

Gender pay gap report

5th April 2022



Service, a fresh direction

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Introduction

Loop Customer Management Limited provides customer service and billing for our sister company, Yorkshire Water and, we employ around 500 people to help us do this.

I am pleased to report on Loop's gender pay gap numbers for the year 5 April 2022.


Since mandatory reporting was introduced in 2017, the pay gap data at Loop has remained low in comparison to the national average. The figures have remained relatively consistent for the 2022 reporting year, with some small changes from the 2021 data. The detail of this is referenced below and explained further throughout this report.

The report for the year ending 5 April 2022 shows a decrease of 2.1% to the mean figure, now 5.4%, compared to 7.5% in 2021. The median figure, however, has increased by -0.4% to -1.9% compared to -1.5% in 2021.

Overall, our position for 2022 is either comparable or better than previous reporting years.

The 2022 data shows a shift in our demographic split. Part of the reason for the reduction in the mean number, from 2021 to 2022, are the changes we see in the upper quartile. Female representation has increased, whereas male representation has decreased.

We are proud to serve the Yorkshire region and want to be reflective of the communities we serve. We have a way to go in some areas, but we are committed to look at all areas of diversity. This, in part, is reflected through our new Equality, Diversity and Inclusion Strategy that will be launched during the course of 2023.



Nicola Shaw
Chief Executive Officer
Kelda Group Limited

Gender pay gap

On the following pages we show Loop's overall median and mean gender pay data based on hourly rates of pay. This is based on colleagues pay at the snapshot date of 5 April 2022. Comparisons are also shown to 2021 data.

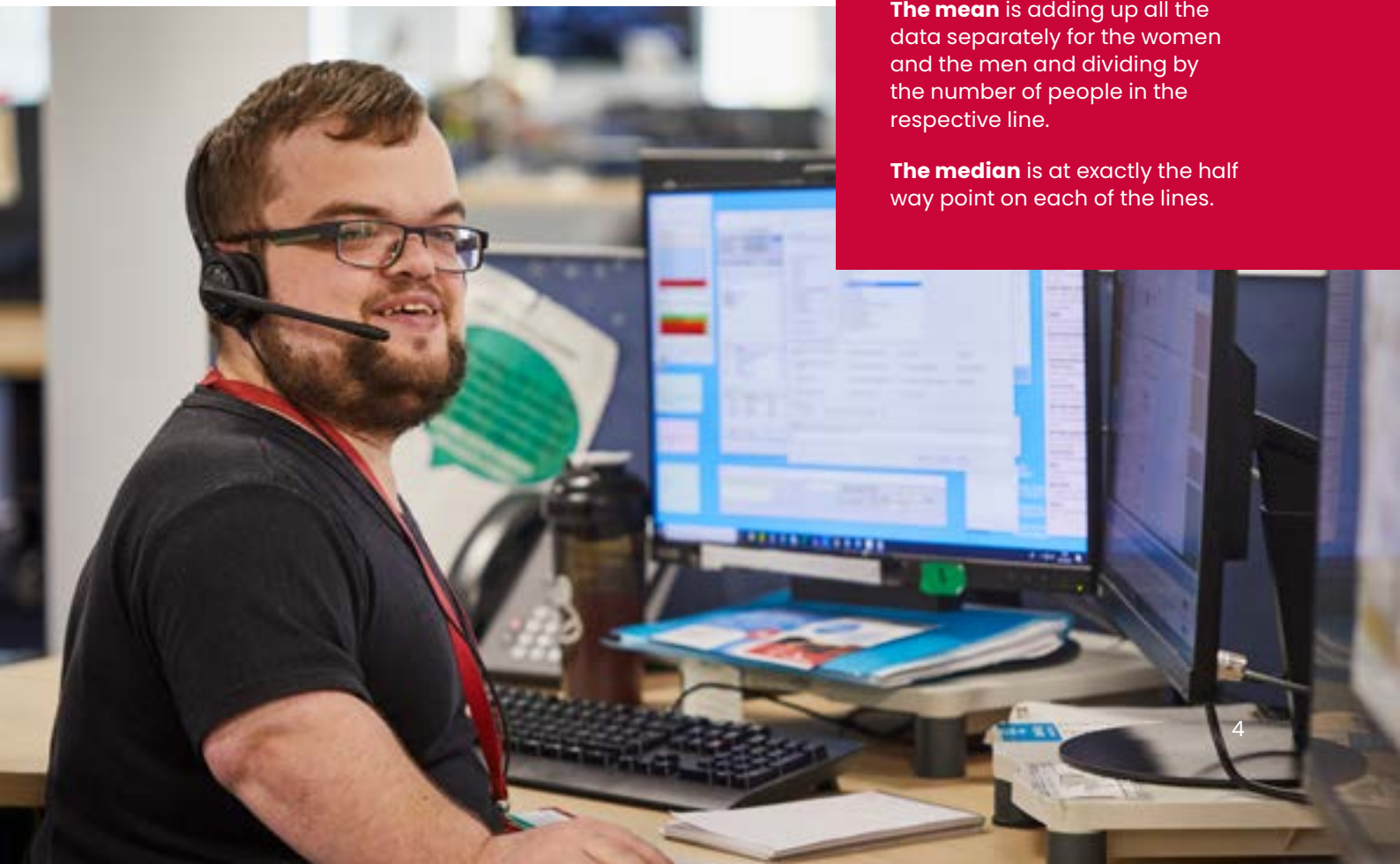
We also show median and mean bonus pay data for bonuses paid up to 5 April, plus some additional information to explain our pay data and how we are addressing the gender pay gap.

