

# Our 2021 Gender Pay Gap Report



Checkatrade.com

## What's our pay and bonus gap?

This report covers all UK based businesses in the HomeServe Group. The individual data for the two UK based businesses with over 250 employees at 5 April 2021- our UK membership business (HML) and Checkatrade – is detailed separately below. 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 2021. Figures relating to our 2020 pay gap are shown in brackets as a comparison.

	Mean	Median
Hourly rates of pay	21.4% (21.2%)	28.4% (29.8%)
Bonus pay	57.1% (68.6%)	-61.3% (-34.4%)

	Men	Women
The % of men and women who received a bonus	84.8% (76.5%)	78.1% (82.2%)



## Hourly rates of pay

The mean hourly rate pay gap is driven by the number of men in senior management roles combined with fewer females in analytical and engineering roles, as well as a male dominated engineer organisational structure 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

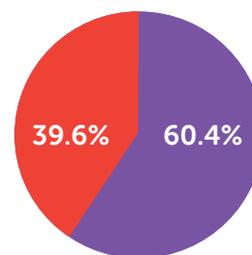
Our mean bonus pay gap in 2021 has reduced from 2020. The mean gap continues to be higher than the median as a result of payments made to senior leaders under the Long-Term Incentive Plan, with these roles mainly being occupied by men. The main driver for the negative median bonus gap continues to be the impact of removing variable pay from HML frontline engineer and customer service roles in favour of fixed pay. The proportion of men who have received bonus pay has increased slightly. This is due to awarding 'Thank You' payments to engineers in HML as a result of COVID.

## How is pay distributed?

This data shows how our pay is distributed across four equally sized quartiles throughout HomeServe Group employees based in the UK.

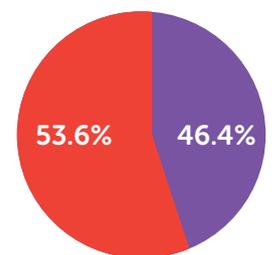
## Pay quartiles & examples of typical HML roles

● Men ● Women



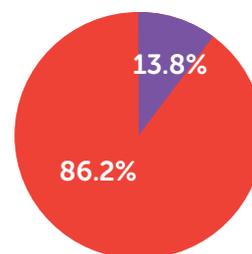
### Lower

Apprentices,  
Admin Assistants,  
Receptionists, HR Assistants



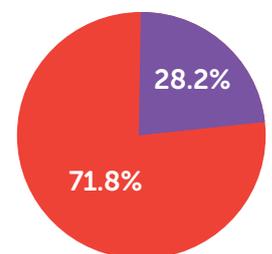
### Lower middle

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

	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
HomeServe Membership Ltd	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
Checkatrade	32.6	25.1	36.3	59.8	62.6	73.2	37.2	62.8	43.0	57.0	50.0	50.0	77.5	22.5
Full UK	21.4	28.4	57.1	-61.3	84.8	78.1	39.6	60.4	53.6	46.4	86.2	13.8	71.8	28.2

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Across the HomeServe Group, 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. The gender balance in engineering roles continues to be in line with national averages. In addition, there is a low volume of females in analytical roles which typically exist within our Technology function. We continue to address these issues through both internal and external recruitment and development initiatives.

HomeServe now has an agreed DE&I global strategy, which is enabling us to apply a strategic approach to addressing issues of underrepresentation and to focus on increasing inclusivity across all of our businesses. This work is overseen at Board level by our People Committee.



## Some of the measures the people committee is overseeing include:

- An increase in the female representation on our Board from 22.2% last year to 27.3%.
- Our desire to achieve agreed gender representation targets both at senior level and overall across the HomeServe Group.
- The establishment of a Group wide DE&I Council, responsible for ensuring progress in our DE&I efforts.
- The introduction of a female and ethnic minority leadership development programme in HML.
- Checktrade partnering with a specialist female recruitment advertising platform to increase access to a wider female talent pool for technical roles.
- Greater scrutiny of internal processes such as succession planning, to ensure a strong pipeline of female talent to next level roles.
- Ongoing work delivered through our established employee resource groups, which continue to engage employees with diversity initiatives and raise awareness through promotion of events such as International Women's Day.

I confirm that this data is accurate.

A handwritten signature in black ink, appearing to read "Richard Harpin".

**Richard Harpin**

Group founder and CEO, HomeServe  
March 2022

**Want to find out more?**

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