



HUNTWOOD SCOTLAND GENDER PAY REPORT 2022

APPROVAL CONTROL

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ABOUT HUNTSWOOD SCOTLAND

We deliver totally bespoke contact centre services across financial services, energy, water, telecoms, travel, retail and the public sector.

Our partnership approach delivers clarity and pragmatism, and we always work closely with our clients to understand the unique elements of their business before proposing our solution. This helps us identify and implement the service which provides the greatest value for our client and their customers.

We deeply understand the full range of customer communication channels, and couple this with behavioural insight and real customer engagement to maximise the effectiveness of your existing channels (as well as introducing new ones). We go to great lengths to understand your existing customer journeys and desired outcomes, and do not take a standardised approach to the delivery of any of our solutions. This consultative journey from 'current state' to 'desired state' is a refreshing change from out-of-the-box solutions which sometimes lack the flexibility to add value.

Since our gender pay report in 2021, we have grown exponentially with a headcount that has doubled.

BACKGROUND

The Gender Pay Gap reporting regulations came into effect 5 April 2017, with organisations in Great Britain with over 250 employees being required to publish their results on their website and upload them to a government website annually.

We are required to report six different measures, based on a snapshot of pay data on a date set out by the Government Equalities Office. The six measures are:

- The mean gender pay gap in hourly pay.
- The median gender pay gap using hourly pay.
- The percentage of men and women receiving bonus pay.
- The mean gender pay gap in bonus pay.
- The median gender pay gap in bonus pay.
- The percentage of men and women in each hourly pay quarter in a ranking of employees from lowest to highest paid per hour.

HUNTSWOOD SCOTLAND GENDER PAY GAP DATA

This is our annual gender pay gap report for the snapshot date of 5 April 2022.

Gender mix

Since our last report we have had a 115% increase in headcount resulting in a greater percentage of female employees in different roles. Compared to our last gender pay report, where we had 43% of our workforce reported as female, we can now report that 48% of our work force are female.

The table below shows our gender mix across all quartiles in our financial year 2022.

Quartile FY22	Male	Female	% Male	% Female	Variation to total Female population %
Lower	155	156	50%	50%	1.9%
Lower Middle	156	155	50%	50%	1.6%
Upper Middle	155	156	50%	50%	1.9%
Upper	178	134	57%	43%	-5.3%

Pay

- Our mean gender pay gap is -0.6%. On average women are paid 6p an hour more than males.
- Our median gender pay gap is 0.0%. On average hourly pay for men and women is the same.

Compared to our last report where on average females were paid 36p more per hour than men, we can see with an increased headcount there is a more even split in our gender mix across the different roles that pay different salaries.

This is also true of our median gender pay where we can see that the pay gap is 0%.

Bonus pay

- Our mean gender bonus gap is 16%. On average men are paid 23p more per hour.
- Our median gender bonus gap is 17%. On average men are paid 14p more per hour.

The proportion of male employees receiving a bonus is 48% and the proportion of female employees receiving a bonus is 42%.

Pay quartiles by gender

This charts below shows our workforce divided into four equal-sized groups based on hourly pay rate. The lower quartile includes the lowest-paid 25% of employees and the Upper quartile covers the highest-paid 25%.



WHY DO WE HAVE A GENDER PAY GAP?

Legally, men and women must receive equal pay for:

- the same or broadly similar work.
- work rated as equivalent under a job evaluation scheme; or
- work of equal value.

We are committed to equal opportunities and equal treatment for all employees, regardless of sex, race, religion or belief, age, marriage or civil partnership, pregnancy/maternity, sexual orientation, gender reassignment or disability. We have a clear policy of paying employees equally for the same or equivalent work.

We have a pay & reward policy agreed at Board level which ensures;

- regular pay and benefits audits are undertaken.
- Decision makers in pay reviews understand the policy and undertake equal pay training.
- Roles are evaluated internally and externally to ensure fairness.
- Pay is benchmarked internally and externally to ensure fairness.

We are confident that our gender pay gap is not because we pay men and women differently for the same or equivalent work. Instead, our gender pay gap is because men and women work in different roles and those roles have different salaries.

UNDERSTANDING OUR GENDER PAY GAP?

Our pay gap

We can see that women are on average paid more than men. This is because there is a higher proportion of females in senior management and support roles that attract a higher salary.

Our bonus gap

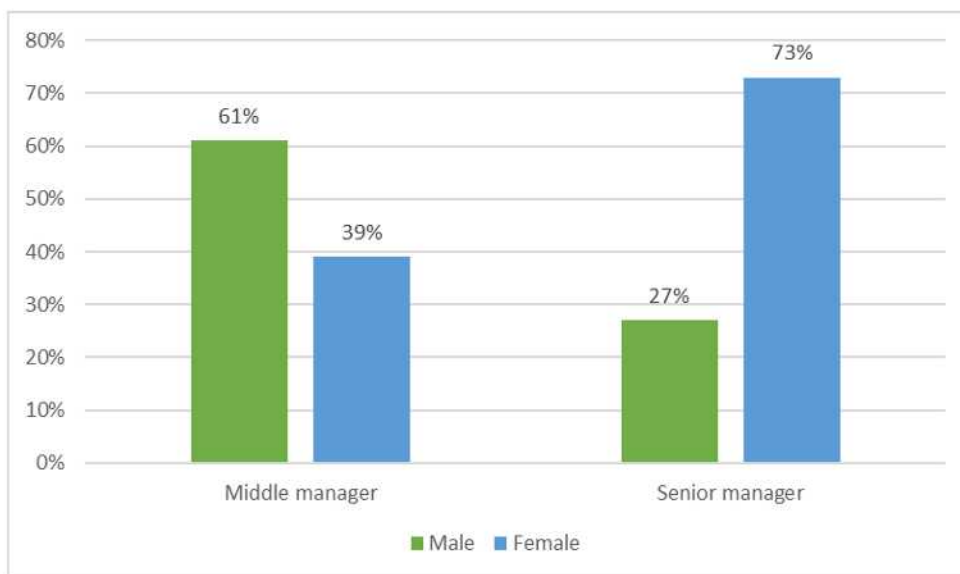
Overall compared to last year we can see there has been a positive increase in the number of females receiving bonus pay. However, we can see there is a gender pay gap in our bonus pay.

The increase of females who receive a bonus has predominantly been on the agent roles which attract an entry level bonus.

However, during the same period we have also seen a 41% increase in the middle management roles, which attract the higher bonuses. More of these roles have been filled by males than females.

Nevertheless, some of the disparity at middle management level has been offset at senior management level, which attracts the highest bonuses, where 73% of these roles are currently held by females.

This gender mix is illustrated below.



Addressing our gender pay gap

Since our last gender pay gap report, we have introduced enhanced family friendly policies for our manager population. To continue to address our gender pay gap, we will:

- review our policies on our bonus schemes.
- benchmark our salaries externally and internally to ensure pay is at market rate and consistent.
- review our recruitment processes to attract more women to sales and management level roles.
- Review our succession plans and talent management to continue to develop females in management level roles.

We confirm that our data has been calculated according to the requirements of the Equality Act 2010 (Gender Pay Information Regulations 2017) and that the information in this statement is accurate.

Signed

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Donna Knight
Chief Financial Officer

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