

Gender pay gap report

5th April 2021



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 550 people to help us do this.

As a part of putting people at the heart of everything we do, Yorkshire Water is continuously aiming to improve as an organisation and an employer by increasing transparency, diversity and inclusion.

This report looks at our gender pay gap figures for 5 April 2021 including the bonus pay gap and distribution of pay quartiles.

Our pay gap figures are -1.5% at the median and 7.5% at the mean. In the previous year the median figure was -1.3% and the mean was 6%. Loop has a good record of supporting diversity and the stable position of these figures, well below the national average is evidence of that.

As with previous years, we are committed to continuing that performance and remain focused on ensuring that we remain committed to improving on these numbers.

I am determined to maintain and build on the work done to date. Our colleagues in Loop speak to our customers in Yorkshire on a daily basis. It is really important for us to ensure that our workforce reflects the communities we serve.



Liz Barber
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 as at the snapshot date of 5 April 2021 with a comparison to 2020, our fifth year of reporting.

We also show median and mean bonus pay data for bonuses paid up to 5 April 2021, and distribution of colleagues by the pay quartiles.

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

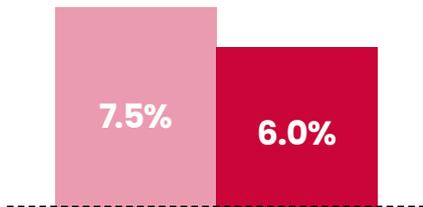
There has been a slight increase in the mean and the median gender pay gap numbers between 2021 and 2020.

Like 2020, the median hourly rate of pay for females continues to be slightly above that for males in 2021.

The difference in the mean and median figures is impacted by the presence of males in more of the senior positions, including the most senior role.

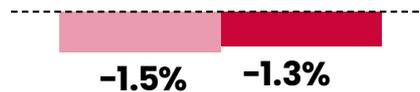
The difference between the **mean hourly rate of pay** of male full-pay relevant colleagues and that of female full-pay relevant colleagues;

- 2021
- 2020



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

- 2021
- 2020



Did you know the National Average Mean Pay Gap (2021 submissions) is **14.9%***

Our Mean Pay Gap in 2021 is now

7.5%

National Average Median Pay Gap (2021 submissions) is **15.4%***

Our Median Pay Gap is

-1.5%

* Based on 2021 figures from Gender Pay Gap Service Gov UK

Bonus Pay Gap

Both the mean and the median bonus pay gap numbers have increased marginally between 2021 and 2020.

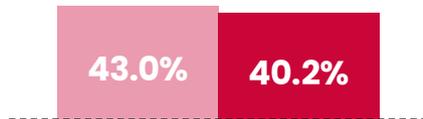
The median bonus pay gap number has changed to 11.0% in 2021 from 10.8% in 2020. At the same time, the mean figure increased from 40.2% in 2020 to 43% in 2021.

For both the mean and the median, the calculation of these, as determined through regulation, does not take into account part-time working.

We have a much greater proportion of female colleagues undertaking part-time working than their male counterparts which impacts on the resultant bonus pay gap. If this was taken into account the resultant bonus pay gap would be much less than the published numbers with the median figure, on this basis, expected to be very close to 0%.

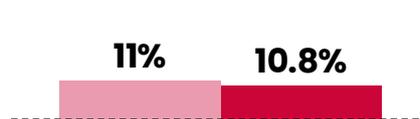
The difference between the **mean bonus pay** paid to male relevant colleagues and that paid to female relevant colleagues;

- 2021
- 2020



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

- 2021
- 2020

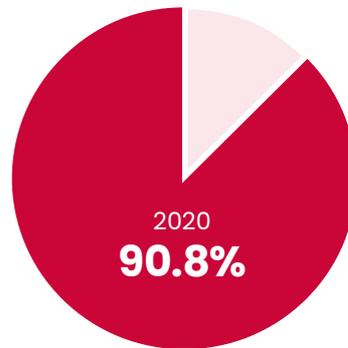
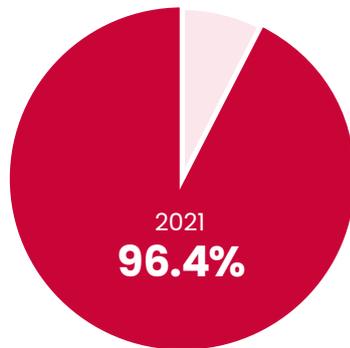
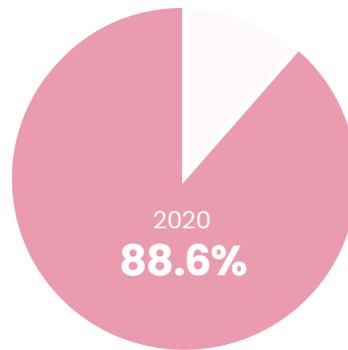
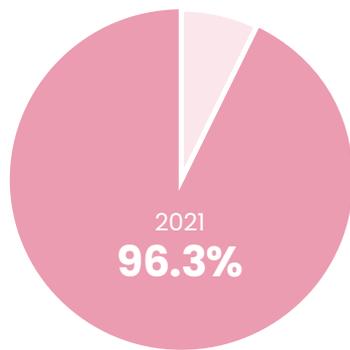


