

# Gender Pay Gap Report

April 2025

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# Introduction

**This report contains GXO ServiceTech UK Limited's statutory disclosure of the Gender Pay Gap Report.**

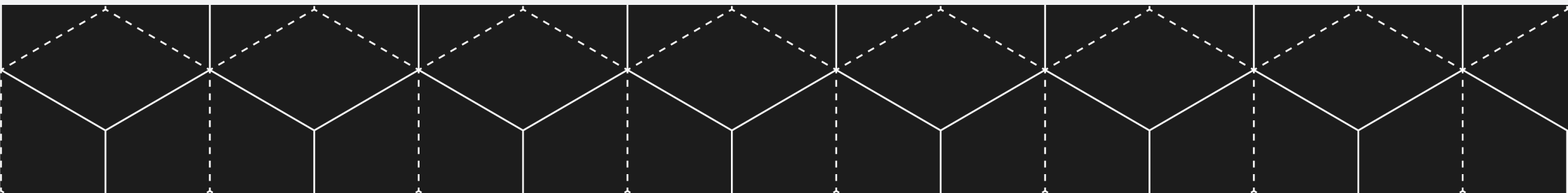
All companies with 250 or more employees are now required to publish their gender pay gap under new legislation that came into force in April 2017.

Employers must publish the gap in pay between men and women on both a **median basis** (pay per hour based on the person 'in the middle' of the distribution of pay), and **mean basis** (average hourly pay). In addition, employers are required to disclose the distribution of **gender by pay quartile** - in other words, splitting the workforce into four groups based on their pay and showing the proportion of men and women in each group. Employers are also required to disclose **percentages of employees receiving bonuses by gender and the gender gap on bonuses.**

The gender pay gap is the difference between the hourly rate of pay of male employees and female employees (as set out in the Regulation), expressed as a percentage of the hourly rate of the male employee.

**Equal Pay:** UK law has, since the 1970s, prohibited paying different amounts to men and woman who are doing 'like work', 'work of equal value' or 'work rated as equivalent', unless there is a genuine material factor for the difference. It is important to note that equal pay and the gender pay gap are not the same.

At GXO ServiceTech UK Ltd we welcome the government's initiative to require companies to publish pay gaps as a step forward in legislating for equality.

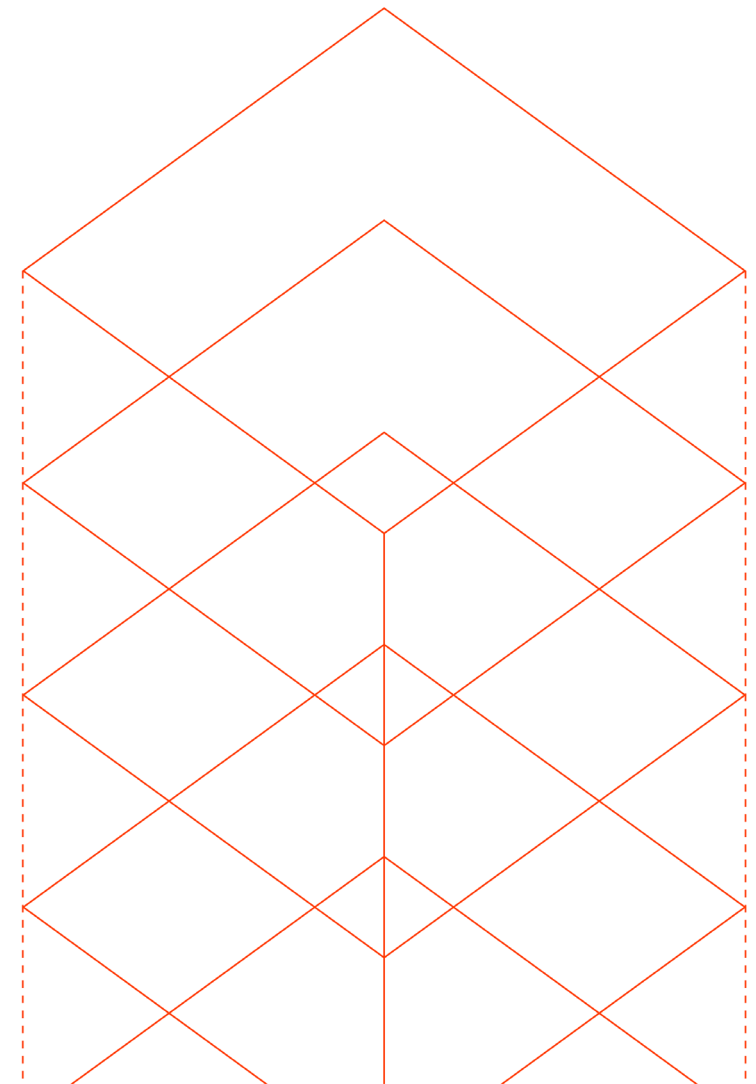


## Company background

GXO ServiceTech is the Technical Services Division of GXO Logistics Inc. We are a leading specialist in reverse logistics for consumer electronics. Our dedicated, accredited teams handle returns and warranty solutions for retailers, manufacturers and insurance providers. We test, repair, repackage and refurbish a wide range of electrical goods.

