web travel group

Sustainability Supplement.

2026

webtravelgroup.com

WebBeds

Sustainability Supplement 2026.

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Sustainability Supplement.

This Sustainability Supplement reflects Web Travel Group Limited's (**Web Travel Group** or **Company**) management and performance on key environmental, social and governance (**ESG**) topics identified as material to the business and our stakeholders for the FY26 reporting period (1 April 2025 to 31 March 2026).

For a more complete understanding of the business context, we recommend this report be read in conjunction with Web Travel Group's Annual Report, Corporate Governance Statement, Modern Slavery Statement and the various Board Charters and corporate policies all of which are available on our investor website (www.webtravelgroup.com).

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

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

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web travel group | WebBeds

Managing Director's Message.

Following the demerger last year, FY26 represents the first year Web Travel Group has been dedicated to driving the performance of WebBeds, our global B2B travel distribution business.

WebBeds reported a record result in FY26 with all key metrics showing significant uplift on the previous year. Bookings were up 18%, TTV up 20% and WebBeds EBITDA up 24% compared to FY25. This impressive result was delivered in an environment where the conflict in the Middle East placed downward pressure on TTV in March 2026. Further details of performance are set out in the Company's FY26 Annual Report.

As a Group 1 entity, this year we released our first Sustainability Report focused on climate prepared in accordance with the *Australian Sustainability Reporting Standard* AASB S2. The Sustainability Report is contained in our FY26 Annual Report and provides information about the climate-related risks and opportunities that could reasonably be expected to affect the Company and our approach to identifying, managing and disclosing material exposure to those risks.

This Sustainability Supplement sets out information on our approach to other sustainability areas we believe are important to our business and our stakeholders. Transformation programs in Talent & Culture during the year have strengthened our people services including the development of Centres of Excellence focused on Talent Acquisition, Total Rewards and Learning and Development. And we have seen higher engagement across the workforce from a range of initiatives undertaken.

We continue to advance the Company's 40:40 vision as demonstrated by the percentage of women on our Board and management teams. Engaging with customers is an important part of our business and this year we integrated a new customer satisfaction platform and saw material improvements in automating service interactions. We also remain focused on ensuring responsible governance and prioritising the security of our websites, platforms and systems.

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

John Guscic
Managing Director,
Web Travel Group Limited

FY26 Sustainability highlights.

Empowering our People

- **High** employee engagement at 80%
- **Women comprise 50% Board** members, **49% senior management**, and **50% managers**
- **Transformation programs** to strengthen remuneration framework, talent acquisition, and Learning & Development
- **Zero** lost time injuries

Servicing our Customers

- **Integrated new platform** to monitor customer satisfaction
- **Improved automation** of ticket handling
- **5.7 million** customer service interactions
- **Nominated** for Zendesk Transformation Award

Reducing our Impact

- **Released first Sustainability Report** focused on climate in accordance with AASB S2
- **Completed decarbonisation modelling** exercise to inform planning

Responsible Governance

- **Zero** reportable cyber security incidents
- **Zero** reportable data privacy breaches
- **Maintained** ISO 27001 and PCI-DSS certifications

FY26 snapshot.

Web Travel Group performance.

Strong growth in key metrics.

Group performance reflects the WebBeds business and Corporate Function. FY26 is the first full year of standalone costs post-demerger.

Underlying Group EBITDA

$148.4 million

↑ 23% on FY25

Underlying NPAT

$85.9 million

↑ 8% on FY25

Underlying EPS

23.8 cents

↑ 16% on FY25

Group EBITDA up

Group EBITDA up 23% after reflecting corporate overheads

Strong cash generation

$448.1m cash at 31-Mar-26
107% cash conversion

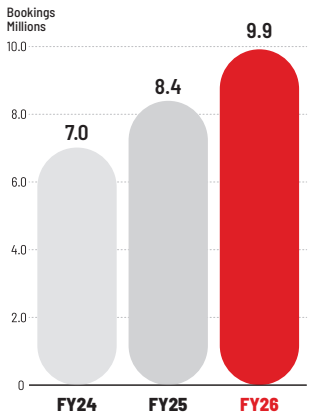
Significant liquidity

Well positioned to pursue oppourtunities

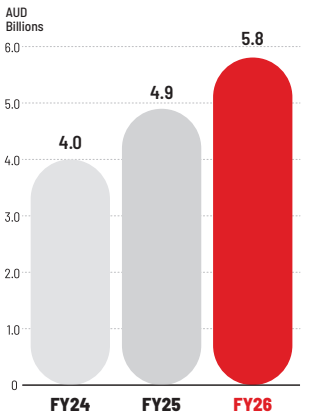
WebBeds performance.

A record result.
Delivering profitable growth with strong improvement in all key metrics.

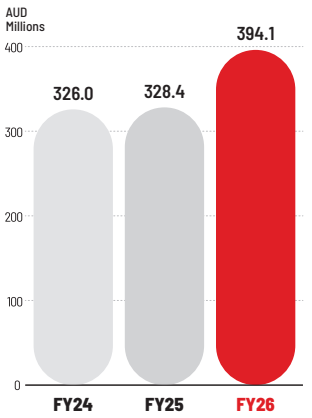
BOOKINGS
9.9
million
↑ **18%** on FY25



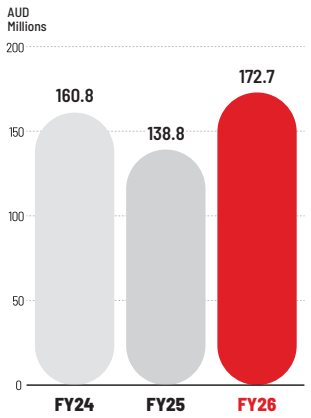
TTV
$5.8
billion
↑ **20%** on FY25



REVENUE
$394.1
million
↑ **20%** on FY25



EBITDA
$172.7
million
↑ **24%** on FY25



WebBeds takeaways.

Market leading growth without margin compromise.
Outperforming the market through focused execution.

Bookings up
Bookings up 18% driven by significant organic growth in Americas and Europe

TTV up
TTV up 20% in line with Bookings growth

Revenue up
Revenue up 20% reflecting the continued improvement in TTV margins

WebBeds EBITDA up
EBITDA up 24% reflecting operating leverage

Market share gains
Market leading TTV growth

Improved TTV margins
Maintaining our market leading growth without any margin pressure

About WebBeds.

