

webjet group



Sustainability Report 2026

www.webjetgroup.com

Making travel better, for everyone

Travel begins long before a booking is made. It lives in the anticipation of a place not yet seen and the pull of somewhere new, and it stays with us long after we return home in the moments and memories we cherish.

Since 1998, Webjet Group has helped people turn those hopes into reality. Today, that work is guided by a clear vision to become the first choice for Australasians to book travel, and a mission to make travel planning easier and bring more joy to every journey.

But the places we travel to are not guaranteed. They are shaped by changing climates, growing demand and the way we choose to explore them. The landscapes, communities and experiences that make travel meaningful need to be protected.

For us, making travel better means recognising this responsibility. It means looking beyond the booking to the broader impact of travel and the role we can play in supporting more sustainable, resilient destinations.

While we are in the early stage of our sustainability journey, sustainability provides an important framework for how we respond. It informs how we manage climate-related risks, how we strengthen our governance, support our people and enable customers to make more educated travel choices. It is embedded in how we build trust, adapt to change and continue to deliver long-term value.

When travel is made better for everyone, it does more than create great experiences today. It helps protect the places we love, so they can be experienced tomorrow.



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Acknowledgment of Country

Webjet Group acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander peoples, cultures and Elders past and present.

We recognise the deep knowledge systems, custodianship and cultural connection that have shaped care for Country over thousands of generations, and the importance of these perspectives in building a more sustainable future.

About this Report

Our report reflects Webjet Group Limited's (**Webjet Group** or **Company**) management of and performance on key sustainability topics (Environmental, Social and Governance) identified as material to the business and our stakeholders for the FY26 reporting period, being the financial year ended 31 March 2026. It is published annually in line with our Financial Report.

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).

It should be noted that Webjet Group was demerged from WebTravel Group Limited, formerly Webjet Limited, in September 2024 and the FY25 statistics in this report include six months when the Company was not a separate entity.

As a Group 3 reporter under Australia's mandatory climate reporting regime, Webjet Group is not yet required to undertake climate related financial disclosures. These requirements are being progressively introduced under the Australian Sustainability Reporting Standards, including AASB S2 *Climate related Disclosures (AASB S2)*, issued by the Australian Accounting Standards Board. Based on our reporting calendar, we will be required to report under AASB S2 for the financial year ending 31 March 2029, being our first annual reporting period commencing after 1 July 2027, the prescribed commencement date for Group 3 entities.

Notwithstanding this timing, we recognise the importance of aligning with evolving stakeholder expectations and regulatory developments. Accordingly, this report has been prepared with reference to AASB S2, the Global Reporting Initiative (GRI) Standards, and the Sustainability Accounting Standards Board (SASB) Standards for Internet Media and Services. Our alignment with the GRI General Disclosures and SASB Standards is set out on pages 31 and 32. Where disclosures are identified as partially aligned, we will continue to enhance our data collection and reporting in preparation for mandatory climate related financial disclosures in FY29.

The subsidiaries of the Webjet Group, which are included in this report, are as follows:

- Webjet Marketing Pty Ltd
- Webjet Marketing NZ Pty Ltd
- Trip Ninja Inc
- Webjet Group NZ Pty Ltd
- Webjet Group NZ Limited (NZ)
- Webjet Group NZ LLC (USA)
- Webjet Group NZ Limited UK
- Early Bird (Shenzhen) Limited
- Search Republic Ltd (NZ)
- Locomote Holdings Pty Ltd
- Locomote IP Pty Ltd⁽ⁱ⁾
- Webjet Business Travel Technologies Pty Ltd
- Webjet Business Travel Australia Pty Ltd
- Webjet Business Travel NZ Ltd

Disclosures in this report have been reviewed and approved by Webjet Group executives, the CEO and Managing Director (**MD**) and the Board, as appropriate. This report has not been subject to external assurance or verification.

For further information or feedback on any aspect of this report, please contact

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(i) Locomote Holdings Pty Ltd and Locomote IP Pty Ltd were acquired on 1 October 2025

Message from our Group CEO and Managing Director



At Webjet Group, we are focused on delivering exceptional travel experiences for our customers, supporting and developing our people, strengthening governance, and building a business that is both resilient and positioned for long term success.

During FY26, we made strong progress across each of these priorities. Webjet OTA was recognised with two major industry awards in October 2025 reinforcing Webjet OTA's leadership position in the market. Customer experience continued to strengthen, with key customer metrics improving further in Webjet OTA.

Investment in our people remained a key focus. We developed and launched new employee values, enhanced people systems, clarified performance expectations and expanded wellbeing support, strengthening engagement and capability across the organisation. In parallel, we continued to lift our governance maturity through targeted compliance training, enhanced cyber preparedness planning, and progressed our approach to modern slavery risk management.

We are operating in an environment where expectations of a business continue to increase. Customers, employees, investors and regulators expect not only strong financial performance, but clear accountability, responsible business practices and confidence that organisations are equipped for the future. As an online travel agency, trust and service are fundamental to our licence to operate and are reinforced by the way we govern, invest in our people and manage risk.

Looking ahead, our focus is firmly on execution. We will continue to embed these priorities across the Company, including strengthening how we manage and measure emissions performance, maintain robust governance frameworks, support our people to perform and grow, and deliver reliable, rewarding and trusted travel experiences for customers.

When travel is made easier, it enables connection, discovery and experiences that endure well beyond the journey itself. That opportunity is central to what we do, and it is the future we remain focused on delivering.

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

Katrina Barry
Group CEO and Managing Director,
Webjet Group Limited



About Webjet Group and how we operate

Webjet Group is a digitally-led travel business focused on delivering innovative, customer centric travel solutions across a portfolio of businesses:

- **Webjet OTA**, our online travel agency
- **Cars & Motorhomes**, operating the Airport Rentals and Motorhome Republic brands
- **Webjet Business Travel**, a recently-launched separate business travel offering
- **Trip Ninja**, providing specialised travel technology. (In FY27, it will be integrated into Webjet OTA and will no longer be reported separately.)

Our principal activities are the online sale and distribution of travel products including flights, hotels, holiday packages, car and motorhome rentals and travel insurance to the leisure and business travel markets. Headquartered in Australia, we have employees in Australia, New Zealand, Canada and the Philippines. Our products and services are used by customers across the globe.

Webjet Group is listed on the Australian Securities Exchange (**ASX: WJL**).

Our Strategic Growth Plan is centred on long term growth, reflecting the significant opportunity to expand the business and deliver greater value for Australian and New Zealand travellers. We continue to execute strategic initiatives focused on expanding our addressable market, enhancing the end-to-end customer experience, and unlocking new sources of value through investments in technology, brand, and adjacent travel services.

We have strong financial foundations and a clear ambition to become the first choice for consumers when they book travel. Ongoing investment in our people, platforms and capabilities supports operational excellence, customer experience and innovation.

ABOUT WEBJET GROUP AND HOW WE OPERATE

Sustainability governance

The Webjet Group Board has ultimate responsibility for operations of the Webjet Group, including setting strategic direction and risk appetite, and fostering the culture, values and behaviours of our people. This includes sustainability-related matters.

The Board provides leadership in implementing strong corporate governance so that decisions and actions are based on transparency, integrity, responsibility and performance. Our governance practices are designed to support the business and its growth by facilitating effective Board and management decision-making, providing clear lines of responsibility and accountability, and committing to transparent communications with shareholders and other stakeholders. The Board aims to meet at least monthly every year. In FY26, it exceeded this cadence, convening frequently to oversee a heightened level of corporate activity, including takeover proposals and associated due diligence.

The Board is supported by two standing committees: the Audit and Risk Committee and the Remuneration and Nomination Committee. Each committee operates within a formal charter and makes recommendations to the Board on matters within its remit.

The Audit and Risk Committee supports the Board on sustainability matters. Its responsibilities include:

- Overseeing the development and reviewing the effectiveness of our environmental, social, modern slavery and governance (ESG) strategy to ensure it is consistent with the business strategy and objectives, and
- Overseeing the development and reviewing the effectiveness of the policies, frameworks and initiatives supporting our overall ESG strategy, including but not limited to policies, frameworks and initiatives relating to human rights, modern slavery, ethical sourcing, wellbeing, climate change and the environment.
- Reviewing and making recommendations to the Board on the approval of the Sustainability Report and the Modern Slavery Statement.

The Audit and Risk Committee comprises Ellen Comerford, as Committee Chair, Don Clarke and Shelley Beasley, and meets at least four times a year. It reports regularly to the Board.

