

GENDER PAY

It is our mission to transform the travel experience for customers and the lives of our Travel Counsellors, our colleagues and our communities and we're passionate about creating a diverse and inclusive place to work where our people can be inspired and empowered to create a future without limits.

It is important to note that on the snapshot date of 5th April 2020 the business had been heavily impacted by COVID-19, like many businesses across the world. As per the regulations, all furloughed colleagues and those not on full pay as of the snapshot date have been excluded from the hourly pay calculations in this year's gender pay gap report.

We have always been clear that our gender pay gap is not due to an issue with equal pay and that the biggest single factor influencing it is the gender imbalance in our Technology Team, which, in April 2020 accounted for 25% of our workforce in the UK. Given the highly skilled and specialist nature of the roles in this team, as well as the competitive nature for Tech Talent, the salaries are significantly higher compared to other parts of our business.

We remain focused on further improving our gender balance, building on the strong foundations we have in place with our female senior team, alongside continuing to improve the gender balance within the Technology Team.



Steve Byrne, CEO

Our Support Team Community



Gender Pay Gap

The mean hourly rate of pay for men is **23.93% higher than that of women**

The median hourly rate of pay for men is **26% higher than that of women**

Proportion of Male & Female colleagues awarded a bonus



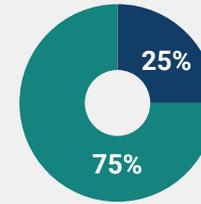
The mean bonus paid to men is **39.7% higher than that for women**

The median bonus paid to men is **37.2% higher than that for women**

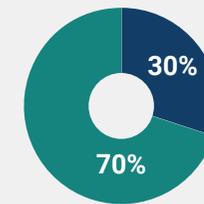
Pay Quartiles



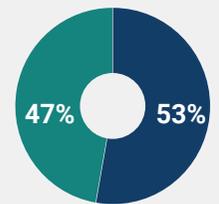
Lower Quartile
£5.31-£10.22



Lower Middle Quartile
£10.22-£13.28



Lower Middle Quartile
£10.22-£13.28



Upper Quartile
£18.40 and above

■ Female ■ Male

Useful Terms

Gender Pay The gender pay gap is a snapshot of the difference between the average hourly pay levels of women compared to men, irrespective of their role or level in the organisation.

Equal Pay This relates to the pay differences between men and women who carry out the same jobs, similar jobs or work of equal value. It is unlawful to pay people unequally because they are a man or a woman.

We confirm that the information and data reported are accurate and in line with the UK government's Equality Act 2010 (Gender Pay Gap Information) Regulations 2017. - Steve Byrne, CEO

This data represents the required snapshot date of 5th April 2020.

travel counsellors





GENDER PAY

OUR GENDER PAY GAP EXPLAINED

Our gender pay gap continues to be driven by the under-representation of women in highly skilled specialist roles, notably in the Technology department which comprises nearly a quarter of our total UK workforce. Additionally, we have a high concentration of females in junior operational roles that are traditionally lower salaried, as demonstrated by having 80.8% female representation in the lowest pay quartile.

OUR HEAD OFFICE COMMUNITY



GENDER PAY GAP

(As of the snapshot date of 5th April 2018)

The mean hourly rate of pay for men is 29.5% higher than that of women.

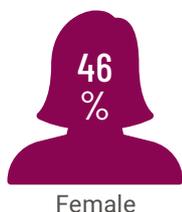
29.5%

The median hourly rate of pay for men is 29.9% higher than that of women.

29.9%

OUR SENIOR LEADERSHIP TEAM

46% of Directors are female.



It is our mission to transform the travel experience for customers and the lives of our Travel Counsellors, our colleagues and our communities and we're passionate about creating a diverse and inclusive place to work where our people can be inspired and empowered to create a future without limits.

We've built something truly unique at Travel Counsellors and there are no limits to what we can achieve together. Our people are what makes us special and they are what will drive our success in the future.

We are pleased that we have reduced the mean and median gender pay gap since we reported our April 2017 figures last year, but we acknowledge that we have so much more to do to achieve greater parity across our colleague base in the UK.

Steve Byrne
CEO

PROPORTION OF MALE AND FEMALE COLLEAGUES AWARDED A BONUS FOR 2016

Bonus pay during this period was directly correlated to salary.



The mean bonus paid to men is 33.6% higher than that for women.

33.6%

The median bonus paid to men is 36% higher than that for women.

36%

PAY QUANTILES

	Female	Male		Female	Male
Upper	36.1%	63.9%	Lower Middle	72.2%	27.8%
Upper Middle	58.3%	41.7%	Lower	80.8%	19.2%

CREATING A FUTURE WITHOUT LIMITS

Travel Counsellors is a pioneer of flexible and home-working in the UK and over the years has empowered hundreds of men and women to have the flexibility of balancing the needs of their career and business with their family and personal life.

