

EXPEDIA GROUP

REFLECT

RECONCILIATION ACTION PLAN

April 2021 - March 2022



RECONCILIATION
ACTION PLAN

REFLECT



expedia group™

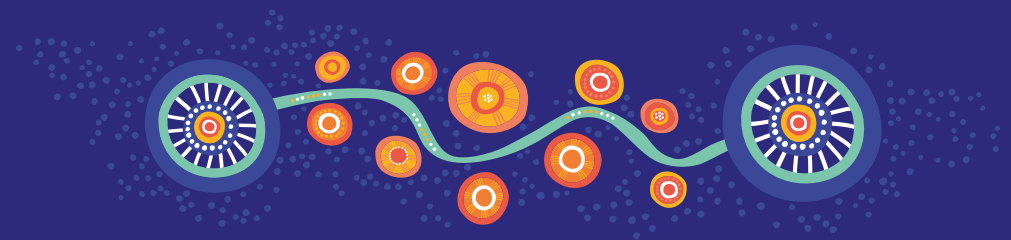
Acknowledgement of Country

Expedia Group acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, cultures, and communities. We pay our respects to Elders, past, present, and emerging.

About the artist

Charmaine Mumbulla is a Kurna and Narungga woman from the Yorke Peninsula, with family ties to the Gumbaynggirr people of the NSW Mid-North Coast. Together with her partner she runs an Aboriginal creative agency called Mumbulla Creative. Charmaine is passionate about working on projects that support reconciliation and social justice. She works closely with organisations to tell their stories through her art.

The artwork developed for the Expedia Group RAP is called Journey, and symbolises movement between two places. The two large circles at each end of the artwork represent the start of a journey and the destination. These circles are joined by a pathway, which connects the two. The orange and red circles that appear along the pathway represent all the rich experiences and encounters along the way.



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Message from the CEO of Reconciliation Australia

Reconciliation Australia welcomes Expedia Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Expedia Group joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types of RAP - Reflect, Innovate, Stretch and Elevate - allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with

its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Expedia Group to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Expedia Group, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Message from the Managing Director of Wotif (Expedia Group)

The Expedia Group purpose is to strengthen connections, broaden horizons, and bridge divides; and as we proudly launch our very first Reconciliation Action Plan (RAP) in Australia, we believe we are taking an important local step in building an organisation that brings to life our purpose and better reflects our customers and the world in which we live.

Over the next 12 months, we will start our long-term commitment to reconciliation by activating and completing the actions set within our RAP. We all have a role to play, and as measuring results is key to our long-term success, we have set clear, tangible deliverables to hold ourselves accountable to.

While we are focused on education, allyship, and better First Nations representation amongst our employees, as a business focused on travel, we are equally committed to bringing greater awareness and understanding of Aboriginal and Torres Strait Islander tourism in Australia. Through the initiatives set out in this RAP we aim to encourage both our team and travellers to respectfully experience the land, cultures, and communities they visit.

We have a strong Inclusion and Diversity team in place working to accelerate our evolution. We intend to build on this team's work and add representation from even more diverse viewpoints and experiences. We are holding ourselves accountable to make progress, and this is only the first step in helping acknowledge the Traditional Owners of this Country throughout Australia.

I want to thank the Expedia Group RAP Working Group team members who have developed the organisation's very first RAP. I look forward to seeing the impact of these initiatives come to life.

Daniel Finch
Managing Director
Wotif (Expedia Group)



Our business

Expedia Group is an online travel company, and our mission is to power global travel for everyone, everywhere.

We have five offices in Australia located in Sydney, Brisbane, Melbourne, Perth, and Newcastle. With more than 19,000 employees worldwide, and approximately 450 employees across Australia. There are currently no known staff that identify as Aboriginal or Torres Strait Islander.

Travel has the power to change lives. Each time we venture outside our daily rhythms, we create opportunities for people to reconnect with friends and family, forge connections with new people and unknown destinations, and to look within to find our own true selves. Travel opens minds and drives better understanding between people from all walks of life – something the world needs more today than ever before. Travel also fuels the health of communities that welcome travellers across generations but it's not always easy. And that's where we come in. We are here to build products, solutions and partnerships that make travel easier, more enjoyable, and more attainable by removing friction points along the travel process.

