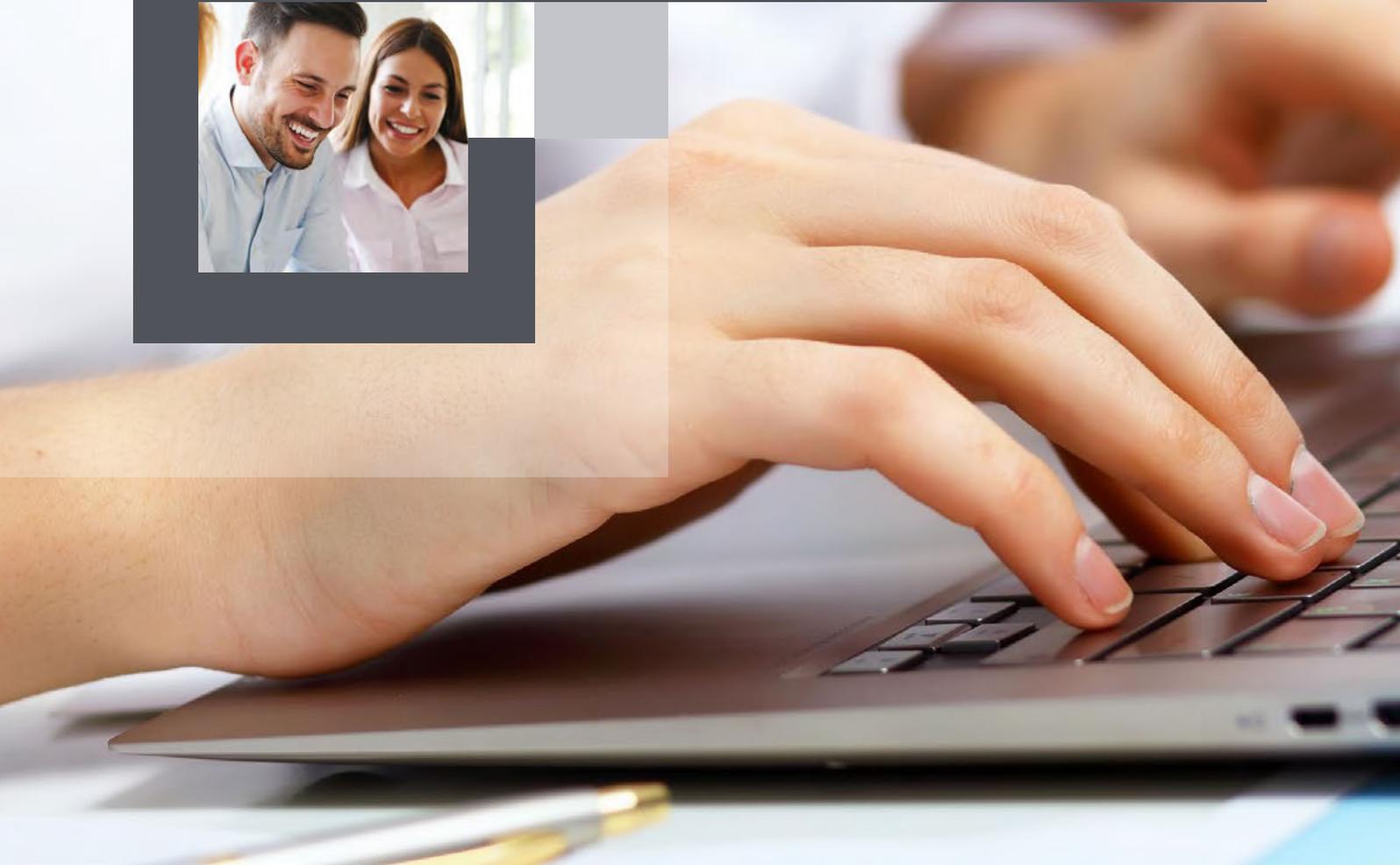


Our Gender Pay Gap Report

APRIL 2019



Our Gender Pay Gap Report

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Certsure LLP was born out of a partnership between the Electrical Safety First (ESF) and the Electrical Contractors' Association (ECA). We are dedicated to providing professional services and certification to a wide range of customers across the building services sector and electrical industry.



