

**GENDER
PAY GAP
REPORT
2020**

Introduction

Diversity and inclusion is integral to Interact's organisational culture and success. It helps to underpin our vision, values and goals enabling us to be an inspiring place to work and to provide fantastic opportunities to all our staff.

Gender Pay Gap legislation requires an employer with 250 employees or more to publish its gender pay gap. The gender pay gap is an equality measure that shows the difference in average earnings between women and men.

The requirement presents an opportunity for Interact Contact Centres to further scrutinise its staff profile and to continue strategic action to address inequalities, if they exist. A gender pay gap report must include:

- the mean gap in pay
- the median gap in pay
- the distribution of gender by pay quartile
- the percentage of staff receiving bonuses and the gender gap on bonuses

The regulations state that the gender pay gap shows the difference between the average earnings of men and women (excluding overtime). This is expressed as a percentage of men's earnings

Definitions

Mean – This is the average value of the data set. By taking into account the full earnings distribution, the mean takes into account the low and high earners in an organisation. This is particularly useful as women are often over-represented at the low earning extreme and men are often over-represented at the high earning extreme.

Median – This is the middle value of the data set. By identifying the wage of the middle earner, the median is the best representation of the ‘typical’ gender difference.

This data will show the spread of male and female earners across an organisation, helping to show employers where women’s progress might be stalling so they can take action to support their career development.

The gender pay gap at Interact

Snapshot 5th April 2020

The mean gender pay gap is 0.3%

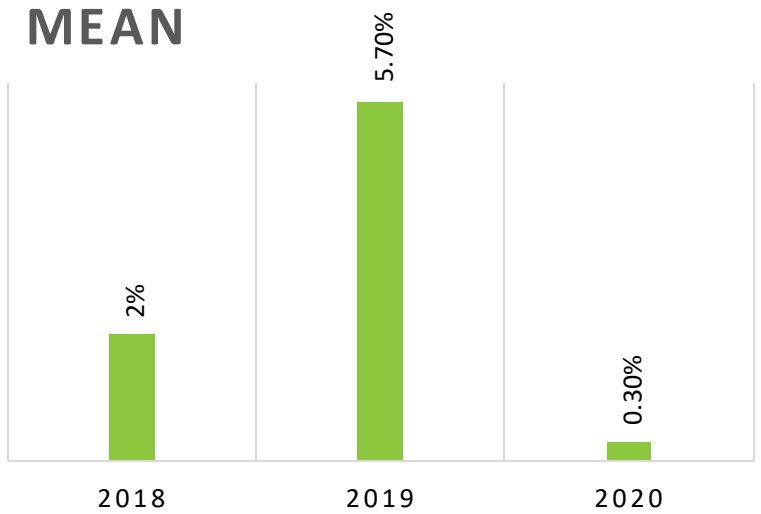
When comparing mean (average) hourly pay, women's mean hourly pay is 0.3% lower than men's

The median gender pay gap is -1.1%

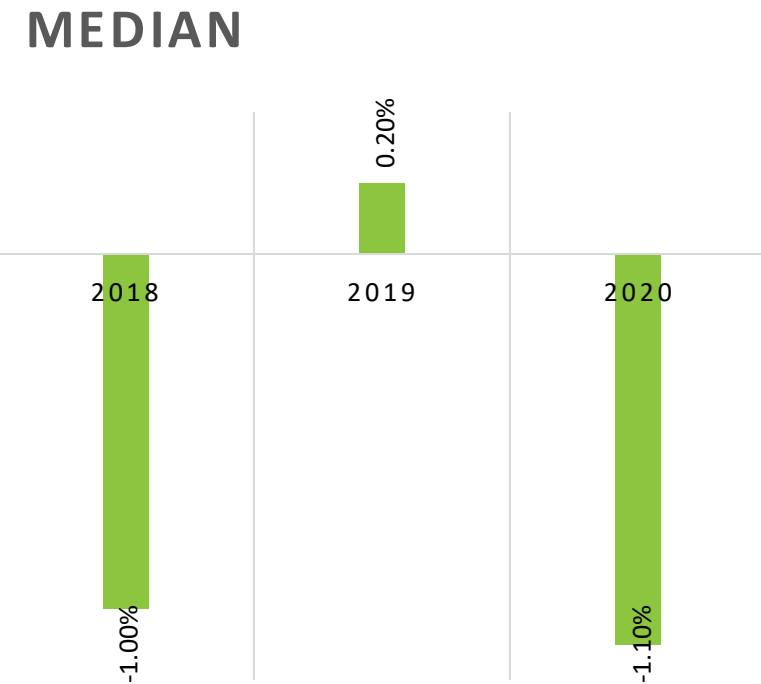
In Interact women earn £1.01 for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 1.1% higher than men's

