

A photograph of three call center employees in a bright office setting. In the foreground, a woman with blonde hair tied back, wearing a black polka-dot shirt and a headset, is smiling broadly at the camera. Behind her to the left, another woman with glasses and a headset is also smiling. To the right, a man with blonde hair, wearing a yellow sweater and a headset, is looking down with a slight smile. They are all wearing blue lanyards. The background shows office desks with various items and a warm, indoor lighting.

# **GENDER PAY GAP REPORT**

2024/2025

*Hays Travel*



# INTRODUCTION

**Hays Travel Limited is the largest independent travel agent in the UK, employing almost 4,500 colleagues across more than 490 retail stores in the UK and within Head Office in Sunderland.**

During the last year we have awarded our staff an annual increase in pay, as well as revising some of our bonus structures such as introducing a Millionaires Club to award our top sellers.

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.

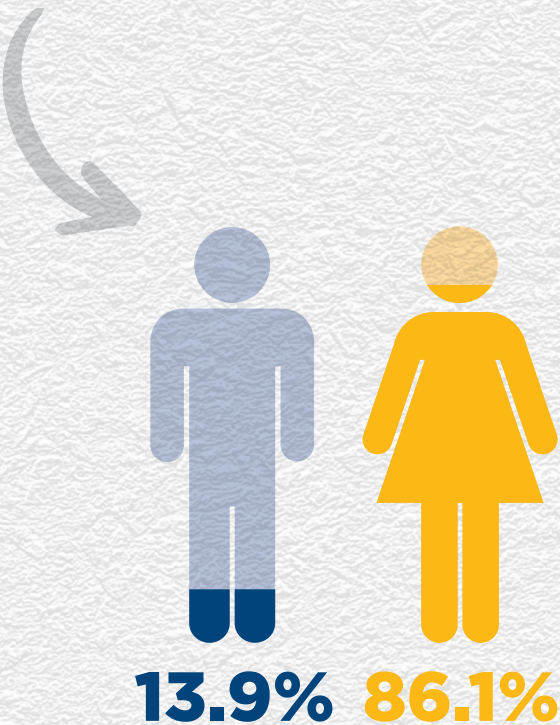
At senior level, we are led by a female Chair and 26 out of 33 members of our Senior Leadership Team are women. We also have 2 non-executive board members both of whom are women.

Across the business, men get paid on average 9.2% 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.



# OVERVIEW OF OUR GENDER PAY GAP RESULTS FOR THE YEAR ENDED 5 APRIL 2024 VERSUS 2023

## Overview of our Gender Pay Gap Results for 5 April 2024 versus 2023



Historically, we have attracted a higher proportion of women than men, which is typical of the travel sector. This trend has continued for 2024 where the proportion of male colleagues employed has remained at a similar level – 13.9% compared to 14.8% in 2023.

The table below shows the mean and median gender pay gap, based on hourly rates of pay on 5th April 2024 as well as the mean and median gender pay gap for bonuses paid to men and women for the performance year 2023.

In 2024, female bonuses were actually 28.9% higher than 2023 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	2024		2023	
	Mean	Median	Mean	Median
Female hourly rate of pay	9.2%	0.6%	8.8%	1.0%
Female bonuses	5.4%	-28.9%	9.8%	-2.0%



# UNDERSTANDING OUR PAY GAP

We have identified the pay gap across the pay quartiles.

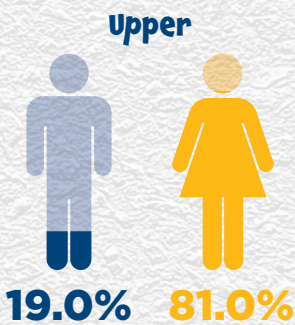
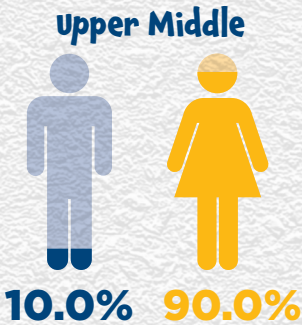
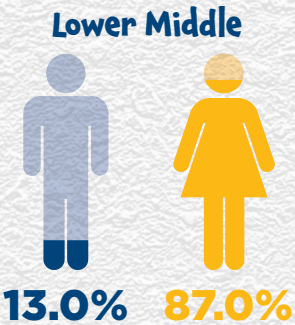
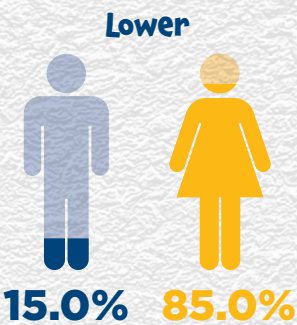
In the lower quartile, women are paid 3.9% higher than men, which is where the majority of our females are employed. In the lower middle, women are paid 0.2% less than men and in the upper middle, women are paid 0.8% less than men.

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 14% lower than men within the upper quartile.

## 2024 Quartile Gender Pay Gaps

Differences between male and female	Lower	Lower Middle	Upper Middle	Upper
Mean Gap	-3.9%	0.2%	0.8%	14.0%
Median Gap	0.0%	0.0%	1.7%	4.4%

## 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 regular review 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 3.9% 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. We continue to 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.

*Andy Bell*

Andy Bell  
People Director