

## Firstsource

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### Gender Pay Report – April 2022

The following statement shows our gender pay gap as at April 5<sup>th</sup> 2022 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	39.00%	46.67%	47.51%	49.20%	46.59%
Males	61.00%	53.33%	52.49%	50.80%	53.41%
Total	100.00%	100.00%	100.00%	100.00%	100.00%

### 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 - %
All Employees	2,398	17.75	2,092	17.14	0.61	3.46%

### 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 - %
All Employees	2,398	9.50	2,092	9.50	0	0%

## Bonus

Table 4 – Bonus Data					
Gender	All Employees	Bonus Recipients	% Of Workforce by Gender	Average Payment	Median Payment
Males	2,398	930	38.78%	3,277.48	2,217.53
Female	2,092	781	37.33%	2,244.48	1,308.00
Total	4,490	1,711	100.00%	2,760.98	1,762.77

Women's Bonus pay is		
Mean	31.52%	Lower than Men
Median	41.02%	Lower than Men

The Proportion of Employees that received a Bonus Payment by Gender is		
Male	38.78%	Receive Bonus Pay
Female	37.33%	Receive Bonus Pay

We continue to maintain the 0% gap based on Median GPG while our Mean GPG is a 3.46% gap in favour of males. This is in line with our business sector including competitors where the GPG is close to zero.

In terms of bonus payments, we have seen another reduction 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: