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Gender Pay Gap Report

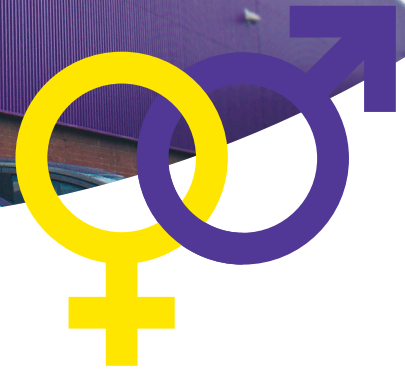
March 2024

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The Institute of
Customer Service
MEMBER

YPO



Introduction

This is the 8th annual Gender Pay Gap report from YPO, to meet the statutory reporting requirement of the legislation introduced in 2017, for organisations with 250 or more employees.

In this report we highlight information relating to the mean and median gender pay gaps; the mean and median gender bonus gaps; the proportion of male and female who received bonuses; and the proportions of male and female employees in each pay quartile.

Consistent with the previous 7 years, YPO once again has a gender pay gap in favour of females.

As a public sector organisation, YPO is covered by the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. These regulations underpin the Public Sector Equality Duty and require relevant organisations to publish their gender pay gap by 30th March annually.

This report is based on the data as at 31 March 2024.

Declaration

I confirm that our data has been calculated according to the requirements and methodology of the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

A handwritten signature in black ink, appearing to read 'Simon Hill'.

Simon Hill
Managing Director YPO



Gender Pay

Workforce			
♂	Male 284	Employed as at 31 March 2024	Female 257
Total Workforce = -541			
Hourly Rates			
♂	Male £16.56	Mean Hourly Rate	Female £18.16
Mean Gap = -9.63%			
♂	Male £14.17	Median Hourly Rate	Female £15.70
Median Gap = -10.84%			

The overall mean gender pay gap is -9.63%, a figure favourable to females. This year we have a median gender pay gap of -10.84%, again in favour of females.



Pay Quartile

YPO uses an analytical job evaluation scheme for all roles. Job evaluation is a systematic process for ranking jobs logically and fairly to determine the relative complexity of jobs and the relative importance of what they contribute to the organisation and its purpose.

Jobs are ranked and graded according to the skills, knowledge and levels of accountability that are required for employees to be competent when performing their roles.

Each grade has a set pay range which is aligned to the national agreement on pay and conditions of service negotiated by the National Joint Council for Local Government Services (NJC), with the Trade Unions.

Annually, employees automatically progress through the pay range for their grade until they reach the top of the scale, therefore the longer period someone has been in a grade, the higher their hourly rate of pay would be, irrespective of their gender.

Gender Mix Per Quartile					
Gender		Upper Hourly Pay Quarter	Upper Middle Hourly Pay Quarter	Lower Middle Hourly Pay Quarter	Lower Hourly Pay Quarter
Male	♂	40.7%	47.4%	63.0%	58.8%
Female	♀	59.3%	52.6%	37.0%	41.2%
% Difference Male to Female		-18.5%	-5.2%	25.9%	17.6%

The Upper pay quartile has remained relatively unchanged with an 18.5% gender split with 59.3% female and 40.7% male compared with the last years reporting period

The Upper Middle Quartile has changed by 5.2% in favour of females, with a split of 52.6% female and 47.4% male.

The Lower Middle Quartile has continued last years trend, with the balance of males dropping to 63% and females increasing to 37.0%.

Our lowest pay quartile has seen a 17.6% increase in males, from 56.6% to 58.8% while the percentage of females dropped to 41.2% from 43.4%. This grouping of employees includes Warehouse Operatives, Cleaning and Catering staff, Apprentices, and some Customer Service employees.

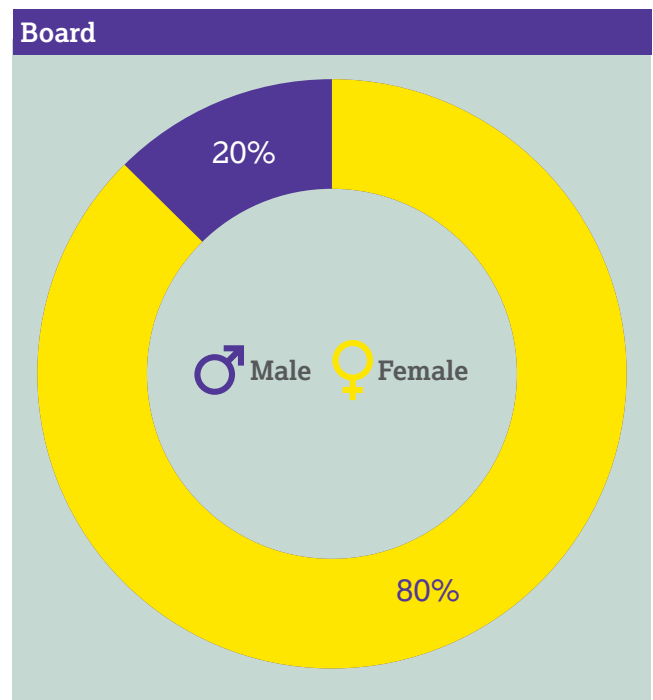
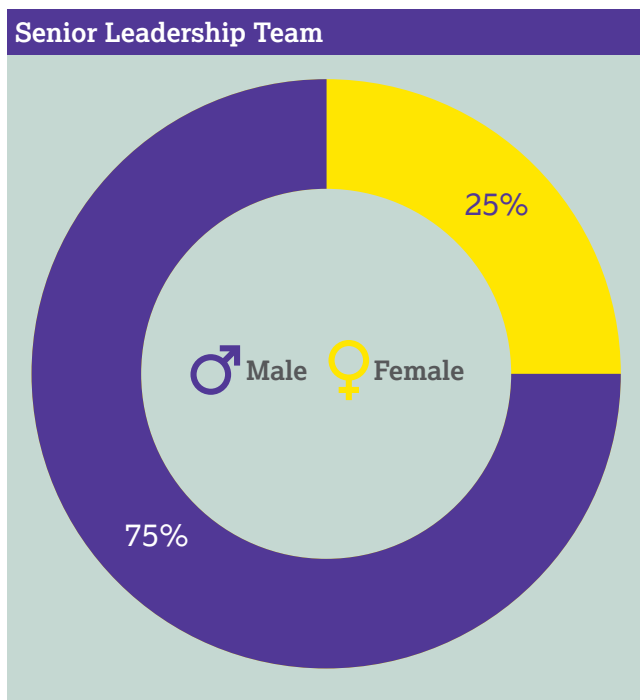


