





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.

Introduction

- 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.

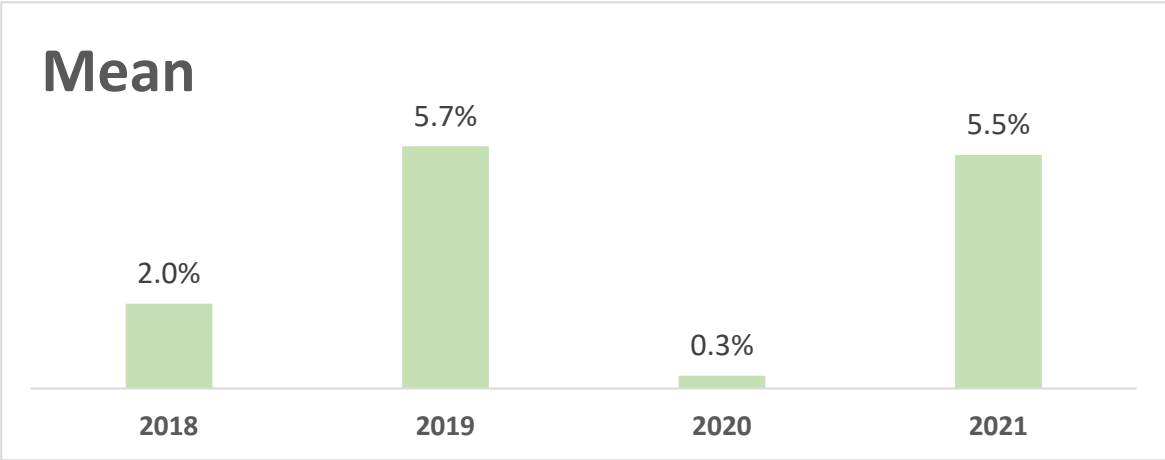
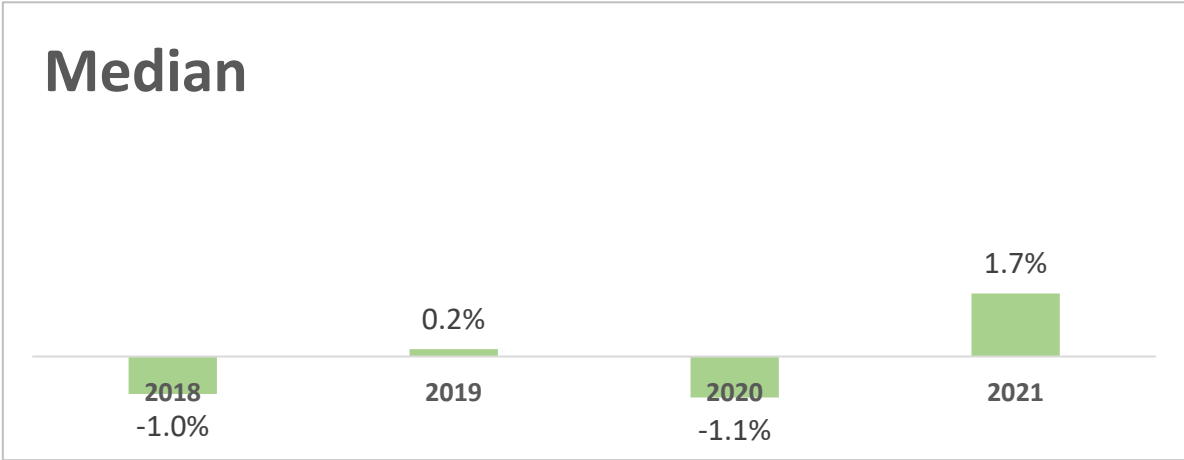
This data will show the spread of male and female earners across an organisation, helping to show employers where women’s progress might be stalling so they can take action to support their career development.

