

Gender pay gap report

5 April 2023



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 485 people* to help us do this.

I am pleased to share Loop's gender pay gap report for 2023. Since the introduction of mandatory reporting in 2017, Loop has maintained a consistently lower pay gap than the national average. Whilst the figures have improved, the overall picture remains consistent, with some small changes from the 2022 data, details of which will be referenced and explained in this report.

The report for the year ending 5 April 2023 shows the mean gender pay gap figure has decreased for the second consecutive year, now at 3.8% compared to 5.4% in 2022. The median figure has increased to -3.2% in favour of females from -1.9% in 2022.

Whilst the figures have fluctuated, our general progress can be attributed to the demographics of our colleague population. Loop remains a predominantly female workforce with a 69% - 31% gender split. Whilst representation within most quartiles remains unchanged from 2022, we have seen a notable decrease in female representation by 8.3% in the lower quartile, which contributes to the improvement in the gender pay gap figures.

As we strive to deliver our 10 year strategy of a thriving Yorkshire that's right for our customers and right for the environment, our focus includes building high performing teams that are built on inclusivity and respect.



Nicola Shaw
Chief Executive Officer
Kelda Group Limited

*Headcount is reflective of numbers as of 5th April 2023.

Gender pay gap

On the following pages, we show Loop's overall median and mean gender pay gap data based on hourly rates of pay at the snapshot date of 5 April 2023 with a comparison to 2022, our seventh year of reporting.

We also show median and mean bonus pay gap 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 halfway point on each of the lines.



Gender pay gap

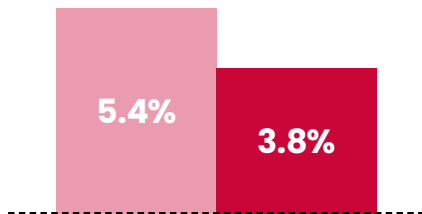
For the second consecutive year, we observe a decrease in the mean gender pay gap figure and an increase to the median gender pay gap figure.

Since 2022 the mean gender pay gap figure has reduced by 1.6%. Contributing to this improvement is the reduction in female representation in the lower pay quartile by 8.3%.

In comparison to the mean gender pay gap figure, the 2023 median gender pay gap figure has widened and is now -3.2% in favour of females. Whilst hourly rates of pay have risen for both males and females, the median hourly rate of pay for females remains higher than that of males and the median gender pay gap figure for females in 2023 is 0.5% higher than the median bonus pay gap figure. This along with the distribution of females in the lower middle and upper middle pay quartiles underpins this low median gender pay gap figure.

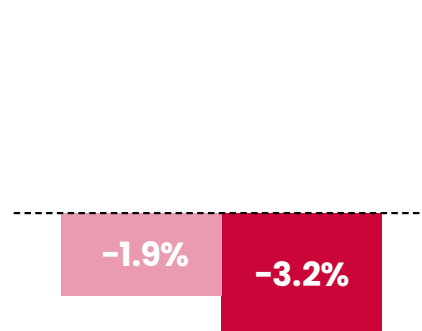
The difference between the **mean hourly rate of pay** of male full-pay relevant colleagues and that of female full-pay relevant colleagues;

- 2022
- 2023



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

- 2022
- 2023



National Average Mean Pay Gap Figure 2023 submissions

11.7%*
(compared to 13.1% in 2022)

Our Mean Pay Gap is now

3.8%

National Average Median Pay Gap Figure 2023 submissions

11.5%*
(compared to 11.9% in 2022)

Our Median Pay Gap is now

-3.2%

*Based on 2023 figures from Gender Pay Gap Services Gov UK as at 28/03/2024

Bonus Pay Gap

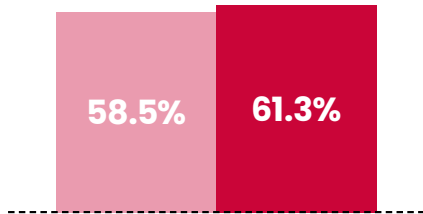
The mean and median bonus pay gap figure has increased from 2022 to 2023.