The gender pay gap at Interact

In 2020 the mean gender pay gap is 0.3%



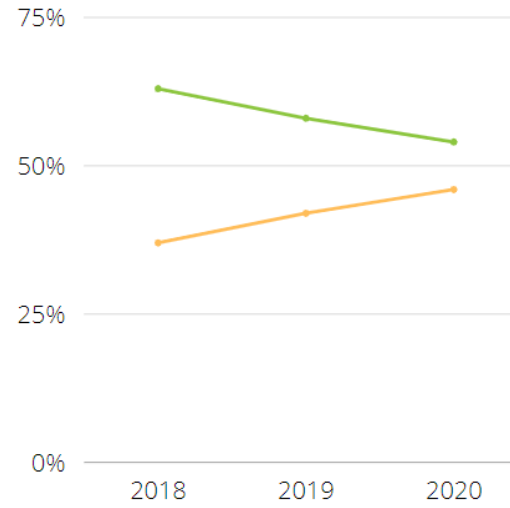
In 2020 median gender pay gap is -1.1%



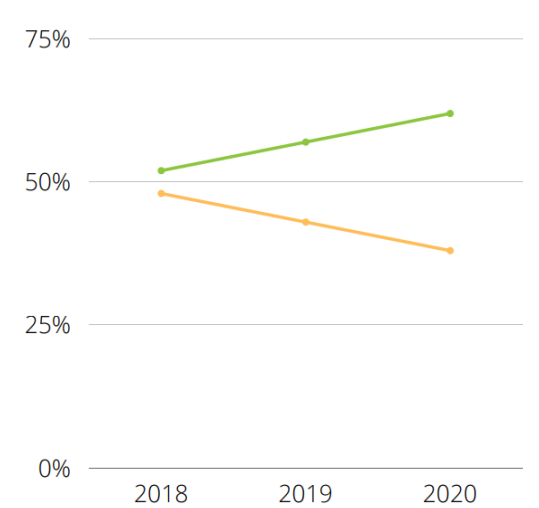
PAY QUANTILES

■ FEMALE
■ MALE

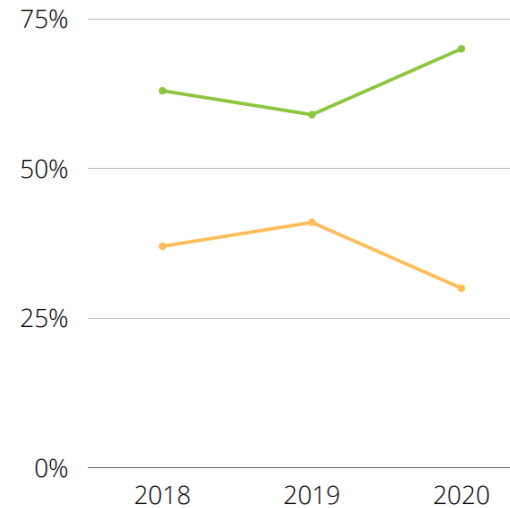
UPPER PAY QUANTILE



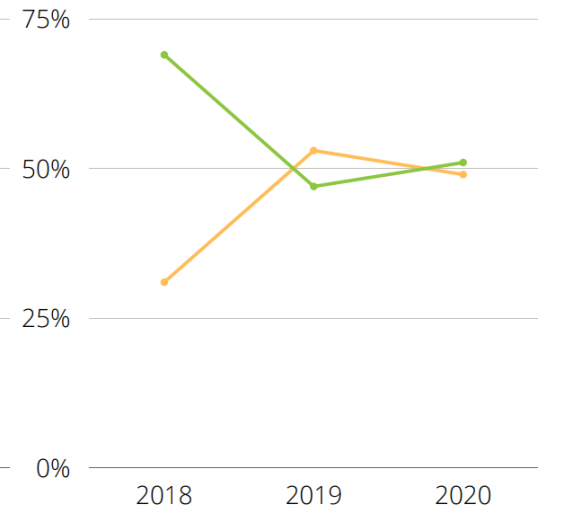
UPPER MIDDLE PAY QUANTILE



LOWER MIDDLE PAY QUANTILE



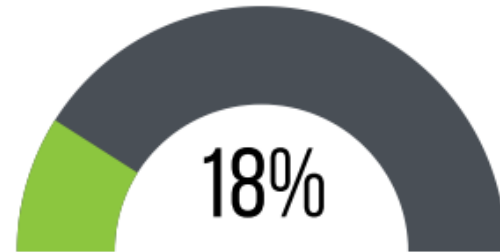
LOWER QUANTILE



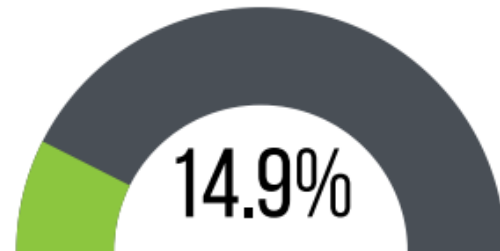
Bonus 2020

The regulations require organisations to report on the proportion of male and female employees receiving a bonus, and the gap across gender in these payments.

MEAN GENDER PAY GAP
FOR BONUSES 2019



MEAN GENDER PAY GAP
FOR BONUSES 2020



STAFF WHO RECEIVED A BONUS (2019)



STAFF WHO RECEIVED A BONUS (2020)



Commentary

The overall national median gender pay gap in 2020 was 15.5% compared with Interact's - 1.1%. The company's mean gender pay gap also remains low at 0.3% and has narrowed since 2019.

Both these indices on pay gap indicate our success and commitment to paying employees equally or equivalent regardless of gender. We will continue to develop programmes such as flexible and agile working, career development, healthy work/life balance and other engagement activities as part of a positive strategy to ensure any gender pay gap remains at a low or positive value.

I confirm that the information in this statement is accurate and that the data has been calculated to the requirements of the Equality Act.

Michael Pollock
Managing Director
April 2021