

## **Firstsource**

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### **Gender Pay Report – April 2025**

The following statement shows our gender pay gap as at April 4<sup>th</sup> 2025 in line with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

## Gender Pay Calculations

### Employee Quartiles

Table 1 – % of Gender within Employee Quartiles					
Gender	Lower Quartile	Lower Middle Quartile	Upper Middle Quartile	Upper Quartile	Total
Females	65.75%	49.45%	43.04%	45.24%	50.86%
Males	34.25%	50.55%	56.96%	54.76%	49.14%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

### Mean Gender Pay Gap

Table 2 – Average (Mean) Gender Pay Gap						
Group	Male	Mean Hourly Rate in Group	Female	Mean Hourly Rate in Group	Mean Gender Pay Gap	
					Difference - £	Difference - %
<b>All Employees</b>	1073	14.11	1111	13.20	<b>0.91</b>	<b>6.3%</b>

### Median Gender Pay Gap

Table 3 – Median Gender Pay Gap						
Group	Male	Median Hourly Rate in Group	Female	Median Hourly Rate in Group	Median Gender Pay Gap	
					Difference - £	Difference - %
<b>All Employees</b>	1073	12.20	1111	12.20	<b>0</b>	<b>0%</b>

## Bonus

<b>Table 4 – Bonus Data</b>					
<b>Gender</b>	<b>All Employees</b>	<b>Bonus Recipients</b>	<b>% Of Workforce by Gender</b>	<b>Average Payment</b>	<b>Median Payment</b>
<b>Males</b>	1073	870	81.08%	2769.84	1645.52
<b>Female</b>	1111	823	74.08%	2607.00	1621.27
<b>Total</b>	<b>2184</b>	<b>1693</b>		<b>2690.69</b>	<b>1635.00</b>

<b>Women’s Bonus pay is</b>		
<b>Mean</b>	5.88%	Lower than Men
<b>Median</b>	1.48%	Lower than Men

<b>The Proportion of Employees that received a Bonus Payment by Gender is</b>		
Male	39.86%	Receive Bonus Pay
Female	37.68%	Receive Bonus Pay

We continue to maintain the 0% gap based on Median GPG. Our Mean GPG has increased by 2.83% to 6.30% gap in favour of males. This is linked to a number of changes within the company landscape over the past fiscal year.

In terms of bonus payments, we have seen an increase in the proportion of employees receiving a bonus which is linked to changes across campaigns. There is still a gap between the genders which can be linked to flexible working which, while available to all employees, is still dominated by female employees. As such, their male counterparts may be working up to twice the amount of hours enabling them to earn more since majority of those earning bonus are in a sales role.

I hereby confirm the aforementioned data is correct.

Signed:



Position:

**SVP - HR**