

## Gender Pay Gap Summary for 2020



Jo Phelps  
Chief People Officer

*"The introduction of Gender Pay reporting is an encouraging and positive move towards eliminating discrimination and creating a fairer society. The travel insurance sector has always attracted a good proportion of female workers and, as a business, we're committed to providing a flexible and inclusive environment that enables everyone to succeed and be fairly rewarded. Our aim is to continuously improve and this report helps to highlight where our focus should be."*

### **Introduction**

Our gender pay gap report is for Howserv, part of the Staysure Group. We are a travel insurance provider with a range of brands under the Staysure Group banner. We pride ourselves on delivering consistent excellent customer service which has earned us 'the UK's most trusted travel insurance provider' on Trustpilot.

We're committed to building a diverse and inclusive workforce and since introducing a flexible approach to working in 2020 (e.g. hybrid and remote working), our reach has extended into many more communities.

To further enhance our flexible working approach, we introduced a scheduling app called EEM (Employee Engagement Manager) that enables our employees to manage their own work schedules around the needs of our customers and their home-life.

In order to create the right environment and culture we have launched a new set of values to help us to unlock our employees' potential so that they feel part of the fabric of the business and they have a voice.



## Better together

Work as one team to get stuff done

Aim to deliver the best for our customers, our communities, our business and our people



## Do the right thing

Treat people how they like to be treated

Really care about what we do - we're accountable and we keep our promises



## Keep it real

Inclusive and open-minded

Proud, bold, and above all, transparent



## Dare to be different

Positively disruptive, forward-thinking and ambitious

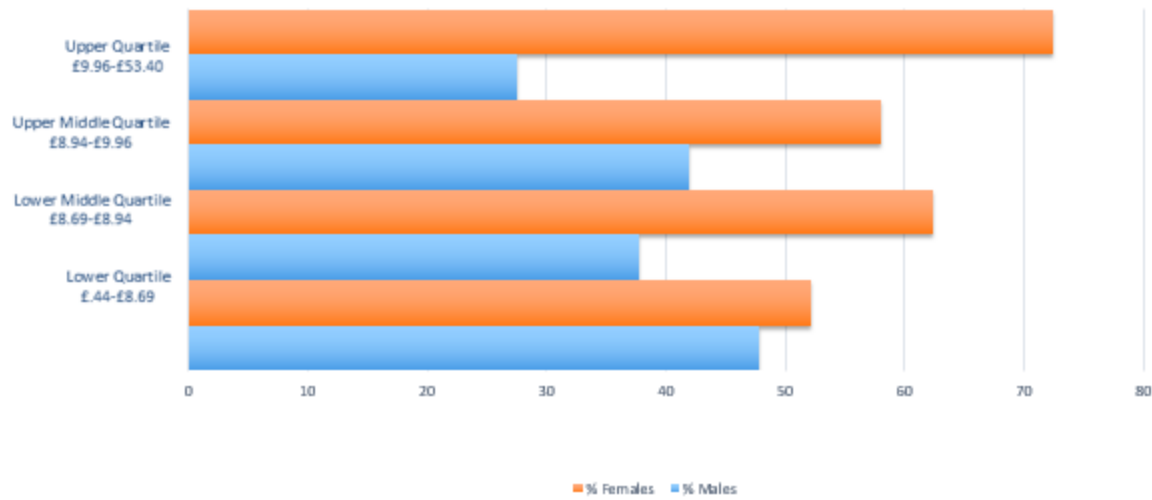
Never settle for mediocrity

We have recently introduced a new Career Pathway that not only created a defined route for promotion but also reassessed the salary bands, resulting in an uplift across most grades.

### **The findings of our report**

The insurance industry has traditionally attracted a good proportion of female workers and subsequently we have a good representation of women in leadership and management roles in Howserv, therefore our gap is predominantly due to an under-representation of males. The findings, illustrated below, show the average male earned less than the average female but achieved a larger bonus in 2020.

## Company Pay Quartiles

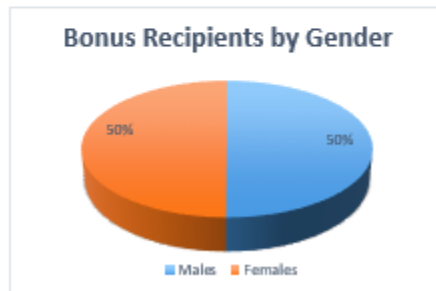


Howserv Ltd	Median	Mean
Gender Pay Gap	-2.9%	-9.2%
Gender Bonus Pay Gap	15.5%	8.3%



The proportion of males/females receiving a bonus payment

We were pleased to identify a good proportion of both males and females receiving a bonus, with only a small increase in more men receiving a higher bonus than women.



	Received Bonus
% Males	87.9
% Females	87.6
% Bonus Gap	0.3

### Calculating the differences

Mean Calculation – the mean is calculated by adding up the wages of all relevant employees and dividing by the number of employees. The mean gender pay gap is the difference between the mean for males' and females' pay.

Median Calculation – the median is the figure that falls in the middle of a range when all the salaries of a relevant group are lined up from smallest to largest. The median gap is calculated based on the difference between the employee in the middle of the range for both males and females.

## **Action Plan**

Our action plan is to continue to build a diverse and inclusive workforce, providing equal pay and opportunities to everyone irrespective of gender, race or orientation. We will continue to evolve our career pathways and intend to extend this across the Group and at all levels.

We are proud of our diverse and inclusive culture. We will continue to develop this through our Diversity and Inclusion panel that has members from across the business. We aim to ensure that every voice is heard and will actively respond to feedback so that we can provide equal opportunities for all.

Our other priority is on developing our leaders now and our talent for the future ensuring they represent our demographic and are equipped with the right skills and training to support and lead our people on to our next stage of growth.