Returned electronic goods pose a particular challenge for retailers, manufacturers and insurance providers. Testing, repackaging, refurbishing and repairing all take time and resources. With businesses looking for more sustainable practises and customer expectations ever increasing, you need a smarter, simpler, and faster approach to processing electronic goods.

GXO ServiceTech is a leading specialist in reverse logistics for electronics, including laptops, TVs, displays, mobile and gaming devices, as well as home appliances. All designed to increase efficiencies and maximise the full life value of products.



# An opening note from Jayne Martin

PHOTO

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**Jayne Martin**  
**Managing Director,**  
**GXO ServiceTech**

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This year, our Gender Pay Gap has increased by 1.92%. Our analysis shows that this change is primarily driven by a lower proportion of women across all four pay quartiles. We have also seen an overall reduction of 1.78% in the number of women employed. However, it is important to note that this decrease is largely the result of merging legal entities, where the incoming workforce had a higher proportion of men in higher paid roles.

Our home consumer electrical repairs business operates within a historically male dominated industry. As a result, both our current workforce and broader talent pipeline tend to be predominantly male. This context represents a structural challenge for attracting women into the sector.

Despite this, we remain committed to driving positive change. We will continue to review and strengthen our recruitment practices to ensure they encourage and enable more women to join our organisation. Internally, we will promote equal access to development and progression opportunities, supporting women at every level of the business as they build their careers with us.

We will also maintain a strong focus on talent development and succession planning, ensuring that both women and men have equitable opportunities to realise their full potential. Ongoing discussion, awareness, and targeted action across the organisation will create a strong foundation for GXO ServiceTech UK Ltd to reduce and maintain improvements in its gender pay gap in the years ahead.

**We confirm that the data reported is accurate and in accordance with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.**

# Hourly and bonus pay gap

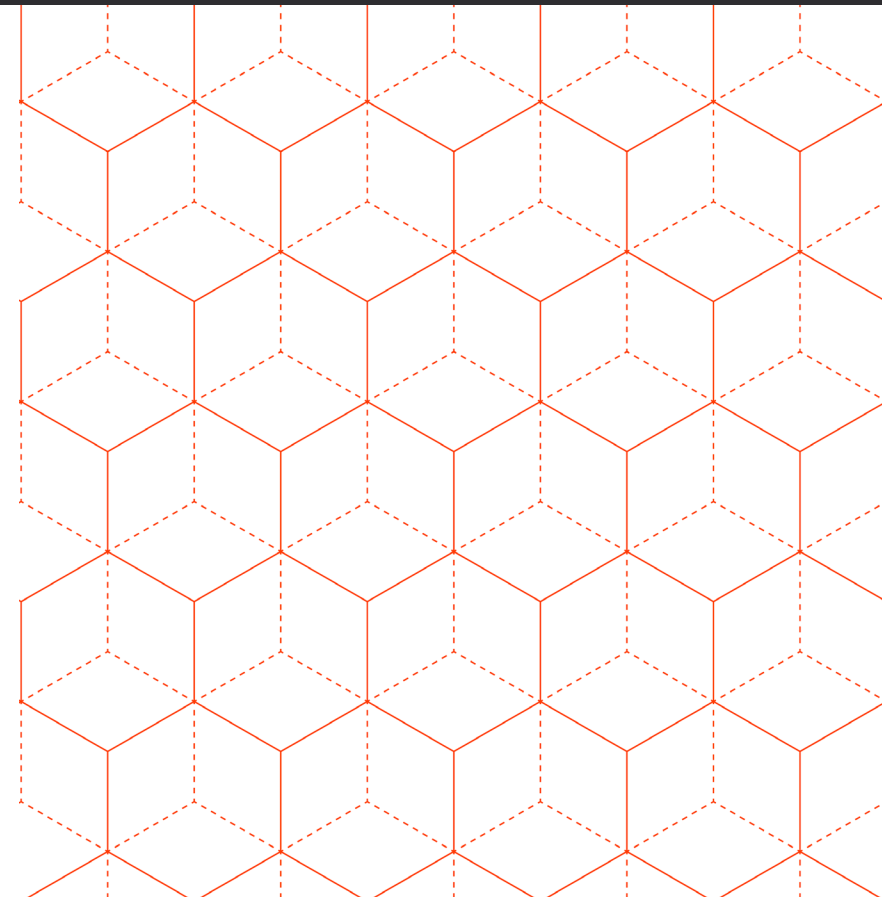
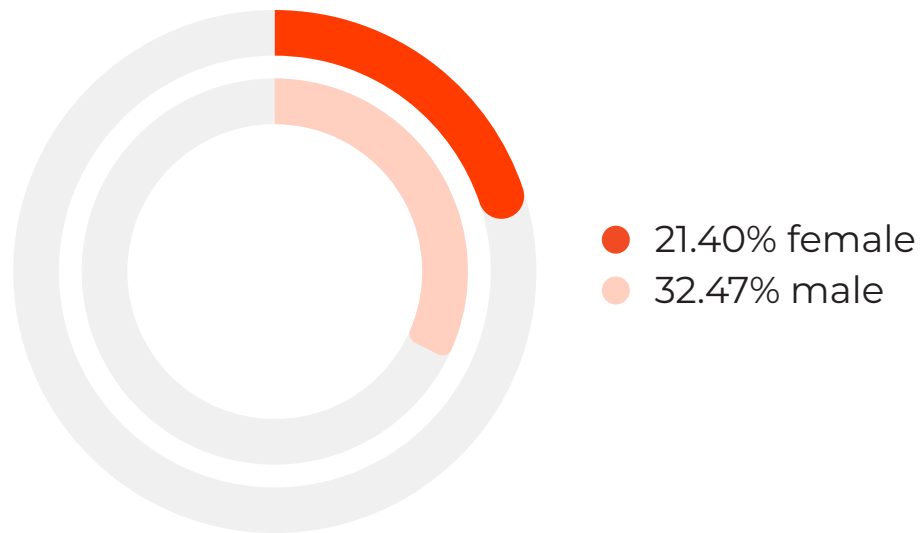
## Hourly pay