The MD has responsibility for the day-to-day management and is supported by a senior executive team, which is appointed and functions by reference to geographic, business unit and functional requirements. The MD and senior executive team have executive responsibility for implementing the Board approved sustainability approach and for embedding sustainability and climate considerations into day to day operations.

Overview of sustainability governance

| Guiding our approach | Managing risks | Driving action |
|--|--|---|
| <p>Purpose, values and strategic alignment</p> <p>Internal levers</p> <ul style="list-style-type: none"> • Company values and culture • Market Disclosure and Communications Policy • Corporate strategy • Employee values and engagement surveys • Customer satisfaction surveys • Supplier questionnaires and engagement <p>External reference points</p> <ul style="list-style-type: none"> • ASX Corporate Governance Principles and Recommendations • Australian Travel Industry Association • International Air Transport Association (IATA) • Global Reporting Initiative (GRI) • Sustainability Accounting Standards Board (SASB) • Workplace Gender Equality Agency (WGEA) • Australian Signals Directorate and Australian Cyber Security Centre guidance | <p>Policies, controls and compliance oversight</p> <p>Internal framework</p> <ul style="list-style-type: none"> • Code of Conduct • Risk Management Framework • Risk Appetite Statement • Global Whistleblowing Policy • Anti Fraud and Corruption Policy • Data Privacy and Cyber Security Policies • Acceptable Use Policy • Human Rights Policy • Equal Employment Opportunity, Bullying and Harassment Policies • Workplace Health and Safety Policy • Drug and Alcohol Policy <p>External obligations and standards</p> <ul style="list-style-type: none"> • Corporations Act 2001 (Cth) • Modern Slavery Act 2018 (Cth) • Privacy Act 1988 (Cth) • Competition and Consumer Act 2010 (Cth) • ISO 27001:2022 certification | <p>Execution, workforce practices and transparent disclosure</p> <p>Internal enablers</p> <ul style="list-style-type: none"> • Diversity Policy • Remote Working Policy • Parental Leave Policies • Flexible Work Policy <p>External reporting and disclosure</p> <ul style="list-style-type: none"> • Corporate Governance Statement • Modern Slavery Statement • WGEA reporting • Australian Sustainability Reporting Standards (ASRS) |

FY26 Group performance

Bookings

143

thousand

TTV

\$1,457

million

Revenue

\$136.3

million

Underlying
EBITDA

\$28.1

million

Employees

(excluding contractors)

301

Offices

- Australia
- New Zealand
- Canada

Our Brands

By your side for every flight, stay, experience and ride

www.webjet.com.au



WebJet

Webjet OTA enables customers to compare, combine and book the best domestic and international travel flight deals, hotel accommodation, holiday package deals, travel insurance and car hire worldwide.

Webjet OTA is the #1 Online Travel Agency in Australia and New Zealand

FY26 performance

| Bookings | TTV | Revenue | EBITDA |
|-------------------------|--------------------------|---------------------------|--------------------------|
| 1147 thousand | \$1241 million | \$115.3 million | \$38.7 million |

Global specialist in online car and motorhome rentals

www.airportrentals.com
www.motorhomerepublic.com



Airport Rentals

Airport Rentals makes booking a car rental anywhere in the world quick and easy, partnering with thousands of top brands, and with over 20 years of experience.

Motorhome Republic specialises in comparing top motorhome rental brands to ensure customers get the best vehicle at the best price.

Motorhome republic

FY26 performance

| Bookings | TTV | Revenue | EBITDA |
|------------------------|-------------------------|--------------------------|-------------------------|
| 260 thousand | \$189 million | \$19.5 million | \$4.3 million |

Book work trips, without the work

www.webjetbusiness.com.au



WebJet Business Travel

Webjet Group acquired Locomote Holdings Pty Limited in FY26. Rebranded **Webjet Business Travel**, this company is a tech-first, client-centric corporate travel provider, giving Australian and New Zealand businesses a proprietary all-in-one platform to manage their travel program end-to-end.

FY26 performance

| Bookings | TTV | Revenue | EBITDA |
|-----------------------|------------------------|-------------------------|---------------------------|
| 24 thousand | \$27 million | \$1.2 million | (\$0.6) million |

A travel-technology hub that reimagines the way we create itineraries

www.tripninja.io



tripninja

Trip Ninja technology automates the complex and highly manual process of selling multi-stop travel itineraries, improving content efficiency and enabling Webjet and overseas OTA customers to achieve their goals faster and more profitably through sophisticated machine learning and AI-driven algorithms.

FY26 performance

| Revenue | EBITDA |
|-------------------------|---------------------------|
| \$0.4 million | (\$3.1) million |



FY26 Sustainability Highlights

Delivering better travel experiences

- Recognised for customer service through **two major industry awards**
- **Improved all key Webjet OTA customer metrics** in FY26, building on strong FY25 performance
- Maintained or improved **Trustpilot ratings**, at 4.5 or above, in Cars & Motorhomes

Helping customers reduce their travel impact

- Delivered over **18,000 tonnes** of carbon offset, via Webjet OTA's carbon offset program for flight and hotel bookings

Supporting our people

Engagement and development

- **Introduced KPIs** to improve clarity around performance
- **Provided flexible** and remote working arrangements and a range of employee benefits

Diversity and inclusion

- Delivered gender diversity across the workforce, management and Board, above our 40% female representation target
- Launched new employee values **"Our Ways"** across the Webjet Group
- Introduced **Group DEI reporting** in gender, tenure, turnover, promotions and parental leave

Wellbeing

- Introduced a **Risk Incident Management Portal**
- **Launched Sonder**, a holistic wellbeing partner

Governance in action

Governance training

- Delivered refresher training on topics including Consumer and Privacy Laws Awareness, Modern Slavery Awareness and Respect at Work
- Maintained and continued to enhance our Australian Consumer Law compliance program to detect, address and guard against any potential breaches of the Australian Consumer Law

Cyber security and data privacy

- Maintained ISO 27001:2022 certification for Webjet OTA, Cars & Motorhomes and Trip Ninja

Modern slavery

- Established a cross-functional Modern Slavery Working Group
- Developed a Global Supplier Code of Conduct
- Conducted Modern Slavery Risk Assessments across Tier 1 suppliers

Our Approach to Sustainability

We are committed to creating sustainable value for our stakeholders through long term growth in shareholder value, responsible management of the environmental and our social impacts, strong governance practices, and a continued focus on supporting our employees, customers and suppliers. As a Group 3 reporter under Australia's mandatory climate reporting regime, we are not yet required to undertake climate related financial disclosures,

which are being progressively introduced under AASB S2. However, we recognise the importance of aligning with evolving stakeholder expectations and regulatory developments. We are prioritising matters that are most material to our business and aim to progressively improve governance, data quality and reporting maturity over time. This approach positions the business to respond as sustainability expectations evolve.

Engaging with our stakeholders

Regular stakeholder engagement helps us understand different perspectives and improve the way we operate. Insights from employees, customers, suppliers and shareholders inform the assessment of material sustainability topics, ensuring our focus remains relevant to our stakeholders.

| Stakeholder | How we engaged |
|--|--|
| Employees | <ul style="list-style-type: none"> • Monthly Town Hall and MD email updates • Employee workshops and events • Regular performance reviews • Participation in engagement surveys • Health and wellbeing calendar and programs • Leadership development and online compliance training |
| Customers | <ul style="list-style-type: none"> • Direct engagement through voice, chat, email, social and digital feedback channels • Ongoing monitoring of customer service performance, post-contact and post-trip survey responses, customer complaint follow-up, external review platforms • Review of customer insights to identify improvement opportunities, emerging risks and areas of customer friction |
| Shareholders | <ul style="list-style-type: none"> • Half yearly and annual Financial results webcasts and investor roadshows • Releases through the ASX platform • Annual General Meeting • Direct engagement with key institutional shareholders and analysts |
| Suppliers and business partners | <ul style="list-style-type: none"> • Direct engagement through commercial and procurement relationships, including onboarding and contract management • Monitoring through Modern Slavery Risk Assessments across Tier 1 suppliers |
| Memberships and associations | <ul style="list-style-type: none"> • Member of the ATIA and accredited under the Australian Travel Accreditation Scheme (A17325) • Partnered with the Australian Signals Directorate Australian Cyber Security Centre on their cyber security program |

Our Material Sustainability Areas

Prior to its demerger into Web Travel Group Limited and Webjet Group Limited in September 2024, Webjet Limited undertook an externally supported assessment to identify key sustainability related risks and opportunities. This assessment considered global sustainability developments, regulatory change, industry dynamics, peer practices and stakeholder input.

