



# Annual General Meeting

October 27, 2011

# Agenda



## 2011 ANNUAL GENERAL MEETING

- **Chairman's address**
  
- **Managing director's address**
  
- **Items of business**
  - **Item 1: Re-election of director**
  - **Item 2: Adoption of Remuneration Report**
  
- **Other business**

# Chairman's address

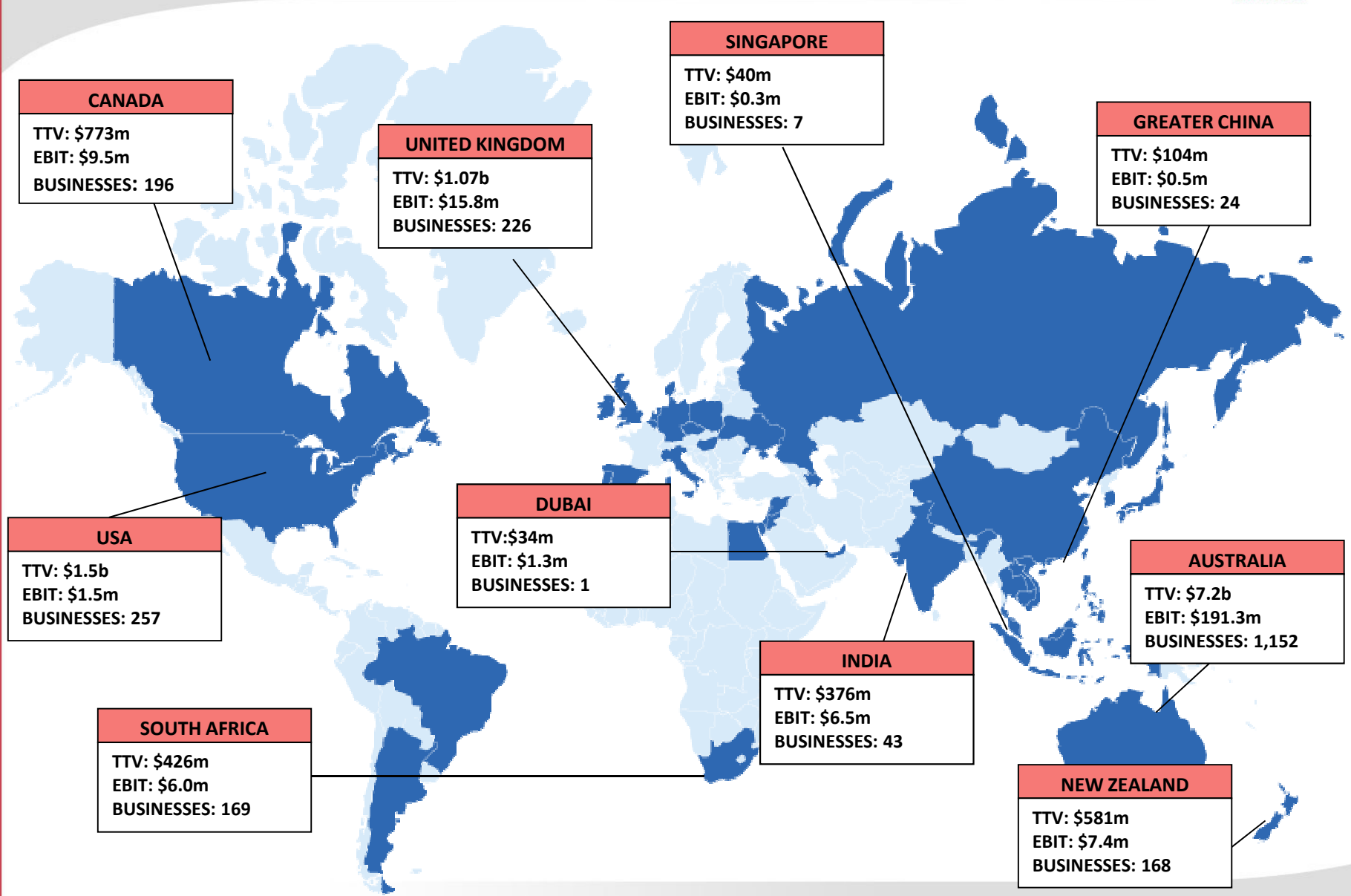
Mr Peter Morahan



## 2010/11 ACHIEVEMENTS

- **Strong performance, given challenges that arose**
- **Record results – best sales and PBT performance in FLT's 30 years**
- **Record cash balance, \$209million positive net debt position and stronger balance sheet**
- **Improved shareholder returns – \$84million in dividend payments returned to shareholders**
- **Continued growth – 2243 shops and businesses at June 30**
- **Profitable in all ten regions for first time – inaugural EBIT profits in US, Greater China and Singapore**