The Gender Pay Gap at Interact

- Snapshot 5th April 2021
- **The mean gender pay gap is 5.5%**
 - When comparing mean (average) hourly pay, women's mean hourly pay is 5.5% lower than men's
- **The median gender pay gap is 1.7%**
 - In Interact women earn £0.98 for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 1.7% lower than men's

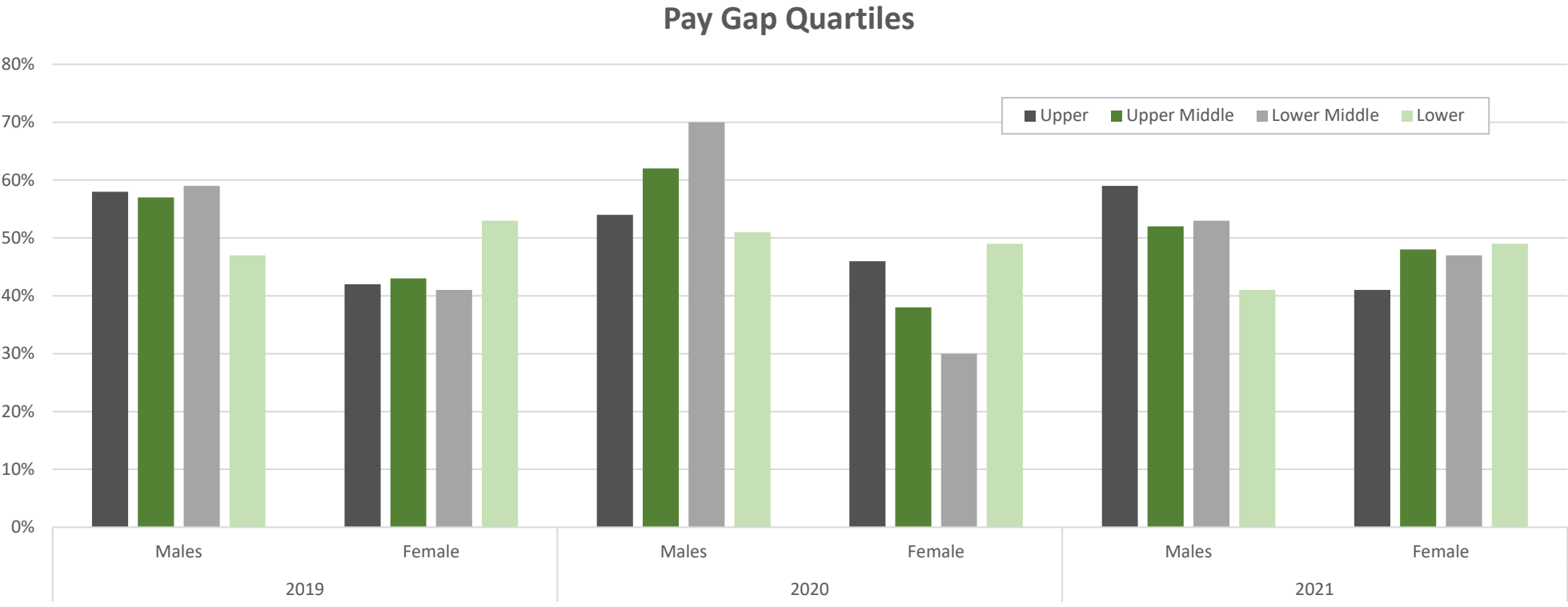
Gender Pay Gap at Interact - Trend

with comparison to 2018, 2019, 2020 and 2021



Percentage of males and females in the 4 pay band quartiles

with comparison to 2019, 2020 and 2021

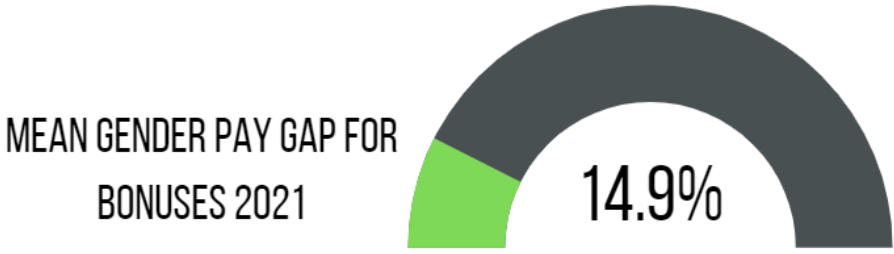


Bonus Pay – Comparing 2021 with 2020

Proportion of male and female employees receiving a bonus, and the gap across gender in these payments

2021

Note due to a shift in non-bonus related projects the percentage of staff receiving bonus payment was halved in 2021



