



# GENDER PAY GAP REPORT

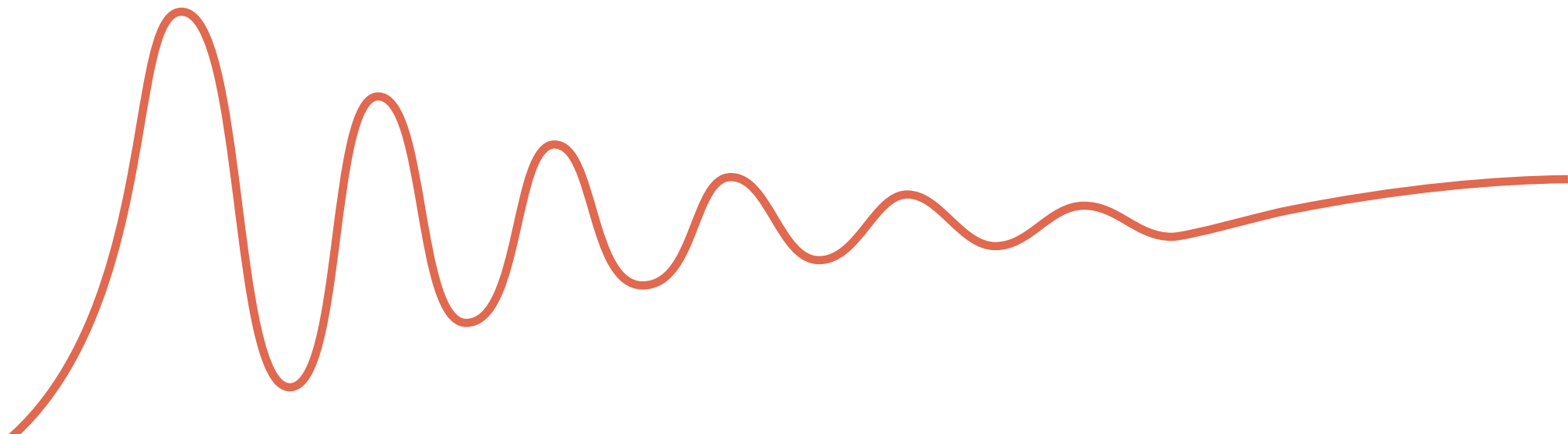
March 2024



## BACKGROUND

This report shows data for April 2023. At the date of reporting, PPL PRS Limited's (PPL PRS) headcount dropped below the threshold (250 employees) required for mandatory reporting of its Gender Pay Gap. The company chooses to publish this data voluntarily to maintain transparency, and in line with its goal of being a diverse and inclusive organisation.

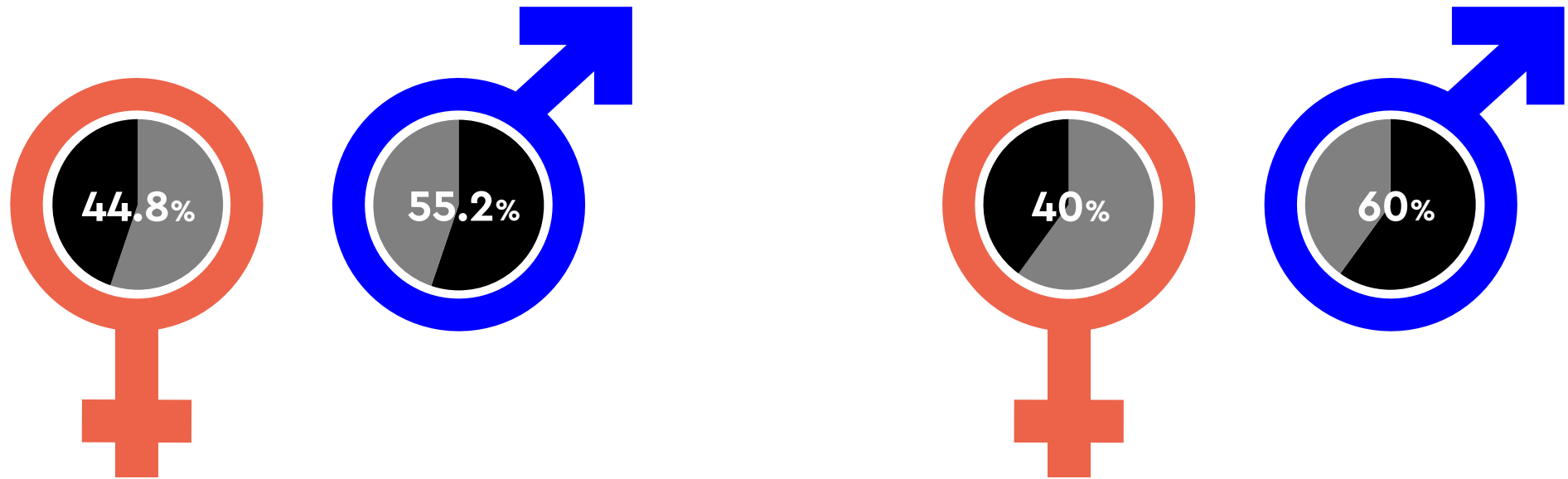
PPL PRS is committed to the principle of equal opportunities and equal treatment for all employees, regardless of sex, race, religion or belief, age, marriage or civil partnership, pregnancy/maternity, sexual orientation, gender identity or disability. It has a clear policy and practice of paying employees equally for the same or equivalent work, regardless of any characteristic set out above.