# 2011: Results by country



# Managing director's address

Mr Graham Turner



## RESULTS IN BRIEF

## FULL YEAR RESULTS

JUNE 2011

JUNE 2010

Variance %

\$' million

	JUNE 2011	JUNE 2010	Variance %
<b>TTV</b>	\$12,200m	\$10,894m	12.0%
<b>Gross Profit</b>	\$1,678m	\$1,553m	8.1%
Income margin	13.8%	14.3%	(0.5)bps
Net margin (underlying)	2.0%	1.9%	0.1bps

<b>Underlying Profit Before Tax (before abnormals)</b>	\$245.2m	\$205.1m	19.6%
Abnormal items*	\$32.1m	\$6.6m	-
<b>Actual Profit Before Tax (after abnormals)</b>	\$213.1m	\$198.5m	7.4 %
Underlying Net Profit After Tax	\$170.7m	\$143.9m	18.6%
<b>Net Profit After Tax (actual)</b>	\$139.8m	\$139.9m	(0.1 %)

Effective tax rate	34.4%	29.5%	
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### Dividends

Interim Dividend	36.0c	26.0c	
Final Dividend	48.0c	44.0c	

\* 2011 abnormal items: \$27.9m Liberty Travel Group impairment and \$4.2m one-off donations

\* 2010 abnormal items: Non-recurring items in USA \$6.0m and impairment of South Africa head office property \$0.6m

# 2012: Global outlook



## PROFIT TARGET



PBT of \$265million-\$275million, excluding major abnormal items that may arise  
Mid point in range represents 10% growth on underlying 2010/11 result

## FIRST QUARTER



Good first quarter – profit and sales currently ahead of expectations  
Solid start but too early to assume trends will continue  
Best results so far from Australia, UK and Asia-Middle East. USA in line with expectations

## MARKET CONDITIONS



Ongoing volatility in USA and UK, monitoring Australian conditions in light of slowdown seen by other retailers during 2H 2010/11  
In Australian, strong international sales but domestic tourism still struggling  
Qantas disruptions have potential to create further challenges for domestic operators

## EXPANSION



Targeting 8-10% global shop and business growth – opportunities in all brands  
FC brand in Australia likely to grow in foreseeable future but more rapid growth likely in other brands, as has been the case in recent years

# 2012: Business strategies



## Key Areas of Focus

- **Fast-tracking corporate travel growth**
- **Improving and streamlining retail processes and deploying new desktop tools to our travel consultants**
- **Refocusing on the area as the central business unit**
- **Enhancing our relevance to suppliers to ensure margins are maintained and that we continue to offer choice and value**
- **Effective enquiry management to ensure enquiry being generated is converted into sales**
- **As well as giving our customers what they want, developing better products and services**
- **Further support of emerging businesses by investing in them and providing appropriate senior management focus**


