

From April 2018, companies with 250 or more employees are required to publish defined statistics Gender Pay information. The Whistl Group is reporting for the following three business entities for the April 2023 reference period: **Whistl UK Ltd (DSA & SSC)**, **Whistl Fulfilment (Rushden) Ltd.**, and **Whistl Fulfilment (Gateshead) Ltd.** We have not reported on Whistl Fulfilment (South West) Ltd. this year as the entity had less than 250 employees on the snapshot date.

Pay Gap

Please see below the gender pay gap snapshot for each of our reporting entities:

Women's hourly rate is

Reporting Company	Mean		Median	
	Lower	Upper	Lower	Upper
Whistl UK Ltd	2.8%	Lower	17.1%	Lower
Whistl Fulfilment (Rushden) Ltd	12.0%	Lower	16.9%	Lower
Whistl Fulfilment (Gateshead) Ltd	9.1%	Lower	2.9%	Lower

Pay Quartiles

The gender pay metric is influenced by the proportion of men and women in each pay quartile. The table below shows the percentage of men and women in each quarter of our pay profile by reporting company.

Reporting Company	Quartiles							
	Upper		Upper Middle		Lower Middle		Lower	
	F	M	F	M	F	M	F	M
Whistl UK Ltd	26%	74%	24%	76%	34%	66%	31%	69%
Whistl Fulfilment (Rushden) Ltd	48%	52%	30%	70%	60%	40%	70%	30%
Whistl Fulfilment (Gateshead) Ltd	34%	66%	35%	65%	52%	48%	39%	61%

Pay gap notes.

Whistl UK Ltd - the average pay gap is above last year, and the median is higher, likely due to the higher proportion of non-frontline roles in the upper quartile the majority of which are male.

Whistl Fulfilment (Rushden) Ltd - The average and median pay gaps are lower than the prior year and the current gap is influenced by the proportion of males in roles with skills which are paid a premium (e.g. VNA drivers) and males in management roles at the snapshot date.

Whistl Fulfilment (Gateshead) Ltd - both the average and median gaps have decreased for this reporting period. The gap remains influenced by a relatively flat organisation structure with more senior roles being held by males with a long length of service.

Bonus Gap

Please see below the gender pay gap snapshot for each of our reporting entities:

Women's bonus gap is

Reporting Company	Mean	Median
Whistl UK Ltd	15.3% Higher	3.0% Lower
Whistl Fulfilment (Rushden) Ltd	0.9% Higher	0.0% Equal
Whistl Fulfilment (Gateshead) Ltd	34.1% Higher	0.0% Equal

Proportion of relevant males and females receiving a bonus

Reporting Company	Females	Males
Whistl UK Ltd	64%	69%
Whistl Fulfilment (Rushden) Ltd	45%	65%
Whistl Fulfilment (Gateshead) Ltd	81%	83%

Bonus gap notes

Whistl UK Ltd – the bonus gap is similar to prior years and this year's results are influenced by the peak bonus paid to frontline staff in the operations who all received a flat rate bonus, and this population contained a significantly higher proportion of males (77%) in this population versus a more equal proportion of males and females in the non-frontline population where the bonus is based on performance against individual targets as a percentage of pay. In addition, the majority of annual profit share bonuses were not awarded, and the result reflects the mainly flat rate peak bonuses and sales commission.

Whistl Fulfilment (Rushden) Ltd – the mean and median figures due to most staff included receiving the same, flat peak bonus, making the number in the middle the same for males and females.

Whistl Fulfilment (Gateshead) Ltd – as per last year, for this population the median is the more accurate reflection of the bonus landscape as the average is influenced by sales commission. The higher proportion of both males and females receiving a bonus in this reporting period is due to peak bonus being put into place for the contact centre team for the first time.

Ongoing actions to support the principles of Gender Pay Equality

Reward principles

Whistl is committed to ensuring pay is fair, equitable and competitive regardless of gender. Our policies, including our compensation framework, operational pay structures (which ensure the same rate of pay for a role regardless of gender or age), and salary benchmarking pay guidance approach, effectively promote equal pay and support gender pay aims.

Employee Engagement

The Whistl Group of companies had an overall engagement score of 70%, based on a high employee response rate of 81%.

Equality Diversity & Inclusion

In addition, we have several on-going initiatives that support equality in the workplace. Earlier this year we announced our Equality, Diversity & Inclusion (EDI) Charter as our commitment to take ownership for our business areas in promoting Equality, Diversity, and Inclusion (EDI). We also introduced our Executive Board EDI sponsors, and we have employee volunteers from across the Group who helped set up an EDI forum. We are also committed to The Valuable 500 and Disability Confident schemes.

Declaration

We confirm that Whistl UK Limited's gender pay gap calculations are accurate and meet the requirements of the mandatory Regulations under The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

A handwritten signature in black ink, appearing to read "Lynn Dillon".

Lynn Dillon
HR Director