

Our 2023 Gender Pay Gap Report

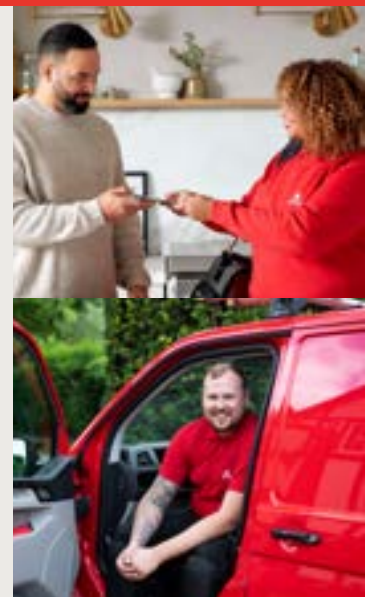


What's our pay and bonus gap?

This report covers HomeServe Membership Ltd – our UK membership business (HML). These figures show the mean and median difference in hourly rates and bonus pay between men and women, as well as the proportion of colleagues who received a bonus for the snapshot date of 5 April 2023. Figures relating to our 2022 pay gap are shown in brackets as a comparison.

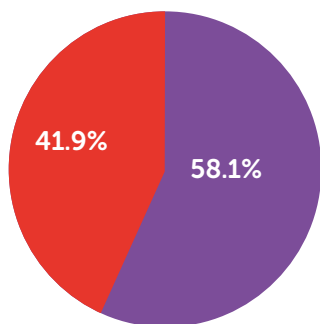
	Mean	Median
Hourly rates of pay	18.5% (21.6%)	32.1% (33.5%)
Bonus pay	42.8% (58.7%)	-51.6% (0%)

	Men	Women
The % of men and women who received a bonus	83.2% (97.8%)	88.8% (97%)



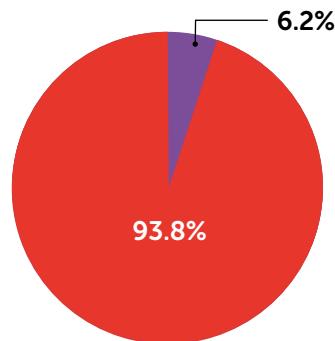
Pay quartiles & examples of typical HML roles

● Men ● Women



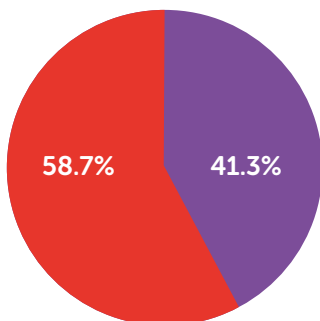
Lower

Apprentices,
Admin Assistants,
Receptionists



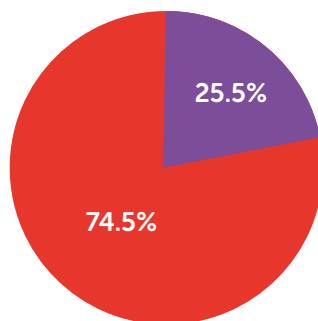
Upper middle

Electricians & Engineers
Team Managers, Project
Managers, Finance
Business Partners



Lower middle

Customer Service Reps
Desktop Support Engineers
Personal Assistants,
Team Managers



Upper

Senior Leaders, Engineers
IT Architects & Developers
Field Managers

Individual Company data 2023 vs 2022

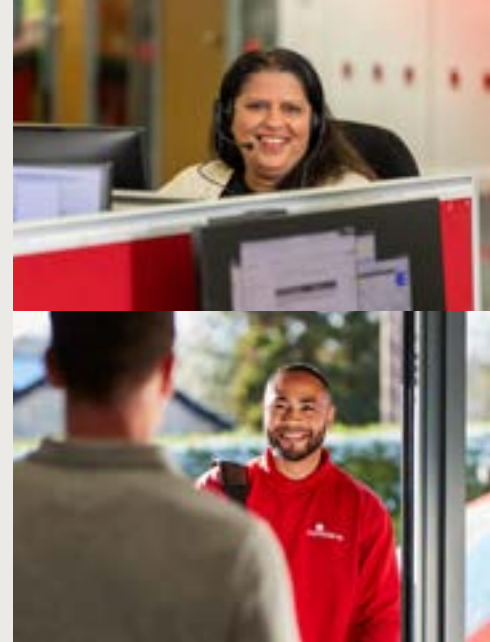
	Rate of pay (%)		Bonus pay (%)				The % split between men and women in each pay quartile							
	Difference in		Difference in		Received a bonus		Lower		Lower middle		Upper middle		Upper	
	Mean	Median	Mean	Median	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
2021	19.0	30.7	37.4	-56.3	88.7	79.4	39.8	60.2	54.3	45.7	91.4	8.6	77.5	22.5
2022	21.6	33.5	58.7	0	97.8	97.0	41.7	58.3	52.9	47.1	90.9	9.1	77.8	22.2
2023	18.5	32.1	42.8	-51.6	83.2	88.8	41.9	58.1	58.7	41.3	93.8	6.2	74.5	25.5

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In HML we continue to be committed to building a fair and inclusive culture. Our data shows that there has been some reduction in the gap since 2022 and whilst we still have work to do to, we are confident that the positive action we have taken will help to address this.

A key driver of our pay gap continues to be the balance of women in our senior leadership roles, together with low volumes of females in our engineering roles which feed succession into frontline Coach and Leadership roles. In addition, there is a low volume of females in the analytical roles which typically exist within our Technology function. We continue to address these issues through both internal and external recruitment and development initiatives.



Some of the measures HML Executive Committee is overseeing include:

- Gender, Ethnicity and Inclusion targets with key milestones to be hit on senior female leader and female engineer representation by year end 2025 and 2027
- Continued work on DE&I immersion programme with industry leading external culture change organisation
- Continued focus on female engineer forum to support an increase in female engineer population to 5% by 2027
- Requirement to provide females in candidate shortlists for senior level roles
- Onboarding of the new Head of DE&I to support and advance the strategic priorities
- Focus on talent grid ratings and succession plans for females
- Review of the Inclusion networks to ensure they are fit for purpose and set up for success
- Launch of Immersive: Women in leadership programme

I confirm that this data is accurate.

A handwritten signature in black ink, appearing to read "NK", with a long horizontal stroke extending to the right.

Nick Kasmir
UK CEO, HML
March 2024

Want to find out more?

For more information on what the Gender Pay Gap is, [click here](#)