

HomeServe Diversity and Inclusion Policy

Scope

This policy applies to all HomeServe companies globally.

Vision and aims

Our purpose is to make home repairs and improvements easy. We believe that creating a culture of diversity, equality and inclusion promotes creativity, engagement, and positive social change, supports this purpose. We also believe diversity drives innovation. We therefore strive to build a diverse and inclusive workplace by delivering equality for all our people.

To HomeServe, equality is:

- Building a workforce that reflects the diversity of the communities in which we operate.
- Delivering fair treatment and fair access to information, resources, and opportunities to all our colleagues.
- Enabling every colleague to perform at their best in an inclusive environment.

Our commitment

We recognise that our management of and activity within the Diversity and Inclusion space is important to our colleagues, our customers, our reputation and to our long-term growth. We understand that having a diverse and inclusive organisation helps to attract and retain the best talent, who go on to deliver superior business results. We are committed to actively working towards, and achieving equality for all our people by:

- Empowering our people to foster a diverse and inclusive culture through resources, education, and communication.
- Building a pipeline of diverse talent reflective of the communities we serve
- Rewarding jobs of equal value equitably and fairly
- Attracting a workforce that represent the communities in which we operate

Targets

Our targets will be developed and approved by the Board in due course.

Governance and accountability

The Board has ultimate responsibility for our Diversity and Inclusion Policy, and performance. Ross Clemmow, CEO, EMEA, is the nominated Director for activity on an operational basis. He is supported by the People Committee, which is chaired by Stella David. The Committee reports regularly to the Board.

Monitoring, reporting and assurance

The activity and performance of our Diversity and Inclusion agenda is monitored by the People Committee. On an annual basis HomeServe disclose metrics in our Annual Report and we submit responses to the Hampton Alexander and Parker Reviews. Diversity and Inclusion is also a part of our Enterprise Risk Framework which is monitored regularly by Group Assurance and the Audit & Risk Committee.

Ross Clemmow
CEO, EMEA
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