# GENDER BALANCE OF THE WORKFORCE

FEMALE

MALE



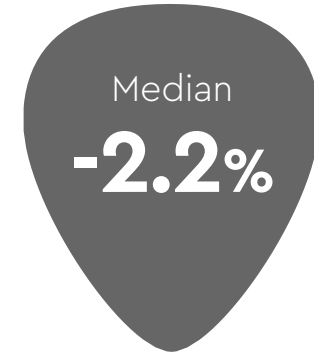
2022

2023

The company's workforce in April 2023 consisted of 240 full time equivalent (FTE) employees (60% male and 40% female), compared to 281 FTE (55.2% male and 44.8% female) in 2022.

# OUR GENDER PAY GAP RESULTS

The company sets out its annual gender pay gap report as at 5 April 2023 below:



Minus scores represent figures in favour of females.

---

## 2022

Difference between males and females	Mean (Average)	Median (Middle)
Gender Pay Gap	-0.9%	-0.9%

## 2023

Difference between males and females	Mean (Average)	Median (Middle)
Gender Pay Gap	-1.6%	-2.2%

The company's mean gender pay gap is 1.6% in favour of females (compared to 0.9% in favour of females in 2022). The company's median pay gap is 2.2% also in favour of females (compared to 0.9% in favour of females in 2022).

# OUR GENDER PAY GAP QUARTILE RESULTS

## 2022

	Pay quartiles			
	Q1	Q2	Q3	Q4
Males	49.3%	64.3%	57.1%	50%
Females	50.7%	35.7%	42.9%	50%

## 2023

	Pay quartiles			
	Q1	Q2	Q3	Q4
Males	52.8%	60.6%	58.3%	50%
Females	47.2%	39.4%	41.7%	50%



**Lower**

In Q1 the distribution of hourly wage is more even due to rigid salary banding at this level. The increase for males is a reflection of more males in the company in 2023.



**Lower Middle**

The split for Q2 is weighted towards males, however for a second consecutive year this quartile has come closer with females increasing and males decreasing by 3.7%.



**Upper Middle**

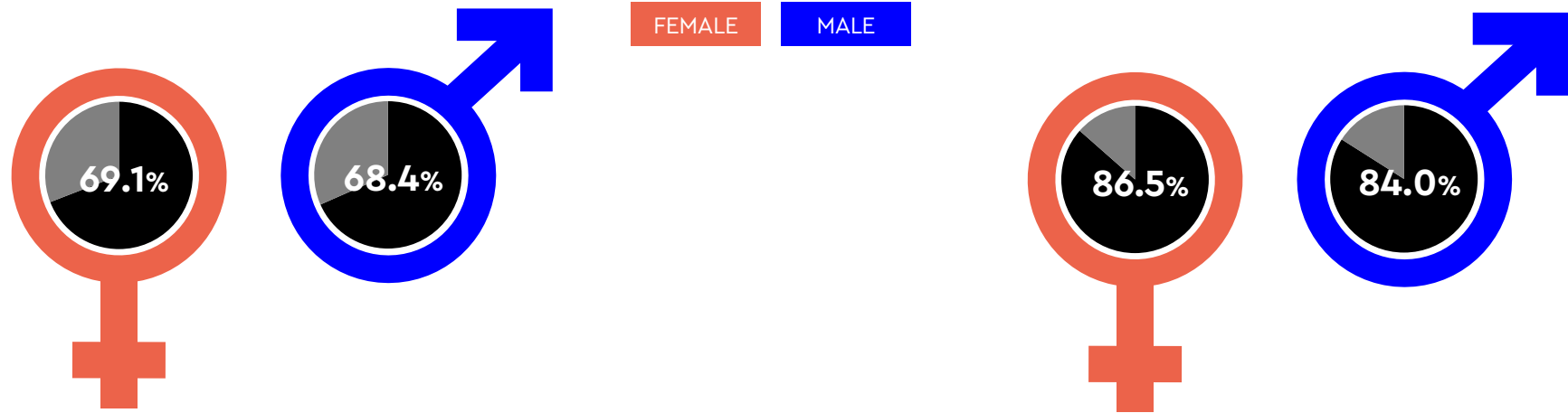
Q3 has followed the same trend from 2021 to 2022 with a marginal shift towards males. The increase this year however is smaller at 1.2%.



