type: none"> <li>ISO 27001 (information security) certification</li> <li>Australian Sustainability Reporting Standards (ASRS)</li> <li>Modern Slavery Act 2018 (Cth)</li> <li>Privacy Act 1988 (Cth)</li> <li>Corporations Act 2001 (Cth)</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance Statement</li> <li>Modern Slavery Statement</li> <li>Workplace Gender Equality Agency (WGEA) reporting</li> </ul>

## Business ethics

Webjet Group 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 SocialMedia, 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 FY25 Corporate Governance Statement.



# Business Ethics and Corporate Governance

## FY25 in Review

### Governance

#### Animal welfare

- During the year, we became aware that a third-party provider Webjet OTA uses to offer “Activities” through its platform included options that did not meet acceptable standards of animal welfare. Once brought to our attention, we acted swiftly by requesting the immediate removal of these activities from our website. We will continue reviewing all activity offerings in collaboration with the third-party provider to ensure that any low-animal-welfare options are no longer listed on our platform and to help prevent similar issues in the future. We are now actively working with World Animal Protection towards developing and implementing an animal welfare policy to guide future partnerships and uphold the quality and responsibility of experiences available through our platform.

#### ACCC proceedings

- In November 2024, the Australian Competition and Consumer Commission (ACCC) commenced proceedings against Webjet Marketing, a wholly owned subsidiary of Webjet Group. The proceedings related to Webjet Marketing’s booking confirmations and the historical disclosure of fees in social media posts, email marketing and the Webjet website and mobile application. Since being advised of the issues of concern by the ACCC in November 2023, Webjet Marketing had voluntarily and proactively implemented improvements to its fee disclosures.
- In February 2025, Webjet Group announced an agreement with the ACCC to resolve these court proceedings. That agreement includes orders requiring Webjet Marketing to pay a penalty of \$9 million, publish a corrective notice in a form agreed with the ACCC, review, maintain and continue to implement an Australian Consumer Law compliance program in an agreed form and agreed to contribute \$100,000 to the ACCC’s costs. This agreement is subject to the Federal Court making the proposed orders.
- Webjet Group is confident that any customer concern with its offering, disclosure, service or pricing was limited. It has always prided itself on its high levels of trust with all customers and stakeholders and has fully cooperated and positively engaged with the ACCC to resolve this matter.

#### Mandatory training

- The Webjet Australia and New Zealand HR platform has delivered mandatory training to our Australian and New Zealand employees on a wide range of topics including health and safety, equal employment opportunity, bullying, sexual and sex-based harassment, and Australian competition and consumer law awareness.

#### Whistleblowing allegations

- The Company has mechanisms in place to review and report whistleblowing allegations.



# Cyber Security and Data Privacy

## Why this is important to us

As a digital travel company, Webjet Group 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 Security and Compliance Manager who is part of a centralised group 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 and compliance programs to achieve optimal standardisation across the different business units.

The Security and Compliance Manager reports directly into our Chief Technology Officer. The Board's Audit and Risk Committee has oversight of data privacy and cyber security, and both are regular agenda items for 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.

## 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 security risks and monitor the level of known security risks related to the Company. Our security 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 security risks are identified through regular security testing, vulnerability 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 and have partnered with the Australian Signals Directorate Australian Cyber Security Centre (ACSC) on their cyber security partnership program to understand emerging security risks and threats that may impact our organisation and the travel industry.

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

### Security Compliance

The Group maintains Payment Card Industry Data Security Standard (PCI-DSS) compliance for its subsidiaries that handle customers' cardholder data in any form. External audits are conducted annually by a Qualified Security Assessor (QSA) company i.e. Sekuro to attain our PCI-DSS certifications. In addition to that, we perform monthly and quarterly assurance activities to ensure that our company is upholding the PCI data security standards.

We also maintain ISO 27001:2022 compliance program and regularly governed by the security team and the Group Security Board. Webjet Group 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 security 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 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 fails a phishing simulation test to ensure that our staff are equipped with the appropriate tools to spot phishing to prevent a successful cyber-attack.

## Security breaches

Any cyber events would be managed using our incident response plan and playbooks including ransomware and data breach playbooks, which we test periodically. We are focused on ensuring our preparedness to respond to cyber-attacks through incident response simulations, annual security awareness training for all personnel, regular phishing simulations across the group and regularly optimising our communication plans. 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),

Our data classification policy, data retention and disposal policy outline our commitment to ensuring data we hold is handled in accordance with the guiding principles of the relevant cyber security standards and 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 Group 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 security risks by:

- executing robust organisational and technical measures to ensure the security of our data;
- negotiating appropriate data protection provisions in third-party agreements; and
- ensuring our staff are appropriately trained on protecting data.