We have been a feature of the Australian travel landscape for over twenty years, with online travel brands such as Wotif, Stayz, Expedia, Egencia, lastminute.com.au, and Hotels.com playing an important role in the local traveller ecosystem.

Australians know Expedia Group brands in the marketplace as:



Wotif... It's Aussie for Travel. For over 20 years, Wotif has been helping Australians travel, stay and play in their local backyard and beyond. Today, Wotif offers even more than great hotel deals. In addition to giving travellers the ability to book millions of stays all over the world, Wotif gives Aussie travellers access to thousands of flights, simple car hire options, exciting activities, and cruises in Australia and beyond. That's why Wotif means travel for Aussies.



Expedia is one of the world's leading full-service online travel brands helping travellers easily plan and book travel from the widest selection of vacation packages, flights, hotels, rental cars, cruises, activities, attractions, and services.



Egencia is the world's corporate travel solution, helping businesses optimise their travel programs for today's fast-changing landscape – controlling risk, supporting traveller wellbeing, and maximising return on investment.



Stayz is Australia's original holiday rental website and part of Vrbo, the alternative accommodation division of Expedia Group. With over 55,000 homes on Stayz, we make it easy to find and book the perfect holiday home for any getaway, often for less than the cost of traditional hotel accommodations.

lastminute.com.au

lastminute.com.au is the ultimate travel companion when it comes to booking last minute hotels, flights, holiday packages, car hire and experiences. From luxe city stays, to long weekend escapes, lastminute.com.au has good value last minute deals.



Hotels.com With hundreds of thousands of places to stay around the world, over 25 million real guest reviews and an app so easy to use that it's been downloaded 70 million times, travellers can be sure to find the perfect place for them.

Our RAP

At Expedia Group, we believe that a global workforce that reflects the diversity of our partners, customers, and communities makes a better travel technology company.

Our Reflect RAP is being developed and implemented to set goals for Expedia Group to strengthen and build relationships with Aboriginal and Torres Strait Islander organisations and communities, to build respect for Aboriginal and Torres Strait Islander peoples within our organisation, explore opportunities for employment and business engagements, and to set up an ongoing governance model to ensure delivery of and accountability for our reconciliation goals.

We acknowledge the need to pursue reconciliation with accountable commitments and actions. We also acknowledge that a strong framework is required to create meaningful and lasting change. We commit to being a part of the solution and to lead by example with clear intent, actions, and impact. Inclusion is a journey, not a destination and systemic issues require systemic, sustainable solutions. Expedia Group and the Australian Inclusion and Diversity Team remain committed to long-term change and progress.

We are dedicated to creating an inclusive environment for everyone, and as part of this journey, a RAP is an important step to bring this vision to fruition. Our RAP Working Group will be responsible for working with key stakeholders to implement the RAP with the support of our RAP Champions and Co-Chairs, Sarah Whitworth and Woody Wood.

Our journey so far

► Listening Series

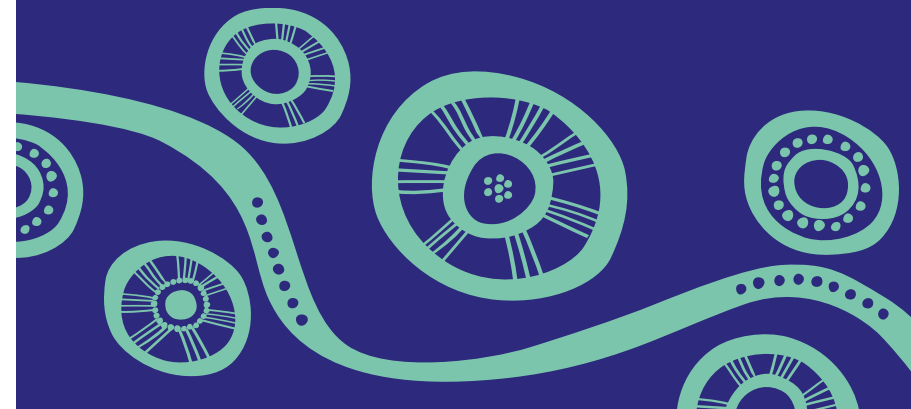
Initiated to increase staff understanding of Aboriginal and Torres Strait Islander cultures and histories by engaging external speakers.

► NAIDOC Week activities

Organised to celebrate and raise awareness of the history, cultures, and achievements of Aboriginal and Torres Strait Islander peoples.

