

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 and yellow polka dots. The man on the right is wearing a grey sweater over a blue shirt. The woman on the left is wearing a black top and glasses. The background shows office desks and other employees.

GENDER PAY GAP REPORT

2020/2021

Hays Travel

INTRODUCTION

Hays Travel Limited is the largest independent travel agent in the UK, employing 4,659 employees.

We are confident that men and women in our business who do the same job are paid equally, our gender pay gap is about the balance of men and women in our business and the roles they carry out.

We want to be an increasingly diverse, great place to work, and a Company which is focused on engaging and managing its people in a way that supports them and reinforces our high-performance service culture.

As a consequence we need people with diverse skills and backgrounds to enable our business to respond to the changes and challenges ahead and help build a workforce that is able to deliver the travel needs of tomorrow.

Gender equality is key in our commitment to equality and inclusion. At senior level, we are led by a female Chair and two Directors are women. Twenty five out of thirty four members of our Senior Leadership Team are women.

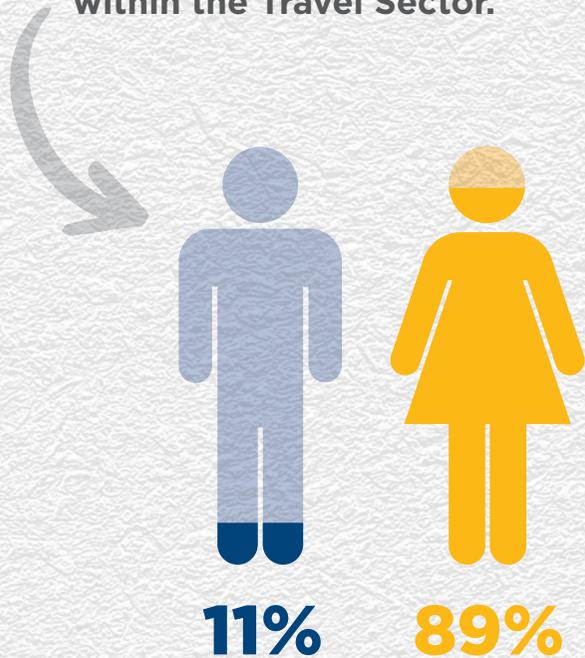
In the past 5 years, we have brought in more than 400 Apprentices and Graduates into our business and the vast majority remain with us.

However, we know that supporting careers has to be more than just bringing new people into our business. It's also about creating opportunities for existing colleagues to develop or explore new opportunities whilst contributing to our business.

Across the business, men get paid on average 12.7% more than women in hourly pay which has closed the gap from 21.3% when we reported our 2019 figures.

OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2020 VERSUS 2019:

We have historically attracted a higher proportion of women than men into roles which is common within the Travel Sector.



The table below shows our overall mean and median gender pay gap based on hourly rates of pay as at the snapshot date (5 April 2020).

It also captures the mean and median difference between bonuses paid to men and women in the year up to 5 April 2020 for the 2019 performance year.

Differences between male and female	2019		2020	
	Mean	Median	Mean	Median
Female hourly rate of pay	21.3% (lower)	8.4% (lower)	12.7% (lower)	9.4% (higher)
Female bonuses	3.5% (lower)	-2118.3% (higher)	27.8% (higher)	2.3% (higher)

OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2020 VERSUS 2019:

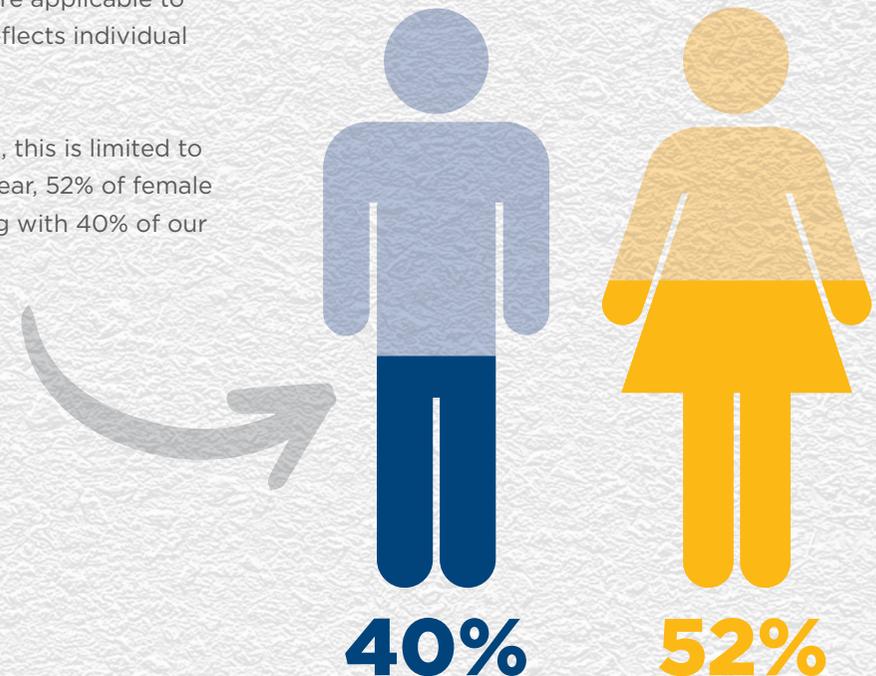
We operate a pay framework that is applied irrespective of gender, guaranteeing equal pay for doing equivalent jobs across the Company.

