

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

2022/2023

Hays Travel

INTRODUCTION

Hays Travel Limited is the largest independent travel agent in the UK, employing 3,277 colleagues, across more than 416 retail stores in the UK and the Head Office in Sunderland.

Through 2021 into 2022, as the world emerged from the pandemic and returned to travel we reopened our retail stores. We increased pay across retail and Head Office and we launched an enhanced bonus scheme to promote performance, rewarding colleagues for their excellent service to our customers.

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 franchised arrangements. Our pay rates and

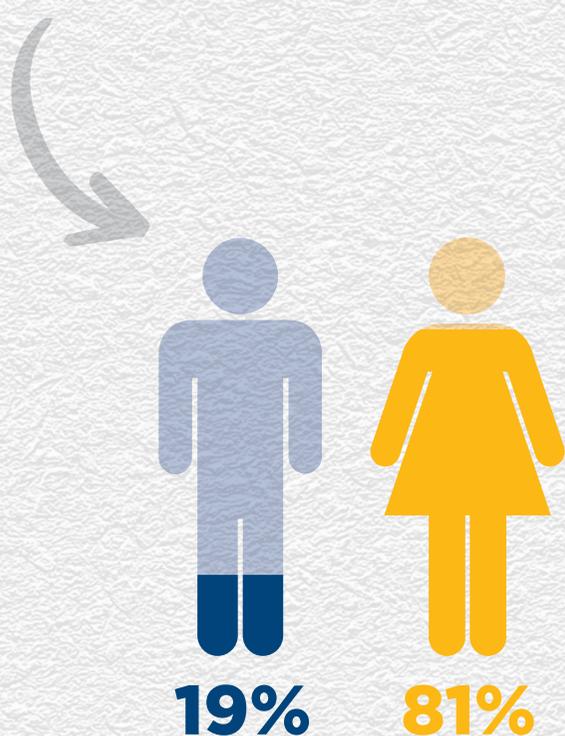
recruitment drive helped attract many new colleagues, returning to travel or to start a new career with us (29% of our colleagues have less than one year service).

At senior level, we are led by a female Chair and 17 members of our Senior Leadership Team of 24, are women.

Across the whole business, men get paid on average 8.8% more than women in hourly pay, mostly based on more men working in Head Office in professional roles, such as IT, HR, Finance where pay rates are higher. In the lower quartile pay band, where we have our largest proportion of women, women are paid 1.3% higher than men.

OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2022 VERSUS 2021:

Overview of our Gender Pay Gap Results for 5 April 2022 versus 2021



Historically we have attracted a higher proportion of women than men, which is typical of the travel sector. However, through our recruitment diversity we have increased the number of male colleagues, in 2022 we have 19% male colleagues, compared to 16% in 2021.

The table below shows the mean and median gender pay gap, based on hourly rates of pay on 5 April 2022 as well as the mean and median gender pay gap for bonuses paid to men and women for the performance year 2021.

In 2022 female bonuses were 28.1% lower than men, however, in 2021 this was 56.4% lower. Changes to our bonus arrangements are significantly reducing the gap.

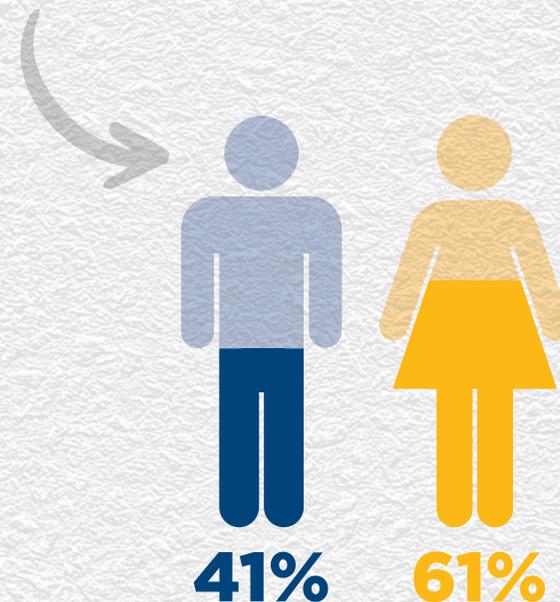
Differences between male and female	2022		2021	
	Mean	Median	Mean	Median
Female hourly rate of pay	8.8% (lower)	1.45% (lower)	4.2% (lower)	0.0% (same)
Female bonuses	28.1% (lower)	11.8% (lower)	56.4% (lower)	1.1% (lower)

OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2022 VERSUS 2021:

In the year we implemented an updated pay framework, with standard pay rates based on role type, irrespective of gender and guaranteeing equal pay for colleagues in similar roles.

Travel retail sales employs a larger proportion of women who are paid a salary and a bonus for their performance. A higher proportion of men are employed in Head Office roles, HR, Finance, IT, etc., which are paid a higher salary. The gender pay gap is the difference in pay between male and female colleagues, which in our Company is 8.8%, due to the higher proportion of men in Head Office roles.

As we emerged from the world pandemic and our customers returned to traveling we enhanced bonuses for our retail sales colleagues to reward our colleagues for their performance and their service to customers. 61% of female colleagues received a bonus, compared with 38% the previous year and 41% of male colleagues received a bonus, compared to 21% the previous year.



UNDERSTANDING OUR PAY GAP

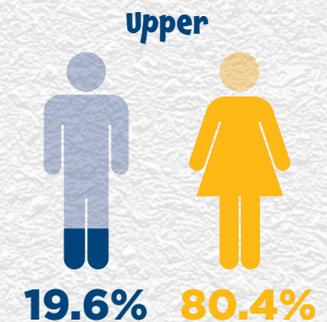
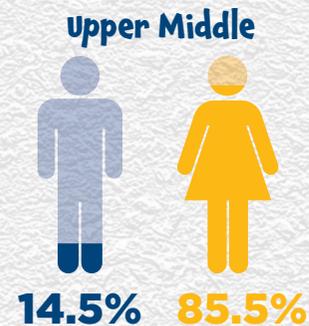
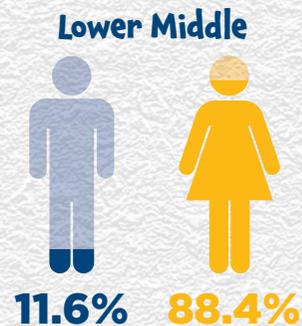
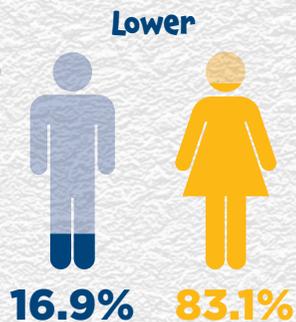
We have identified the pay gap across the pay quartiles.

In the lower quartile women are paid 1.3% higher than men, in the lower middle men and women are paid the same and upper middle women are paid 0.5% higher than men. We have a greater proportion of men working in Head Office in professional roles such as IT, HR and Finance which attract higher salaries which fall into the upper quartile, therefore, in the upper quartile women are paid 13.1% lower than men.

2022 Quartile Gender Pay Gaps

Differences between male and female	Lower	Lower Middle	Upper Middle	Upper
Mean Gap	1.3% (higher)	0.0% (same)	0.5% (higher)	13.1% (lower)
Median Gap	0.0% (same)	0.0% (same)	1.7% (higher)	9.8% (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 which is reflected in this report.

The harmonisation of pay grades, ensuring that all colleagues are paid equally has improved pay in the lower, lower middle and upper quartile for female employees, with women paid 1.3% higher than men in the lower quartile. Continuing to recruit women to 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, retail travel sales roles and 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 gender, race, sexuality and disability and across a range of employment opportunities to provide career opportunities for all.