**Upper**

Q4 includes Executive Leadership Team (ELT) and Senior Leadership Team (SLT) who report directly to ELT members. The gender split became even in 2022 and has remained even for 2023.

# OUR GENDER BONUS GAP RESULTS



**2022**

**2023**

Difference between females and males	Mean (Average)	Median (Middle)
Gender Bonus Gap	-37.7%	-32.2%

Difference between females and males	Mean (Average)	Median (Middle)
Gender Bonus Gap	-52.1%	-1.2%

Minus scores represent figures in favour of females.

The Gender Bonus Gap has remained in favour of females for both the mean and median.

The percentage of females who received a bonus during the year was 86.5% of total female headcount, an increase of 17.4% on the previous year. The percentage of males who received a bonus was 84.0% of total male headcount, an increase of 15.6% on the previous year.

Bonus payments include anything that relates to profit sharing, productivity, performance, incentives, and commission. All PPL PRS employees are part of a bonus and/or commission scheme. Those who did not receive a payment were not eligible under scheme rules, due to either starting after the bonus cut-off period for the year or who were leaving the business.

# GENDER PAY GAP DATA BENCHMARK

PPL PRS		Source Data: Office National Statistics (ONS) - 2023		
		ONS Annual Survey for Hours & Earnings (ASHE)	*Call Centre Occupations (roles)	**Activities of Call Centres (types of work)
Mean Gender Pay Gap	-1.6%	13.2%	0.5%	6.3%
Median Gender Pay Gap	-2.2%	14.3%	-4.3%	12%

Minus scores represent figures in favour of females.

\*Call Centre Occupations refers to the roles typically carried out by employees within the Call Centre Industry.

\*\* Activities of Call Centres refers to the the types of business conducted. These are typically sales, technical support, customer service activities.

PPL PRS compares favourably within the whole UK economy and within the Contact Centre sector.

The company's mean and median gender pay gap remains significantly lower than that for the whole economy which stands at 13.2% and 14.3% respectively (in favour of men).

PPL PRS also compares well with that of Call Centre Occupations relating to the different roles within the call centre industry, where there is an overall mean gender pay gap of 0.5% (in favour of men) and median pay gaps in favour of females of 4.3%. The Activities of Call Centres (the different work that is carried out in call centres) mean and median values are both higher than PPL PRS at 6.3% and 12% respectively.

While PPL PRS compares favourably within the economy and call centre industry, it remains committed to continuing its work to maintain the level of gender pay gap and enhance its competitive edge in the call centre employment market.

# WHAT DID WE DO DURING 2022/2023?



## Basic Pay

The majority of the PPL PRS workforce are made up of customer advisors who receive equal pay for equal roles. Hourly rates are reviewed and increased annually aiming to stay ahead of National Living Wage (NLW).

PPL PRS continues to monitor its grades to ensure a fair structure. These bands are reviewed during the PPL PRS annual pay review in March and pay increases are considered using the headline NLW rate as a baseline.

For the 2023 pay review, the majority of hourly paid employees saw an increase of 5.5%.



## Equality, Diversity and Inclusion

In 2022, Affinity Groups were established representing neurodiversity, D&I, black awareness, religious allies, gender health (including menopause and periods) and LGBTQIA+ Allies, creating forums and action groups to discuss and implement events and educational needs.

The groups meet monthly to offer support, plan how awareness days are recognised, and discuss how we can continue to become more inclusive. In 2023 over 40 awareness days were recognised with support of the groups.

The company also received external recognition winning the Nachural award for Excellence in Diversity & Inclusion.



## Talent and Learning

Career Pathways allows our customer facing employees to progress their careers by developing their skills and knowledge. In line with this, they are also awarded pay rises to recognise their growth. 88 employees received an increase in pay through the programme in 2022.

Alongside Career Pathways, the Future Leaders Programme was developed and launched. The programme aims to develop key talent to be ready for leadership roles and ensure the company has a strong talent pipeline. 70% of the first intake of participants were female.



We confirm that the information contained in this report is accurate.



**Andrea Gray**  
Managing Director, PPL PRS



**Peter Leathem**  
Chief Executive Officer for PPL



**Andrea Martin**  
Chief Executive Officer for *PRS for Music*