



Gender Pay Gap Report for 2019

Hinduja Global Solutions UK Limited

March 2020

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Hinduja Global Solutions (HGS) UK Limited is required by law to publish an annual gender pay gap report. This report is for April 2019 is comparable to 2018 with no significant changes to report.

HGS UK Limited	2019
The mean gender pay gap	1%
The median gender pay gap	0%
The mean gender bonus gap	30%
The median gender bonus gap	40%
The proportion of male employees receiving a bonus	10%
The proportion of female employees receiving a bonus	11%

1. Pay quartiles by gender

Band	2019		Description
	Males	Females	
A	48%	52%	Includes all employees whose standard hourly rate places them at or below the lower quartile
B	51%	49%	Includes all employees whose standard hourly rate places them above the lower quartile but at or below the median
C	53%	47%	Includes all employees whose standard hourly rate places them above the median but at or below the upper quartile
D	54%	46%	Includes all employees whose standard hourly rate places them above the upper quartile

The figures set out above have been calculated using the standard methodologies used in the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

The difference for mean and median gender bonus pay gap is 10% for male and 11% for female.

The proportion of men at HGS UK Ltd who received a bonus in the 12 months up to 5 April 2019 was 10%, while for women this was 11%.

2. Explanation HGS UK Ltd gender pay gap

2.1. Basic Pay

HGS 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.

HGS operates within the contact centre outsourcing/customer services sector and customer campaigns are costed and contracted for based on providing specific resources and skill sets. It is typical within our industry for our age demographic (i.e., 18-24) to be male dominated, working in non-professional and sales environments. Even with these trends, HGS gender pay gap remains minimal.

The majority of the HGS workforce are made up of customer advisors who receive equal pay for equal roles. All customer facing roles are paid an hourly rate which is the same whichever campaign an employee works on. Hourly rates are reviewed and increased annually and HGS aims to maintain pay levels that are better than NMW.

From the action plan detailed in the report for 2018, HGS continues to monitor its grades as previously introduced with 3 agent bands to ensure a fair structure. These bands which range across skill levels from voice through to more complex technical and specialist customer support expertise are reviewed annually and increases applied across each band.

2.2. Bonus

Having previously taken action to address some ineffective bonus schemes, the bonus for the last financial year has now levelled out more positively across the business. We are continuing to address this in isolated instances and ensure individuals are compensated appropriate where bonus is removed.

Under HGS Pay Policy there is more governance in the way that salary and bonus plans are applied and therefore this is under better control.

Therefore, HGS UK Ltd is confident that there is no gender pay gap within the operation but there still remains a small gender pay gap in relation to the corporate side of the organisation due to the salaries that these roles typically attract in the labour market.

3. HGS UK Ltd comparison with UK Economy and Contact Centre Sector

We are pleased to be able to say that HGS continues to compare favourably within the whole UK economy and within the Contact Centre sector.

	Source data ONS			
	HGS UK Ltd	ONS ASHE	Call Centre Occupations	Activities of Call Centres
Mean gender pay gap	3%	16.2%	1.1%	16.12%
Median gender pay gap	1%	17.3%	-7.2%	11.34%

HGS UK Ltd mean and median gender pay gap remains significantly lower than that for the whole economy and compares well with the Call Centre Occupations and the Activities of Call Centre gender pay gap.

4. HGS UK Ltd ongoing action plan to manage gender pay gap

While HGS UK Ltd compares favourably both within its industry and overall, it remains committed to continuing its work to reduce the gap and enhance its competitive edge in the contact centre employment market.

The steps we have taken to achieve this during this last year are:

- The continuation of developing our pay model for our agent population which remains 5% ahead of NMW.
- We have continued to develop our benefits offering to all employees in the form of additional holiday days and increased company sick pay. In addition, we have introduced a company self-funded death in service scheme for our agent population.
- Line managers have been involved in the annual pay reviews, making recommendations for changes to salary in alignment with market rates, peer groups and industry.
- As part of our new Pay Policy we continue to monitor our job evaluation and pay grades that we implemented in 2018 to ensure continued fairness and engagement.
- We are implementing a new global HRIS which will enable us to more accurately report on our people stats including equal opportunities monitoring.

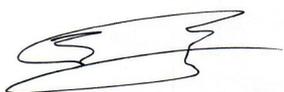
In the coming financial year, HGS UK Ltd is also committed to:

- Developing capability within our HRIS to improve reporting capability
- Introducing a skills and competency framework for all operations management applying a fair and consistent assessment process.
- Implementing our global HRIS will go live in June 2020, sunsetting a previous version which was no longer fit for purpose. This new system will interface with other HGS people systems including time and management, payroll and recruitment reducing the amount of administration work currently carried out by our recruitment, finance, workforce management, HR and payroll teams.
- Implementing a new payroll system that ensures consistency across all our UK sites.

Any further initiatives launched throughout the year will be reported on the company intranet.

I, Adrian Garton, Chief People Officer, confirm that the information in this statement is accurate.

Signed:



Date: 30/03/2019

HGS
Solution providers at heart.
Customer first in practice.

Thank You!



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