Our model.

WebBeds global B2B digital marketplace provides a valuable intermediary solution for our partners.

Connecting worldwide hotels looking to fill rooms with a diverse global network of travel buyers looking to find rooms for their travelling customers.

Source → **Connect** → **Unify** → **Optimise** → **Distribute**

Source — Contract and curate the best global content

Connect — Integrate seamlessly with our marketplace

Unify — Aggregate content from multiple supply sources

Optimise — Structure and present content for seamless access

Distribute — Deliver to our diverse global network of travel buyers

Global footprint.

We are in all major markets worldwide.

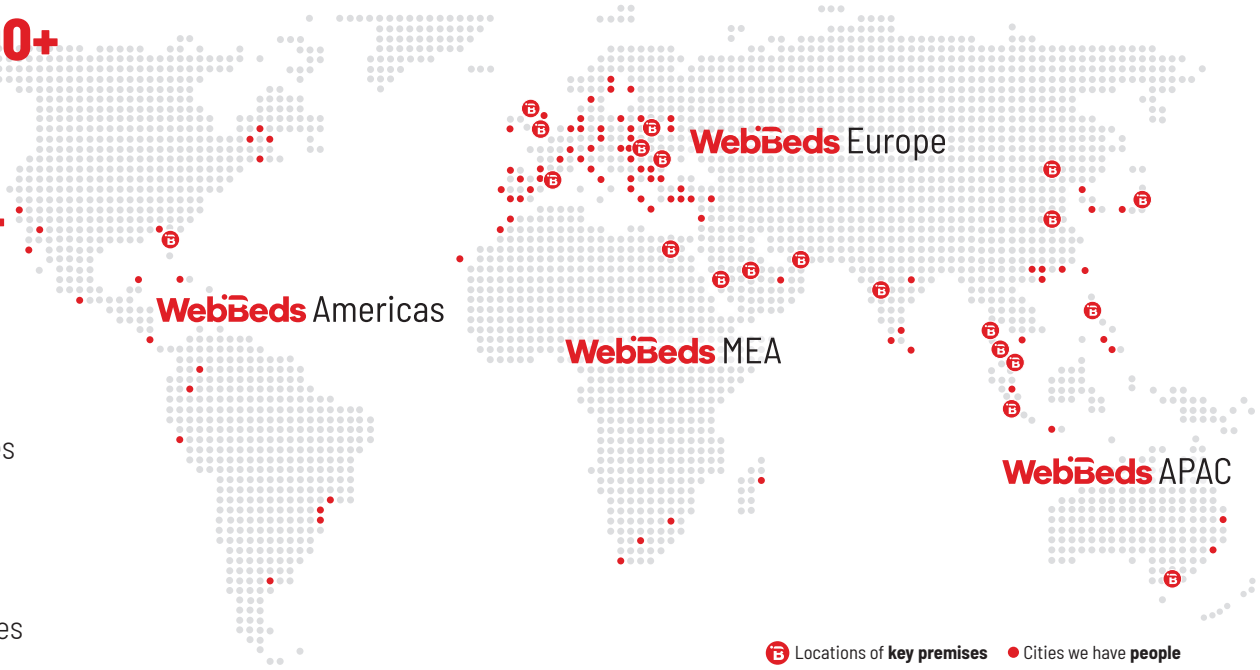
Our teams on the ground provide a unique understanding of the markets we operate in, and offer real-time support to thousands of supplier and buyer partners around the world.

2,000+ people **in**

120+ cities **across**

50+ countries **speaking**

40+ languages



Global supply.

The product we sell.

Our hotel partners enjoy flexible connection options, better inventory control and access to global buyers.

500,000+ worldwide hotels **across**

38,000+ locations **in**

190+ countries

including...

60,000+ directly contracted chain properties

38,000+ directly contracted independent hotels

65+ integrated 3rd-party wholesalers

Connected global chain brands & independent hotels sold 23m+ room nights in FY26 through our marketplace, up 14% on FY25.

Global demand.

Our buyer network.

Our diversified global network of travel buyers enjoy flexible connection options and global supply.

50,000+ travel buyers **across**

140+ source markets **generating**

9.9 million bookings in FY26

Our robust, scalable marketplace platform handles (on average) 8.5 billion+ searches per day from connected travel buyers worldwide.

that is...

824,000 bookings per month in FY26 (avg)

23.8 million+ room nights booked in FY26

1.9 million+ room nights per month in FY26 (avg)

Our approach to sustainability.

We are committed to creating sustainable earnings and capital growth for our shareholders and supporting our stakeholders including employees, suppliers, customers and the communities that we serve. We regularly engage with our stakeholders to understand their perspectives and to determine the material topics that we focus on under our sustainability strategy.

Engaging with our stakeholders

We engage with key stakeholders in a range of ways to understand their perspectives on our areas of focus:

Stakeholder	How we engaged	Topics we engaged on
Employees	• Town Hall updates and newsletters • Staff offsites • Annual performance reviews • Participation in engagement surveys • Health and wellness programs • Training on compliance, security, modern slavery and other key issues	• Workplace flexibility • Health and Wellbeing • Security • Business performance • Remuneration • Engagement survey results
Customers	• Direct engagement through a range of platforms • Direct face to face engagement with key wholesale customers • Participation at business conferences, events and trade fairs	• Support wait times • Pre and post travel enquiries • Performance • Opportunities to strengthen partnership
Supply partners	• Direct engagement through a range of platforms • Direct face to face engagement with key partners • Participation in business conferences, events and trade fairs	• Performance • Opportunities to strengthen partnership
Shareholders	• Half yearly and annual financial result webcasts and investor roadshows • Releases through the ASX platform • Annual General Meeting • Direct engagement with key institutional shareholders and research analysts • Participation in investor conferences and media interviews	• Financial performance • Strategy • Competitive environment • Remuneration • Sustainability Reporting • Demerger

Our material sustainability topics.

Following the demerger, we reviewed and reconfirmed our existing and emerging ESG focus areas. **Our material sustainability topics remain grouped into four key areas — People, Customers, Impact and Governance.**

Empowering our People

Servicing our Customers

Reducing our Impact

Responsible Governance

Grouped into these four key areas, our material topics are explained in more detail below.

