

GENDER PAY 2020

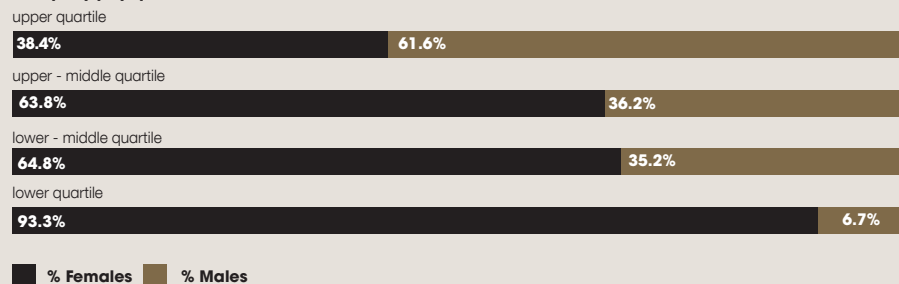
In the spirit of transparency, this year we have seen our Gender pay results track away from where we were hoping to be.

We continue to see further gender disparity within our lowest quartile as we are repeatedly faced with the same challenges that our industry norm brings. This is the greatest factor that affects our gender pay number year on year. Our customer-facing ambassadors are solely female and sit within the lower quartile. This population makes up approx. 1/6th of the UK and Group business. We don't anticipate this to be an area of change as this workforce demographic are representative of our consumer base.

There are however, some improvements that can be made within the upper quartile, this has been a consideration for some time. We have been working to find the right solution, and are pleased to share that we have formed a partnership with an International Mentoring Program, which supports top female talent. This program will launch in March 2021, with a selection of female senior leaders across the business enrolled on the program.

OUR NUMBERS

Company pay quartiles



Each year we review the trends and take time to understand our numbers. We regularly analyse how we can make the greatest impact with business decisions. We also appreciate that the gender pay gap will take some time to benefit from these decisions, and we hope with continued focus and work we will move towards narrowing the gap within our business.

WE WILL CONTINUE TO WORK ON OUR NUMBERS