However, pay gender gap is the difference in average pay between men and women, which in our Company is 12.7%. Our pay gap has decreased this year by 8.6%.

Overall, we only have 535 male employees in the business as at 5 April 2020, in comparison to 4,124 female employees. The make-up of our business sees a significant larger proportion of women in travel retail entitled to annual sales incentives with basic pay. A higher proportion of men in the IT and Finance functions who earn professional level salaries which means our average male salary is higher than our average female salary.

Our pay structures are linked closely to performance and seniority. All female and male employees benefit from the same bonus schemes and opportunities where applicable to each role. Our bonus pay gap reflects individual performance.

In terms of bonus arrangements, this is limited to sales roles. Overall, during the year, 52% of female employees received bonus along with 40% of our male employees.



UNDERSTANDING OUR PAY GAP

To understand what drives our pay gap, it is important to analyse by pay quartiles as set out by the Government Equalities Office.

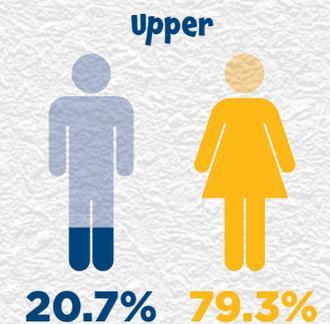
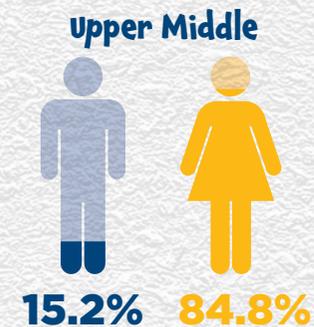
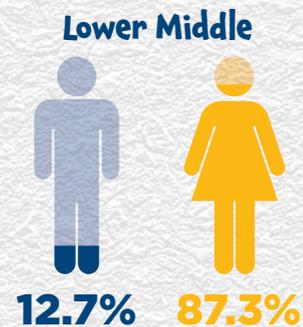
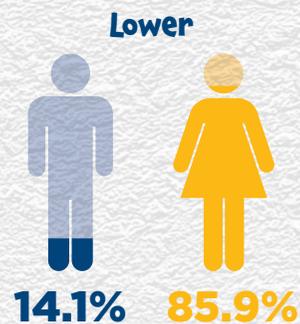
This allows us to assess in particular whether females are over-represented in lower earning roles and men within higher earning roles.

In all our pay quartiles the balance of workforce is quite similar in favour of the females. Only in the upper quartile male representation arrives at 20% and pay gap is 13.7%.

2020 Quartile Gender Pay Gaps

Differences between male and female	Lower	Lower Middle	Upper Middle	Upper
Mean Gap	1.0% (lower)	0.4% (higher)	1.2% (lower)	13.7% (lower)
Median Gap	0.0% (lower)	2.0% (higher)	3.3% (higher)	8.0% (lower)

Pay Quartiles



SUMMARY & ACTIONS

The travel industry predominantly 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 and Marketing with higher paying salaries which is reflected in this report.

The Company is committed to reducing the gender pay gap further by reporting on the areas where the gender pay difference is at the highest percentage (upper quartile).

We want to work towards closing our gender pay gap by taking proactive steps to attract males into roles in our business as part of our equality, diversity and inclusion practices and, furthermore, ensure that they have access to career pathways and promotional opportunities that complement their skills and talent.

Our recruitment processes fully support this approach ensuring we focus on the skills and expertise people can bring to our business.

This year's figures reflect what we already know, that it is going to take time to close the gap. 2020 has been a challenging year but by remaining focused on being a progressive employer, actively targeting our recruitment across all of society and continuing to support industry partnership links between education and the business world, we can - and will - continue to play our part in helping the Travel industry increase gender diversity.