"I was promoted to Marketing & Events Manager shortly before taking my maternity leave. Not only was I able to benefit from Certsure's enhanced maternity policy, I was able to return to work after my maternity leave on a part-time basis, which meant I could spend more time at home with my family. Certsure's flexible approach enabled me to return to work and continue with my career, but just as importantly I've been able to achieve an amazing work-life balance."

Sarah, Marketing & Events Manager

1. Introduction to our gender pay gap report



Certsure is dedicated to providing professional services and certification to a wide range of customers across the building services sector and electrical industry.

It is well known that one of the biggest gender pay gaps is found in the construction and engineering sectors. These careers attract more men than women, and this is reflected in Certsure's gender breakdown. This is our biggest challenge when addressing the gender pay gap.

It is clear that more needs to be done to attract women into the engineering industry and to tackle the gender pay gap across the engineering sector. Our aim is therefore to continue to promote opportunities for women in the industry.

Certsure continues to maintain its Times Top 100 Best Company to work for status. This is something we are very proud of, and key to this has been our people culture and employee engagement activities. We continue to promote a fair and equitable culture for both women and men across the business.



Declaration

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

Phil Buckle Chair of Certsure Board



Declaration

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Frances Barnes Head of Human Resources



2. An overview of gender pay gap reporting

From April 2017, public, private and voluntary sector organisations with 250 or more employees have to report on their gender pay gaps annually. The measures they have to use are as follows:

Mean gender pay gap: the difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees.

Median gender pay gap: the difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees.

Quartile pay bands: the proportions of male and female full-pay relevant employees in the lower, lower-middle, upper-middle and upper quartile pay bands.

Bonus proportions: the proportions of male and female relevant employees who were paid bonus pay during the relevant period.

Mean bonus gap: the difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees.

Median bonus gap: the difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees.

The aim of gender pay gap reporting is to show the gap between an organisation's male and female workforce. The data has to be published on the organisation's own website, as well as the relevant government website.

Unlike equal pay, which is equal pay for equal work, the gender pay gap looks at all employees and takes an average result irrespective of factors such as job role and responsibilities.

"I've been able to take advantage of the company's flexible working policy and have reduced my working hours to 28 hours per week. Flexible working has enabled me to achieve a much better work/life balance. I no longer work on Fridays, which means I now have 3 days over the weekend to rest and to spend more time with my family. I've also found that flexible working has been a great way for me to be able to prepare for my future retirement."

Richard, Facilities Assistant

3. Our year two gender pay gap data explained



A) Hourly pay gap

	2017	2018	Difference
Mean gender pay gap in hourly pay	37%	43.7%	+6.7%
Median gender pay gap in hourly pay	56.7%	55.8%	-0.9%

Mean gender pay gap

When we add together all the hourly pay rates for women, divide this by the number of women and then compare this figure with the same calculation for men, we can see that women receive 43.7% an hour less than men. This is an increase of 6.7% from our 2017 figure.

Median gender pay gap

If all women and men are ranked by pay, and then we compare what the female in the middle of the female pay range receives with what the man in the middle of the male pay range receives, we can see that the woman receives 55.8% an hour less than the man. This is a decrease of 0.9% from our 2017 figure.

Mean

When comparing average hourly wages (mean) women earn **56p** for every **£1** that men make



Median

When comparing average hourly wages (median) women earn **44p** for every **£1** that men make





B) Pay quartiles

Proportion of men and women in lower quartile (%)

	2017	2018	Difference
Men in lower quartile	17.1%	17.1%	0%
Women in lower quartile	82.9%	82.9%	0%

Proportion of men and women in lower middle quartile (%)

	2017	2018	Difference
Men in lower middle quartile	39.5%	34.9%	-4.6%
Women in lower middle quartile	60.5%	65.1%	+4.6%

Proportion of men and women in upper middle quartile (%)

	2017	2018	Difference
Men in upper middle quartile	89.5%	87.8%	-1.7%
Women in upper middle quartile	10.5%	12.2%	+1.7%

Proportion of men and women in upper quartile (%)

	2017	2018	Difference
Men in upper quartile	90.9%	91.6%	+0.7%
Women in upper quartile	9.1%	8.4%	-0.7%

A pay quartile represents a quarter, or 25%, of the workforce, ranked by pay. This is calculated by ranking each employee based on their hourly rate of pay and then splitting all employees into four equally sized bands. The percentage of men versus women as a total of each band is then calculated.

