

Flight Centre 2024 AGM Report

ASX code	FLT
Meeting date	Thursday 14 November 2024
Type of meeting	Hybrid
Monitor	Peter Cory assisted by Susan Bailey
Pre AGM-meeting	Yes, with Chair Gary Smith and Shareholder Relations Head, Haydn Long

Meeting Statistics

Number of holdings represented by ASA	42
Number of shares represented by ASA	50,139 shares
Value of shares represented by ASA	\$871,917
Total number attending meeting	Approximately 80 people in person plus 10 FLT executives
Market capitalisation	\$3.859 billion
ASA open proxies voted	ASA voted in favour of all resolutions

The Chair, Gary Smith, and Group Chief Executive Officer, Graham Turner, addressed the meeting.

A copy of the AGM presentation, which includes a trading update and guidance, is available here: [AGM-Presentation.PDF](#)

Flight Centre assumed that pent up demand (after COVID-19) would continue, but they are now back to (more subdued) pre-COVID levels of demand and are now focused on:

- Cost control - large reduction in staff numbers;
- Return on investment - closing loss-making businesses;
- Winning leisure models - more efficient, more productive; and
- Growing to win corporate travel - decreasing loss-making segments.

No questions were raised on any of the resolutions. In relation to resolutions 1 & 2 (the re-election of directors Robert Baker and Colette Garnsey), neither director spoke to their re-election.

All resolutions received votes over 97% in favour. Details of the final votes as posed on the ASX announcements platform: [FLT-Results of AGM](#)

Other Issues Raised

- Response to questions re margins and share price:
 - independent models (businesses) have lower margins. Close to 2%
 - The Luxury Travel Holdings Ltd and its subsidiaries (Scott Dunn) purchased in 2023 - margin 5-6%
 - the more online leisure grows, the greater the profit
 - Meetings & Events business being globalised to 8 countries
 - current soft share price following Flight Centre's release of an operational review and trading [update](#) for FY25 at the Morgan's Conference. Investors sold down the Flight Centre share price despite the company highlighting the efficiency and productivity improvements achieved since the global pandemic. This followed a similar share price drop in WebJet shares on a similar downgrade.
- Response to question about practical application of AI:
 - Flight Centre is looking to use AI to improve efficiency and productivity for staff and customers without losing the personal touch.
- Response to a question from ASA as to whether Flight Centre would take advantage of the expected second half profits and current soft share price to either increase FY25 dividends or buy back shares:
 - No plans to do either as the board would be utilising surplus cash to reduce convertible notes.
- Response to a question, re appointment of auditors: Contract with current Auditors Ernst & Young was renewed last year following a tender process.
- Response to a question re 99 Bikes, and any plans for listing: 99 Bikes had a very profitable period during COVID and is the dominant retailer in Australia, there has been a post-COVID decrease in profitability. There were no current plans for listing.

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