The overall gender pay gap as of 5<sup>th</sup> April 2025 for hourly pay was a **-0.08% on a median basis** and **3.60% on a mean basis** with a swing towards male employees.

## Bonus pay

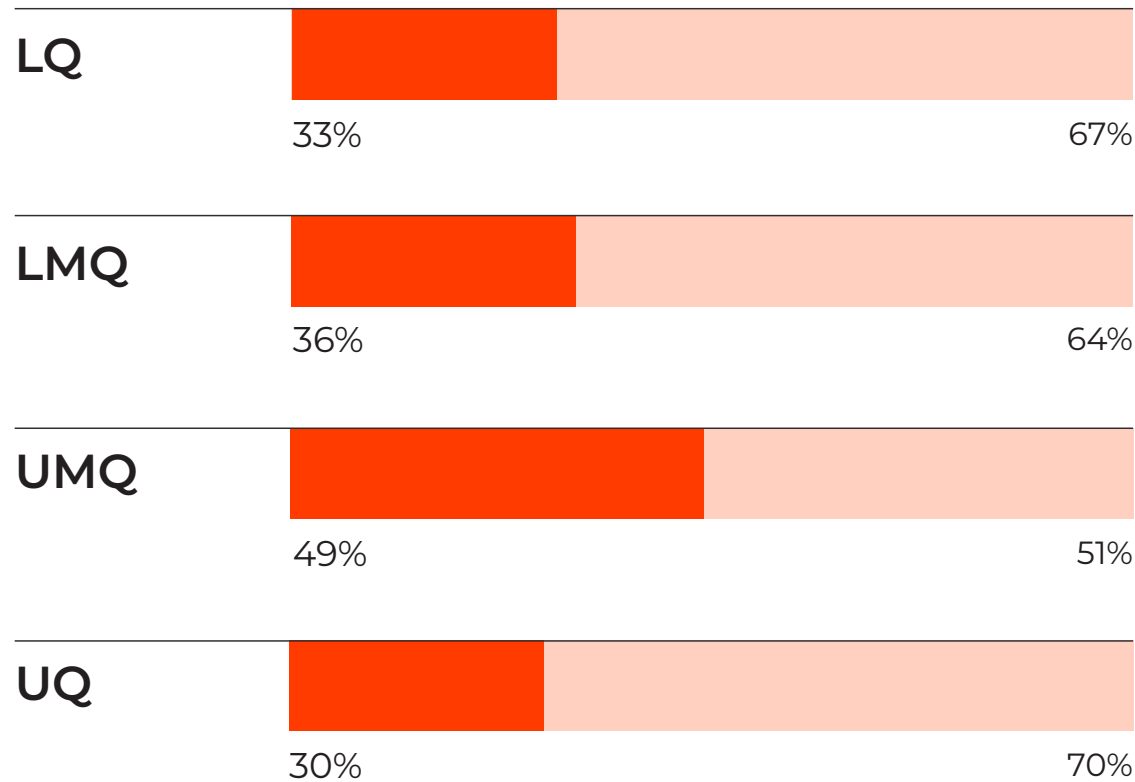
The bonus pay gap is **59.81% mean** and **0% median**, due to the fact GXO ServiceTech UK Ltd bonuses are contractually paid at Director level and are discretionary at other levels across the organisation.

Percentage of colleagues receiving bonus pay



# Gender pay gap in quartile figures

The below charts illustrate the gender distribution across the four quartiles across the ServiceTech business:



## Key

**LQ**

Lower Quartile

**LMQ**

Lower Middle Quartile

**UMQ**

Upper Middle Quartile

**UQ**

Upper Quartile

● Female

● Male