What is the difference between mean and median?

The mean and median are two ways of calculating the average hourly pay and average bonus of women and men at Loop. If we created two lines, one with all the women in Loop and the other all the men:

The mean is adding up all the data separately for the women and the men and dividing by the number of people in the respective line.

The median is at exactly the half way point on each of the lines.



Gender pay gap

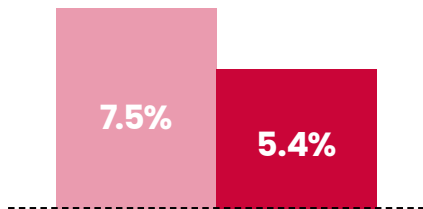
There has been a reduction in the mean and median gender pay gap numbers between for 2022 .

The median hourly rate of pay for females continues to be slightly above that for males in 2022.

Part of the reason for the reduction in the mean number, from 2021 to 2022, are the changes we see in the upper quartile. Female representation has increased, whereas male representation has decreased.

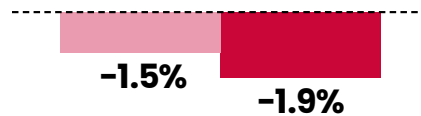
The difference between the **mean hourly rate of pay** of male full-pay relevant colleagues and that of female full-pay relevant colleagues;

- 2021
- 2022



The difference between the **median hourly rate of pay** of male full-pay relevant colleagues and that of female full-pay relevant colleagues;

- 2021
- 2022



Did you know the National Average Mean Pay Gap (2022 submissions) is **11.8%***

Our Mean Pay Gap is now

7.5%

National Average Median Pay Gap (2022 submissions) is **11.7%***

Our Median Pay Gap is now

-1.5%

* Based on 2022 numbers from Gender Pay Gap Service Gov UK

Bonus Pay Gap

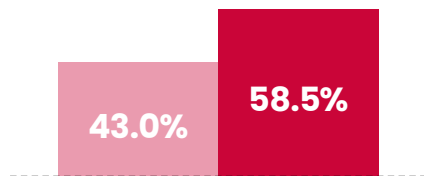
The median bonus pay gap number has decreased from 2021 to 2022.

