

Our 2025 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 2025. Figures relating to our 2024 pay gap are shown in brackets as a comparison.

	Mean	Median
Hourly rates of pay	15.0% (14.1%)	29.6% (30.4%)
Bonus pay	24.1% (13.7%)	-203.9% (5.7%)

	Men	Women
The % of men and women who received a bonus	97.2% (80.7%)	99.3% (89.8%)

Hourly rates of pay

There has been a small decrease in the median pay gap and a small increase in the mean pay gap. 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. The median pay gap is higher than the mean due to the large numbers of men occupying higher pay quartiles, demonstrating that our gender pay gap is driven primarily by representation, rather than unequal pay for the same work.

Bonus pay

The proportion of employees receiving a bonus is broadly equal between men and women, with a slightly higher proportion of women receiving a bonus overall. The mean gap has increased reflecting changes in the distribution and value of bonuses paid during the reporting period, including the recommencement of senior leadership long term incentive plan payments. The median bonus gap moved significantly in favour of women, reflecting different bonus types with materially different values. Overall, the bonus pay gap continues to be driven by role distribution and representation.

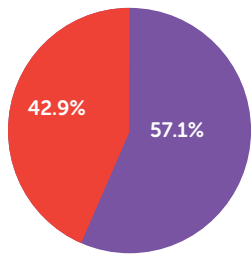
How is pay distributed?

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

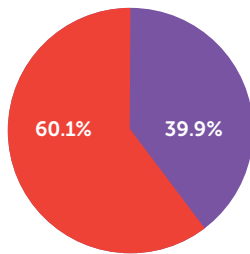


Pay quartiles & examples of typical HML roles

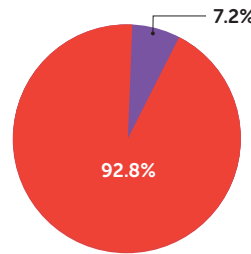
● Men ● Women



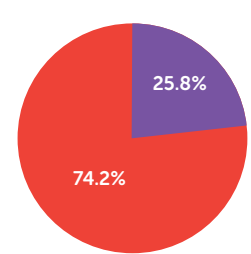
Lower
Apprentices, Contact Centre roles, Receptionists, Admin Assistants



Lower middle
Contact Centre roles, 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 2025 vs 2024

	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
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
2025	15.0	29.6	24.1	-203.9	97.2	99.3	42.9	57.1	60.1	39.9	92.8	7.2	74.2	25.8

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We continue to be committed to building a fair and inclusive culture. Our data shows there has been a small reduction in the median pay gap and a small increase in the mean.

Overall, while there has been limited year on year change, the data reinforces that sustained progress will depend on improving representation and progression into higher paid roles over time.



Some of the measures now in place:

- Strengthening inclusive recruitment practices to widen talent pipelines and attract a more diverse range of candidates into higher paid and specialist roles.
- Increasing focus on internal progression, ensuring transparent and fair access to development opportunities, career pathways and promotion processes.
- Supporting progression into senior and higher paid roles through targeted development programmes and inclusive leadership capability.
- Continuing to develop inclusive leadership behaviours, including allyship, to support fair decision making and progression.
- Embedding accountability for inclusion and fairness within leadership roles, supported by executive sponsorship and governance.
- Improving the quality and completeness of diversity data to better understand representation, progression and outcomes across the organisation.
- Using data insights to identify areas of underrepresentation and inform targeted, evidence led interventions over time.
- Continuing to invest in our Inclusion Network, providing safe spaces for colleagues to engage, share experiences and influence positive change.
- Continued review of equitable pay progression practices and pay transparency

I confirm that this data is accurate.

A handwritten signature in black ink, consisting of the letters "NK" followed by a long horizontal stroke.

Nick Kasmir
UK CEO, HML
March 2026

Want to find out more?

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