

Citation Ltd Gender Pay Gap Reporting Statement

Based upon April 2020 snapshot period (published in October 2021)

Our workforce is 51% female, 49% male



We support and protect 20,000 SMEs in the UK



Increased % of females in top pay quartiles



Flexible on hours/location to support those with caring commitments



Proud to be a Best Company to work for.

We are committed to closing the pay gap as part of our colleague engagement strategy



Gender Pay Gap (*April 2020 Snapshot*) Commentary

Citation Ltd is a leading provider of HR, Employment Law and Health & Safety services to almost 20,000 small and medium sized businesses in the UK. With top quartile colleague engagement levels and industry leading client retention levels, we are proud of our business where people (employees and customers) are at the heart.

We welcome gender pay gap reporting and take our obligations seriously. Since the last reporting, we are pleased to report that we have increased the number and percentage of females within our top pay quartiles (Band C and D), and we have also increased the number of females within our business who can, and have, received a bonus or commission.

With a diverse workforce, which is equally split in respect of gender (51% female and 49% male), we lead by example and half of our senior leadership team is female. We continuously seek ways to develop and attract the best people, regardless of gender, age, ethnicity, beliefs, or background.

We recognise that we still have more work to do to close the gender pay gap - namely attracting females to what are still viewed by many as 'traditional male occupations' and continuing to be as flexible as we possibly can be to help us attract and retain talent.

The below gender pay gap data is skewed, due to both the way we need to report the information and the timing of the snapshot (as the Covid pandemic hit). The key reasons for this are as follows:

1) Excluding colleagues not classed as 'full pay relevant employees'

- Those on furlough and those senior leaders who chose to take a voluntary pay cut as the first national lockdown hit in April 2020 are excluded from the quartiles and the hourly pay gap data.

2) After salary sacrifice deductions

- The hourly gender pay gap is reported after salary sacrifice. We offer salary sacrifice in the form of childcare vouchers, additional leave, pension and cycle to work. Over one quarter of our workforce chose to participate in salary sacrifice, and almost 60% are female. 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.

3) Including non-contractual bonus and commission within quartiles and the hourly pay gap data.

- We have a high number of sales-based roles with a non-contractual bonus/commission scheme in our business who are paid on performance. Targets are fair, transparent, objective and consistent across anyone with a bonus or commission. More males than females work in such roles. We have had and continue to have a number of initiatives aimed at attracting, developing and retaining females into sales roles ensuring that year on year we have successfully increased the gender diversity across 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 median gap would reduce to 11%.

4) Including part-time pay, not pro-rated up to show to the full-time equivalent

- We categorically do not offer males full-time roles and females part-time roles. Rather, to attract people with responsibilities and caring commitments outside of work (which is still predominantly females), we actively advertise roles as part-time in order to attract talent and we accommodate, wherever possible, flexible working requests to reduce hours (which again mostly come from females). In line with reporting requirements, the gap is not calibrated to take account of part-time time and hence it appears wider than it would if the reporting calculations were adjusted to take account of pro-rata salary, targets and bonus

payments for part-time colleagues. If we were not as flexible around part-time working, the gap would not appear so wide.

Gender Pay Gap Reporting Table

<i>Based upon April 2020 snapshot</i>		Male	Female
Pay quartiles	Band A (Lower)	22%	78%
	Band B	42%	58%
	Band C	49%	51%
	Band D (Upper)	60%	40%
Mean hourly gender pay gap	37%		
Median hourly gender pay gap	12%		
Mean gender bonus gap	70%		
Median gender bonus gap	43%		
Percentage paid bonus		47%	37%

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 and excludes those on leave or reduced pay (furlough, voluntary pay cuts, etc)
- The 'mean and median gender bonus pay gap' shown above is inclusive of non-contractual bonus, commission, referral payments and long service award vouchers.
- The 'percentage paid bonus' above, represents 42% of our workforce who have a non-contractual bonus/commission scheme in place and/or have been paid referral payments or received a voucher for long service.

I confirm that the above information is accurate

Signed

Andrew Pumphrey, MD