

Iglu.com Gender Pay Gap Report 2025

Preface

We publish our Gender Pay Gap figures for this year (2024-2025). Last year we reflected on the economic recovery the tourism industry has experienced since the pandemic and the rise of a new normal for our operating environment. We are learning to thrive in this new normal with success in increasing our headcount and performing in an uncertain environment.

Our report this year will continue to follow the format of previous years, drawing out elements we believe help understand the numbers for this particular set of figures and gender pay within Iglu.com.

Introduction

This report focuses on gender pay within Iglu.com, between April 2024 and April 2025. It sets out the following data:

- Mean gender pay gap – The difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees
- Median gender pay gap – The difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees
- Mean bonus gap – The difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees
- Median bonus gap – The difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees
- Bonus proportions – The proportions of male and female relevant employees who were paid bonus pay during the relevant period.
- Quartile pay bands – The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle and upper quartile pay bands.

We publish this data on an annual basis. This will allow us to track our progress and articulate the actions that we will take to reduce the gender pay gap in our organisation over time.

Gender Pay Gap

In our eighth iteration of this exercise and at the snapshot date, Iglu.com's mean gender pay gap was calculated to be 19.3%. This has been likely due to a change in business strategy where we have hired heavily into our technology teams. These teams are male dominated and generally salaried in the higher quartiles of the business. We strive to run a balanced recruitment process but without introducing positive bias the talent pool available has led to this increase. There is still an overall trend of improvement over the reports since the exercise began in 2017 and this result now provides a renewed challenge to examine our process and ensure equity is key to all of our strategic and operational decisions. Our continuing challenge with reporting gender pay gap figures is the comparison of commission earning roles to non commission earning roles used in the holistic figure above. This is particularly challenging as we run an annualised hours contract amongst commission

earning roles and overtime is available to all but not included in the calculation. There is always year on year volatility with commission earning roles as total earnings can change drastically based on individual circumstances with no link to gender.

Our median pay gap is 23.6% which has increased from last year but returned closer to the average for the business.

Gender Pay Gap by Quartile, April 2025

	Workforce by Pay Quartile		Mean pay gap per quartile
Q1	M	58.1%	6.2%
	F	41.9%	
Q2	M	52.1%	-0.9%
	F	47.9%	
Q3	M	37.2%	3.3%
	F	62.8%	
Q4	M	30.9%	-0.9%
	F	69.1%	

In April 2025 Iglu.com had a small shift in the balance of employees, employing a 44:56 split of men and women. This continues the trend from 2024 and as a significant shift towards a female population. Once our numbers are investigated, the mean gap is driven by males in the first quartile and a significantly reduced female population in the second quartile where a favourable pay gap exists. Our third quartile has become significantly female dominated and an increased pay gap in this area will also drive the overall numbers.

Gender Bonus Gap

This year we can now start to draw trends on our bonus gap as a metric representative of our business as 2025 marked the second year full realisation of the previous year's implementation of the company-wide bonus scheme. An almost perfect parity has been achieved with the gap between those who do and do not receive any form of bonus now reduced to 0.2%. 86.1% of our female employees received bonus pay. Our environment continues to develop rapidly but the continued trend toward parity shows that this initiative is delivering results.

Our mean gender bonus pay gap effective April 2025 has significantly from the 2024 figure of 29.2% and is now 33.3%. Our median gender bonus pay gap however has also reduced significantly again from a previous figures of almost 52.2% in 2023 to 42% in 2024, we can now report a figure of 20.1%. This is a pleasing result as we can see that our group bonus scheme is delivering more parity despite a heavy influence of commission earning roles.

Moving Forwards

The calendar year since the reporting snapshot has seen significant investment into the development of training of our staff at Iglu.com. We expect this to continue to promote an environment of equity across all of our roles by ensuring that the best performing individuals are trained to equal standards

and allowed to flourish regardless of gender. This has been achieved by implementing a skills based approach to performance which has significantly reduced any chance of bias in the process.

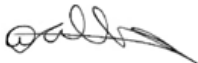
With regards to our gender balance and the efforts for more balance my comments would be the following:

The previous year has seen significant investments in both the offices of Iglu.com but also in the welfare of our employees. Our reactions to the changing demands of an evolving workforce leave us well placed to continue to succeed and focus on making Iglu.com a great place to work. Whilst Gender Pay remains a constant topic of discussion among the senior leadership group the change required comes in our activities every day with a culture of equity at its core. With regards to our gender balance efforts, I'd like to comment on the following:

- We have recently joined the Flight Centre Travel Group and as such will have greater resource to evaluate our equity and gender balance through this process. We will also be entering an exciting period of change which may have effects on our efforts that cannot be predicted. We commit to managing this as much as
- We are determined to continue to understand our pay gap in greater detail and are committed to provide department by department figures to greater identify the drivers of remaining gaps.

This report has been prepared with the understanding that we are a growing and changing business and although progress should be celebrated we must put these into context and understand our journey. This report shows some of the improvements that we are hoping to achieve but has the caveat that we are sadly still not where we want to be. As last year I maintain that remaining positive continues to be key, we will continue to strive to decrease our gap within the prescribed calculator framework.

Signed,



Andrew Walker
People & Culture Director



David Gooch
CEO