Following the demerger and building on this prior work, the relevance of our material sustainability topics for the FY25 and FY26 reporting periods was reviewed and confirmed. These topics reflect where we have the greatest potential exposure to risks and opportunities and where effective management is most important to long term value creation.

The material sustainability topics are set out below.

Our approach to sustainability remains centred around four key areas



| Stakeholder | Material Topic | Why this is important to Webjet Group |
|-------------------------|--|---|
| Servicing our Customers | Customer Service and Satisfaction | 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. |
| Engaging our People | Employee Engagement and Development | 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. |
| | Diversity and Inclusion | 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. |
| | Employee Wellbeing | 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. |
| Responsible Governance | Business Ethics and Corporate Governance | Building and maintaining an ethical culture of integrity, transparency and accountability at all levels. Having robust policies, systems, leadership, risk management and training in place to support compliance with Australian laws, prevention of misconduct, protection of consumers and to enable effective whistleblowing. |
| | Cyber Security and Data Privacy | 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. |
| | Responsible Supply Chain management (Modern Slavery) | Understanding, disclosing and managing sustainability risks in our supply chain, including environmental and social impacts. This includes a focus on mitigating modern slavery risks. |
| Reducing our Impact | Climate Change Risk and Disclosure | 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. |
| | Sustainable and Responsible Travel | 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. |



Customer Service and Satisfaction

Why is this important to us

We focus on delivering choice, convenience and high quality service to build enduring customer trust and loyalty. 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

Customer service is delivered through dedicated teams within each business, with clear accountability and defined service delivery metrics. These teams support customers with both pre and post booking enquiries, including finding and comparing travel options, managing reservations, and processing changes, cancellations, refunds and other post booking requests.

- Webjet OTA provides 24/7 customer support across phone, online chat and email channels, with teams located in Australia, India and the Philippines.
- Cars & Motorhomes provides customer service across phone, live chat and email channels during business hours, Monday to Saturday with teams located in New Zealand, Philippines and via our contractors in Romania.
- Webjet Business Travel provides 24/7 customer support through dedicated service teams.

Our initiatives

During FY26, we continued to strengthen customer operations through targeted investments in digital/automation enablement and in-person service capability.

Webjet OTA

At Webjet OTA, a major enabler of service improvement has been our migration to the Amazon AWS Connect platform, which allows us to consolidate telephony, case management, and quality assurance systems into a single, scalable environment. We have a Manila-based team with strong foundations in customer resolution, quality assurance and culture of accountability. In FY26, we built on these initiatives as follows:

Digital enablement and customer protection

- Continuing to invest in automation (via the Amazon AWS Connect platform) to reduce manual handling and enhance customer convenience, enabling service teams to focus on more complex and higher value customer enquiries.
- Piloting an internally developed agent facing chatbot, to support service teams with real time access to policies and knowledge, improving response accuracy and reducing enquiry handling times.
- Strengthening customer security and data protection through two factor authentication for inbound calls through our Interactive Voice Response (IVR) system, supporting safer customer interactions across service channels.

Customer operations

- Investing in the Manila-based team, including a new employment structure, flexible working arrangements and a collaborative, purpose designed office environment.
- Supporting customers during major global disruptions, including the Middle East conflict, maintaining service continuity through close coordination with airline partners.

Awards

In recognition of its leading customer service operations, Webjet OTA won two major travel industry awards:

- Most Outstanding Established OTA at the Australian National Travel Industry Awards in October 2025
- Leading Online Travel Agency in Oceania at the World Travel Awards in October 2025

Cars & Motorhomes

The Cars & Motorhomes businesses invested in automation and self-service capabilities to improve operational efficiency, reduce manual handling and maintain strong customer service. In FY26, we have achieved the following:

- Continue to invest in automated post booking journeys and digital platform capabilities, enabling customers to manage amendments and cancellations independently and allowing service teams to focus on more complex enquiries
- Increased API connectivity
- Enhanced chatbot capabilities with 24/7 multilingual support
- Integrated Quality Assurance into the Amazon AWS Connect Platform.
- Transitioned the customer operations team in Romania to a contractor model to provide greater flexibility, scalability and access to experienced service professionals. (This team is no longer counted in our employee numbers.)



Customer Service and Satisfaction

How we track progress

We actively seek regular customer feedback to assess whether it is meeting expectations and to inform continuous improvement.

At **Webjet OTA**, Voice of Customer is central to the customer service agenda, with organisation wide access to customer feedback through the Resonate platform. Verbatim feedback is actively reviewed and shared across the business, with quarterly independent insights provided to senior leadership. Detractor feedback is followed up by the Customer Care team.

Performance is monitored using a balanced set of operational, customer outcome and governance metrics, including First Contact Resolution (**FCR**), Customer Satisfaction Score (**CSat**), and Net Promoter Score (**NPS**). With a continuing focus on customer service, all metrics improved in FY26 against their scores in FY25 albeit at a lower rate of improvement. This included our NPS score which rose 2 points after already recording a strong 12 point growth in FY25.

| Target | Metric | FY26 | FY25 |
|--------------------|--------|------------------------|------------------------|
| Annual improvement | FCR | Up 4 percentage points | Up 8 percentage points |
| 91% | CSat | Up 2 percentage points | Up 5 percentage points |
| 65% | NPS | Up 2 points | Up 12 points |

At **Cars & Motorhomes**, in order to support consistent service quality and to improve efficiency, customer service performance is monitored through a mix of operational and customer outcome metrics, including response time standards across all channels. Overall customer satisfaction is reflected in our Trustpilot performance, with review scores across Cars & Motorhomes three consumer websites ([AirportRentals.com](https://www.airportrentals.com), [AirportRentals.com.au](https://www.airportrentals.com.au) and [MotorhomeRepublic.com](https://www.motorhomerepublic.com)) at 4.5 or above (FY25: 4.3 or above).

Webjet Business Travel (acquired on 1 October 2025) brings a strong focus on customer services and customer satisfaction and monitors performance across a mix of metrics including response times across all channels. For the six months to 31 March 2026, its CSat was above 90%.

Looking ahead

Customer Operations will continue to support our growth strategy by embedding service readiness and customer insight into new products, verticals and features.

Key FY27 priorities include:

Webjet OTA

- Modernising agent tools through the Transportation Security Administration modernisation program
- Expanding the capabilities of the internally developed agent support chatbot
- Further simplifying and automating customer service journeys

Cars & Motorhomes

- Further integration of customer service channels, including email and chat, into the Amazon AWS Connect platform
- Enhancements to online booking management tools
- Ongoing refinement of our chatbot and FAQ capabilities

Webjet Business Travel

- Launch of a scalable self-signup function



Employee Engagement and Development

Why this is important to us

We depend on the capability, engagement and commitment of our people. A workforce that is motivated, well supported and equipped to grow is critical to our ability to drive innovation, deliver high-levels of customer service and execute our strategy. We seek to create a workplace where people can add value, develop and build long-term careers.

How we manage this

Strategic and operational initiatives to achieve high employee engagement are driven by the executive leadership team facilitated by people functions in each of the businesses. The Board is regularly updated on key people-related metrics including headcount, employee turnover and engagement survey results.

We aim to attract, engage and retain talent through regular performance and remuneration check-in reviews, localised employee benefits and long-term development support. This includes learning and career development opportunities, flexible work arrangements and access to an independent platform and partner who provides personal safety, medical, mental health, and wellbeing support.

Our initiatives

Culture

After the demerger of the Webjet Group in September 2024, we undertook a comprehensive review of our values to ensure they remain aligned with our purpose, strategy and the way Webjet Group expects its people to work together. The analysis revealed the need to update our values to bring all entities together under a shared set of values. This work resulted in the refresh of our values, now referred to as Our Ways which articulate the key beliefs that drive employees' everyday actions and behaviours. Our Ways guide decision making across the organisation and support a culture of high performance, inclusion and long term sustainable growth.

Our Ways are:

- We grow together
- We're always looking for a smarter way
- We spark the joy of Travel

Remuneration and benefits

We are committed to providing remuneration and benefits that support the attraction and retention of high performing talent, with senior executive remuneration aligned to shareholder outcomes.