Area	Material Topic	What this means to Web Travel Group	Page
Empowering 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 personnel. High turnover and loss of key staff could impact our operating and financial performance.	10
	Diversity	We believe embracing diversity enhances work culture and drives business success. We seek to develop a culture and systems that support accessibility and diversity in hiring, promoting and managing our people.	12
	Employee Health and 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.	13
Servicing our Customers	Customer Engagement	Our business relies on strong satisfaction and loyalty from our travel buyer customers. Building and maintaining relationships with our key customers ensures we are able to deliver quality products and services that meet their needs	15
Reducing our Impact	Climate Change Risk and Disclosure	Identifying, disclosing, and managing material climate-related risks and opportunities that impact our business.	17
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 prevent misconduct and to enable whistleblowing.	18
	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 national data protection agencies	21
	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.	24

The material topics listed above are important to Web Travel Group and our stakeholders. This document sets out information about how we manage each of these areas.

Material sustainability topic –

Employee Engagement and Development.

Why this is important to us

Our people are central to delivering our strategy and sustaining long term performance. A highly engaged workforce enables innovation, supports strong customer outcomes and underpins our ability to operate effectively across a growing global business. We are focused on providing a great place to work, offering competitive and fair remuneration and benefits, and investing in our people to build capability, resilience and future leadership.

How we manage this area

Web Travel Group's Talent & Culture function reports into the Group Chief Operating Officer and is responsible for driving employee engagement, development, wellbeing, and reward frameworks across the Group. Significant people related matters, including engagement, remuneration, wellbeing and culture, are reported to the Group Chief Operating Officer, who is also the Group Whistleblowing Officer.

The Board receives regular updates on key people metrics including employee engagement results, turnover and retention, diversity indicators, remuneration outcomes and whistleblowing reports. During FY26, governance and reporting were strengthened through improved people data, consistent tools, and clearer approval frameworks, supporting effective oversight and consistent decision making.

What we focus on

Employee engagement

We are focused on maintaining a motivated and engaged workforce and conduct regular employee engagement surveys across the Group using a globally consistent third party platform. Results are shared with employees and leaders, and actions are taken to address identified opportunities. Engagement outcomes are reviewed year on year and alongside more people trends including turnover and retention trends to inform targeted actions across leadership, communication, wellbeing, and development.

Remuneration and benefits

We are committed to providing competitive, fair and transparent remuneration and benefits to attract, engage, and retain skilled employees. During the year, we strengthened our Total Rewards framework through the establishment of a dedicated Total Rewards team, implementing a global job architecture and job levelling, and the use of market benchmarking to support competitive pay outcomes. A consistent annual pay review process was introduced and supported by enhanced Workday functionality, improving transparency and employee understanding. Market data was also embedded into workforce planning to support sustainable growth and talent retention in a competitive labour market. All remuneration and employment practices comply with local labour laws and statutory requirements across the regions in which we operate.

Investing in our staff

We invest in our people to support performance today and build capability for the future. Regular performance and development conversations support feedback, career planning and access to development opportunities.

Talent & Culture initiatives during the year focused on:

- Targeted learning and development for priority capability areas
- Strengthened succession planning for key roles
- Improved leadership communication, recognition and connection
- The introduction of resilience focused programmes to support wellbeing and sustained performance through change

Material sustainability topic –

Employee Engagement and Development.

Empowering our People

FY26 IN REVIEW.

Employee engagement

- **A key engagement measure is the percentage of employees who agree or strongly agree** with the Advocacy question "I would recommend Web Travel Group as a great place to work". FY26 scores reflect the continued focus on maintaining engagement and the initiatives introduced during the year.

	FY26	FY25
Employee engagement	**80%**	78%

- **Employee turnover** increased compared to FY25 driven primarily by voluntary attrition, consistent with ongoing workforce movement across regions, a competitive labour market, and organisational change as the Group continues to evolve. Involuntary turnover remained low, reflecting disciplined performance and workforce management practices.
- **Employee retention** increased compared to FY25 reflecting the continued focus on employee engagement, investment in remuneration and benefits, targeted development initiatives, and strengthened wellbeing and resilience support during the year.

Remuneration and benefits

- **Established a dedicated Total Rewards team** strengthening internal capability and enabling more consistent, data driven remuneration and benefits decisions across the organisation.
- **Implemented a global Job Architecture** fully configured in Workday to provide a single, consistent framework for roles, levels and career pathways.
- I**ntroduced a consistent annual pay review process** underpinned by market data, delivering fairer and more transparent pay outcomes.
- **Embedded market data into FY27 workforce and manpower budgeting** improving forward workforce cost planning and alignment with talent priorities.
- **Advanced Phase 2 of Workday HCM** enabling clearer visibility of pay review outcomes for employees and stronger linkage between career architecture and reward.
- **Strengthened reporting, governance and controls** over remuneration and benefits through improved data integrity, advanced approval frameworks, and enhanced management reporting to support effective oversight and decision making.

Investing in staff

- **Launched a local recognition program in MEA** strengthening employee engagement by recognising performance and contributions in a culturally relevant way.
- **Delivered targeted Learning & Development initiatives across Technology and Americas** building critical skills and supporting capability growth in priority roles.
- **Advanced talent management and succession planning in Finance** improving leadership pipeline visibility and strengthening readiness for key roles.
- **Delivered team building initiatives in APAC** supporting collaboration, engagement and cross team effectiveness.
- **Established a consistent communication platform for Operations teams** – improving alignment, information flow and day to day connectivity.
- **Piloted team resilience program in MEA** - supporting employee wellbeing and building resilience in high pressure environments.
- **Implemented targeted wellbeing and business continuity actions in MEA** during conflict - safeguarding employee welfare while maintaining operational continuity.

Material sustainability topic –

Diversity.

Why this is important to us

We believe embracing diversity enhances our culture and supports sustainable business performance. Diversity of experience, background and perspective empowers our people, strengthens decision making, fosters innovation and supports the delivery of our strategy as a growing global business.

How we manage this area

The Board is accountable for ensuring the Company's workforce is diverse in every sense, including gender, ethnicity, age, experience and thought. This includes attracting, developing, and retaining talent through fair, transparent and capability based practices that align with our commitment to Empowering our People.

The Board receives regular updates on diversity and workforce metrics including hiring, promotions and attrition, ensuring appropriate oversight and accountability as the organisation evolves.

