

# Our 2020 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 2020 – 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 2020. Figures relating to our 2019 pay gap are shown in brackets as a comparison.

	Mean	Median		
Hourly rates of pay	21.2% (22.3%)	29.8% (31.5%)		
Bonus pay	68.6% (81.1%)	-34.4% (5.9%)		
			Men	Women
The % of men and women who received a bonus			76.5% (76.6%)	82.2% (77.5%)



## Hourly rates of pay

The mean hourly rate pay gap is driven by the number of men in senior management roles combined with the large number of higher paid male engineers occupying the two upper quartiles in HML (with the upper middle quartile in HML starting at £30k per annum). 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

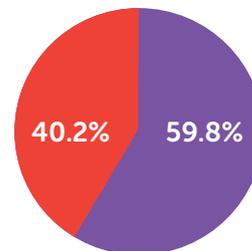
Our mean bonus pay gap in 2020 has reduced significantly from 2019 due to a payment being made under the HML Management Bonus Scheme in 2020. The mean gap continues to be higher than the median as a result of payments made to senior leaders under the Long Term Incentive Plan, with these roles mainly being occupied by men. The main driver for the negative median bonus gap this year is the removal of variable pay for many of our HML frontline engineer and customer service roles in favour of fixed pay. This change incentivises our Frontline staff by trusting them always to do a good job for the Customer, rather than implying that they will only do so to secure a bonus. The proportion of men and women who have received bonus pay has remained fairly equal due to recognition awards paid throughout the year which are included in this calculation.

## How is pay distributed?

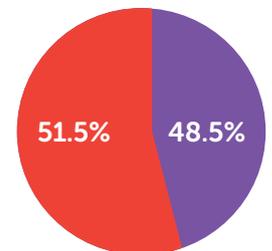
This data shows how our pay is distributed across four equally sized quartiles throughout HomeServe Group employees based in the UK.

### Pay quartiles & examples of typical HML roles

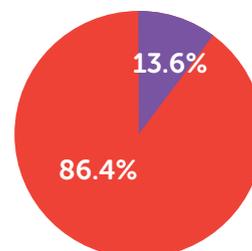
● Men ● Women



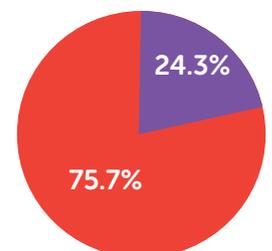
**Lower**  
Apprentices,  
Admin Assistants,  
Receptionists, HR Assistants



**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	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
Check-a-Trade	31.0	13.8	29.4	-3.4	70.2	76.0	37.8	62.2	33.7	66.3	40.8	59.2	67.7	32.3

# Our 2020 Gender Pay Gap Report



Across the HomeServe Group, we are committed to building a fair, inclusive and diverse culture. In support of this we are pleased to report that we have seen an improvement in our gender pay gaps this year.

A key driver of our pay gap continues to be the balance of women in our senior leadership roles, together with low volume of females in our engineer roles which is nonetheless in line with national averages and 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 are continually seeking to address these issues through internal initiatives and external recruitment processes.

We remain focused on our Group ambition to work towards 33% representation on a combined basis across Board, Executive and their direct reports.

Over the last two years, our continued focus on all aspects of recruitment, talent development and promotion activity has delivered positive change.

To continue to drive our diversity and inclusion agenda forward, we will be engaging an external partner to develop a unified, global strategy. This support will enable us to apply a strategic approach so that we are able to better identify and develop a more diverse workforce.



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

- A significant increase in female representation within our Group Executive Committee from 10% in 2019 to 28.6% in 2020. Additionally, an overall increase in female representation in the Group Executive and Direct Reports population from 26.2% in 2019 to 30.4% in 2020.
- Our new approach to senior hiring, which is helping to remove unconscious bias in our recruitment process. By providing tools and guidance to hiring managers we are increasing the levels of diversity amongst potential candidates.
- A principles based approach to working from home during 2020, encouraging the adoption of greater flexibility in work patterns and base locations which in turn is supporting greater diversity in our candidate pool.
- Provision of successful mentoring schemes and development for women in leadership roles with 50/50 nominations for our global talent programmes.
- A new mentoring programme in Checkatrade, which has seen much higher take-up rates among female vs male employees.
- Continued focus on initiatives such as 'women in technology', particularly in Checkatrade where there is a dedicated external 'women in tech' micro-site providing further information and case studies to showcase career journeys.
- Ongoing work delivered through the Diversity and Inclusion Council and relevant sub-groups, which continues 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.

**Richard Harpin**

Group founder and CEO, HomeServe  
March 2021

**Want to find out more?**

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