We undertake regular reviews of employee performance, remuneration and benefits, across relevant markets to remain competitive. Our objective is to ensure employees receive all applicable statutory entitlements, in compliance with local labour laws and employment practices across the jurisdictions in which we operate.

In FY26, we provided a range of employee benefits, including:

- Paid parental leave
- Option to purchase additional annual leave
- Salary packaging arrangements for Australian based employees, including tools of trade and novated car leasing
- Employee travel benefits
- Anniversary milestone recognition and annual employee eGift cards

Recognising the importance of flexibility in supporting employee wellbeing, productivity and inclusion, in FY26 we introduced a Flexible Work Policy, incorporating hybrid work requirements that vary by location. Remote working arrangements are implemented in accordance with operational needs and information security requirements.

Performance and KPIs

Regular, structured conversations between employees and their leaders occurred in FY26. Our intention is to deliver an operating cadence where employees participate in regular one-on-one meetings with their people leaders and regular career development conversations. These discussions support regular feedback, career development and the identification of growth opportunities.

During FY26, we established a formal KPI program as part of our performance management framework. This initiative was designed to provide greater clarity around individual expectations and performance goals, while also helping managers more effectively assess performance and identify development needs.

Learning and development

In FY26, we refined our learning and development programs based on employee feedback, introducing short, bite-sized learning sessions covering practical skills such as Excel, AI and broader professional skills. We also hosted a range of more detailed workshops including leadership skills around constructive conversations, KPIs and leading teams, and AI training.

We held a Hackathon in June 2025. The Hackathon provided the platform to explore relevant technology, ideas, and processes, while encouraging employees to work collaboratively.

HR systems

During FY26, we expanded ELMO, an integrated HR and payroll platform, to Trip Ninja and Webjet Business Travel and launched ELMO payroll across our New Zealand businesses. We have continued to consolidate HR and payroll, improve the employee experience through more user-friendly functionality, and introduce enhanced self-service tools. The system supports greater efficiency and accessibility for both employees and managers.



Employee Engagement and Development

How we track progress

We track employee engagement through regular employee feedback, including one-on-one discussions with leaders and survey results that identify engagement levels and areas for action. We also track workforce metrics, including turnover data.

Employee engagement

A key measure of engagement is the percentage of employees who agree or strongly agree with the statement **“I would recommend Webjet Group as a great place to work.”** Meaningful results are underpinned by broad participation which exceeded our target of 80% in each survey in FY26.

| Target | Metric | FY26 ⁽ⁱ⁾ | FY25 ⁽ⁱ⁾ |
|--|--|---------------------|---------------------|
| Year-on-year improvement/ better than peer benchmark via Culture Amp | Australia (OTA/Corp/WBT) ⁽ⁱⁱ⁾ | 79% | 89% |
| | New Zealand (Cars & Motorhomes) | 66% | 56% |
| | Canada (Trip Ninja) | 90% | 85% |

- (i) Results are taken from the most recent engagement survey during the financial year, being November 2025 for Australia and Canada and March 2026 for New Zealand.
- (ii) Results are not directly comparable year-on-year due to the inclusion of Webjet Business Travel in FY26.

For Webjet OTA and Corporate, in management’s view the drop in engagement scores in FY26 in part reflects challenging trading conditions and ongoing uncertainty in connection with transformational change and potential third party takeover proposals.

In New Zealand, employee engagement scores have improved from FY25 when the business was undergoing its own transformational change and provided uncertainty surrounding the restructuring measures post demerger and will be disclosed going forward in line with the SASB accounting metrics on employee recruitment, inclusion and performance.

Looking ahead

Acknowledging that the success of our Company depends on the capability, engagement and commitment of our people, we aim to support a positive culture, attract and retain talent, and enable our people to contribute to the long term sustainability of the business.



Diversity and Inclusion

Why this is important to us

We believe diversity strengthens our culture and contributes to better business outcomes for our customers. The varied experiences, perspectives and backgrounds of our people help foster an inclusive workplace where innovation, new ideas and strong performance can thrive.

How we manage this area

The Board is accountable for supporting a workforce that is diverse in every sense and is regularly updated on workforce data including new hires, promotions, resignations and redundancies. Key diversity objectives are to progressively increase the diversity profile, including the percentage of women, at Board and Senior Executive level, and to ensure equal access to employment opportunities based primarily on merit, regardless of diversity factors.

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 and monitoring the drivers that shape the culture and values within the workplace.

Our commitment to diversity and inclusion is set out in our Diversity Policy and Code of Conduct. We have several policies to promote and ensure equal opportunities for diverse cultures, ages, races, sexes and religions.

Our initiatives

In FY26, we introduced a new Diversity, Equity and Inclusion (DEI) Statement, reflecting our focus on maintaining a gender-balanced workforce, growing our talent and continuing to support both our current and emerging workforce.

"Build a diverse and inclusive team that reflects the travellers we serve, brings broader perspectives to our journey, and supports long-term success"

Other DEI initiatives focused on:

- Updating Diversity policy
- Updating Workplace Health & Safety (WHS) policy, including psychosocial risk assessment and Respect@Work program
- Maintaining Workplace Gender Equality Agency (WGEA) compliance
- Monthly DEI reporting (gender, tenure, turnover, promotions, parental leave)

Throughout the year, we also recognised and celebrated a range of diverse culturally significant events through a wellbeing calendar, including International Women's Day, NAIDOC Week activities, Diwali, Persian New Year, and Ramadan.



Diversity and Inclusion

How we track progress

We track progress on diversity and inclusion through a combination of workforce metrics, employee engagement insights and governance oversight. Key indicators include workforce composition by gender, representation at senior levels, gender pay gap statistics, and feedback from employee engagement surveys. Progress is reviewed to identify trends, inform priorities and support the ongoing development of policies and initiatives that foster an inclusive workplace.

Workplace metrics

In FY26 our workforce totalled 301, excluding contractors, with the majority working in Australia and New Zealand and a smaller number Canada.

We are proud of our continued balanced gender diversity metrics within our workforce and management ranks with key diversity targets exceeded in the year.

| Target | Metric | FY26 | FY25 |
|------------|----------------------------------|------|------|
| 40% female | Board | 60% | 60% |
| | Senior managers ⁽ⁱ⁾ | 49% | 49% |
| | Managers ⁽ⁱⁱ⁾ | 51% | 50% |
| | Whole workforce ⁽ⁱⁱⁱ⁾ | 51% | 52% |

- (i) Female senior managers are defined as the MD, her direct reports and direct reports to the MD's direct reports
- (ii) Female managers are defined as all managers excluding senior managers
- (iii) All employees across Webjet Group excluding contractors and outsourced operations in the Philippines.

The Company's subsidiary, Webjet Marketing Pty Ltd, is a relevant employer under the Workplace Gender Equality Act (WGE Act). Additional details of our gender equality indicators are submitted to the Workforce Gender Equality Agency (WGEA) and are publicly available at this link: [Webjet Group/Corporate Governance](#).

The information provided in WGEA reporting represents data at 31 March 2025 and covers our Australian workforce. Our gender equality indicators for 2026 will be submitted to WGEA in May 2026.

Gender Pay Gap (GPG)

| Target | Metric | FY26 | FY25 |
|---------------------------------------|-----------------------|-------|-------|
| No targets set or required under WGEA | GPG average total rem | 19.2% | 22.3% |
| | GPG median total rem | 17.4% | 16.9% |
| | GPG average base | 7.8% | 15.5% |
| | GPG median base | 14.1% | 16.3% |

In relation to the Gender Pay Gap (GPG) analysis required by WGEA, we analysed and submitted our FY25 pay data in May 2025. We achieved a reduction in the gender pay gap in average total remuneration, average base salary and median base salary, while the gap in median remuneration widened. It should be noted that FY24 data relates to the period when the business was part of the Web Travel Group Limited, formerly Webjet Limited and may not be fully comparable to FY25 disclosures. The GPG results were communicated post publication through a Town Hall.

Looking ahead

We believe diversity strengthens our culture and contributes to better business outcomes and we are committed to continuing to embed diversity and inclusion across our workforce by creating an environment where different perspectives, backgrounds and experiences are valued and supported. Following the introduction of many new initiatives, in FY27 we are aiming to introduce a DEI Working Group to help drive DEI strategies going forward.



Employee Wellbeing

Why this is important to us

We are committed to protecting the health and safety of employees and supporting wellbeing across the business. We aim to provide a safe place of work and support the physical and mental wellbeing of our people. We also recognise the importance of helping employees feel connected to, and able to contribute positively to, their local communities.