During the year Talent & Culture team strengthened the structures, tools and governance needed to support diversity and inclusion. These foundations support more effective succession planning and leadership development for roles critical to executing our strategy.

What we focus on

Our commitment to diversity and inclusion is set out in our Diversity Policy, Code of Conduct and Talent & Culture framework, promoting equal opportunity and progression based on skills, experience, and capability.

As a global online travel business, diversity also supports our ability to grow our portfolio, operate across markets and deliver consistently high standards of service. Our workforce represents over 70 nationalities and a wide range of ages, professional backgrounds and experiences. Inclusion is supported through clear recruitment and assessment practices, consistent people tools, and a culture that encourages participation and contribution at all levels.

Web Travel Group is a signatory to the *40:40 Vision*, aligning with our focus on empowering our people and building leadership capability.

FY26 IN REVIEW.

Workforce metrics

	FY26	FY25
Total headcount	**1984**	1916
Female	**56%**	57%
Male	**44%**	43%
Board and Management		
Female Board members	**50%**	40%
Female senior management (Managing Director's direct reports and their direct reports)	**49%**	51%
Female managers (all employees with managerial responsibilities)	**50%**	51%
Nationalities within the workforce	**70+**	70+

- **The Board now comprises 50% women** with the appointment of Melanie Wilson during the year.
- **Female representation in senior management and management** reflects a deliberate focus on promoting women into vacancies and new roles through clearer role definitions and objective capability based assessment.

Diversity initiatives

- **Advanced the Company's 40:40 Vision** by embedding a consistent job architecture, supported by market benchmarking to promote fair, skills based progression across management and leadership roles.
- **Strengthened succession planning and talent reviews** for critical roles improving visibility of diverse talent and supporting leadership pipeline sustainability.
- **Clarified and standardised recruitment practices** defining role requirements and assessment criteria to ensure hiring decisions are consistently based on skills, experience and capability.
- **Strengthened fairness, transparency and skills based progression** across the organisation supported by consistent people tools and processes (including job architecture, benchmarking and succession planning).

Inclusion initiatives

- **Fostered inclusive ways of working across regions** including locally relevant recognition initiatives, strong regional communications, and team building activities that promote connection and engagement.
- **Celebrated cultural diversity** across the organisation with teams recognising a wide range of cultural and other festivals, reflecting an employee base representing more than 70 nationalities.
- **Supported employee wellbeing and resilience** including targeted actions in MEA during periods of disruption to support both people and business continuity.

Material sustainability topic –

Employee Health and Wellbeing.

Why this is important to us

Looking after the health and wellbeing of our employees is fundamental to Empowering our People and sustaining a motivated, engaged and high performing workforce. As a global organisation operating in a dynamic environment, supporting physical safety, mental wellbeing and resilience enables our people to perform at their best while navigating change.

How we manage this area

Web Travel Group has a comprehensive framework of policies and processes to promote a safe and supportive workplace. These include the Code of Conduct, Drug and Alcohol Policy, Equal Employment Opportunity Policy, Bullying and Harassment Policy, Global Whistleblowing Policy, and Occupational Health and Safety Policy. These policies are embedded in Workday, with ongoing monitoring to support compliance and transparency.

The Board is informed of material health and safety matters and oversees the effectiveness of our approach to employee wellbeing. During the year, Talent & Culture initiatives focused on strengthening wellbeing governance, improving access to support, and ensuring employees are equipped with the tools and resources needed to remain healthy and resilient.

What we focus on

Health and safety

Web Travel Group is committed to providing a safe working environment and complying with all applicable workplace health and safety laws and standards. Our business continues to maintain a strong safety record, reflecting effective safety practices and the largely office based nature of our operations. Targeted actions were taken in higher risk or disrupted environments, including the establishment of a Wellbeing and Safety Committee in MEA to support employee safety, wellbeing and business continuity during periods of conflict.

Wellbeing

Supporting mental and physical wellbeing remains a key people priority. Employees have access to a confidential Employee Assistance Program providing counselling and support for both personal and work related matters. Regional wellbeing initiatives include seminars, fitness and wellbeing activities, and locally tailored benefits such as medical cover, medi cash, health screenings, gym programs, birthday leave, and flexible working arrangements.

In response to Employee Engagement Survey feedback and changing internal and external environments, Resilience was identified as our 2026 wellbeing focus and a core company behaviour. During the year, we commenced the rollout of a Resilience Learning Journey, piloted in MEA, which provides practical tools, learning pathways and leadership support to help employees build everyday resilience. A global rollout is planned, supported by regular learning sessions, resources and feedback mechanisms.

To improve awareness and access, we are consolidating wellbeing information and resources into a central SharePoint hub accessible to employees across the Group.

Community involvement

As a global company, we recognize the importance of enabling employees to contribute to their local communities. Our teams participate in a wide range of community, charity, and volunteering initiatives across regions.

Web Travel Group continues to place employee health, wellbeing and safety at the centre of how we work, recognising that resilient, supported teams are critical to delivering our strategy and long term ambitions.

Material sustainability topic –

Employee Health and Wellbeing.

FY26 IN REVIEW.

Employee Health and Safety

	FY26	FY25
Lost time from injuries	**0**	0

- **Continued strong safety record** reflecting the largely office and desk-based work undertaken by our employees.

Employee wellbeing

- **Rolled out a structured Resilience Learning Journey** piloted in MEA and planned for global rollout, in response to Employee Engagement Survey feedback and aligned to Resilience as a core company behaviour and capability for achieving our long term strategy.
- **Established stronger wellbeing governance and response mechanisms** including a Wellbeing and Safety Committee in MEA during periods of conflict, alongside targeted wellbeing support and regular virtual sessions for affected teams.
- **Expanded access to wellbeing benefits and resources** including medical insurance, medi cash, gym initiatives, onsite health screenings, birthday leave and flexible working arrangements, with regional variations to meet local needs.
- **Strengthened access to support and transparency** with policies embedded in Workday, ongoing compliance monitoring, confidential Employee Assistance Program (EAP) access, and the development of a central wellbeing resource hub to improve awareness and utilisation.

Community involvement

- **Supported employee community engagement** through participation in locally volunteering opportunities and provided volunteering leave in certain locations.
- **Encouraged regional ownership** of community initiatives ensuring activities reflected local social needs and employee interests.