We are passionate about inspiring our people to create a future without limits at Travel Counsellors and we are reducing the gender pay gap through the following:

1 WOMEN IN TECHNOLOGY

2015
8%

2017
12%

2018
14%

We're increasing female representation in our Technology Team, pro-actively encouraging female talent to develop a career in Technology at Travel Counsellors, **aiming to have at least 20% representation by 2020.**

2 WORK/LIFE BALANCE

We're passionate about promoting a truly agile and flexible approach to how our people work and we support our colleagues with the moments that matter to them outside of Travel Counsellors. In 2017 we gave those with children going to school for the first time **an extra day of annual leave**, so they can experience that special moment together and we'll continue to add those special touches to improve work/life balance for all.

3 FAMILY FRIENDLY

We are changing our approach to supporting our colleagues who become new parents, **implementing enhanced financial support** so that they do not have to worry about money and can focus solely on enjoying this experience, a true moment that matters in their lives. This will also help us become an attractive proposition for hiring and retaining top talent in the North West and become an employer of choice.

4 TOP TALENT

We are investing in the development of our talent and over the past 12 months have launched two bespoke talent programmes to challenge and inspire our future leaders and managers, **with over 66% of participants female.** We will continue to develop our talent development offering, enabling and empowering our colleagues to create a future without limits.

5 RECRUITING FOR SUCCESS

We are committed to developing our talent acquisition strategy so that we continue to attract a diverse talent pool across our community to better reflect the customers that we serve and engage with. We will also be supporting our managers to develop their recruitment skills, including training on unconscious bias and encouraging them to think more proactively about part/time and job shared roles.

USEFUL TERMS

Gender Pay

The gender pay gap is a snapshot of the difference between the average hourly pay levels of women compared to men, irrespective of their role or level in the organisation.

Equal Pay

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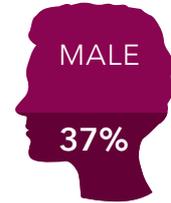
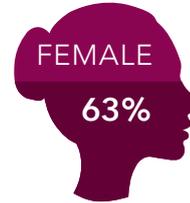
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Gender Pay Gap Report – 2017

"We're passionate about creating a diverse and inclusive place to work where our people can be inspired and empowered to create a future without limits.

We've built something truly unique at Travel Counsellors and there are no limits to what we can achieve together. Our people are what makes us special and they are what will drive our success in the future" – **Steve Byrne, CEO**

OUR HEAD OFFICE COMMUNITY



BONUSES AWARDED



The mean bonus paid to men is 24% higher than that for women



The median bonus paid to men is 28% higher than that for women



OUR LEADERSHIP TEAM

46% of our Directors are female
50% of our Senior Management are female



OUR GENDER PAY GAP

(As of the snapshot date of 5th April 2017)

The mean hourly rate of pay for men is 32.8% higher than that of women

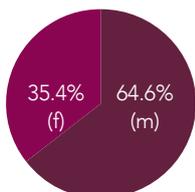


The median hourly rate of pay for men is 35.4% higher than that of women

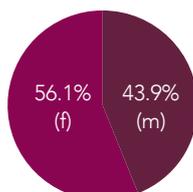


PAY QUARTILES

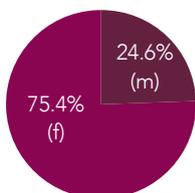
UPPER



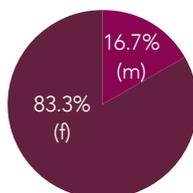
UPPER MIDDLE



LOWER MIDDLE



LOWER



OUR GENDER GAP EXPLAINED

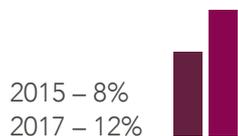
Our gender pay gap is driven by the under-representation of women in highly skilled and specialist roles, notably in the Technology department, contrasted against a high concentration of females in junior and support roles in other parts of the business, which are traditionally lower salaried.

The Technology team has a strong proportion of male representation (88%), which is indicative of national trends across the sector and inspiring more women into Technology focused roles at Travel Counsellors is important to our continued success.

CREATING A FUTURE WITHOUT LIMITS

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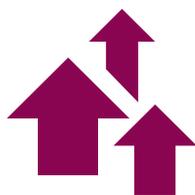
WOMEN IN TECHNOLOGY

We're increasing female representation in our Technology Team, proactively encouraging female talent to develop a career in Technology at Travel Counsellors



FLEXIBLE WORKING

We're continuing to promote our truly agile and flexible approach to working to demonstrate Travel Counsellors as an inclusive place to work.



GOING ABOVE AND BEYOND

We have given our colleagues with children going to school for the first time an extra day's annual leave, so they can experience that special moment together. We are also accredited by the Living Wage Foundation, going that extra mile for colleagues financially.



TOP TALENT

Our Talent Acquisition Strategy targets and encourages a diverse range of talent to apply for career opportunities at Travel Counsellors.



INSPIRING THROUGH STORIES

Championing female talent across our communities by sharing inspiring stories about the legacy they are building.



BUILDING FOR THE FUTURE

Developing upon our exceptional CSR strategy, we commit to building partnerships with our local communities to positively role model careers in Technology.

Useful Terms

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