How we manage this area

We have a range of policies in place to support a safe workplace, including the Code of Conduct, Drug and Alcohol Policy, Employee Assistance Program, Equal Employment Opportunity, Bullying and Harassment Policy, Whistleblowing Policy, and WHS Policy. The Board is updated on any key occupational health and safety events.

Our initiatives

Employee support platforms

All employees have access to an Employee Assistance Program (EAP). We launched a holistic wellbeing platform and partner Sonder which provides employees with access to personal safety, medical, mental health, and wellbeing support. Since launch, 33% of employees in Australia and 48% of employees in New Zealand have registered on the platform, demonstrating strong uptake of the service.

We also introduced a new Risk Incident Management Portal to encourage early identification and reporting of risks, including both psychosocial and physical hazards, in accordance with WHS laws. The portal is designed to enhance transparency, support teams, improve decision-making and ultimately strengthen workplace safety.

Wellbeing initiatives

The People Team plays an important role in organising wellbeing initiatives throughout the year. These initiatives aim to promote physical, mental and social wellbeing across the business. We recognise and celebrate community, social and wellbeing events through our calendar (as well as important cultural events noted under the diversity section) including:

Charity events:

- International Women’s Day
- World Friendship Day
- R U OK Day

Health initiatives:

- Voluntary Blood Donation
- CPR and First Aid Training
- Breast screen for women >40 years old

Team building:

- “Halfway There” conference
- Hackathon
- Customer Service Week

Employee Health and Safety

| Target | Metric | FY26 | FY25 |
|--------|-------------------------|------|------|
| 0 | Lost time from injuries | 0 | 0 |
| 0 | Workcover claims | 0 | 0 |

We maintained a strong safety record during the year, reflecting the largely desk-based nature of our work.

Looking ahead

We will continue to prioritise employee wellbeing as a core enabler of engagement, performance and long term sustainability. By taking a proactive and inclusive approach to wellbeing, we aim to support our people to perform at their best and contribute positively to a sustainable and resilient organisation.



Business Ethics and Corporate Governance

Why this is important to us

We are committed to maintaining high ethical standards and strong corporate governance and recognise that trust and integrity are important to our long-term success.

How we manage this area

The Webjet Group Board has overall responsibility for the business ethics and corporate governance and is supported by two committees, the Audit and Risk Committee and the Remuneration and Nomination Committee, which both make recommendations to the Board for consideration and approval on matters within their remit.

Webjet Group's corporate governance framework and practices are set out in the FY26 [Corporate Governance Statement](#), available on our website. In developing this statement, the Board had regard to the corporate governance standards published in the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations 4th Edition (**ASX Principles**) and to the governance standards and risk management practices adopted generally by companies of a similar size to us.

We have established a range of key policies and procedures that support our corporate governance framework. These are also available on our website and are:

- [Code of Conduct](#)
- [Diversity Policy](#)
- [Market Disclosures and Communications Policy](#)
- [Global Whistleblowing Policy](#)
- [Anti-Fraud and Corruption Policy](#)
- [Share Trading and Conflicts Policy](#)
- [Independence of Directors Policy](#)
- [Related Party Transaction Policy](#)

Webjet Group sets clear expectations for how the business, its employees and its suppliers operate and behave, including in relation to ethics, safety and information security. In support of these expectations, we have developed Employee and a Supplier Codes of Conduct and a range of policies and procedures, including:

- Human Rights Policy, Equal Employment Opportunity, Bullying and Harassment Policies
- Workplace Health and Safety, Remote Working and Drug and Alcohol Policies
- Information Security, Acceptable Use and Bring Your Own Device Policies

Our initiatives

Code of conduct

We have a Code of Conduct that applies to all Directors, senior executives, employees, contractors and everyone working within Webjet Group, regardless of their location. The Code of Conduct was reviewed during the period and approved by the Board. During FY26, there were no material breaches of the Code that required reporting to the Board.

Compliance training

We maintain a structured compliance and governance training framework designed to support a strong risk aware and ethical culture across the organisation and to ensure our key policies and procedures are understood and followed. A policy hub was created for all employees to access policies and procedures via the SharePoint Intranet page.

As part of the induction process, all employees are required to complete mandatory training in policies such as information security, equal employment opportunity, bullying and harassment, work, health and safety. They are also required to be trained in relevant laws such as the *Competition and Consumer Act 2010*.

Employees are required to complete periodic refresher training on topics relevant to their role and jurisdiction. This is delivered through a combination of online, self-paced modules via our learning management system and face-to-face sessions facilitated by internal subject matter experts from legal, people and security, as well as external providers.

Certain training modules are required to be completed annually, while others are undertaken every two years, reflecting the nature of the risk and applicable regulatory requirements. In FY26, we delivered refresher training on the following topics:

- Australian Consumer Law
- New Zealand Consumer Law
- Modern Slavery Awareness
- Australian Privacy Law Awareness
- New Zealand Privacy Law Awareness
- Respect at Work, Psychological Safety and Anti-Bullying and Harassment
- Whistleblower Training for Eligible Recipients.



Business Ethics and Corporate Governance

Committees, frameworks and manuals

In addition to governance policies, procedures and compliance training, our governance framework is supported by a range of management level committees, frameworks and practical tools designed to promote effective risk management and regulatory compliance, some of which were introduced in FY26.

- Australian Consumer Law (ACL) Compliance Committee**
 This Committee provides management level oversight of Australian Consumer Law compliance. The Committee meets monthly to monitor current and emerging ACL risks, review complaint trends, track key compliance indicators and escalate material matters to the Board's Audit and Risk Committee as required.
- AI Governance Committee**
 This Committee oversees the responsible use of artificial intelligence.
- Cyber Security Board**
 The Cyber Security Board, chaired by the Security and Compliance Manager, meets quarterly and provides oversight of our cyber security posture, including key cyber security risks and progress against strategic security initiatives.
- Risk Management Framework and Risk Appetite Statement**
 We have implemented a Risk Management Framework and Risk Appetite Statement to support a consistent and proactive approach to risk management across the business. The Board, through the Audit and Risk Committee, oversees the application and effectiveness of the Risk Management Framework.
- Playbooks and manuals**
 We maintain a suite of playbooks and operational manuals that provide practical guidance to teams in managing key regulatory and compliance risks across the business, including in areas such as marketing and customer operations.

Whistleblowing allegations

We have a Global Whistleblowing Policy that was reviewed and updated during the period. The Whistleblowing Policy, together with the Code of Conduct, aims to encourage all Directors, employees, contractors and others working across Webjet Group to report any allegations of misconduct. The Policy is underpinned by a confidential framework designed to protect individuals who raise concerns. This includes an anonymous whistleblowing service as well as a Whistleblowing Officer who assesses and investigates eligible reports. All allegations of misconduct are taken seriously by the Board and senior management. The Audit and Risk Committee is informed of any material incidents reported under the Whistleblowing Policy.

ACCC proceedings

The ACCC commenced proceedings against Webjet Marketing Pty Ltd (Webjet Marketing), a wholly owned subsidiary of Webjet Group on 28 November 2024. The proceedings related to Webjet Marketing's booking confirmations process and disclosure of fees in social media posts, email marketing and the Webjet website and mobile application for various periods between November 2018 and June 2024, prior to the demerger.

On 28 February 2025, Webjet Group announced an agreement with the ACCC had been reached to resolve these court proceedings. Joint submissions were made to the Federal Court including orders requiring Webjet Marketing to pay a penalty of \$9 million and to contribute \$100,000 to the ACCC's legal cost. The orders also required Webjet Marketing to publish a corrective notice and to maintain and continue to implement an Australian Consumer Law compliance program, both in forms agreed with the ACCC.

On 28 July 2025, the Federal Court formally approved these proposed orders, thereby disposing of the proceedings. \$9.1 million was paid by the Company in August 2025 and compliance with Court Orders has progressed with the corrective notice duly published and an Australian Consumer Law compliance program established.

We pride ourselves on our high levels of trust with all customers and stakeholders and are confident that any customer concern with our offering, disclosure, service or pricing was limited. Webjet Marketing positively engaged with the ACCC to resolve this matter and, after being advised of the issues of concern by the ACCC, voluntarily and proactively implemented improvements to fee disclosures. Subsequently, we have enhanced our procedures to detect, address and guard against any potential breaches of the Australian Consumer Law in the future including the maintenance of and continued enhancement to our Australian Consumer Law compliance program.