Material sustainability topic –

Customer Engagement.

Why this is important to us

WebBeds is a global B2B digital marketplace that connects travel sellers looking to fill rooms with a diverse global network of travel buyers looking to find rooms for their travelling customers. We are focused on engaging with our travel buyers to ensure we deliver quality products and services that meets their needs. We actively seek feedback about our business and services to gain insights to drive innovation and continuous improvement.

How we manage this area

WebBeds offers 24/7 Customer Service support through phone, online service portal and email channels. We actively seek and encourage feedback from our customers about our business and services at industry events and client and supplier meetings, to ascertain if we are delivering on their expectations and if not, understand how we can improve our service. During FY26, WebBeds Customer Service integrated a conversation intelligence platform into our ticketing system to actively monitor customer satisfaction in every meaningful interaction. The Customer Service team reports to the WebBeds Chief Operations Officer and through to the Group Chief Operating Officer.

What we focus on

WebBeds Customer Service teams are distributed globally for optimum support, differentiating service based on complexity, time zones and languages for specific client needs. Our largest customer service centres are located in the Philippines, Romania, and Egypt. Customer Service standards are tracked through a range of key performance indicators (KPIs) including ticket resolution rates, call abandonment rates and agent productivity. Independent Quality Assurance call sampling is conducted monthly, with feedback used for coaching and development purposes. Customer satisfaction is tracked through direct feedback from our customers, through Commercial teams and Operational Account Managers (OAMs). Customer sentiment analysis is performed for all interactions via the use of an AI-based platform assessing engagement across all customer service channels.

Contracting Operations is focused on ensuring the accuracy of data available on our platforms and driving efficiencies to load content more quickly. Teams are structured into three functional verticals:

- Content and Mapping: quantitative and qualitative management of the inventory, at supplier, property and room level
- Loading: the actual configuration of contractual agreements and rates in our platforms
- Contracting Support: supporting contractual life-cycle management, such as stop-sales, promotions and updates

For both Operations and Customer Service departments, global service delivery models have been developed for efficiencies of scale balanced with regional commercial nuances.

Material sustainability topic –

Customer Engagement.

FY26 IN REVIEW.

Customer service

Customer interactions

- 5.7 million customer service interactions in FY26, a slight increase over FY25 due to the increased availability of self-serve tools for our partners.
- 24% were handled automatically end to end, due to improvements in automated ticket handling.
- Ticket resolution KPIs were ahead of target levels; reopen rates were well within target times; and average speed of answer fell.

Initiatives to enhance service levels included:

- Improved supplier data management processes, upgraded ticketing platform and investment into process re-engineering led to enhanced consistency in service delivery and increased capacity to focus on more complex cases.
- Improved first contact resolution, case handover quality between teams and adherence to processes and standards.
- More accurate workforce planning, telephony enhancements and real time monitoring of occupancy and productivity.

Initiatives to support continuous improvement efforts:

- Process automations – proportion of automated ticket handling increased significantly.
- Operational processes mapping and standardization across sites and regional nearing completion.
- Loss management operational processes and decision authority hierarchy defined and implemented.
- Loss governance and reporting processes established company wide, strengthening accountability and escalation.
- Quality Assurance (QA) function redesigned to proactively identify risks, surface insights and drive continuous improvement.
- AI virtual QA agents introduced to streamline training for new employees, intended to support the improvement of case comprehension, contact quality, fault analysis and other data points valuable to improving the customer service experience.
- Standardised Disaster Recovery Plans in place across all Operations sites.
- Onboarded new in house developers to reduce dependency on third parties while accelerating delivery and ensuring solutions are designed by the people closest to the operational challenges. Team has cut time from concept to implementation by 50%.

Customer engagement and satisfaction

- **Operational Account Management (OAM)** function now in its second year. Team is organized regionally to maximise support while handling critical escalations. In FY26 OAM team grew 50% and increased capacity by 70% to manage key accounts.
- **Key engagement mechanisms** include regular calls with Sales teams and OAM-managed clients, monthly performance reviews and attending industry trade fairs and commercial events.
- **Strengthened internal feedback loops** between OAM and Customer Service, with regular calls to integrate client feedback and operational insights into service design and continuous improvement.
- **Rolled out platform to monitor customer satisfaction** – enabling customer sentiment analysis at every interaction and providing foundation for AI-driven QA agents and advanced customer satisfaction monitoring. During FY26 a total of 4.9M interactions monitored via platform. Results showed Operations teams consistently raising their engagement where it has the most impact to customer satisfaction.

Contracting Operations

- **Reorganised Contracting Operations team** – During the year Content, Mapping, Loading and Contracting Support teams were brought together under a single umbrella allowing for:
  - Strategic alignment: clearer roles, processes and priorities enabling faster execution
  - Standardisation: process consistency, integrity and traceability end-to-end
  - Scalability for future growth
  - Improved talent management
- For FY26, all verticals delivered within or above SLA targets

Awards

- **WebBeds nominated for the Zendesk Transformation award for its work on the Customer Service division**. Winners to be announced in May.

Material sustainability topic –

Climate Change Risk and Disclosure.

This year Web Travel Group released its first Sustainability Report focused on climate prepared in accordance with the Australian Sustainability Reporting Standard AASB S2.

The FY26 Sustainability Report is set out on pages 101 to 111 of the Company's FY26 Annual Report.

Please refer to the FY26 Sustainability Report for information about the climate-related risks and opportunities that could reasonably be expected to affect Web Travel Group and our approach to identifying, managing and disclosing material exposure to those risks.

Material sustainability topic –

Business Ethics and Corporate Governance.

