



QVC UK

Gender Pay Gap Report 2021

Introduction

Our Diversity, Equity and Inclusion commitments are designed to drive a culture of inclusion, belonging and fairness which foster diversity, improve team member engagement and enablement, and lead to better business performance.

This is the fourth year of gender pay gap reporting and we have seen our gap decrease compared to the previous year. Our largest contributing factor to our pay gap continues to be the balance of men and women across job levels. We still have a greater number of women working flexibly in our lower paid roles.

We continue to view this aspect positively and are not intending to reduce the accessibility of flexible roles to reduce our current pay gap. During 2021 we will partner with our Team Member Resource Groups to explore, analyse and understand our gap and look for potential opportunities to reduce it.

In 2020, we evolved our company wide principles which elevated our focus, expectation and the value of behaviours that promote Diversity, Equity and Inclusivity. Using inspiration from our UK DE&I group, established in 2020, our five new Team Member Resource Groups (including one focused on gender) will support our strategic DE&I pillars.

While 2020 has been challenging for everyone, by seeking diverse perspectives, working together and supporting each other regardless of boundaries, we have experienced great moments of inspiration. We are clear in our commitment to cultivate an inclusive and equitable culture for our team members for all levels, backgrounds and identities.

We continue to be confident that we pay men and women equitably and we pay equally across genders for like positions. As our journey continues, we will stay curious, challenge how things are done and live by our principles; to Drive Progress, Act with Empathy, Be Brave, Embrace the Future and Do what's Right, to stimulate engagement, fuel innovation and unlock our collective potential.



Rob Muller,
QVC UK Market Lead

A handwritten signature in black ink that reads "Robert Muller".



Rachael Egerton,
UK People Lead

A handwritten signature in black ink that reads "R. Egerton".

KEY FINDINGS

- Our mean gender pay gap is **14.1%** compared to last year at **15.9%**. The national average is **15.5%**.
- Our mean gender bonus gap is **35.0%** compared to **52.0%** last year.
- The gap between male and female bonus scheme participation is **11.3%** compared to **0.3%** last year.
- Nationally there is slow progress reflected in the proportion of women getting higher paid roles in British businesses, but this is not a trend representative at QVC UK. We have a **54%/46%** split between men and women within our highest earners.
- We pay men and women equitably and we pay equally across genders for like positions.

Progress and looking *Forward*



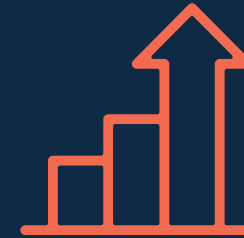
Recruitment

- We continue to challenge ourselves, reviewing our internal and external talent pipelines, and ensuring we maximise the diverse and unique talents of all our team members.
- We have widened our talent acquisition reach thoughtfully, using more niche job boards to target underrepresented groups.
- We remain committed to gender diversity and champion women's and men's empowerment to create and enable professional experiences and relationships where every team member can thrive.
- We have created a new role of 'Senior Partner – University and Diversity Programs' to further increase the focus on diversity.



Inspiring a learning culture

- We have launched a new and innovative learning platform, LearningLab.
- We have the ability to create bespoke learning journeys.
- Customised content focuses on our principles, Diversity, Equity and Inclusion, workplace wellbeing, unconscious bias and 1000s more.



Recognised as Top Employer

- Awarded prestigious "Top Employer" status for the eighth consecutive year.
- Top Employers Institute is the global authority on recognising excellence in people practices including compensation and benefits, wellbeing, learning and development, performance management, career succession, diversity equity and inclusion and talent acquisition.

Progress and looking *Forward*

Team Member Resource Groups (TMRGs)



Members of the DE&I Team Member Resource Group

TMRGs sponsors

UK TMRGs include gender, LGBTQ+, ethnicity/race, disability and mental health and will support our four strategic DE&I pillars to:

- Attract, develop and retain diverse team members.
- Create a belonging corporate culture and team member experience.
- Infuse Diversity, Equity and Inclusion into all areas of our business.
- Lead Diversity, Equity and Inclusion efforts in our broad-based communities.



QRG five-year DE&I goals

In 2021 we launched our global Qurate Retail Group DE&I goals, organised into six broad DE&I commitments:



Increase diverse representation in our supervisory and leadership roles.



Develop inclusive leaders who are accountable for DE&I results.



Advance inclusion and equity for teams, customers and communities.



Elevate underrepresented businesses and products to invite a broader consumer base.



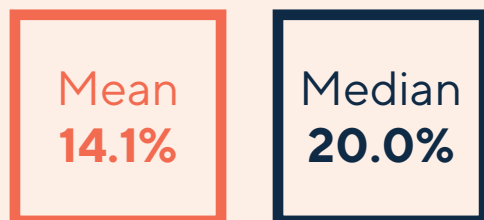
Support community involvement through relationships that advance social justice.



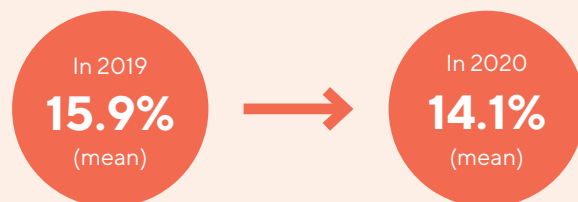
Hold ourselves accountable by being transparent on our efforts and progress.

Our figures at a *Glance*

OUR GENDER PAY GAP



In **2020** we saw a decrease in our gender pay gap.



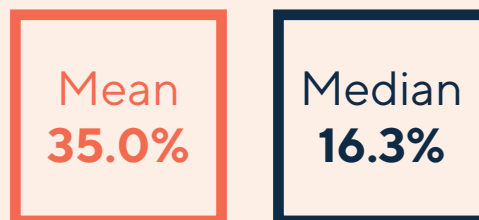
WHAT IS 'MEAN AND MEDIAN'?

Mean is the average when you add up all of the numbers then divide by the number of team members.

Median is the middle value in the list.

The gender pay gap is the difference between the average wages of men and women, regardless of their job.

BONUS GENDER PAY GAP



Our gender bonus gap is **35.0%** compared to **52.0%** last year.



The number of team members receiving a bonus has **decreased across both genders** as our annual bonus schemes did not meet the minimum payout threshold for 2020.

We paid an annual bonus to our spot rate team members and a bonus to team members working on-site during the pandemic. These bonuses* were based on actual hours worked, and as we have more female team members working part-time, this contributed to the bonus gap. We had more males working on-site during the pandemic, which contributed to the increased bonus participation gap of 11.3% in comparison to 0.3% last year.

*Bonus participation includes any reward and benefits as defined by the gender pay gap reporting definitions

FOUNDATIONS



We offer flexible working opportunities which makes us an attractive employer to men and women at all levels.

We pay fairly and equally – our current pay strategy includes job evaluation and regular market reviews.

Pay *Quartiles*

