



CXP GENDER PAY GAP REPORT 2020-2021

About CXP

We are steeped in the customer management industry. We are an agile provider with strong transformational capabilities and a global delivery footprint, offering optimal and innovative pricing.

We are big on quality, people, performance and compliance, authorised and regulated by the Financial Conduct Authority.

We pride ourselves on recruiting people who have a natural drive to learn, grow and succeed. Our ambition is to employ 1,000 happy people.

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

Covid-19

During the pandemic, no employees were furloughed.

CXP gender pay gap data

This is our annual gender pay gap report for the snapshot date of 5 April 2021.

The overall number of employees was 580 with 57% being male and 43% being female.



Pay

- Our mean gender pay gap is -4%. On average women earn 0.36p per hour more than men.
- Our median gender pay gap is -2%. On average women earn 0.20p per hour more than men.

Bonus Pay

- The proportion of men receiving a bonus is 64% and the proportion of women receiving a bonus is 52%.
- Our mean gender bonus gap is -5%. On average women earn 0.03p more per hour than men.
- Our median gender bonus gap is -4%. On average women earn 0.01p more per hour than men.

Pay quarter 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 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.

We:

- Carry out regular pay audits to ensure we are commercially viable and competitive
- The hourly rates paid are across the board regardless of whether it is men or women in the roles

Our gender pay gap

Our gender pay gap is because we have more women in senior roles than men.

Our bonus pay gap

Our bonus pay gap is due to the number of men in a sales role compared to the number of women in a sales role being higher. However, women that do receive a bonus are in a senior role that attracts a higher bonus.

To address our gender pay gap:

Over the next year, 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 employee benefits to attract both male and female (including family friendly policies)
- review our recruitment processes to attract more women to sales roles



I 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:

DocuSigned by:
Nick Govier
7A748575925A4EA...

Nick Govier
COO, Huntswood Group