Responsible Governance

Why this is important to us

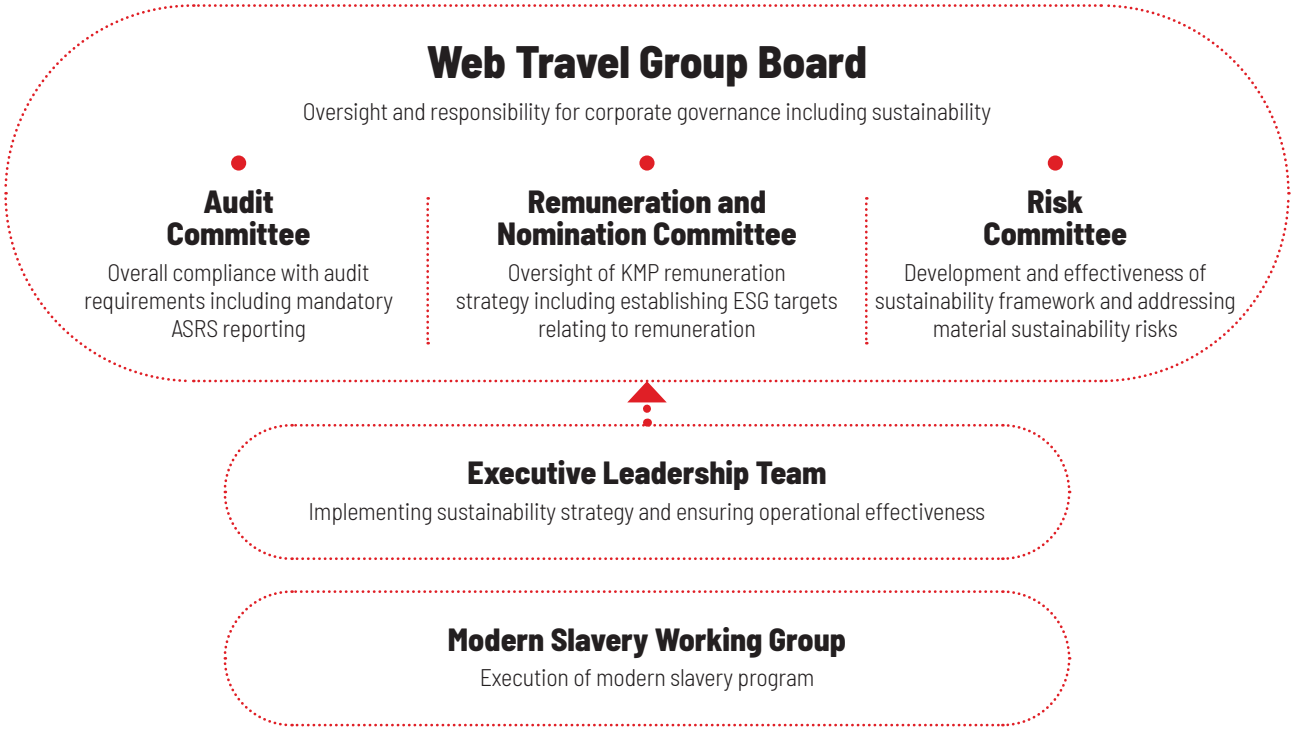
Web Travel Group is committed to maintaining ethical standards in the conduct of its business activities and strongly believes its reputation as a responsible and ethical business organisation is important to its ongoing success. We also believe an organisation's culture is critically important and are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

How we manage this area

The Board has overall responsibility for the corporate governance of the Company and has established three standing committees (Audit, Risk, and Remuneration and Nomination) to assist in discharging its responsibilities.

The Company's sustainability governance structure is presented below:

Web Travel Group Sustainability Governance Structure.



Information regarding how Web Travel Group monitors, manages and oversees sustainability, including climate related risks and opportunities, is set out in the Governance section of the FY26 Sustainability Report.

The Board and senior management team are also conscious of setting the tone within the Company and monitoring the drivers that shape the culture and values within the workplace. The Board is regularly updated on whistleblowing allegations and our anonymous whistleblower reporting platform allows reports to be made directly to Board members in certain situations.

Material sustainability topic –

Business Ethics and Corporate Governance.

What we focus on

Web Travel Group has a wide range of internal and external standards, regulations, strategies and policies that help guide our sustainability approach, manage sustainability risks and drive sustainability performance:

Sustainability governance

Guiding our approach	Managing risks	Driving action
Internal		
• Corporate Governance Statement • Code of Conduct • Anti-Bribery and Corruption Policy • Occupational Health and Safety Policy • Equal Employment Opportunity, Bullying and Harassment Policy • Diversity Policy • Human Rights Policy • Market Disclosure and Communications Policy • People survey/engagement check-in	• Data privacy and cybersecurity policies • Artificial Intelligence Policy • Whistleblower Policy • Independent audit and assurance (financial and security e.g. Sekuro) • Internal Audit • Employee Assistance Program • Whispli (anonymous whistleblower reporting tool)	• Sustainability Framework • Gender diversity target (40% women in senior management by 2040) • Employee value proposition • Hybrid working enabled globally • Parental leave policies
External		
• ASX Corporate Governance Principles and Recommendations • Payment Card Industry Data Security Standard (PCI-DDS v4) • Global Reporting Initiative (GRI) • Sustainability Accounting Standards Board (SASB)	• ISO 27001:2022 (information security) certification • Australian Sustainability Reporting Standards (ASRS) • Modern Slavery Act • Privacy Act • The General Data Protection Regulation (GDPR)	• 40:40 Vision • Modern Slavery Statement

Business ethics

Web Travel Group has established various policies and procedures that set out its values and expectations as to how the Company and its employees will work and behave towards each other. Key policies include the Code of Conduct, Whistleblower Policy and supporting policies the Company has adopted which commit it to meeting its responsibilities in areas where ethical and legal issues arise including policies covering Anti-Bribery and Corruption, Sanctions, Internet, Email and Social Media, Artificial Intelligence, Equal Employment Opportunity, Bullying and Harassment, and Occupational Health and Safety.

Further details of the Board's corporate governance framework and practices including Board skills matrix and approach to Board renewal are set out in the **FY26 Corporate Governance Statement**.

Material sustainability topic –

Business Ethics and Corporate Governance.

FY26 IN REVIEW.

Governance

- Two new non-executive directors appointed during FY26.
- External board evaluation undertaken in respect of the year including reviewing and updating Board skills matrix.
- Various governance policies were reviewed and updated to ensure they remain fit for purpose and to reflect legislative and regulatory developments.

Whistleblowing allegations

- One eligible whistleblower disclosure received during FY26, which was investigated but not substantiated.

Mandatory training

- Modern Slavery Awareness, Whistleblower Policy and Sanctions Policy training rolled out during the year.

Material sustainability topic –

Cyber Security and Data Privacy.