The median bonus pay gap number decreased to 0.0% in 2022. At the same time, the mean number increased from 43% to 58.5%.

The median bonus pay gap number, reducing to 0.0% can be explained by a large number of colleagues, both male and female receiving an equivalent bonus payment in 2022.

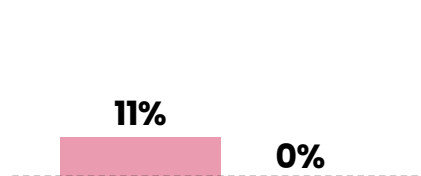
The difference between the **mean bonus pay** paid to male relevant colleagues and that paid to female relevant colleagues;

- 2021
- 2022



The difference between the **median bonus pay** paid to male relevant colleagues and that paid to female relevant colleagues;

- 2021
- 2022



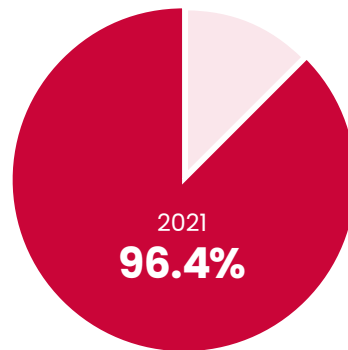
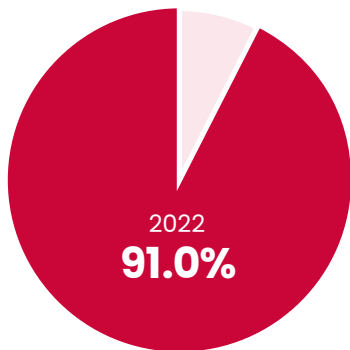
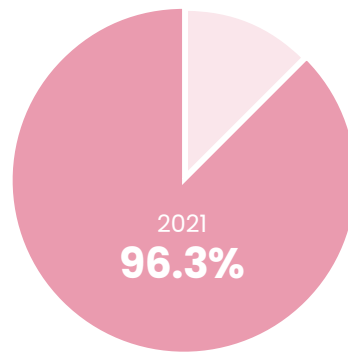
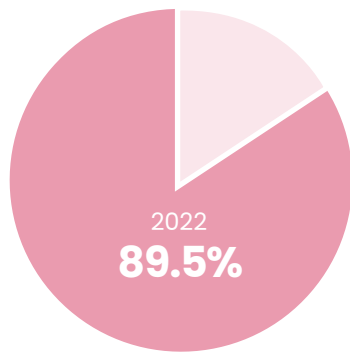
Percentage Receiving Bonus

The proportion of both female and male colleagues receiving a bonus has decreased from 2021 to 2022.

The reduction in bonuses paid can be explained by an increase in turnover for 2022.

The proportions of male and female relevant colleagues who were paid bonus pay;

- Males
- Females



Fact

The percentage of females receiving a bonus is slightly higher than that for males.



Distribution of colleagues by Quartile

Gender pay gap numbers are often a reflection of a greater proportion of one gender in more senior and, therefore, better paid roles.