Animal Welfare

During the year, we worked collaboratively with World Animal Protection on the development of an animal welfare policy intended to guide future partnerships and support responsible experience offerings across our platforms



Business Ethics and Corporate Governance

Governance

Progress on business ethics and governance is monitored through compliance and assurance processes overseen by the Board and senior management. Incidents, breaches and remediation actions are reported, with material matters escalated to the Board or the relevant committee. These insights inform continuous improvement activities, including policy enhancements, control strengthening and targeted training. Where training is delivered through our learning management system, completion rates are monitored.

| Target | Metric | FY26 |
|-----------|-----------------------------------|--------------------|
| No target | OTA, WBT training completion rate | 99% ⁽ⁱ⁾ |

(i) Excluding newly-released training on modern slavery

Looking ahead

We are committed to maintaining high ethical and governance standards. We will continue to enhance our governance framework and the supporting management level committees, policies, training, and practical tools to promote effective business ethics, governance, and regulatory compliance.



Cyber Security and Data Privacy

Why this is important to us

As an online travel company, we view the security of our business applications, including our websites, booking platforms, and financial and data management systems as a key priority. We are committed to protecting the data we collect, transmit and store, and to maintaining a strong governance program that helps manage cyber security and privacy risk. This is important not only to safeguarding our systems and information, but also to maintaining customer trust and supporting the operational and financial resilience of Webjet Group.

How we manage this area

We have implemented a structured security program designed to protect our people, processes, technology and data. The program is aligned with our objectives and provides a consistent framework for identifying, managing and mitigating cyber security and data privacy risks across the business. All newly acquired or integrated businesses are onboarded into the program, with Webjet Business Travel being progressively onboarded in FY26 and FY27.

The program is overseen by the Security and Compliance Manager, who sits within a centralised group function responsible for setting overarching security strategy and policies. This function manages security and compliance programs to support consistency, standardisation and effective risk management. The Security and Compliance Manager reports to the Chief Technology Officer.

Cyber and data security governance is further supported at an executive level through a dedicated Cyber Security Board, chaired by the Security and Compliance Manager. The Board meets quarterly and provides executive oversight of our security posture, including key cyber security risks and progress against strategic security initiatives.

At Board level, responsibility for oversight of cyber security and data privacy sits with the Audit and Risk Committee, with both matters standing agenda items at Committee meetings. Its charter assists the Board in overseeing procedures for identifying business and operational risks including cyber security risks and controlling their impact on the Company.

More broadly, the Board and the executive management team actively support the security program, enabling the timely implementation of relevant controls, policies, technologies and training to strengthen our security capability. Our security program is embedded into our daily business processes and is now a key part of our culture.

Cyber Security

Our Initiatives

Policies

Governance is a core part of our security program and helps ensure compliance with our policies and procedures. In FY26, regular governance and compliance checks, internal audits, and monitoring controls helped ensure the security program operated consistently across the organisation, remained aligned with key objectives, and supported regulatory and legal obligations. An AI Acceptable Use Policy was introduced during FY26.

Managing risk

Our security program encompasses all aspects of the business to ensure security risks are identified and mitigated effectively. The program allows us to monitor known risks, identify new risks and enable us to operate within an acceptable risk appetite. This included security reviews of our AI-based solutions when new tools are introduced into our ecosystem.

In FY26, key security risks were identified and subsequently managed or remediated as necessary, through regular security testing, vulnerability scanning, security tools and applications, vendor risk assessments, security by design risk assessments, simulations and audit functions.

We also worked closely with threat intelligence groups and partnered with the Australian Signals Directorate Australian Cyber Security Centre on its cyber security partnership program to understand emerging security risks and threats that may impact our organisation and the travel industry.

In October 2025, we engaged external consultants to run a Board and Senior Leadership cyber scenario tabletop exercise. The exercise focused on testing our Information Security Incident Response Plan and Ransomware Playbook. Recommendations arising from this exercise were implemented to improve our incident response processes.

We are also enhancing our application controls to protect against malicious code and reduce the risk of unapproved or malicious applications being executed across our systems.



Cyber Security and Data Privacy

Security compliance

We are committed to maintaining security certifications that support the protection of our people, business assets and data, and help ensure associated security risks are identified and mitigated effectively. In FY26, we maintained:

- Payment Card Industry Data Security Standard (PCI-DSS) certification: For subsidiaries that handle customers' cardholder data in any form. External audits were conducted by a Qualified Security Assessor (QSA) company, Sekuro. We also perform monthly and quarterly assurance activities to ensure that we are upholding the PCI data security standards.
- ISO 27001:2022 certification: Webjet Group holds ISO 27001:2022 certification which focuses on maintaining a secure information security management system. This system is audited by external auditors, LRQA Group Ltd, to maintain this certification.

As stated above under How we manage this area, Webjet Business Travel is being progressively onboarded into our structured security program. In FY27, this will include its certification under PCI-DSS and ISO 27001:2022.

Training

Human risk management is a key component of the security program. We mitigate risks through regular:

- Security awareness training for all staff and new joiners,
- Security awareness updates, and
- Targeted training programs for our engineering teams and other high-risk employee groups.

Additional training is also provided to employees who fail phishing simulation tests to help ensure our staff are equipped with the appropriate tools to identify phishing and reduce the risk of a successful cyber attack.

Security breaches

Cyber incidents are managed through our incident response plan and supporting playbooks, including ransomware and data breach playbooks. We test these playbooks yearly, as occurred in FY26 with the Board and Senior Leadership cyber scenario tabletop exercise. We are focused on preparedness through incident response simulations, annual security awareness training for all personnel, regular phishing simulations and ongoing improvement of our communication plans. Response procedures are updated following these exercises to better align with business processes. Rebuild and recovery procedures are also in place.

Data Privacy

Our Initiatives

Policies

Protecting the privacy and confidentiality of personal information is vital. Our privacy policies are available to customers through each of our business websites. Individuals can exercise their rights to access and control their personal information by following the steps set out in our privacy policies.

We maintain a range of data protection policies to support our protection of personal information, including a Data Protection Agreement. Our data classification policy, data retention and disposal policy outline our commitment to ensuring data (including personal information) we hold is handled in accordance with applicable privacy laws. In addition, we continue to improve data loss prevention controls to mitigate potential occurrence of data loss incidents

As new privacy reforms come into effect, we seek to further strengthen the way we safeguard our data, reduce the amount of data we collect and store, be transparent about how we use data, and maintain the appropriate controls needed to demonstrate compliance with regulatory and legal requirements.

Managing risk and security compliance

In FY26, Webjet Group held ISO 27001:2022 certification, supporting an Information Security Management System designed to protect data we collect, transmit and store. We are committed to reducing data-related risks through strong organisational and technical controls, appropriate data protection provisions in third-party agreements, and regular employee training. We maintain this certification on a yearly basis.

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

Requests to access to personal information from customers and law enforcement are managed by our legal team. All requests are validated to ensure they are legitimate, and legally required processes are followed prior to responding. Details of our Data Privacy officer mailbox are made available to customers and law enforcement.

Training

Australian and New Zealand privacy awareness training forms part of onboarding. In FY26, we also delivered refresher training on Australian and New Zealand Privacy Law Awareness, which is now delivered on an annual basis.

Privacy breaches

If a data breach of confidential or sensitive personal information were to occur, we would respond in accordance with applicable privacy legislation including, as appropriate, notification to all impacted parties. We have an information security incident response plan and playbooks to execute in the event of a suspected data breach, which is tested annually.



Cyber Security and Data Privacy

How we track progress

The success of our cyber security and data privacy programs is assessed through governance oversight, coverage of security controls across customer facing platforms, completion of training and awareness programs, independent review activities and audits, and regular testing of incident response plan and playbooks. In FY26, we did not experience any reportable cyber security or data privacy breaches

Looking ahead

We consider the security of our business applications (including our websites, booking platforms, AI systems and financial and data management systems) to be a key priority. We will continue to enhance our cyber security and data privacy capability over time through the ongoing development of policies, employee training and practical security tools, reflecting the evolving nature of cyber and privacy risks. In particular in FY27, we will obtain PCI-DSS and ISO 27001:2022 certificates for Webjet Business Travel.



Responsible Supply Chain Management (Modern Slavery)

Why this is important to us

We believe in the inherent dignity, equality and worth of every individual. We are committed to upholding and promoting human rights in all aspects of our operations and supply chain guided by our Human Rights Policy and informed by internationally recognised standards, including the Universal Declaration of Human Rights.