Where relevant, we request third-parties 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 from customers and law enforcement are now managed by our Legal Team. All requests are validated to ensure they are legitimate, and legally required processes are followed prior to responding. Data Privacy officer mailbox details and supporting processes are communicated to data subjects who wish to exercise their data subject rights.

## Training

All employees receive general cyber security awareness training as part of the onboarding process and on an annual basis. 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 Group will comply fully with its obligations under applicable privacy legislation including, as appropriate, the notification to all impacted parties. The Company has an incident response plan to execute in the event of a suspected data breach which is tested annually.



# Cyber Security and Data Privacy

## FY25 in Review

### Cyber Security

#### Risk management

- Addition of Application Security Engineer to our development and platform engineering teams to optimise security controls within our software development lifecycle and cloud environments across the Group after the demerger.
- Introduced specific policies and risk assessment procedures for the introduction of AI tools to ensure these are being used securely.
- Onboarded Trip Ninja into our security program ensuring standardised security practices across the Group.
- Conducted significant security testing across all environments to identify critical risks or vulnerabilities in our environment and mitigate these appropriately.
- Deployed a cyber governance, risk and compliance tool to streamline and standardise the management of our group security policies, vendor security risk management and compliance audits (PCI-DSS and ISO27001:2022).
- Introduced incident response playbooks to supplement the incident response plan for the Group to respond to different cyber incidents.
- New Security and Compliance Manager role created to manage the security program across the Company after the demerger.
- Security meet-up with key stakeholders to improve collaboration.
- Obtained an ASD Australia Cyber Security Centre (ACSC) cyber security partnership to facilitate cyber threat intelligence sharing and access to cyber security resources/ events for the Group.

#### Certifications

- Became certified to ISO 27001:2022, the newest version of the standard. The audit was performed by external assessor LRQA and it is performed annually.
- PCI-DSS compliant across all business units to the latest version 4.0.1 and audited annually by an external Qualified Security Assessor.

#### 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 to all Group personnel, 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.

#### Reportable incidents

- Between 10 May and 7 June 2024, Webjet OTA experienced a credential stuffing attack to its website impacting 13,190 affected individuals (less than 0.5% of customers). Webjet OTA notified all affected individuals and reported the incident to the Office of the Australian Information Commissioner (OAIC) outlining the controls put in place to prevent incidents of this nature. These controls include implementing multifactor authentication (MFA) on customer accounts.

### 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 technical safeguards, and organisational and technical measures are in place for the protection of data.
- Incident response plan tested by independent external auditor.
- Reviewed and made necessary updates to the Webjet data protection agreement.
- Keeping abreast of all privacy reforms in Australia.

#### 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 of Webjet OTA and Cars & Motorhomes had representatives 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 Group controlled entities are overseen by the Webjet Group 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 Webjet Group's Managing Director. The Managing Director 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 Audit and Risk Committee is engaged in assessing and addressing modern slavery, while final accountability sits with the Board. The Audit and Risk Committee regularly reports to the Board and reviews and recommends the approval of the annual Modern Slavery Statements to the Board. The Webjet Group 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** and **Whistleblowing Policy** also support our modern slavery mitigation program.

Pre-demerger, our controlled entity, Webjet Marketing Pty Ltd prepared a joint annual **Modern Slavery Statements** with Web Travel Group Limited which is available on the Web Travel Group Limited website (in addition to the online Modern Slavery Register).

The first Modern Slavery Statement for Webjet Group Limited is due to be released in September 2025. This Statement will be a joint statement with Webjet Marketing Pty Ltd.

## 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.

As a newly formed entity, Webjet Group Limited has been working to develop and implement its own policies, processes and practices. In many instances we have been able to leverage the pre-demerger processes, policies and practices of Web Travel Group Limited while making necessary changes to reflect the new structure. Webjet Marketing Pty Ltd has been a reporting entity since 2023 and has had a modern slavery mitigation program has been in place for four 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)

## FY25 in Review

Our FY25 Modern Slavery Statement is due to be released in September 2025 and will describe the actions we have taken during the year to manage modern slavery risks in our global operations and supply chains.

