

Citation Limited Gender Pay Gap Reporting Statement

Based upon the April 2018 snap shot period and published in April 2019

Citation is a leading provider of HR, Employment Law and Health & Safety services to over 20,000 SME's in the UK. We've been delivering our services for over 20 years and are proud of our industry leading colleague engagement and client retention levels. We have more females than men in our most senior roles and we will continuously look for ways to develop and attract the best people, regardless of background, sex, race or any other such factors. Gender is not part of the equation when deciding how to remunerate colleagues.

Whilst the below shows a gender pay gap in line with the way we need to report the information (i.e. including non-contractual bonus/commission payments into pay quartiles and mean/median hourly pay), the high number of sales based roles with a non-contractual bonus/commission scheme in place within the business does skew the below because more males than females work within our sales roles. Had we excluded non-contractual bonus and commission from the below reporting and had just calculated pay based upon contractual pay (known as 'Ordinary Pay') the gap would reduce.

We take the publishing of this information seriously and are pleased to report that since last years' Gender Pay Gap report (published in April 2018), we have increased the proportion of females at the higher pay quartile of Band C from 42% to 48% and the mean hourly gap has reduced from 28% to 24%. The proportion of females in our most senior positions, from the Board to the Senior Leadership team, still outweighs the male proportion.

	Male	Female	
Pay quartiles	Band A (Lower)	35%	65%
	Band B	41%	59%
	Band C	52%	48%
	Band D (Upper)	63%	37%
Mean hourly gender pay gap	24%		
Median hourly gender pay gap	10%		
Mean gender bonus gap	73%		
Median gender bonus gap	39%		
Percentage paid bonus	41%	30%	

Explanatory Notes

- The above pay quartiles and the 'mean and median hourly gender pay gap' shown above is not just calculated on contractual salary and pay, but inclusive of non-contractual bonus, commission and referral payments too. It is also calculated after salary sacrifice.
- The 'mean and median gender bonus pay gap' shown above is inclusive of non-contractual bonus, commission and 'bread card' referral payments too.
- The 'percentage paid bonus' above, represents 35.5% of our workforce who have a non-contractual bonus/commission scheme in place and/or have been paid referral payments.

The hourly gender pay gap is reported after salary sacrifice. We offer salary sacrifice in the form of child care vouchers and additional leave which has a high take up. Of those who participate in salary sacrifice, 66% are female and 34% are male. Without this reduction in salary, which is offered to help colleagues and has been entered into voluntarily, the pay gap would not be as wide. Our median (mid-point or typical) gender pay gap of 10%, gives a better picture, but even this is skewed by non-contractual bonus pay (explained below).

34% of our female colleagues work part-time, compared to just 8% of males. Bonus targets and amounts are pro rata for part-time colleagues. In line with reporting requirements, the bonus gap stated above is not calibrated to take account of this and hence it appears wider than it would if the reporting calculations were adjusted to take account of pro-rata targets and bonus payments for part-time colleagues. If we were not as flexible around part-time working, the bonus gap would not appear so wide.

35.5% of colleagues have a non-contractual bonus/commission arrangement in place. And of this population almost 90% are in a sales focused role - predominantly Business Development Consultants (BDCs) and regionally based Business Development Manager (BDMs) roles. Everyone within these roles has the same opportunity to earn in line with performance and has the same support and training structure in place. We set up home working for our traditional office based BDC roles to widen and retain our talent pool and we offer reduced hours for both office and home-based roles thus attracting more females.

In respect of referral payments (known as 'Bread Card Payments') which are incorporated in the bonus gap shown above, this scheme is open to all service based colleagues for referring additional services to our client base. At the time of reporting, ISO and Fire Risk Assessments (FRA's) were the main additional services recommended. The Health and Safety (H&S) population received over half of the referral payments as ISO and FRA's fit neatly with H&S. Over three quarters of our H&S colleagues are men.

We actively recruit on flexible working terms including part-time, home working or dual working enabling us to tap into a pool of talent (mostly working Mothers who are unable to commit to full time hours). We will continue with this approach despite it skewing our bonus gap for reporting purposes. Flexible

working is not limited to more junior roles, indeed members of the Senior Leadership Team and Board, work flexibly too.

We recognise that female employees may be more likely to have responsibilities that limit their ability to travel. We trialled and launched home-working for some traditional office based roles in an attempt to address this and widen our talent pool. We have 15% of our workforce working from home in roles that would traditionally have been (and still are) based from the office and this number increases each year. We accommodate part-time home working where possible too and ensure induction arrangements are not an obstacle to joining us by flexing the location and hours of these. Resultantly females account for 61% of this population.

We have 31% of colleagues who are regionally based (home based but the role requires them to cover a geographical patch in order to meet prospects and clients meaning they are out travelling most of their time) and depending upon the size of the patch, this can be challenging for some. We continue to increase the number of regionally based female colleagues through various initiatives, however males still account for 67% of regional based roles.

I confirm that the above information is accurate

Signed



Andrew Pumphrey, MD