We seek to provide a safe, inclusive and fair work environment, free from discrimination and harassment, and respects employees' rights to freedom of association and collective bargaining. We are also committed to fair labour practices, safe working conditions, and responsible engagement with the communities in which it operates, supported by ongoing review, training and continuous improvement.

We recognise that modern slavery remains a significant global issue and is focused on maintaining strong governance to minimise modern slavery risks and improve ethical standards within our business and across our supply chains.

We expect our suppliers and business partners to adhere to the same human rights standards that we uphold. We strive to hold them accountable and work with them to address modern slavery risks and to promote and ensure respect for human rights throughout our supply chain and business relationships.

How we manage this area

Our management of modern slavery risk is coordinated by the Modern Slavery Working Group, which ensures implementation of our modern slavery action plan. During the reporting period, Webjet OTA, Cars & Motorhomes, Webjet Business Travel and Trip Ninja were represented on it.

All controlled entities operate under common policies and responsibility for identifying and managing modern slavery risks within operations rests with each business, consistent with the risk based approach contemplated by the Modern Slavery Act.

Oversight is provided by our MD, who has responsibility for modern slavery reporting and implementation, supported by the Modern Slavery Working Group and relevant finance, people and supply chain functions across the Webjet Group.

The Audit and Risk Committee supports the assessment and management of modern slavery risk, including oversight of the effectiveness of actions taken. The Committee reviews the annual Modern Slavery Statement and recommends it to the Board for approval. Ultimate accountability for modern slavery risk management sits with the Webjet Group Board, together with the boards of each subsidiary that is a reporting entity under the Modern Slavery Act, all of which review and approve the Statement.

This governance framework is supported by our Code of Conduct and Whistleblowing Policy, which reinforce expectations of ethical behaviour, transparency and escalation of concerns.

Our initiatives

During FY26, we continued to mature our approach to identifying, assessing and managing modern slavery risks across our operations and supply chain through targeted governance, training and supplier engagement.

Modern Slavery Statement

Our first Modern Slavery Statement for Webjet Group Limited post demerger was released in September 2025. This Statement was a joint statement with Webjet Marketing Pty Ltd. Our [Modern Slavery Statement](#) is available on our website.

Modern Slavery Working Group

A cross-functional Modern Slavery Working Group has been established with representation from each operating entity within Webjet Group. The Working Group oversees delivery of the Modern Slavery Workplan and supports consultation across owned and controlled entities.

Global Supplier Code of Conduct

We developed a Global Supplier Code of Conduct setting out clear expectations for suppliers to maintain appropriate controls to manage modern slavery risks within their operations and supply chains. The focus going forward is to work towards implementing the Code across our supply chains.

Refresher training

Modern slavery awareness training was rolled out as part of our annual refresher training plan. The training focuses on recognising indicators of modern slavery, understanding legal obligations and supporting ethical business practices.

Risk assessments

Modern Slavery Risk Assessments were conducted across Tier 1 suppliers in Australia, New Zealand and Canada based on supplier spend, industry sector and country risk profile. Following these assessments, Modern Slavery Questionnaires were issued to identified suppliers to assess how suppliers manage modern slavery risks.

Modern slavery contract provisions

Work continued to incorporate modern slavery provisions into non-standard supplier agreements.



Responsible Supply Chain Management (Modern Slavery)

How we track progress

We have been working to develop and implement policies, processes and practices in respect of responsible supply chain management. Our approach to tracking progress is evolving and, over time, we intend to strengthen oversight of supply chain management and drive continuous improvement.

Looking ahead

We will focus on building on our modern slavery risk management framework through targeted supplier engagement, enhanced grievance mechanisms and integration of modern slavery considerations into business-as-usual processes.

In FY27, we aim to:

- Obtain supplier acknowledgement of our Global Supplier Code of Conduct as part of the next phase of implementation
- Use supplier responses to our Modern Slavery Questionnaires to inform further engagement, action plans and ongoing monitoring where required



Climate Change Risk and Disclosure

Why this is important to us

We believe organisations have a role to play in helping the transition to a low-carbon economy. We are exposed to climate-related physical and transition risks, including changing weather patterns, evolving customer and regulatory expectations, and the decarbonisation of the global transport and tourism value chain.

While not required to undertake mandatory climate-related financial disclosures under AASB S2 until FY29, as a Group 3 entity, we view alignment with recognised climate reporting standards as important in supporting a clearer understanding of these risks and in strengthening our resilience planning. It also believes reporting helps to provide transparency to stakeholders who increasingly expect credible climate governance and preparedness.

How we manage this area

Climate-related risks, including emissions and transition considerations, are overseen by the Board and form part of discussions on the potential impacts of a changing climate on the business as part of the Risk Management Framework. The Board's Audit and Risk Committee has specific responsibility for oversight of climate-related matters, including emissions reporting, risk management and alignment with evolving regulatory and disclosure expectations.

Our initiatives

Carbon emission measurement and reduction

Work was undertaken by Webjet Limited (now Web Travel Group Limited) from FY22 onwards to assess its carbon impact and to create an emissions baseline to inform future reduction planning. Following the demerger in FY25, we established a standalone emissions baseline reflecting the activities and emissions profile of the new entity. This emissions baseline was updated during FY26. We have not yet set formal emissions reduction targets.

Phased approach to meeting the climate related financial disclosure regime

We are adopting a phased approach to the climate-related financial disclosures in advance of mandatory reporting in FY29. In FY25, we completed our high-level assessment of climate related risks and opportunities broadly aligned with the principles of AASB S2, including consideration of both physical and transition risks. This assessment remains current in FY26 and will inform future enhancements to our climate related disclosures.

Further work will occur between FY27 and FY29 on phases 2 and 3

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

High-level climate related physical and transition risk and opportunities

Risks

| Risk type | Webjet Group 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 | 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. |
| 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 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 |
|--|---|
| Operational | Webjet Group is already taking advantage of digitalisation and cloud technologies. An additional area of exploration is renewable energy procurement. |
| Products and services | 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. |
| Industry initiatives and partnerships | 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. |

Ongoing initiatives to reduce emissions

We implements practical initiatives to support the sustainable reduction of our own emissions across energy, water and waste management. These actions reflect a focus on improving operational efficiency while minimising environmental impact across our workplaces.

Energy:

- Operation of a Head Office within a NABERS rated building, with a 4.5 star energy rating and a 5 star water rating
- Delivery of energy efficiency via sensor lighting, automatic shut off devices on appliances and equipment, and controls to limit after hours air conditioning
- Minimisation of heating and cooling requirements with blinds throughout our office spaces

Water use:

- Reduction of overall consumption through water efficient appliances and fittings without compromising workplace amenities

Waste reduction:

- Minimisation of paper usage
- Responsible recycling practices including participation in container deposit schemes
- Responsible decommissioning of obsolete IT equipment, such as computers and mobile phones, through accredited decommissioners



Climate Change Risk and Disclosure

How we track progress

We track progress on carbon emissions by calculating and reviewing emissions using appropriate methodologies and data sources.

| Metric (tCO ₂ -e) | FY26 | FY25 |
|------------------------------------|-----------|-----------|
| Scope 1 emissions | 7.7 | 4.2 |
| Scope 2 emissions (location-based) | 47.9 | 57.2 |
| Scope 2 emissions (market-based) | 44.7 | 68.5 |
| Scope 3 emissions (location-based) | 1,522,759 | 2,266,451 |
| Total emissions (location-based) | 1,522,815 | 2,266,513 |
| Total emissions (market-based) | 1,522,812 | 2,266,524 |

Regarding our Scope 1 and 2 emissions performance, Scope 1 emissions rose in line with the expansion of our Melbourne office, which increased the floor area underpinning our fugitive refrigerant emissions estimate. Scope 2 emissions fell as a result of improved data quality at our Melbourne office, where metered electricity data replaced previous estimates, alongside lower electricity consumption at our Melbourne and Auckland sites.

Our greenhouse gas emissions predominantly arise from indirect Scope 3 sources, particularly customer travel and supplier operations. In FY26, Category 11: Use of Sold Products represented 99.55% of Webjet Group's total footprint, with flights booked by customers accounting for 89% of this category. In FY26, total customer bookings declined by 6.6% on FY25. A reduction in reported sold-flight emissions was primarily driven by our transition to updated aviation emissions factors (see note 12 below). This change reflects revised industry modelling rather than an actual drop in carbon intensity.

The FY25 data set reflects the demerger year and may not be fully comparable to FY26.