Webjet Marketing's most recent joint Modern Slavery Statement (published in September 2024) set out progress made during FY24 including:

- Disclosing additional data relating to our global workforce, including gender statistics, and included new heat maps for the key locations of our global workforce showing their prevalence and vulnerability to modern slavery based on the Global Slavery Index.
- Embedding modern slavery awareness training as part of new starter onboarding process for our major offices.
- Ongoing delivery of modern slavery awareness training to remaining 14% of global workforce who did not complete it during FY23.
- Preparation of a modern slavery action plan for FY24.
- Ongoing development of a framework to engage at a more granular level (for example by direct consultation) with a selection of our suppliers and business partners.
- Ongoing preparation of an action plan for enhancing supplier awareness of modern slavery issues.
- Ongoing progress to conducting due diligence of recruitment practices of our third-party providers.
- Continued work to incorporate modern slavery provisions into non-standard supplier agreements.

# GRI Disclosures

## Webjet Group

### GRI General Disclosures

Disclosure	Disclosure title (General Disclosures)	FY25 Response	Page
2-1	Organisational details	Webjet Group snapshot	04
2-2	Entities included in the organisation's sustainability reporting	Webjet Group snapshot	04
2-3	Reporting period, frequency and contact point	Inside front cover	01
2-4	Restatements of information	No restatements in FY25. Carbon emissions data was re-baselined	–
2-5	External assurance	No external assurance in FY25	–
2-6	Activities, value chain and other business relationships	Webjet Group snapshot	04
2-7	Employees	Employee engagement and development	08
2-8	Workers who are not employees	Not applicable	–
2-9	Governance structure and composition	Refer to Webjet Group Corporate Governance Statement	–
2-10	Nomination and selection of the highest governance body	Refer to Webjet Group Corporate Governance Statement	–
2-11	Chair of the highest governance body	Refer to Webjet Group Corporate Governance Statement	–
2-12	Roles of the highest governance body in overseeing managements impacts	Business ethics and corporate governance	18
2-13	Delegation of responsibility for managing impacts	Business ethics and corporate governance	18
2-14	Roles of the highest governance body in sustainability reporting	Inside front cover	01
2-15	Conflicts of interest	Refer to Webjet Group Corporate Governance Statement	–
2-16	Communication of critical concerns	Refer to Webjet Group Corporate Governance Statement	–
2-17	Collective knowledge of the highest governance body	Refer to Webjet Group Corporate Governance Statement	–
2-18	Evaluation of the performance of the highest governance body	Refer to Webjet Group 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	Statements of sustainable development strategy	Our approach to sustainability	06
2-23	Policy commitments	Business ethics and corporate governance	18
2-24	Embedding policy commitments	Business ethics and corporate governance	18
2-25	Processes to remediate negative impacts	Refer to Webjet Group Corporate Governance Statement	–
2-26	Mechanisms for seeking advice and raising concerns	Business ethics and corporate governance	18
2-27	Compliances with laws and regulations	Business ethics and corporate governance	18
2-28	Membership associations	Engaging with stakeholders	06
2-29	Approach to stakeholder engagement	Engaging with stakeholders	06
2-30	Collective bargaining agreements	Not applicable	–

# SASB Index

## Webjet Group

### SASB Index:

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

SASB Topics	Accounting Metrics	FY25 Response	Page
Environment footprint of hardware infrastructure	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Partial. See emissions reporting.	14
Data privacy, advertising standards and freedom of expression	Total amount of monetary losses as a result of legal proceedings associated with user privacy	See Business ethics and corporate governance	18
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. See Business ethics and corporate governance.	18
Data security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Partial. See Business ethics and corporate governance.	18
Data security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	See Cybersecurity and data privacy	20
Employee recruitment, inclusion and performance	Employee engagement as a percentage	See Employee engagement and development	08

# Glossary

Term	Meaning
• 1H25	6 months to 30 September 2024
• FY24	12 months to 31 March 2024
• FY25	12 months to 31 March 2025
• FY26	12 months to 31 March 2026
• ACCC	Australian Competition and Consumer Commission
• ASRS	Australian Sustainability Reporting Standards
• ATIA	Australian Travel Industry Association
• B2B	Business to Business
• B2C	Business to Consumer
• Company	Webjet Group Limited
• CSAT	Agent Satisfaction Score
• EAP	Employee Assistance Program
• ESG	Environmental, Social and Governance
• FCR	First Contact Resolution
• GRI	Global Reporting Initiative
• IATA	International Air Transport Association
• NPS	Net Promoter Score
• OTA	Online Travel Agency
• QA	Quality Assurance
• SASB	Sustainability Accounting Standards Board
• TCFD	Task Force on Climate-related Financial Disclosures
• UX	User Experience
• Web Travel Group	Web Travel Group Limited (formerly Webjet Limited)



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