As in previous years, the increase of 2.8% to the mean bonus figure is, in part, driven by the male top earner in the business. This bonus was significantly more than the highest bonus paid to a female.

Whilst the majority of Loop colleagues received the same value bonus payments, the higher proportion of part time female colleagues has influenced and contributed to the increased median gender pay gap figure we observe in 2023. However, if the bonus pay gap methodology took into account part-time working, the resultant median bonus pay gap would be 0.

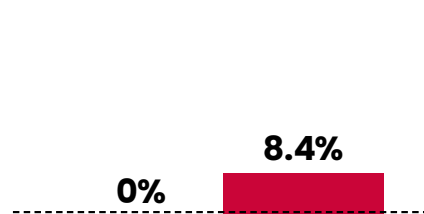
The difference between the **mean bonus pay** paid to male relevant colleagues and that paid to female relevant colleagues;

- 2022
- 2023



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

- 2022
- 2023

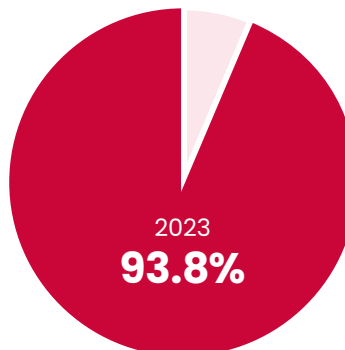
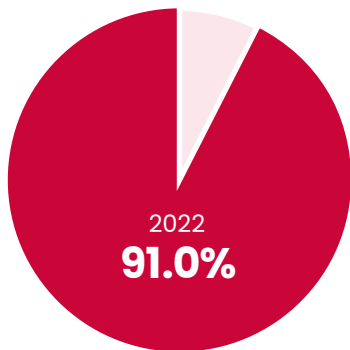
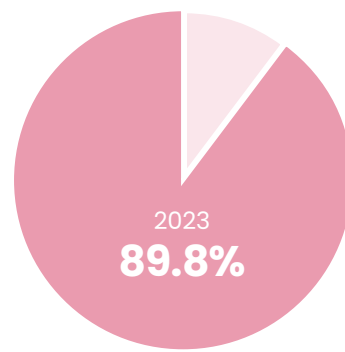
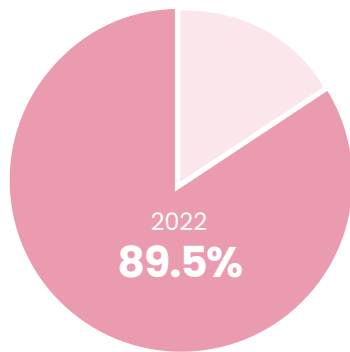


Percentage Receiving Bonus

The proportion of both female and male colleagues receiving a bonus has increased from 2022 to 2023.

The proportion of females receiving a bonus in 2023 has increased by 2.8%, whereas the male percentage has increased by 0.3%

- Males
- Females



Fact

The percentage of females receiving a bonus is 4% higher than that for males.