Why this is important to us

As a digital travel company, Web Travel Group prioritises the security of its business applications including our point-of-sale sites, booking platforms, and financial and data management systems. We are committed to ensuring the protection of data we collect, transmit and store, and strive to maintain a best practice governance program to mitigate the risk of a cyber-attack. Maintaining best practice governance when it comes to data privacy and cyber security is key to preventing security or data breaches which have the potential to impact the satisfaction and confidence of our clients and partners, as well as the operational and financial performance of the Company.

How we manage this area

We have implemented a robust security program that ensures the protection of our people, processes, technology and data. The program is closely aligned with organisational goals and objectives to achieve optimal outcomes. The program is managed by our Chief Information Security Officer (CISO) who sets the security strategy, vision and policies for the Company. This function is also responsible for governing security, compliance and data privacy programs.

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

Web Travel Group complies with a range of legal and regulatory obligations within the jurisdictions we operate in.

What we focus on

Cyber Security.

Governance

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

Managing risk

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

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

Compliance

Maintaining PCI-DSS compliance is critical to ensure the protection of cardholder data and meeting payment industry requirements. Separately, our ISO 27001:2022 compliance program establishes a broader information security management framework, maintained and regularly governed by the security team. Web Travel Group is audited annually by external auditors to achieve PCI/DSS and ISO 27001:2022 certifications.

We are committed to ensuring we run a robust security program, and work towards improving our maturity levels on a regular basis based on the NIST CSF 2.0 maturity assessment model.

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

Material sustainability topic –

Cyber Security and Data Privacy.

Training
Human risk management is a key component of the security program. We mitigate these risks through regular security awareness updates, annual security awareness training for all staff, targeted training for high-risk employee groups, and through conducting regular phishing simulation tests to highlight key exploit methods to our employees.

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

Artificial Intelligence (AI)
Web Travel Group embraces the use of AI, however, given its rapid evolution, our cyber program ensures it is adopted in a secure and controlled manner. We prioritise the safe implementation and appropriate governance of new AI technologies, with a strong focus on protecting sensitive information throughout the process. We are focused on identifying key risks and mitigating them to an acceptable level, while still enabling the organisation to benefit from AI and AI-driven technology.

What we focus on
Data Privacy.

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

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

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

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

- complying with the OECD privacy principles to mitigate any associated risks;
- continually improving security and data protection maturity levels using the NIST CSF 2.0 maturity framework;
- executing robust organisational and technical measures to ensure the security of our data; using a privacy by design approach – to ensure data is protected adequately and the right provisions are in place in all third-party agreements;
- ensuring our staff are appropriately trained on protecting data; and
- regularly reviewing the data we collect and store, and reducing the risk we carry by removing data sets that are no longer required for legal or operational purposes.

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

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

Training
All employees receive general cyber awareness training as part of the onboarding process, and are required to complete this annually, which includes secure uses of AI and data privacy training.

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

Material sustainability topic –

Cyber Security and Data Privacy.

FY26 IN REVIEW.

Cyber Security.

Risk management

- Doubled our security team in FY26.
- NIST CSF 2.0 maturity uplift undertaken.
- Delivered the first phase of our identity and access management (IAM) program, which represents a comprehensive 3-year identity transformation journey to a centralised, automated and AI-enhanced Identity Security Platform.
- Enhanced our rebuild and recovery procedures through the optimisation of playbooks for key security events.
- Conducted tabletop and micro-simulations to strengthen our incident response capabilities.
- Standardised our disaster recovery and business continuity for business-critical applications and locations to improve efficiency.
- Strengthened our ability to detect threats through threat modelling and the implementation of our bug bounty program.
- Phishing simulations conducted every second month, targeting different regions and functions.
- Implementation of an enhanced Data Loss Prevention (DLP) program to identify risks relating to insider threats, shadow IT and data loss.
- Supported all Web Travel Group's projects including major transformational HR and IT programs to ensure security is built into the design and that these programs are being implemented securely.
- Supported the implementation of AI projects and AI-driven technology, while ensuring adequate controls are in place to protect our people, processes and technology.
- Migrated to a new risk management tool, to achieve greater transparency and efficiency in risk management for Cyber Security.
- Maintained a strong focus on reducing supply-chain risk by conducting ongoing reviews for high-risk vendors and enhancing our vendor security framework.

Certifications

- ISO 27001:2022 certified. Audited annually by LRQA.
- PCI-DSS v4 certified. Audited annually by an external QSA (qualified security assessor).

Training

- Mandatory training for all new employees and annual training, including a security of AI applications module.
- Conducted role-based training for high-risk roles.
- Secure coding training program implemented for IT engineers.

Breaches

- No reportable security breaches

Data Privacy.

Risk management

- Enhanced data lost prevention controls implemented.
- Focused on enhancing data security controls across the organisation including unstructured data across the organisation.
- Continue to keep up to date with privacy regulation changes across relevant jurisdictions.
- Web Travel Group ensure data privacy is considered in all new projects and workflow changes across the organisation.
- Internal audit on our privacy program conducted. All recommendations have been actioned to enhance the efficiency of the program.
- Appropriate safeguards in place to protect cross border transfers of customer data.

Training

- All new and existing staff received privacy awareness training in FY26
- Privacy awareness communications included in our regular awareness campaigns.

Breaches

- No reportable privacy breaches.

Material sustainability topic –

Responsible Supply Chain Management (Modern Slavery).

Why this is important to us

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

How we manage this area

During the reporting period, the Modern Slavery Working Group, consisting of key functional representatives from human resources, operations, legal and commercial, met regularly to oversee and address modern slavery risks relevant to our business. Active engagement, consultation and collaboration with our controlled entities is a key component of our modern slavery governance, noting that all controlled entities are overseen by the Web Travel Group leadership team and have common policies.

The President of each WebBeds region is responsible for managing modern slavery risks within their own operations, with oversight from the Global Chief Operating Officer.

The Global Chief Operating Officer is also responsible for overseeing modern slavery reporting, with input from the Company's Modern Slavery Working Group and relevant finance, human resources and supply chain teams.

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

Our Code of Conduct, Anti-Bribery and Corruption Policy, Whistleblower Policy and Sanctions Policy also support our modern slavery mitigation program.

Our annual Modern Slavery Statements are available on our investor website (in addition to the online Modern Slavery Register). Our next Modern Slavery Statement is due to be released in September 2026.

