

Gender Pay Report 2025



HUNTSWOOD
A ResultsCX Company



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ABOUT HUNTWOOD SCOTLAND

We channel decades of experience into delivering 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 existing channels (as well as introducing new ones). We go to great lengths to understand 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.

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

HUNTWOOD SCOTLAND GENDER PAY GAP DATA

This is our annual gender pay gap report for the snapshot date of 5 April 2025.

GENDER MIX

Since our last report we have had a reduction in headcount resulting in a balance of females to males compared to last year. We can now report that 45% of our work force are female and 55% of our workforce are male. Last year we reported that 43% of our employees were female.

PAY

- Our mean gender pay gap is 0.8%. Males are paid on average 0.10p more than females per hour.
- Our median gender pay gap is 0%. On average hourly pay for males and females is the same.

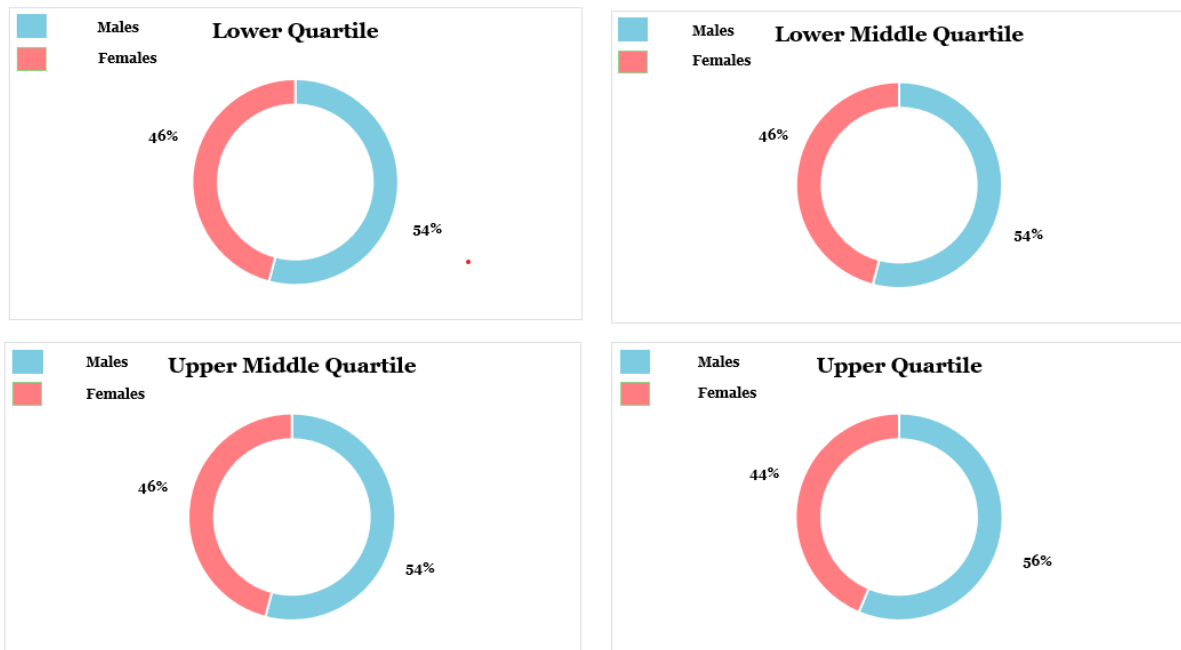
BONUS PAY

- Our mean gender bonus gap is 3.7%. On average males are paid £0.04p more per hour.
- Our median gender bonus gap is 11%. On average males are paid £0.10p more per hour.

The proportion of male employees receiving a bonus is 82% and the proportion of female employees receiving a bonus is 84%.

PAY QUANTILES 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 Executive Board level which ensures;

- regular pay and reward 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 males and females differently for the same or equivalent work. Instead, our gender pay gap is because males and females work in different roles and those roles have different salaries and bonus potential.

UNDERSTANDING OUR GENDER PAY GAP?

Our pay gap

We can see that less females are in the upper quartile. 56.4% of males are in the upper quartile compared to females 43.6%. We note that we have more male middle managers compared to females.

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. This is due to our roles with a bonus element (sales) attracting more males compared to females. Additionally, our middle manager roles attract more males than females.

Addressing our gender pay gap

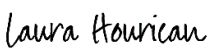
Last FY we introduced enhanced family friendly policies for our manager population. To continue to address our gender pay gap, we will:

- review our policies on our bonus and commission schemes.

- Continue to benchmark our salaries externally and internally to ensure pay is at market rate and consistent.
- Review our leadership development programs and mentorships to encourage females to develop into middle management roles.
- Review our recruitment processes to attract more females to sales and middle 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

Signed by:

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Laura Hourican

SVP, Human Resources

PUBLIC: The information is in the public domain or there is no impact to Huntswood if the information is released into the public domain.

PRIVATE: Information that should only be accessed and distributed within Huntswood, its partners, approved third parties and clients.

RESTRICTED: Private information, with the additional requirement to have controls on access within Huntswood e.g. Finance Only.

SECRET: Very sensitive information, with significant value, that justifies heightened protective measures (restrictions), e.g. board papers