2020

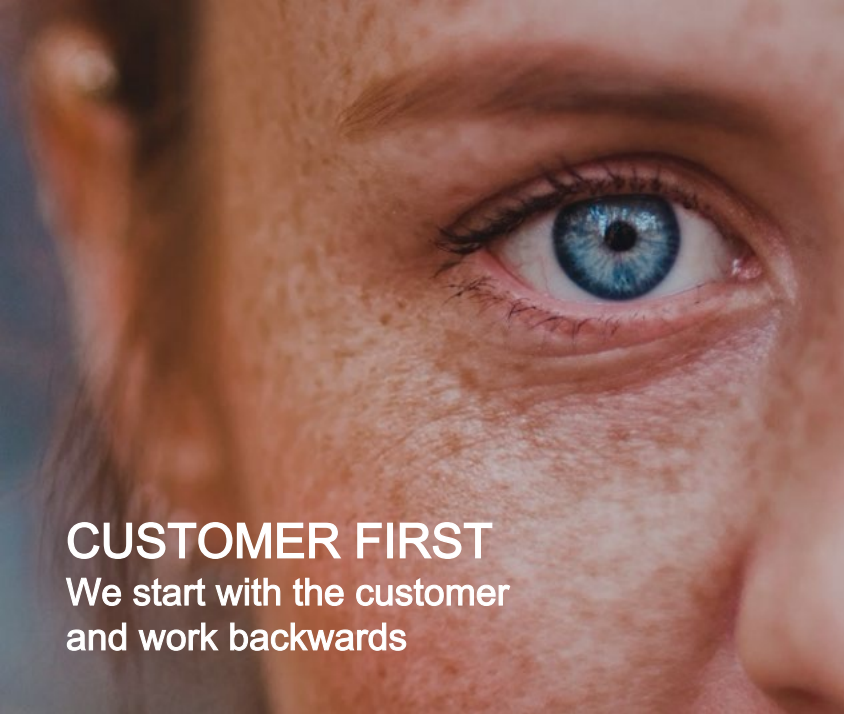


Commentary

- The overall national median gender pay gap in 2021 was 15.4% compared with Interact's 1.7%. Our company therefore compares very favourably nationally and maintains almost a neutral gender wage differences based on this measure.
- Over the last 4 years the trend reinforces a very low median gender wage differential at Interact.
- The pay gap indicates 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 2022



CUSTOMER FIRST

We start with the customer and work backwards



PEOPLE FOCUSED

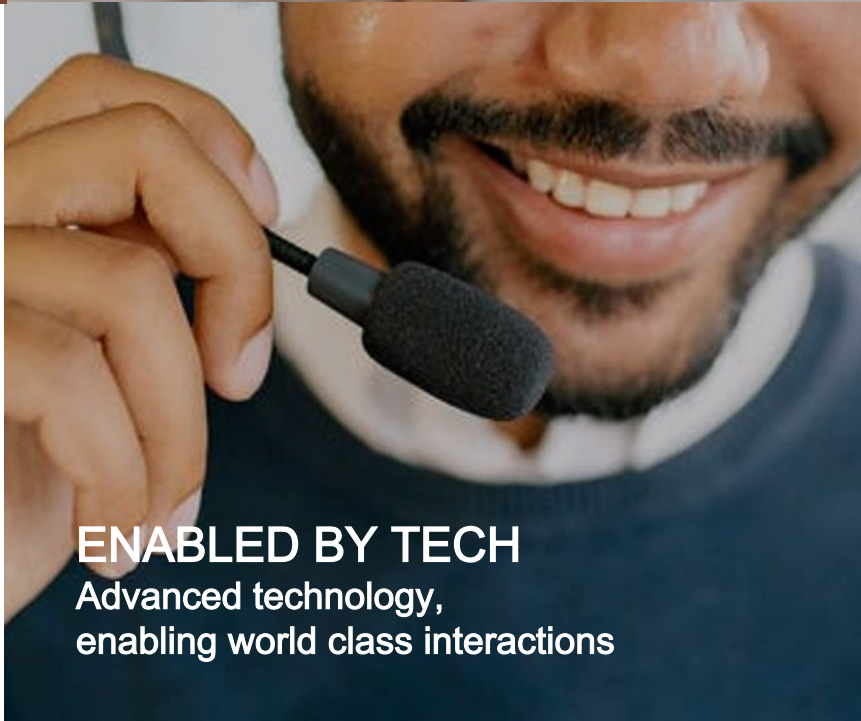
Our business is powered by our people



TRUSTED PARTNER

It's all about happy partners and happy customers

Values
with value



ENABLED BY TECH

Advanced technology, enabling world class interactions



SUSTAINABLE

Driven to provide a sustainable future

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