Percentage Receiving Bonus

The proportion of both female and male colleagues receiving a bonus in 2020 has increased from 2021 to 2020.

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

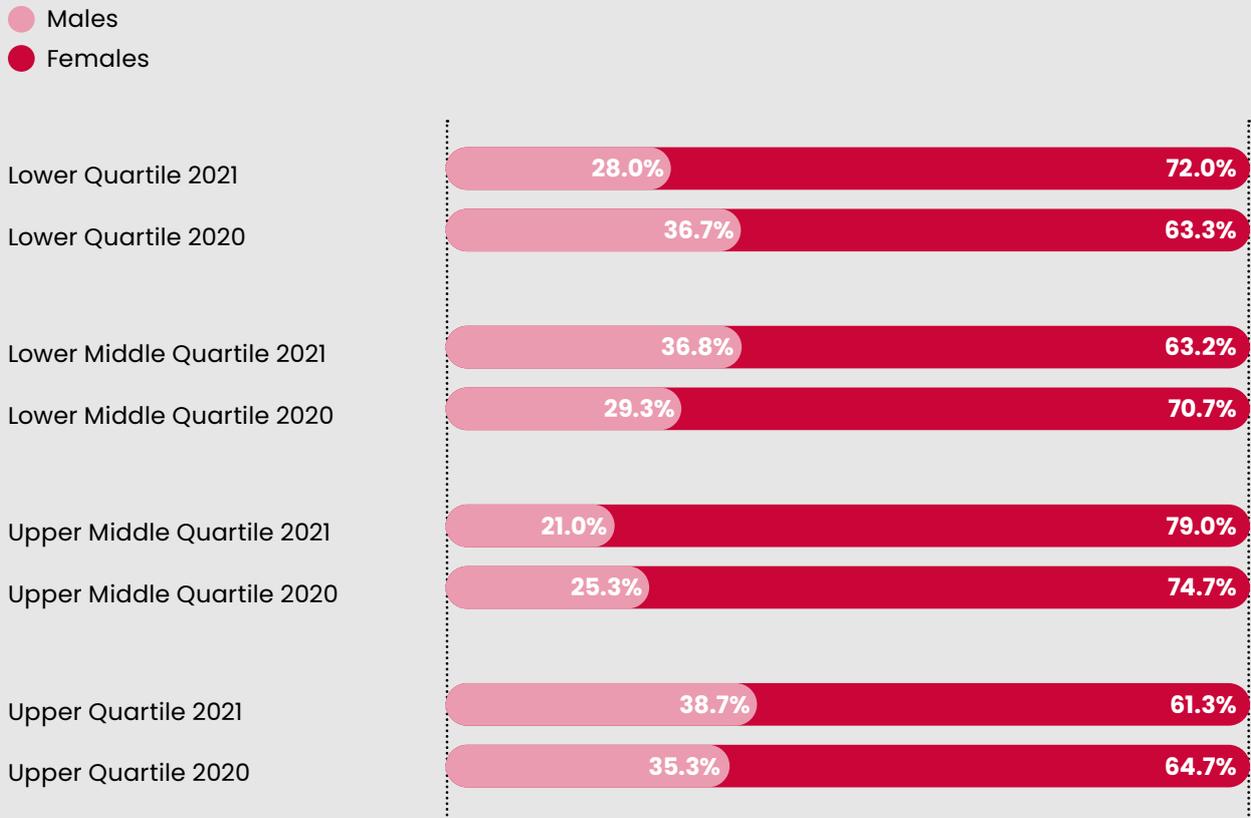
Gender pay gap numbers are often a reflection of a greater proportion of one gender in more senior and, therefore, better paid roles.

Between 2021 and 2020 the proportion of females in the upper quartile largely remained unchanged, but there were movements in the other quartiles with fewer females in the lower quartile and upper middle quartile than 2021 but more in the lower middle quartile.

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

Using the 2021 gender pay gap numbers, across the whole of the business, 31.1% of colleagues were male and 68.9% female.

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



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

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