# Universal Desktop: In-store benefits



The solution

## Travelport Universal Desktop™

Optimising the travel experience



**Workflow:**  
Shop  
Profile  
Book  
PNR  
Quality Control  
Report

Direct Connect

Multi source content

User experience

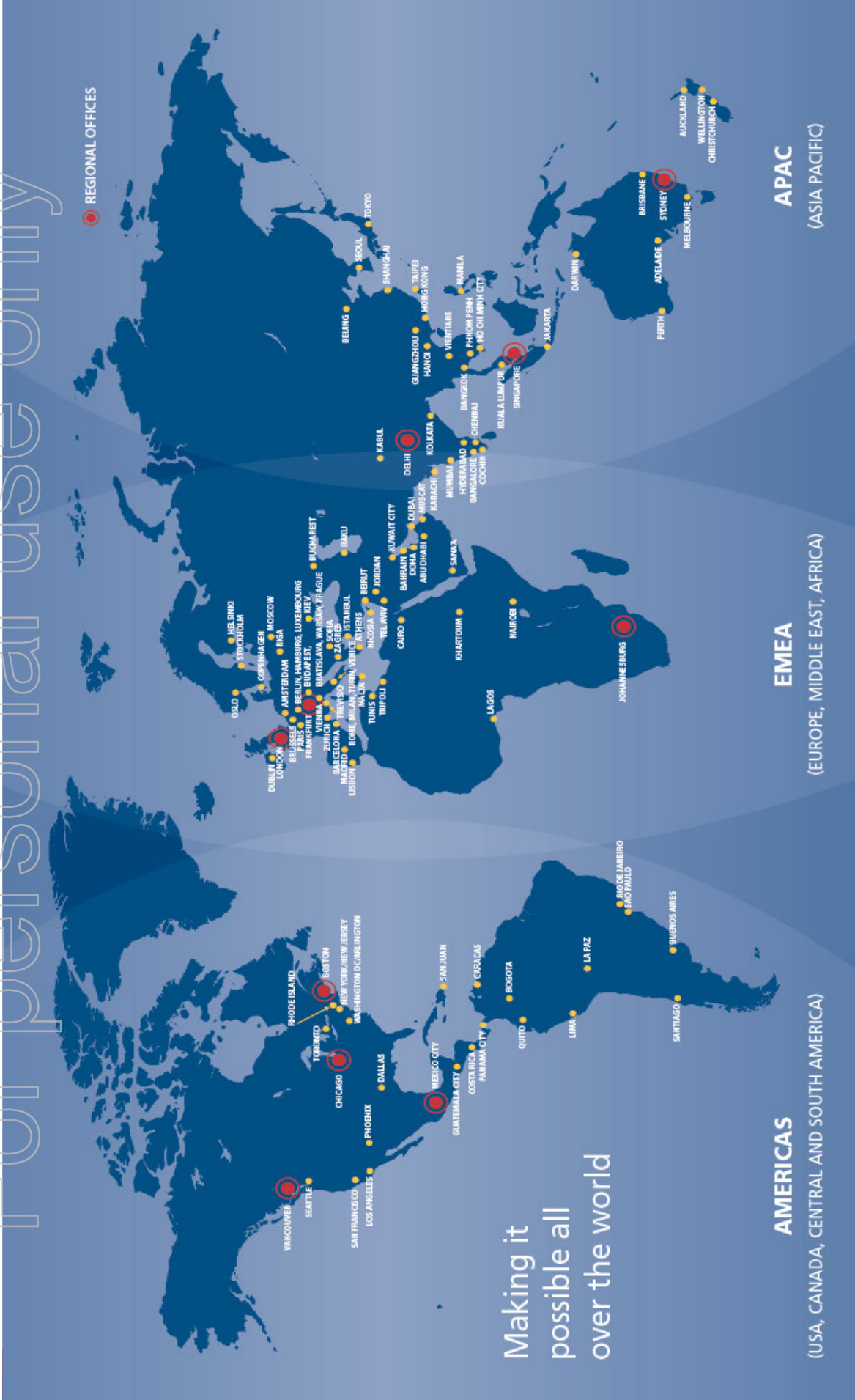
Workflow intelligence



- | KEY FEATURES   |
|--|
| <ul style="list-style-type: none"><li>▪ Enhances FLT's ability to distribute airfares globally</li><li>▪ Provides travel consultants with a faster and simpler research and booking tool</li><li>▪ To be rolled out globally</li><li>▪ Australian launch underway now, starting in Queensland</li><li>▪ Will operate alongside FLT's legacy systems during launch phase to ensure minimal disruption</li></ul> |



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REGIONAL OFFICES

Making it possible all over the world

**AMERICAS**

(USA, CANADA, CENTRAL AND SOUTH AMERICA)

**EMEA**

(EUROPE, MIDDLE EAST, AFRICA)

**APAC**

(ASIA PACIFIC)



**Staff**  
 Network - 6343  
 EMEA - 2976  
 APAC - 2117  
 AMERICAS - 1250

**Offices**  
 Network - 383  
 EMEA - 255  
 APAC - 83  
 AMERICAS - 45

**Total 75+ countries**  
 Network - \$4.67b  
 EMEA - \$2.51b  
 APAC - \$1.25b  
 AMERICAS - \$914m

**FCm global network**  
 (Equity and partner countries)

# myTime: A unique value-add



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- free upgrades upon availability
- personalized seating and reservation at on-site restaurants
- my own private check-in desk
- personalized sun beds, just for me
- my own concierge desk and a personal welcome from the Chief Concierge
- up to \$100 in floor and Spa Credits
- free spa treatments valued up to \$300
- a welcome gift from the hotel, waiting on my pillow
- special room keys and wristbands to signal VIP status

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## KEY FEATURES

- **Developed in USA and launched in Feb 2011**
- **Rewards travellers when they book holidays from FLT**
- **Bonuses currently available at selected properties in Mexico, the Caribbean, the Dominican Republic and Aruba**
- **To be expanded to South East Asia and Pacific during 2011/12**
- **Bonuses can include:**
  - ✓ **Exclusive priority reception areas**
  - ✓ **Onsite discounts and upgrades**
  - ✓ **Arrival and departure gifts**
  - ✓ **Access to dedicated destination representatives**
  - ✓ **Direct-to-resort coach transfers**
  - ✓ **Welcome receptions; and**
  - ✓ **Exclusive tours, activities and discounts**

# Item 1: Election of directors



## ITEM 1

To consider and, if thought fit, to pass the following ordinary resolution:

**“That Mr Peter Barrow, a non-executive director retiring in accordance with Section 47 of the Flight Centre Limited constitution, being eligible, be re-elected as a non-executive director of Flight Centre Limited.”**

## Proxies

The number of proxies received for the resolution to re-elect Peter Barrow is:

	Number	%
<i>For</i>	76, 226, 401	99.12%
<i>Open</i>	239,746	0.31%
<i>Against</i>	339,871	0.44%
<i>Abstain</i>	98,821	0.13%

## Item 2: Remuneration report



### ITEM 2

To consider and, if thought fit, pass the following ordinary resolution:

**“That the Remuneration Report for 2010/11 be adopted.”**

### Proxies

The number of proxies received for the resolution is:

	Number	%
<i>For</i>	59,367,619	97.16%
<i>Open</i>	97,891	0.16%
<i>Against</i>	1,508,892	2.47%
<i>Abstain</i>	125,567	0.21%

## Other business



**Questions**