

# GENDER PAY GAP

February 2023



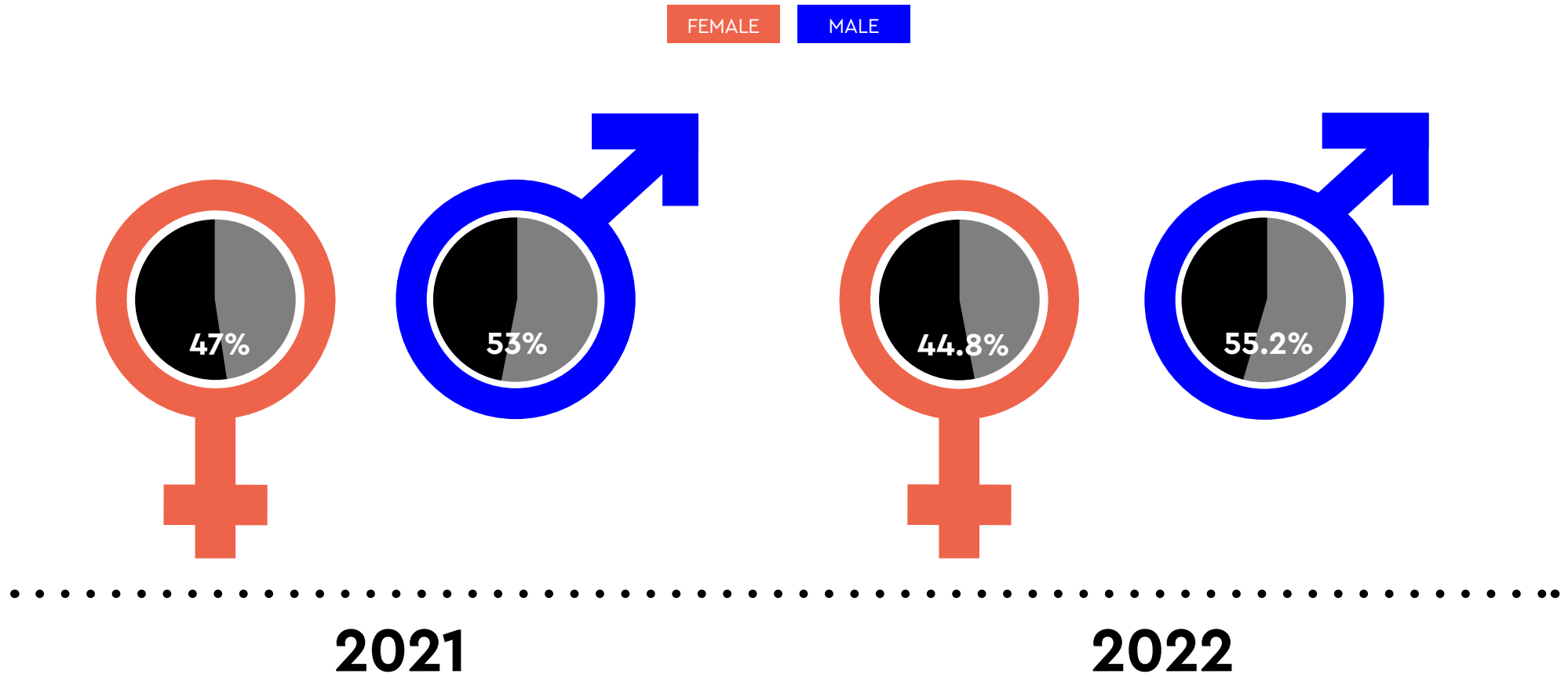
# BACKGROUND

PPL PRS Limited is required by law to publish an annual gender pay gap report. This report is for April 2022 and shows the comparison to 2021.

PPL PRS Limited 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.



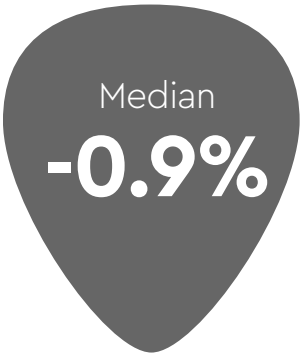
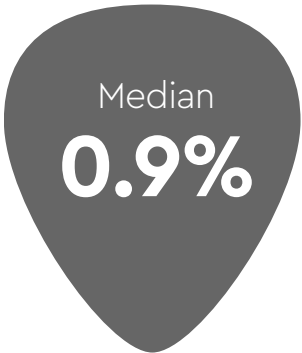
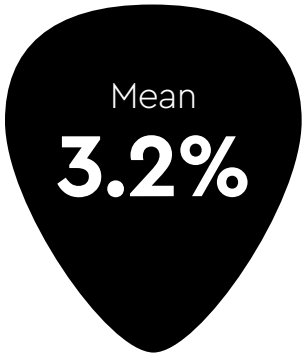
# WORKING TOWARDS A GENDER-BALANCED WORKFORCE



The company's workforce in April 2022 consisted of 281 full time equivalent employees (FTE) (55.2% male and 44.8% female), compared to 248 FTE (53% male and 47% female) in 2021.

# OUR GENDER PAY GAP RESULTS

The company sets out its annual gender pay gap report as at 5 April 2022 below:



Minus scores represent figures in favour of females.



## 2021

Difference between men and women	Mean (Average)	Median (Middle)
Gender Pay Gap	3.2%	0.9%

## 2022

Difference between men and women	Mean (Average)	Median (Middle)
Gender Pay Gap	-0.9%	-0.9%

The Company's mean gender pay gap is 0.9% in favour of females (compared to 3.2% in 2021 in favour of men). The Company's median pay gap is 0.9% also in favour of women (compared to 0.9% in favour of males in 2021).

