

HSS ProService Gender Pay Report 2024



Introduction

At HSS ProService we are committed to cultivating a truly inclusive culture where all colleagues are empowered to thrive. We recognise that fair pay and equal opportunities are fundamental to our success, allowing us to place colleagues at the heart of our business.

We are dedicated to driving meaningful change by embedding inclusive practices across all divisions and teams. From attracting and retaining talent to enhancing engagement, wellbeing and professional development, we strive to become industry leaders by recognising areas for improvement and continuously evolving our culture for the better.

The data below provides an overview of our progress and highlights areas where further development is needed. We believe that transparency builds trust and drives change, and while there is still progress to be made, our commitment to diversity and fair pay remains unwavering.

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Understanding our business and industry

Our workforce demographics mirror the broader industry landscape, where a predominantly male workforce is common. At HSS ProService, we recognise this reality and are committed to shifting the balance. As part of our diversity strategy, we have set strategic priorities aimed at attracting and retaining female talent at every level of the organisation.

Currently, women make up 30% of our workforce, and we see this as both a challenge and an opportunity to drive lasting change.

Gender split across ProService



The pay gap

Our data reveals a pay disparity in favour of male colleagues.

% PAY GAP	2023	2024
Median	7.45%	5.79%
Mean	-5.60%	13.65%

The above demonstrates an improved Median pay gap with a slight reduction on the prior reporting period, however, there are clear improvements to be made to reduce the pay gap overall.

Further analysis of the data allows us to gain insight into the current state of play, with significant female representation across the Lower Quartile within the business, meaning a large proportion of women are assuming lower paid positions, in contrast to reduced representation at senior levels.

% GENDER SPLIT BY PAY BAND 2024		
QUARTILES	WOMEN	MEN
Lower	41.52%	58.48%
Lower Middle	26.47%	73.53%
Upper Middle	28.82%	71.18%
Upper	22.94%	77.06%

A large proportion of women are assuming lower paid positions, in contrast to reduced representation at senior levels



Colleagues receiving a bonus

Our bonus schemes are an important element of colleague pay and are regularly reviewed to ensure they are structured fairly to reward both individual and team contributions.

Our pay gap in bonus scheme data, can be attributed to most of our senior team being male, and attracting higher levels of bonus payment.

% BONUS GAP	2023	2024
Median	26.64	26.64
Mean	56.77	24.15

% of colleagues receiving a bonus



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Turning commitment into action

At HSS ProService, we are committed to initiatives that create meaningful and lasting change for our colleagues.

Flexible working

Many roles at ProService offer genuine flexibility, with a significant number of colleagues working in a hybrid way. These arrangements support a healthier work-life balance, helping colleagues manage their commitments outside of work.

Enhanced maternity pay

We are proud to introduce our updated maternity policy, providing enhanced pay for the first 20 weeks of leave. Supporting women through this important milestone is a priority for us, and we are dedicated to facilitating a smooth and supported return when they feel ready.

Elevate mentoring

We have also launched our first mentoring programme focussed on supporting women, pairing senior leaders with mentees from various roles. The programme aims to create meaningful connections and develop the next generation of female leaders, increasing representation in senior roles across the business.

Wellbeing and engagement

We continue to evolve our wellbeing and engagement strategy, increasing education and conversations around female health topics such as menopause. Our goal is simple: by starting these conversations, we hope to empower colleagues, customers and suppliers to engage confidently with these topics, breaking down barriers and ensuring women feel supported and included in the workplace.

These initiatives all play a key role in our commitment to cultivating a truly diverse workforce at HSS ProService. Our priority is unchanged; to set the standard within our industry and become an employer of choice where all colleagues, regardless of gender, can thrive and be rewarded fairly for their contributions.

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Kayleigh Wright
HR Director