As at the snapshot date of 5th April 2018, Certsure employed 143 (43%) women and 192 (57%) men. We have a predominantly male workforce, and there are a greater proportion of men in the upper pay quartiles, compared with a greater proportion of women in the lower pay quartiles.

As at the snapshot date, around one third of our workforce were engineers (31%), and only 1.9% of these were women. Our engineering roles tend to sit within the upper quartiles.

A significant number of our workforce were employed in our Customer Experience Centre (28% as at the snapshot date), and the gender split in this area of our business is predominantly female (84%). These roles tend to sit within the lower quartiles.

As at the snapshot date, our senior leadership team comprised of a 50/50 gender split, and all were paid within the upper quartile.

We're confident that we have robust policies in place to ensure we reward equal pay for equal work, and that it is not inequality that is driving our gender pay gap figures. In common with the sector we serve, Certsure has fewer women engineers than men and we believe this is our biggest challenge. This is covered in more detail in Section 4 of this report.

C) Bonus pay gap

Proportion of men and women with bonus pay (%)

	2017	2018	Difference
Male relevant employees with bonus pay	9.1%	83.3%	+74.2%
Female relevant employees with bonus pay	12.4%	77.6%	+65.2%

Median and mean gender pay gap in bonus pay (%)

	2017	2018	Difference
Median gender pay gap in bonus pay	37%	33.3%	-3.7%
Mean gender pay gap in bonus pay	30%	3.6%	-26.4%

As at the 5th April 2018, 83.3% of men (compared with 9.1% in 2017), and 77.6% of women (compared with 12.4% in 2017) received a bonus payment. It is worth noting that the increase in bonus pay for both male and female employees is as a result of the payment date of Certsure's profit related pay scheme in 2018 compared to the previous year's payment date.

This was mainly down to the budgeting process. However, this has meant that we're now seeing a bonus pay gap of 3.6% mean and 33.3% median, which again reflects the fact that we employ more men than women.



4. Our challenge: recruitment in the construction and engineering sectors

From our research, we've found that one of the biggest gender pay gaps has been in the construction and engineering sectors. However, these sectors attract more men than women, and this is reflected in Certsure's gender breakdown, which has a 57% male and 43% female split.

Certsure has a relatively low turnover (around 10% as at April 2018) which is also typical in the construction and engineering industries. The average turnover in the UK is typically around 15%. Furthermore, STEM subjects (science, technology, engineering and maths) in schools and colleges tend to be less favoured by females, which means there is a shorter supply of females looking to enter the construction and engineering sectors.

With fewer women studying and working in the engineering sector in the UK, only 9% of the current UK engineering workforce are female. As such, and in common with the sector we serve, Certsure has fewer women engineers than men. Around one third of our workforce are engineers, and only 1.9% of these are women. The engineering demographic at Certsure clearly correlates with the engineering sector across the UK.

The under-representation of women in the field of engineering is problematic as it leaves a gap in the workforce. A number of organisations and programmes have, therefore, been created to understand and overcome this tradition of gender disparity (for example, 'Women's Engineering Society' and 'National Women in Engineering Day').



Although women represent at least 50% of the UK workforce, they are severely under-represented in most trade professions. Figures indicate that less than one in every thousand electrical contractors is female. This is the reason why we decided to set up our 'Jobs for the Girls' campaign to encourage more women into the industry and redress the gender imbalance.

