



Gender Pay Gap Report

Utility Warehouse results for FY2022

“Our mission is to make sure everyone at UW feels included and connected, whether they work from one of our Hubs, in a hybrid way across our offices and at home or fully remotely. We want to be as transparent as possible with our people in everything that we do and so we are happy to share our Gender Pay Gap Report for FY22.

Gender equality within the workplace is something I am personally really passionate about and this year, we will be working through a robust plan of action to really drive change. This may take a few years to reflect within our figures, but without clear steps on how we can improve and reduce this gap, we're unable to drive the level of change that we desire within UW.

Libby Townsend,
Chief People Officer



I confirm that our data is accurate and has been calculated according to the requirements of The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

2022 update

We continue to take steps to attract and retain more women to work with us as we grow our team and have maintained 42% female employees in the organisation over 2021/2022. This is the same ratio of male and female employees since reporting in 2021.

- Since reporting last year, the gender pay gap at UW has widened just slightly with the median pay gap increasing from 8.43% to 9%. The mean pay gap has increased from 25.55% to 26%.
- We have opened up more opportunities for flexible, part-time and remote working in our call centre operations and we know that our approach has attracted more women to the roles which contributes to a higher increase in our female population, featuring in the lower quartile. This year, 51% of our employees in the lower quartile are women (versus 46% in 2021).

What have we done?

As we grow our business and attract more people, we are concurrently making appointments at a senior level, with many roles being held by women. However, the scale of recruitment and appointment of female employees in more junior roles has been greater than appointing female employees in more senior roles, which for this reporting period will mean limited progress in narrowing the overall gender pay gap.

We're pleased to be offering more opportunities for people to work remotely and on a part-time basis, enabling our teams to balance their home and work needs, such as childcare or caring commitments. This flexibility has been particularly attractive to women and we expect the trend of women applying for, and securing roles to work in a more flexible way to continue.

As we have appointed a number of women and men across the organisation, in addition to attracting a higher number of female employees working in junior roles, the pay gap has therefore widened slightly across the upper quartiles.

While we expect this trend to continue over the next 12 months, we are confident that the gender pay gap will begin to gradually narrow as we create more opportunities for leadership positions across UW (including part-time and remote roles).

2022 update

What else are we doing?

The approach to a more flexible working model remains a focus as we believe candidates and employees value flexibility and we value everyone's significant contribution to providing best-in-class care to both our customers and Partners.

We also have a number of actions in place to reinforce our commitment to women progressing at UW:

- We've committed to our number one business priority being the development of our culture and environment.
- Within the last year, we've welcomed over 800 new employees to UW. As 40% of these have been women, we have already increased our female population by over 320.
- We have increased full maternity pay from 12 to 26 weeks and have reduced the qualifying service from 2 years to 1 year to help attract, retain and support our employees (most often women) with maternity leave and pay arrangements.
- We've progressed with our internal menopause support - moving from signposting to resources in 2021 to a

progressive menopause campaign and launching our own internal support group, ensuring our education within this area is continuous.

- We've partnered with WORK180 to be endorsed as a great workplace for women, which will help show everyone, particularly those looking to join UW, our great culture.

We'll continue to take action to make sure the percentage of women in leadership positions increases to our target set of 40%. We've already made great progress on this, increasing from 32% to 35% over the last 12 months.



Our long term plan to improve gender diversity within leadership roles at UW remains a high priority. We are confident that the steps we are taking, combined with our new ways of working, career development plans and our intention to appoint more executive female leaders over the coming years will result in narrowing our gender pay gap.

Andrew Lindsay & Stuart Burnett, Co-CEOs

Our results - snapshot of 2022

Relevant headcount	Full-Time relevant headcount (Gender pay based on full time relevant)	
1586	1243	
Male	Female	
723	520	

Men's midpoint figure (Median)	Women's midpoint figure (Median)
£14.25	£12.97

- Median 'hourly pay' has decreased for both males and females compared to 2021. The decrease has impacted females more than males.

	Midpoint figure	Average hourly rate (Mean)	Total Employees
Male	£14.25	£23.50	723
Female	£12.97	£17.29	520

- The mean gender pay gap is 26%
- The median gender pay gap is 9%.

Mean (average hourly rate) has increased for both males and females compared to 2021. However, the gap grew between males and females, implying males benefit more from other bonus pay included in the 'hourly pay' rate calculation

Our results - snapshot of 2022

	Quartile 1 (upper)		Quartile 2 (upper middle)		Quartile 3 (lower middle)		Quartile 4 (lower)		Total	
	Total	%	Total	%	Total	%	Total	%	Total employee	Total %
Male	215	69.35%	178	57.23%	179	57.56%	151	48.55%	723	58%
Female	95	30.65%	133	42.77%	132	42.44%	160	51.45%	520	42%
Total	310	100%	311	100%	311	100%	311	100%	1243	100%

- Quartile 1 gap has widened from 36.78% to 38.70%
- Quartile 2 gap has widened from 11.74% to 14.46%
- Quartile 3 gap has widened from 10.06% to 15.12%
- Quartile 4 has no pay gap (so pay is more favourable to female employees) with more females now in this quartile from 7.74% to -2.90%
- Gender split across UW remains the same as 2021

Bonus	Total	%	Total number of employees	Number that received bonus	Number of employees bonus ratio	Mean bonus value	Mean bonus gap	Median bonus	Median bonus gap
Male	£3,104,333.96	65%	874	710	81%	£4,372.30	-	£1,405.00	-
Female	£793,525.20	35%	712	542	76%	£1,464.07	-	£1,091.79	-
Total	£3,897,859.16	100%	1586	1252	-	-	66.51%	-	22.29%

The Bonus Gap has increased by 4% to 22%. This is largely driven by the evolving remote, more flexible workforce, noting bonus earning potential for part-time employees (often women) is lower in financial value terms. Based on our current senior leadership profiles, higher bonus pay is made to male employees.

As explained in our pay gap commentary, in the coming years, we plan to have more opportunities for female employees to work in senior or more specialist roles which will also help narrow the bonus gap. We'll also take steps to review our performance-related pay and bonus schemes to make sure they are an enabler to closing our bonus pay gap over the next 2 years.