

Our 2022 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 2022. Figures relating to our 2021 pay gap are shown in brackets as a comparison.

| | Mean | Median |
|---------------------|---------------|---------------|
| Hourly rates of pay | 21.6% (19.0%) | 33.5% (30.7%) |
| Bonus pay | 58.7% (37.4%) | 0% (-56.3%) |

| | Men | Women |
|---|---------------|-------------|
| The % of men and women who received a bonus | 97.8% (88.7%) | 97% (79.4%) |



Hourly rates of pay

The mean hourly rate pay gap is driven by the number of men in senior management roles combined with less females in analytical and engineering roles, as well as a male dominated engineer population in HML. The median pay gap is higher than the mean due to the large numbers of men occupying higher pay quartiles. This is averaged out in the mean pay gap by greater gender balance across other roles.

Bonus pay

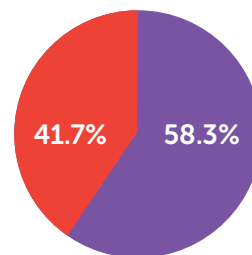
Our mean bonus pay gap in 2022 is driven by the fact that our HML Management Bonus Scheme did not pay out in 2021. Bonus payments were made up of Engineer sign on bonuses and payments made to senior leaders under the Long Term Incentive Plan. There was no median bonus gap, which reflects a more balanced position, demonstrating good equity where payments under other bonus arrangements were made.

How is pay distributed?

This data shows how our pay is distributed across four equally sized quartiles

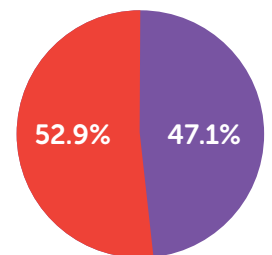
Pay quartiles & examples of typical HML roles

● Men ● Women



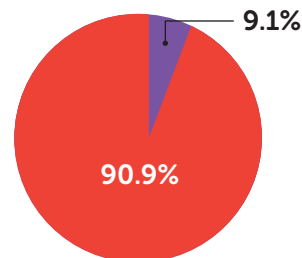
Lower

Apprentices,
Admin Assistants,
Receptionists



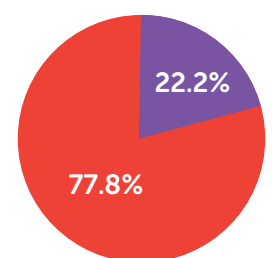
Lower middle

Customer Service Reps
Desktop Support Engineers
Personal Assistants, Team Managers



Upper middle

Electricians & Engineers
Team Managers, Project Managers
Finance Business Partners



Upper

Senior Leaders, Engineers
IT Architects & Developers
Field Managers

Individual Company data 2022 vs 2021

| | 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 |
| 2020 | 20.0 | 32.1 | 70.1 | -103.5 | 77.3 | 83.9 | 40.7 | 59.3 | 56.3 | 43.7 | 91.4 | 8.6 | 77.7 | 22.3 |
| 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 |

Our 2022 Gender Pay Gap Report



In HML we continue to be committed to building a fair and inclusive culture. However, we recognise that there is more we must do to close our gender pay gap.

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 set with key milestones to be hit on senior female leader and female engineer representation by year end 2025 and 2027
- HML executive team engaged in DE&I immersion programme with industry leading external culture change organisation
- Introduction of a female engineer forum to support an increase in female engineer population to 5% by 2027
- A review of inclusive language across 15 people policies
- Trials of flexible working in the Contact Centres
- Recruitment of four female gas apprentices, equivalent to 1/3 of the last cohort
- Requirement to provide females in candidate shortlists for senior level roles
- Executive level support and guidance for DE&I focused employee networks

I confirm that this data is accurate.

A handwritten signature in black ink, appearing to read "John Kitzie".

John Kitzie

CEO HomeServe UK
March 2023