► Fundraising

Employees supported the Indigenous Literacy Foundation by raising donations and awareness of the work they do as part of our 2020 Global Month of Caring. This forms part of our Expedia Cares program that empowers employees to support their communities through matching donations and volunteer initiatives.





Relationships

Action	Deliverables	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	▶ Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	June 2021	Community Engagement Lead and Local Brand Lead
	▶ Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2021	Community Engagement Lead and Local Brand Lead
2. Build relationships through celebrating National Reconciliation Week (NRW).	▶ Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2021	Awareness and Education Lead
	▶ RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2021	RAP Coordinator
	▶ Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2021	Awareness and Education Lead



Relationships cont.

Action	Deliverables	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	▶ Communicate our commitment to reconciliation to all staff.	April 2021	Marketing and Comms Lead
	▶ Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2021	Community Engagement Lead and Local Brand Lead
	▶ Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2021	Community Engagement Lead and Local Brand Lead
4. Promote positive race relations through anti-discrimination strategies.	▶ Research best practice and policies in areas of race relations and anti-discrimination.	November 2021	People and Culture Lead
	▶ Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	People and Culture Lead



Respect

Action	Deliverables	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	▶ Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	November 2021	Awareness and Education Lead
	▶ Conduct a review of cultural learning needs within our organisation.	November 2021	Awareness and Education Lead
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	▶ Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June 2021	Awareness and Education Lead
	▶ Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	June 2021	Awareness and Education Lead



Respect cont.

Action	Deliverables	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	▶ Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2021	Awareness and Education Lead
	▶ Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2021	Awareness and Education Lead
	▶ RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2021	RAP Coordinator
8. Visibly demonstrate respect to Aboriginal and Torres Strait Islander peoples within Expedia Group offices.	▶ Create Acknowledgment of Country signage including information about the local Aboriginal and Torres Strait Islander peoples and communities.	June 2021	Awareness and Education Lead
	▶ Install Acknowledgment of Country signage in all Expedia Group Australia reception areas.	July 2021	Procurement Lead
	▶ Acquire and display Aboriginal and Torres Strait Islander art works in prominent places in major offices.	March 2022	Procurement Lead



Opportunities

Action	Deliverables	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	▶ Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	January 2022	People and Culture Lead
	▶ Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2021	People and Culture Lead
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	▶ Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2021	Procurement Lead
	▶ Investigate Supply Nation membership.	June 2021	Procurement Lead
11. Investigate opportunities to promote Aboriginal and Torres Strait Islander tourism.	▶ Collaborate with Aboriginal and Torres Strait Islander stakeholders and organisations to identify opportunities to promote Aboriginal and Torres Strait Islander tourism on Expedia Group's booking channels and in local brand marketing activity.	September 2021	Partner Relationship Lead and Local Brand Lead