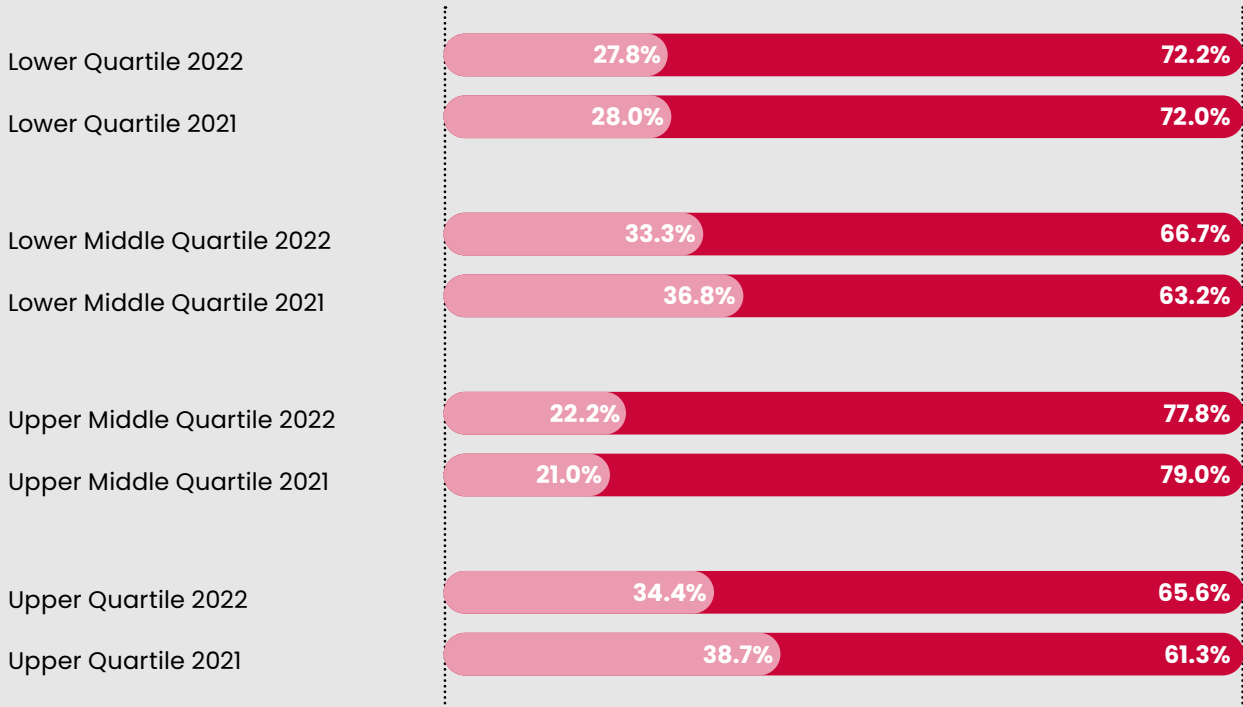
Between 2021 and 2022 the proportion of females in the upper quartile increased, contributing, in part to the reduction we see in the mean 2022 pay gap number.

Overall, there continues to be a greater relative proportion of females in the lower and upper middle pay quartiles and, a greater relative proportion of males in the upper and lower middle pay quartiles. This overall distribution underpins the very low median gender pay gap number.

Using the 2022 gender pay gap numbers, across the whole of the business, 29.4% of colleagues were male and 70.6% female.

The proportions of male and female full-pay relevant colleagues in the lower, lower middle, upper middle and upper quartile pay bands.

- Males
- Females



Proportion of males and females when divided into four groups (quartiles) ordered from lowest to highest paid.

Equality, Diversity & Inclusion at Loop

We are committed to providing an equal, diverse and inclusive working environment. We have had a review of how we're doing across ED&I in the last year and we're aware that we need to drive progress.

Our new strategy is due to be launched soon which focuses on three key areas: building an inclusive culture where our people feel a sense of belonging, embracing the diversity we have in the business and ensuring we recruit diversely, we want to ensure we're reflective of the vast diversity of our customers and community. Finally, that we equip our colleagues with the awareness and confidence to discuss ED&I openly.

We will have a new inclusion framework for People Leaders rolled out and will continue the end-to-end look at our people processes to identify any areas of inequity. We are also reviewing our diversity data monitoring by broadening our question set, alongside a campaign to encourage colleagues to tell us about themselves. This will help to understand our colleagues and focus areas and our next steps.



"It's fantastic to see so many incredibly capable women breaking the gender stereotypes associated with construction and engineering. The support for each other is fantastic to see and I am determined that can continue to build on what we have started this year to make this a genuinely inclusive environment."

Rachael Fox, Head of Programme Delivery

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