Looking ahead

We will continue to develop our climate data ahead of regulatory requirements and support the transition to mandatory disclosure. Between FY27 and FY29, this is expected to include a more detailed assessment of climate risks aligned to scenario analysis and the translation of this assessment into forecast financial impacts, to support compliance with ASRS AASB S2.

More broadly, we will also focus on understanding, managing and, where possible, reducing carbon emissions as part of our approach to sustainable value creation. Priority will be given to developing an emissions reduction plan aligned to our operations, ahead of operational carbon offsetting.

Notes

- Following its demerger in September 2024, Webjet Group established a new emissions baseline in FY25. For FY25, actual data for the six months to 30 September 2024 was uplifted to project full-year emissions.
- For FY26, 10 months of actual data (1 April 2025 to 31 January 2026) was used and extrapolated for two months (1 February 2026 to 31 March 2026) to calculate full-year emissions.
- Emissions calculated in this report have been assessed in line with the Greenhouse Gas Protocol Standard and Greenhouse Gas Protocol Scope 3 Standard, using the operational control consolidation approach.
- Emission sources from all properties owned and leased by Webjet Group have been included in the FY26 footprint boundary. This includes four facilities leased in Australia, New Zealand, and Canada (covering operations for Webjet OTA, Cars & Motorhomes, Webjet Business Travel and Trip Ninja).
- Both location-based and market-based emissions were calculated for Scope 2
- Category 11: Use of Sold Products contributed 99.55% of emissions, followed by Category 1: Purchased Goods and Services and Category 2: Capital Goods, which contributed 0.34% and 0.08%, respectively.
- Activity or spend data was used for the footprint calculation, where a data gap existed, an estimate was made to fill the gap.
- Scope 2 emissions were calculated based on the actual consumption. Scope 1 refrigerant emissions were estimated based on the square metre area of sites. There was no fuel consumption in the reporting year to be accounted for under Scope 1.
- Scope 3 Categories 1, 2, 4, and 6 emissions were calculated based on 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 employees, the expected proportion of employees working from home, and the number of days per week worked from the office. Average commuting distance and modes of transport were sourced from standard industry information.
- Scope 3 Category 11 emissions: In FY26, Webjet Group updated the aviation emission factors applied to Category 11 sold-flight emissions from Climate Active v9.1 to the UK Government DESNZ/DEFRA 2025 greenhouse gas conversion factors, in line with current reporting practice and applicable licensing requirements. For the flight categories relevant to the Company's sold flights, the updated factors are on average 34% lower than the Climate Active v9.1 factors. Emissions were calculated using passenger kilometres by flight type for sold flights. For other categories emissions were calculated using hotel nights by star rating and country for sold accommodation and rental days by vehicle type for sold cars and campers.
- Data preparation was externally supported by an independent consultant.



Sustainable and Responsible Travel

Why this is important to us

Webjet OTA recognises that climate change is increasingly affecting the travel sector. As a travel business, this includes exposure to changing customer expectations and industry developments in the broader transition to lower-carbon travel.

The business also has a role to play in promoting more environmentally responsible travel, particularly in how it supports customers in managing the impacts of their journeys.

How we manage this area

Oversight of sustainability sits with the Board's Audit and Risk Committee, where matters are considered as part of ongoing governance and risk discussions. This includes oversight of initiatives related to customer travel and associated environmental impacts. Responsibility for overseeing sustainable travel initiatives sits with each business.

Our Initiatives

Webjet OTA was the first online travel agency in Australia to introduce its own Carbon Offset Program. Launched in 2020, the program enables customers to offset the estimated carbon footprint of their flight and hotel bookings. Delivered in partnership with Tasman Environmental Markets, the program uses data driven methodologies to calculate emissions. All offset contributions are directed to verified, high integrity carbon projects including:

- Indigenous fire management in Australia
- Native forest regeneration in Australia
- Renewable energy in Asia

In FY26, Webjet OTA continued to offer this program, providing customers the opportunity to offset the emissions associated with their travel.

How we track progress

Progress is tracked through key metrics of carbon offsets in absolute tonnes and in attachment rates, being the percentage of bookings to which a carbon offset was added. Since launch, more than 675,000 flights have been booked by customers participating in the program, supporting projects across Australia, Asia and developing regions. These contributions have helped remove or avoid over 150,000 tonnes of carbon emissions, including over 18,000 tonnes in FY26.

| Target | Metric | FY26 | FY25 |
|-------------------------------------|--|--------|--------|
| No target set as driven by consumer | Carbon offset- Absolute tonnes (tonnes CO ₂ -e) | 18,239 | 27,615 |
| | Carbon offset – Attachment rates | 3.34% | 4.81% |

Looking ahead

At Webjet OTA, we will continue to evolve our approach to sustainable travel in line with customer expectations, industry developments and emerging standards, recognising the role the travel sector plays in enabling connectivity while managing the broader impacts. Through collaboration, innovation and continuous improvement, we seek to contribute to a more sustainable travel industry over the long term.

GRI Disclosures

GRI General Disclosures

| Disclosure | Disclosure title (General Disclosures) | FY25 Response | Page |
|------------|---|--|------|
| 2-1 | Organisational details | Our Business | 06 |
| 2-2 | Entities included in the organisation's sustainability reporting | About this report | 04 |
| 2-3 | Reporting period, frequency and contact point | About this report | 04 |
| 2-4 | Restatements of information | No restatements in FY26. | – |
| 2-5 | External assurance | No external assurance in FY26 | – |
| 2-6 | Activities, value chain and other business relationships | Our Business | 06 |
| 2-7 | Employees | Employee engagement and development | 14 |
| 2-8 | Workers who are not employees | Not applicable | – |
| 2-9 | Governance structure and composition | Sustainability Governance | – |
| 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 management's impacts | Sustainability Governance | 07 |
| 2-13 | Delegation of responsibility for managing impacts | Sustainability Governance | 07 |
| 2-14 | Roles of the highest governance body in sustainability reporting | Sustainability Governance | 07 |
| 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 | 10 |
| 2-23 | Policy commitments | Business ethics and corporate governance | 20 |
| 2-24 | Embedding policy commitments | Business ethics and corporate governance | 20 |
| 2-25 | Processes to remediate negative impacts | Business ethics and corporate governance | – |
| 2-26 | Mechanisms for seeking advice and raising concerns | Business ethics and corporate governance | 20 |
| 2-27 | Compliance with laws and regulations | Business ethics and corporate governance | 20 |
| 2-28 | Membership associations | Engaging with stakeholders | 10 |
| 2-29 | Approach to stakeholder engagement | Engaging with stakeholders | 10 |
| 2-30 | Collective bargaining agreements | Not applicable | – |

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. | 29 |
| Data security | Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards | See Cyber Security and Data Privacy. | 22 |
| Data security | (1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected | Partial. See Cyber Security and Data Privacy. | 23 |
| Data privacy, advertising standards and freedom of expression | Total amount of monetary losses as a result of legal proceedings associated with user privacy | Zero. See Cyber Security and Data Privacy. | 23 |
| 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 Cyber Security and Data Privacy. | 23 |
| Employee recruitment, inclusion and performance | (1) Employee engagement as a percentage (2) Employee turnover | (1) Disclosed. See Employee Engagement and Development | 14 |

Glossary

| Term | Meaning |
|--------------------|---|
| • FY25 | 12 months to 31 March 2025 |
| • FY26 | 12 months to 31 March 2026 |
| • FY27 | 12 months to 31 March 2027 |
| • ACCC | Australian Competition and Consumer Commission |
| • ASRS | Australian Sustainability Reporting Standards |
| • ATIA | Australian Travel Industry Association |
| • Company | Webjet Group Limited |
| • CSAT | Customer 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 |
| • SASB | Sustainability Accounting Standards Board |
| • TCFD | Task Force on Climate-related Financial Disclosures |
| • Web Travel Group | Web Travel Group Limited (formerly Webjet Limited) |



Looking ahead

Travel is about more than getting from one place to another. It is about connection, discovery and experiences that stay with people long after the journey ends.

That sits at the heart of our mission to make travel planning easier and to bring more joy to every journey.

Looking ahead, our focus is on strengthening the business behind the booking by supporting our customers, investing in our people, managing risk and continuing to evolve the systems that help us operate efficiently.

The future of travel depends on the places we visit, as much as the journeys we take and, by continuing to build on these foundations, Webjet Group can help protect those destinations, while making travel better for everyone.



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