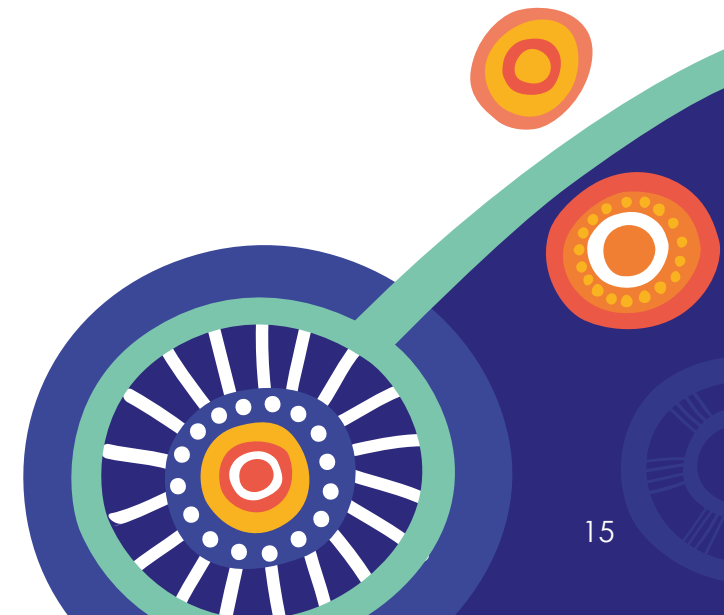
Governance

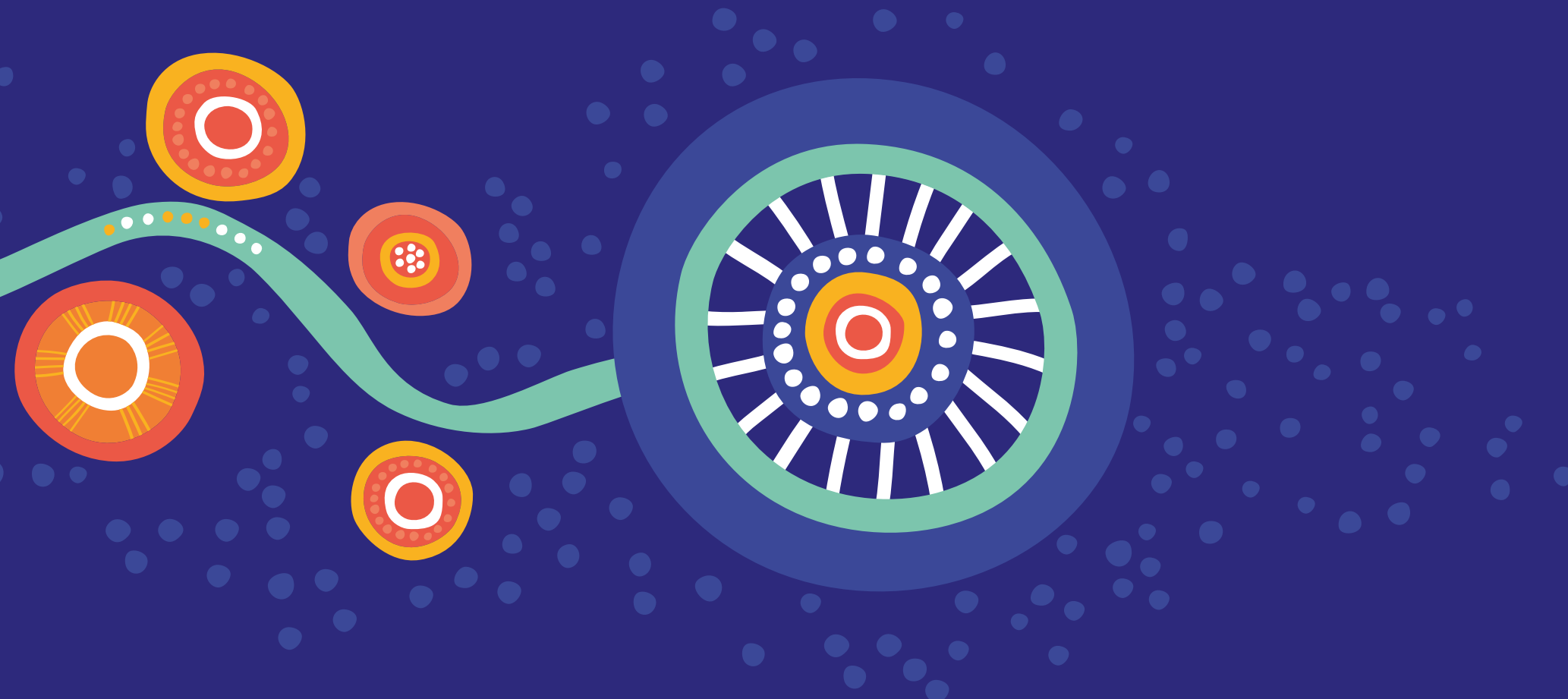
Action	Deliverables	Timeline	Responsibility
12. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	▶ Form a RWG to govern RAP implementation.	April 2021	RAP Coordinator
	▶ Draft a Terms of Reference for the RWG.	April 2021	RAP Coordinator
	▶ Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2021	RAP Coordinator
13. Provide appropriate support for effective implementation of RAP commitments.	▶ Define resource needs for RAP implementation.	April 2021	RAP Coordinator
	▶ Engage senior leaders in the delivery of RAP commitments.	April 2021	RAP Coordinator
	▶ Define appropriate systems and capability to track, measure and report on RAP commitments.	April 2021	RAP Coordinator



Governance cont.

Action	Deliverables	Timeline	Responsibility
14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none">▶ Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	RAP Coordinator
15. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none">▶ Register via Reconciliation Australia's website to begin developing our next RAP.	January 2022	RAP Coordinator





Contact

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