

A photograph of three call center employees in a bright office setting. They are all wearing headsets and smiling. The woman in the center is wearing a black top with white polka dots. The man on the right is wearing a yellow sweater. The woman on the left is wearing a black top and glasses. The background shows office desks and equipment.

GENDER PAY GAP REPORT

2023/2024

Hays Travel

INTRODUCTION

Hays Travel Limited is the largest independent travel agent in the UK, employing almost 4,000 colleagues across more than 470 retail stores in the UK and within Head Office in Sunderland.

Throughout 2023, we continued to build the business back up post-covid, which saw a surge in holiday demand as restrictions were lifted across the globe.

We also took this opportunity to review our pay structures across both Head Office and Retail and provided two substantial pay increases to our colleagues as a reward for their loyalty and commitment during this time.

Hays Travel Limited offers diverse opportunities, giving access to employment and rewarding work to suit people looking for different careers, including our apprenticeship programme, retail stores, home-working, directly employed and franchise arrangements.

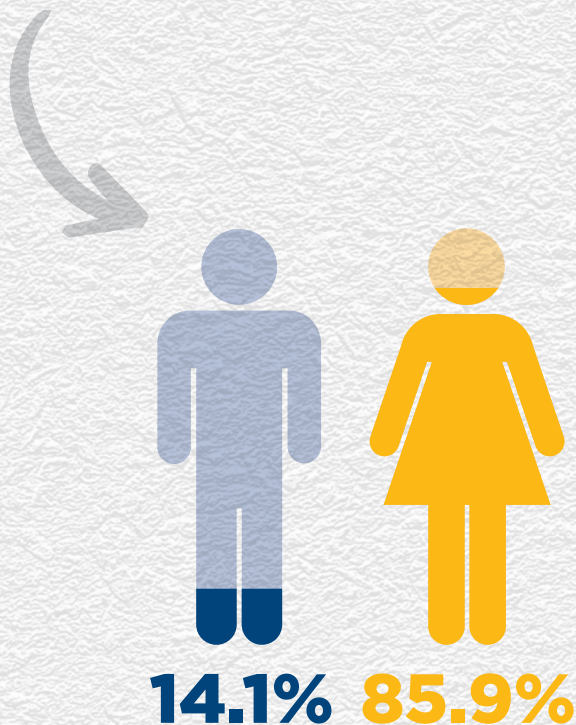
Our pay rates and recruitment drives have helped attract many new colleagues returning to travel or beginning a new career with us.

At senior level, we are led by a female Chair and 23 out of 30 members of our Senior Leadership Team are women. We have also just appointed 2 new non-executive Directors to our Board, both of whom are women.

Across the business, men get paid on average 8.8% more than women in hourly pay. This is most prevalent in Head Office within professional roles such as IT, HR and Finance, where pay rates are typically higher. Within the upper middle quartile pay band, where we employ the largest proportion of women, women are actually paid 2.0% higher than men.

OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2023 VERSUS 2022

Overview of our Gender Pay Gap Results for 5 April 2023 versus 2022



Historically, we have attracted a higher proportion of women than men, which is typical of the travel sector. This trend has continued for 2023 where the proportion of male colleagues employed has remained at a similar level - 14.1% compared to 14.8% in 2022.

The table below shows the mean and median gender pay gap, based on hourly rates of pay on 5th April 2023 as well as the mean and median gender pay gap for bonuses paid to men and women for the performance year 2022.

In 2023, female bonuses were actually 2% higher than 2022 which demonstrates the work we have done in this area to improve our position, as well as the outstanding performance of our female colleagues in this period.

Differences between male and female	2023		2022	
	Mean	Median	Mean	Median
Female hourly rate of pay	8.8% (lower)	1.0% (lower)	8.8% (lower)	1.45% (same)
Female bonuses	9.8% (lower)	-2.0% (higher)	28.1% (lower)	11.8% (lower)

UNDERSTANDING OUR PAY GAP

We have identified the pay gap across the pay quartiles.

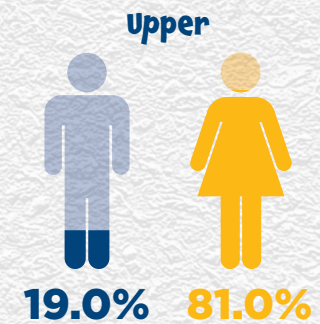
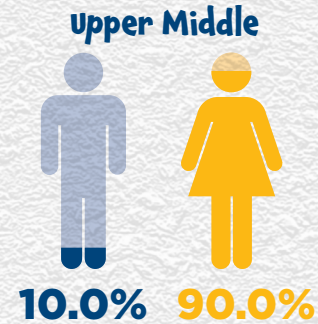
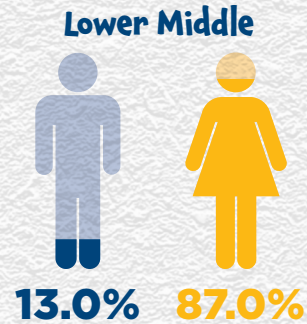
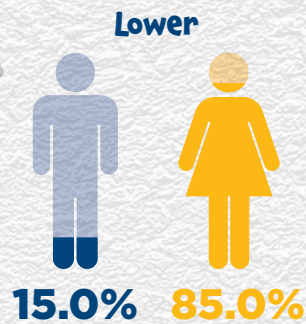
In the lower quartile, women are paid 1.3% higher than men, which is where the majority of our females are employed. In the lower middle, women are paid 3% less than men and in the upper middle, women are paid 0.7% less than men.

As mentioned earlier, we continue to have a greater proportion of men working in Head Office in professional roles such as IT, HR and Finance which typically attract higher salaries that fall into the upper quartile. As a result, women are paid 13% lower than men within the upper quartile.

2023 Quartile Gender Pay Gaps

Differences between male and female	Lower	Lower Middle	Upper Middle	Upper
Mean Gap	-1.3% (higher)	3.1% (lower)	0.7% (lower)	13.0% (lower)
Median Gap	0.0% (same)	3.6% (lower)	-2.0% (higher)	1.8% (lower)

Pay Quartiles



SUMMARY & ACTIONS

The travel industry mostly attracts female colleagues into travel sales roles, which are lower paid roles, whereas male colleagues are more drawn to the Head Office functions such as IT, Finance, HR and Marketing with higher paying salaries and this is reflected in the report.

The harmonisation of pay grades, ensuring that all colleagues are paid equally has improved pay in the lower, lower middle and upper quartiles for female colleagues, with women paid 1.3% higher than men in the lower quartile. Continuing to recruit women into professional Head Office roles will help to reduce the gap in the upper quartile.

The reintroduction, and enhanced, bonus scheme helped to reduce the gap in bonuses paid. More women than men are employed in Retail Sales roles, as sales continue to grow stronger, we will continue to reduce the bonus gap further. We will comprehensively provide additional training and coaching to our travel sales colleagues to enable

them to improve their skills and selling ability to improve bonus opportunity. The Company is committed to reducing the gender pay gap further through regular reporting to the Board.

Our recruitment approach is helping us to attract new colleagues to Hays Travel. In the next year, we aim to significantly invest in recruiting higher numbers of apprentices, graduates, and retail travel sales roles as well as create internal opportunities for job and pay progression through our leadership and coaching programmes.

We will continue our efforts to promote diversity, ensuring our recruitment processes enable us to recruit across all protected characteristics, including gender, race, sexuality and disability and across a range of employment opportunities to provide career opportunities for all.

I confirm the information published in this report is accurate.

Nichola Wright

Nichola Wright
Head of HR