Distribution of colleagues by Quartile

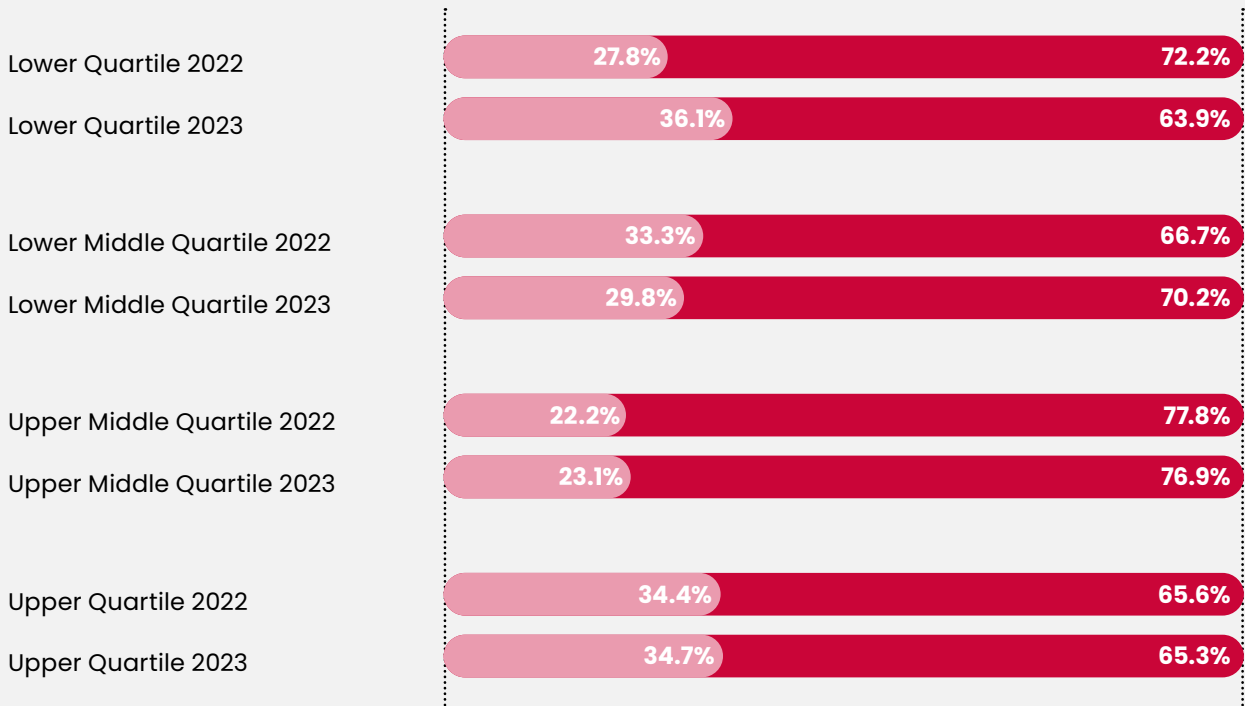
Gender pay gap figures are often a reflection of a greater proportion of one gender in more senior and, therefore, better paid roles.

Between 2022 and 2023 representation in the upper middle and upper quartiles remains relatively unchanged. However, the 8.3% decrease in female representation in the lower quartile and the 3.5% increase in the lower middle quartile has contributed to the decrease we see in the 2023 mean gender pay gap figure.

The 2023 gender split across the whole of Loop remains similar to 2022 albeit male representation has increased slightly to 31% from 29.4% in 2022, with female representation now at 69%.

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

Closing the gender pay gap is complex and there is no quick fix, however the route to addressing our pay gap is through our approach to equality, diversity, and inclusion (ED&I).

Since our ED&I strategy was introduced this year as part of our 10-year business strategy we identified there was more to do to gather the right information from our people to better inform our decisions, and have been focusing on the following;

- Building an open and inclusive culture where our people feel connected, engaged, and free to be themselves.
- Embracing, increasing, and retaining the diversity within our workforce.
- Equipping our colleagues with the openness, understanding and confidence to openly discuss ED&I.

Other positive steps we have taken include

- Broadening our diversity questions to gather more information about our colleagues, including caring responsibilities, gender identity, and socio-economic background.
- Regularly reviewing our people processes in order to address potential barriers for women and all underrepresented communities.
- Introduction of our new **AllTogether Different** inclusion campaign and hub which is going from strength to strength and continues to showcase our many incredible networks; Disability and Neurodiversity, Family, LGBT+, Race and Ethnicity, Women and Gender and Armed Forces.

Whilst we recognise there is more to do, we have made progress in 2023 which has resulted in a nomination for the water industry awards diversity initiative of the year 2023.

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