What we focus on

Wherever we operate, we respect the human rights of our employees, customers and those of our suppliers and business partners. We reject all forms of slavery and have implemented and enforce systems and controls to ensure it does not occur in our business. Our modern slavery mitigation program has been in place since 2021 and we have continued to improve and mature our processes, policies and practices to identify and mitigate modern slavery and human rights risks across our own business and through our supply chain relationships.

Material sustainability topic –

Responsible Supply Chain Management (Modern Slavery).

FY26 IN REVIEW.

- **Our FY26 Modern Slavery Statement is due to be released in September 2026** and will describe the actions taken during the year to manage modern slavery risks in our global operations and supply chains.
- Our most recent Modern Slavery Statement (published in September 2025) set out **progress made during FY25** including:
  - Engaged independent consultant to conduct a new modern slavery risk assessment of our post-demerger business to help us gain an up-to-date understanding of our modern slavery risk profile.
  - Collaborated across our global offices via our Modern Slavery Working Group.
  - Continued to include modern slavery as a standing discussion item at regular Risk Committee meetings.
  - Continued to disclose additional data relating to our global workforce, including gender statistics and heat maps for the key locations of our global workforce showing their prevalence and vulnerability to modern slavery based on the Global Slavery Index.

Data Summary.

Operations

Scopes		FY26
Countries in operation	Number	**50+**
Number of bookings	Million	**9.9**
Revenue	AUD $m	**394.1**

Environmental

Emissions		FY26
Scope 1	Tonnes CO_2e	37.46
Scope 2 (Location-based)	Tonnes CO_2e	812.09
Scope 2 (Market-based)	Tonnes CO_2e	810.82
Total Scope 1 & 2 (Location-based)	Tonnes CO_2e	849.45
Total Scope 1 & 2 (Market -based)	Tonnes CO_2e	848.18
Scope 3	Tonnes CO_2e	747, 338.01

Social

Employee Profile		FY26
Total headcount	Number	**1984**
Total female headcount	Percent	**56%**
Total male headcount	Percent	**44%**
Woman in management		
Proportion of women on the board	Percent	**50%**
Proportion of women in senior management positions	Percent	**49%**
Proportion of women managers	Percent	**50%**
Employee engagement		
Proportion agree/strongly agree Web Travel Group is a great place to work	Percent	**80%**
Health and Safety		
Lost time injuries (LTI)	Number	**0**

Governance

Customer privacy		FY26
Reportable breaches of customer privacy	Number	**0**
Whistleblowing		
Whistleblowing allegations reviewed and closed	Number	**1**

GRI General Disclosures.

Disclosure	Disclosure title (General Disclosures)	FY26 Response	Page
2-1	Organisational details	Web Travel Group snapshot	4
2-2	Entities included in the organisation's sustainability reporting	Web Travel Group snapshot	4
2-3	Reporting period, frequency and contact point	Inside front cover	1
2-4	Restatements of information	No restatements in FY25	–
2-5	External assurance	No external assurance in FY25	–
2-6	Activities, value chain and other business relationships	Web Travel Group snapshot	4
2-7	Employees	Employee engagement and development	8
2-8	Workers who are not employees	Not applicable	–
2-9	Governance structure and composition	Refer to Web Travel Group Corporate Governance Statement	–
2-10	Nomination and selection of the highest governance body	Refer to Web Travel Group Corporate Governance Statement	–
2-11	Chair of the highest governance body	Refer to Web Travel Group Corporate Governance Statement	–
2-12	Roles of the highest governance body in overseeing management impacts	Business ethics and corporate governance	18
2-13	Delegation of responsibility for management impacts	Business ethics and corporate governance	18
2-14	Roles of the highest governance body in sustainability reporting	Inside front cover	1
2-15	Conflicts of interest	Refer to Web Travel Group Corporate Governance Statement	–
2-16	Communication of critical concerns	Refer to Web Travel Group Corporate Governance Statement	–
2-17	Collective knowledge of highest governance body	Refer to Web Travel Group Corporate Governance Statement	–
2-18	Evaluation of the performance of the highest governance body	Refer to Web Travel 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	6
2-23	Policy commitments	Business ethics and corporate governance	18
2-24	Embedding policy commitments	Business ethics and corporate governance	18
2-25	Processes to remediate negative impacts	Refer to Web Travel Group Corporate Governance Statement	–
2-26	Mechanisms for seeking advice and raising concerns	Business ethics and corporate governance	18
2-27	Compliance with laws and regulations	Business ethics and corporate governance	18
2-28	Membership associations	Engaging with stakeholders	8
2-29	Approach to stakeholder engagement	Engaging with stakeholders	8
2-30	Collective bargaining agreements	Not applicable	–

SASB Index.

Internet Media and Services Standard (2018)

SASB topic	Accounting metrics	FY26 response	Page
Environmental footprint of hardware infrastructure	(1) Total energy consumed (2) Percentage of grid electricity (3) Percentage renewable	Partial. See Sustainability Report (AASB S2 disclosure within Annual Report).	–
Data privacy, advertising standards and freedom of expression	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Zero	–
Data privacy, advertising standards and freedom of expression	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	Partial. Zero reportable breaches of customer privacy.	–
Data security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Partial. Zero reportable breaches of customer privacy.	–
Data security	Description of approach to identifying and addressing data security risks, including use of third party cybersecurity standards	Cybersecurity and data privacy	22
Employee recruitment, inclusion and performance	Employee engagement as a percentage	Employee engagement and development	10

Glossary.

Term	Meaning
AI	Artificial intelligence
APAC	Asia Pacific
ASRS	Australian Sustainability Reporting Standards
ASX	Australian Stock Exchange
B2B	Business to Business
CISO	Chief Information Security Officer
Company	Web Travel Group Limited
Demerger	Demerger of Webjet Group Limited from Web Travel Group
EBITDA	Earnings before interest tax depreciation and amortisation
ESG	Environmental, Social and Governance
FY24	12 months ending 31 March 2024
FY25	12 months ending 31 March 2025
FY26	12 months ending 31 March 2026
GDPR	General Data Protection Regulation
GRI	Global Reporting Initiative
KPI	Key Performance Indicator
MEA	Middle East and Africa
NPAT	Net profit after tax
QA	Quality Assurance
SASB	Sustainability Accounting Standards Board
TCFD	Taskforce on Climate-Related Financial Disclosure
TTV	Total Transaction Value
Web Travel Group	Web Travel Group Limited

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