Senior Leadership Team & Board

The YPO Board gender split has slightly changed from last year, with Board members now at 80% female to 20% male.

The YPO Senior Leadership Team also remains static with a ratio of 75% male and 25% female.

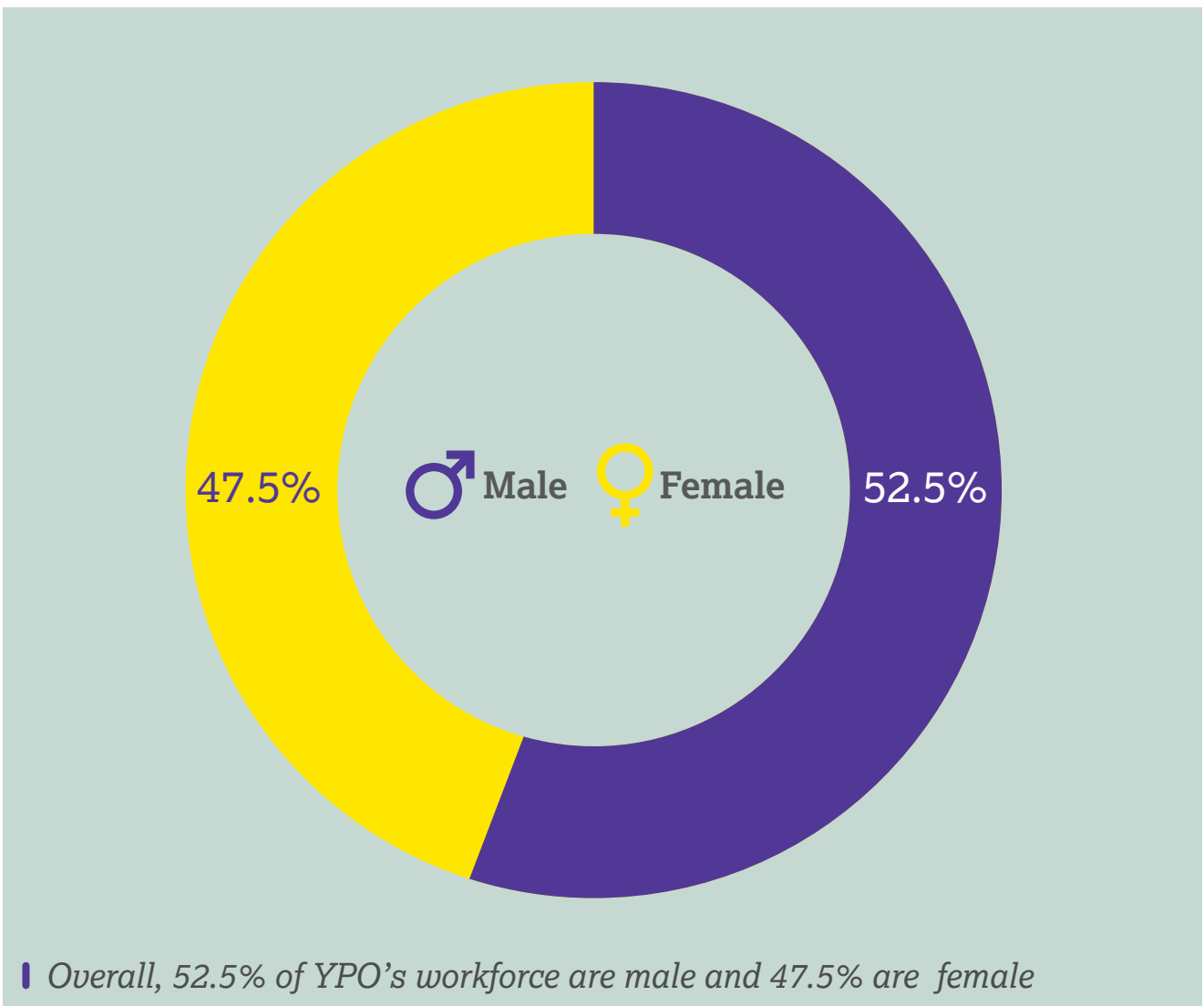
Overall, the YPO Senior Leadership Team (including Board), shows a gender split of 54% male, and 46% female, with the gender gap reducing from last year when it was 58% male and 42% female.



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Gender Make-up of YPO





Bonus Pay

Bonus Pay			
♂	Male 3	Number of employees receiving bonus payments	Female 2 ♀
Mean bonus gap = 0%			
Median bonus gap = 0%			
♂	Male 1.1%	Percentage of employees that received bonus payments	Female 0.8% ♀

For statutory reporting purposes, bonus pay includes payments made for performance and incentive. Whilst YPO does not operate a traditional bonus scheme we do sometimes give ad-hoc one-off payments and operate a long service recognition scheme and 5 long service payments were made during this reporting period. All of which were for the same amount.