# OUR GENDER PAY GAP QUARTILE RESULTS

2021

	Pay quartiles			
	Q1	Q2	Q3	Q4
Males	46.8%	54.8%	50%	61.3%
Females	53.2%	45.2%	50%	38.7%

2022

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



**Lower Quartile**



2022 saw a more balanced gender split from 2021 with a small mean pay gap gap of 2% in favour of women. The distribution of hourly wage is fairly even due to rigid salary banding at this level and the small pay gap represented suggests this could be as a result of more females developing through Career Pathways.

**Upper Middle Quartile**



This quartile has fewer females than 2021 where the gender split was even. At this quartile, there is an increase to men earning more than women of 4.3% compared to 2021 where the data favoured females at 1.4%.

**Lower Middle Quartile**



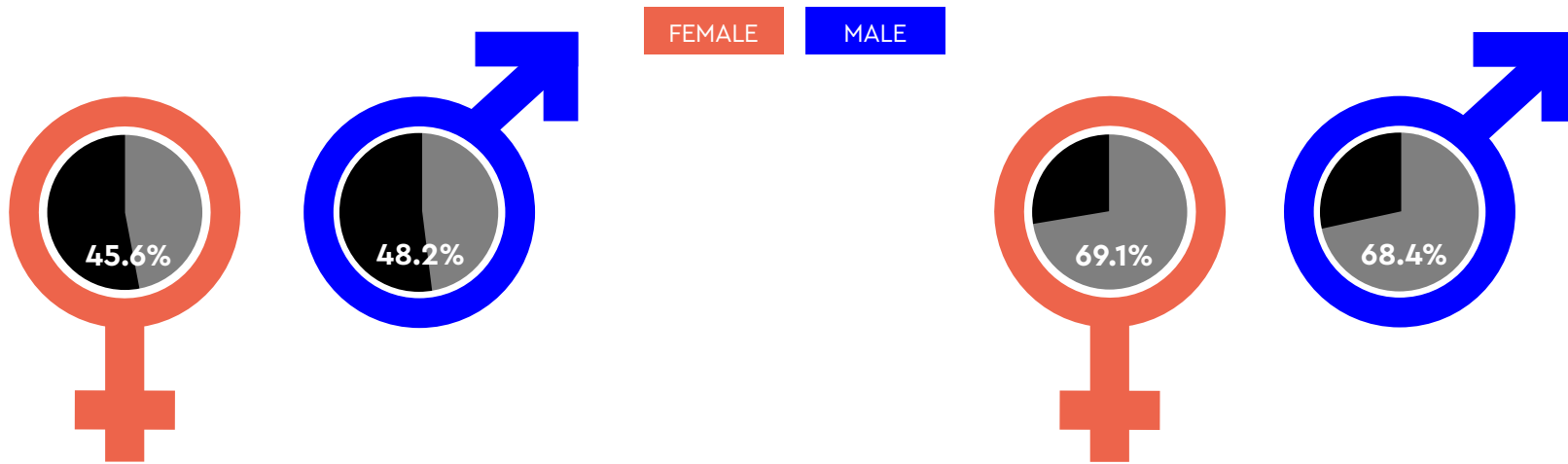
While the gender split for this quartile favours men (compared to 2021), 2022 saw a small increase from 2021 in the mean and mean pay gap of 1.7% and 2.4% respectively, in favour of women.

**Upper Quartile**



This quartile includes the Executive Leadership Team (ELT) and the Operational Leadership Team who report to the ELT. While the gender split in this quartile is even (compared with 2021) there is a mean and median pay gap of 8.1% and 21.6% respectively in favour of men.

## OUR GENDER BONUS GAP RESULTS



# 2021

Difference between men and women	Mean (Average)	Median (Middle)
Gender Bonus Gap	18.6%	0%

# 2022

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

Minus scores represent figures in favour of females.



# GENDER PAY GAP DATA BENCHMARK

PPL PRS Limited		Source Data: Office National Statistics (ONS) - 2022		
		ONS Annual Survey for Hours & Earnings (ASHE)	*Call Centre Occupations (roles)	**Activities of Call Centres (types of work)
Mean Gender Pay Gap	-0.9%	13.9%	1.8%	24.8%
Median Gender Pay Gap	-0.9%	14.9%	-3.8%	11.6%

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.

We are pleased to be able to say that 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 13.9% and 14.9% 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 1.8% (in favour of men) and median pay gaps in favour of females of 3.8%. The Activities of Call Centres (the different work that is carried out in call centres) mean and median values are both significantly higher than PPL PRS at 24.8% and 11.6% respectively.

While PPL PRS Limited 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?

What did we do to support the Gender Pay Gap during 2022:



## 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 2022 pay review the majority of hourly pay saw an increase at above NLW. Support roles saw an increase in pay of 3.5%. The exceptions were where roles needed aligning to market rates.



## Talent and Learning

Female members in the leadership team grew with the appointment of an in-house legal advisor, financial controller and the promotion of senior collections manager.

Career Pathways was introduced in 2021 which has been further developed allowing colleagues to achieve up to 4 salary increases per year based on their skill development and productivity improvements.

We concentrated on upskilling the workforce in support areas, resulting in having more skilled and higher paid, but fewer entry level/low skilled workers.



## Equality, Diversity and Inclusion

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 aim of these groups is to expand understanding and implement further workplace adjustments to become a more inclusive employer and therefore attracting more diverse and inclusive employment.



## Employee Benefits

PPL PRS reviewed its suite of employee benefits to ensure they are aligned to, or better than, the call centre sector.

As part of our Group Income Protection Policy, we were able to introduce LifeWorks and Smart Health to our colleagues. LifeWorks provides our colleagues with 24/7 access to online and telephone counselling. Smart Health provides online GP consultation should colleagues not be able to access their regular GP services.





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*