

Our 2024 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 2024. Figures relating to our 2023 pay gap are shown in brackets as a comparison.

	Mean	Median
Hourly rates of pay	14.1% (18.5%)	30.4% (32.1%)
Bonus pay	13.7% (42.8%)	5.7% (-51.6%)

	Men	Women
The % of men and women who received a bonus	80.7% (83.2%)	89.8% (88.8%)

Hourly rates of pay

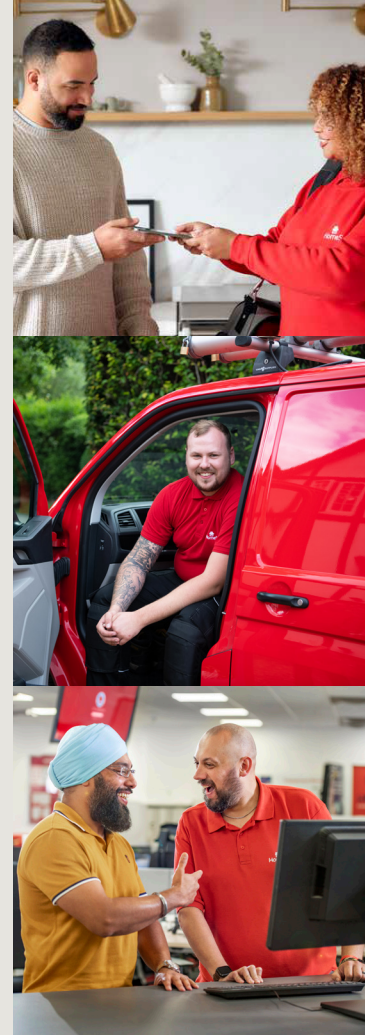
There has been a decrease for both the median and mean pay gap in HML for 2024. The pay gap continues to be driven by the number of men in senior management roles combined with less females in analytical and engineering roles, as well as a male dominated engineer population in HML. The median pay gap is higher than the mean due to the large numbers of men occupying these higher pay quartiles. This is averaged out in the mean pay gap by greater gender balance across other roles

Bonus pay

Proportionately more females receive a bonus than males and the mean bonus gap has significantly reduced since 2024. However, the negative median bonus gap seen in previous years has reduced meaning that the median bonus for males is now slightly higher than females. The mean gap has significantly reduced as no payments were made to senior leaders under the Long-Term Incentive Plan (these roles are typically occupied by men). The difference in bonus pay gap is in part due to the calendar year re-alignment undertaken in 2024.

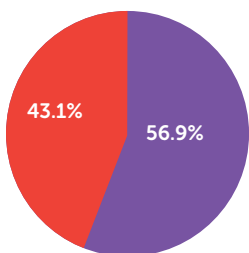
How is pay distributed?

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



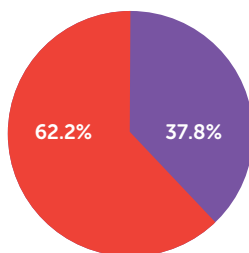
Pay quartiles & examples of typical HML roles

● Men ● Women



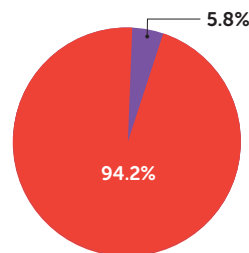
Lower

Apprentices, Customer Service Reps, Claims Advisors, Receptionists, Admin Assistants



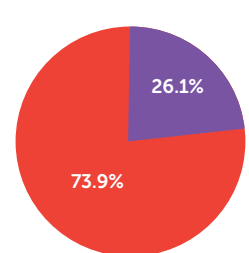
Lower middle

Customer Service Reps, Claims Advisors, Coaches, Personal Assistants, Team Managers



Upper middle

Engineers, Team Managers, Service Excellence Coaches, Project Managers, Finance Business Partners



Upper

Senior Leaders, Engineers, IT Architects, Programmers & Developers, Field Managers

Individual Company data 2024 vs 2023

	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
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
2024	14.1	30.4	13.7	5.7	80.7	89.8	43.1	56.9	62.2	37.8	94.2	5.8	73.9	26.1

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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 2023 and whilst we still have work to do to, we are confident that the positive action we continue to take 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:

- Organisational wide DE&I strategy with a focus on gender equity
- Gender equity in candidate shortlists for senior level roles
- Launch of an Allyship programme to increase diversity awareness and equitable practices
- Launch of new Leadership programme to support authentic inclusive leadership across HomeServe
- Continued review of equitable pay progression practices and pay transparency

I confirm that this data is accurate.

A handwritten signature in black ink, appearing to read "NK" followed by a long horizontal stroke.

Nick Kasmir
UK CEO, HML
March 2025

Want to find out more?

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