Since the launch of our campaign, we've been at the forefront of promoting opportunities for women. We've met with politicians, set up a training academy, sponsored female students and we were also the first organisation to run a trade advert featuring a female contractor. Our campaign has featured on national TV and radio, and we continue to look for opportunities to challenge the notion that the electrical industry is for men only.

However, more needs to be done to attract women into the engineering industry and to tackle the gender pay gap across the engineering sector.

5. Our approach to tackling the gender pay gap

Over the years, Certsure has continued with a number of practices to ensure there is pay equality across the business. We have a clear policy of paying our employees equally for the same or equivalent work, regardless of gender or any other characteristic. We achieve this by making sure that every job is assigned a salary band, and these bands are published internally for all employees to access.

We also undertake robust internal and external salary benchmarking exercises to make sure we're paying the appropriate salary for the breadth of qualifications, skills and knowledge that's required for all jobs.

For the last 6 years, Certsure has been a Times Top 100 Best Company to work for. Key to this has been our people culture and employee engagement activities. We've reviewed our approach to encouraging women to return to the workplace following a period of maternity leave, and have generous family-friendly policies, which includes enhanced policies for both women and men. We also continue to promote a culture where flexible working is positively encouraged for both women and men, and at all levels across the business.

Addressing the gender balance in the engineering industry:

The following demonstrates our commitment to attracting more women into the engineering industry.

- We will continue to look for opportunities to challenge the notion that the electrical and

engineering industries are for men only. We will continue to consider how we can better access the female engineering talent pool to attract women into a career within our business. We will explore advertising engineering jobs on the 'Women's Engineering Society' website. We will also aim to work with ex-forces recruitment agencies to attract a diverse workforce and increase the talent pool.

- Our 'Jobs for the Girls' campaign aims to encourage more women into the industry. We will therefore continue with our campaigning activities with a view to redressing the gender imbalance. Further details of our 'Jobs for the Girls' campaigning activities can be found on our website: <http://www.niceic.com/niceic-com/jobsforthegirls>

"I am delighted that Certsure has agreed to my request for flexible working. My reduced working hours enables me to pursue my life interests away from work whilst at the same time remaining an employee of the company. This has a positive influence on my work-life balance and on my outlook for the future."

Dave, Area Engineer

Ensuring fair and equitable pay:

The following demonstrates our commitment to ensuring there is no gender bias from the point of our recruitment processes, through to pay reviews and promotion opportunities.

- We have subscribed to an external database, which gives us access to external salary information from a wide range of companies across the UK. This helps us to carry out robust salary comparisons to ensure our approach to pay is fair and transparent, and to ensure pay ranges are in line with external comparators.

- We will continue to ensure the transparency of our pay ranges for each role by reviewing the ranges annually and publishing them internally for all employees to access. We will continue to ensure that salaries remain within the published ranges for all genders.
- Gender pay and bonus differentials will be monitored, and any gender performance rating trends will be evaluated as part of our performance review cycle. Requests for out of cycle increases (which are usually generated by a change in responsibilities or a change of job role) will be closely monitored and external salary benchmarking data will be sought where appropriate, using an external salary survey database to ensure fairness and consistency.
- We will continue to monitor pay across the business to ensure compliance with equal pay legislation. We will work closely with our recognised trade union to ensure our female and male employees are paid equally for doing the same or equivalent jobs.
- We will commit to developing and delivering internal unconscious bias training. The aim of the training will be to minimise any potential for bias, starting with the recruitment process, through to pay reviews and promotion opportunities, as well as more generally across the workplace. The training will also aim to promote the benefits of inclusivity and diversity across the organisation.

"I have worked for Certsure for over 15 years. During this time, the company has rewarded me with many opportunities to further my skills and experience, and continues to do so. During my maternity leave, I benefitted from the company's enhanced maternity policy. I was then able to return to work on compressed working hours, which meant I could spend more time at home with my family and achieve a greater work-life balance."

Kate, Business Improvement Specialist

Encouraging flexible working:

The following demonstrates our support for a culture whereby flexible working is encouraged for both men and women.

- We want our employees to be able to strike a balance between work and personal commitments, whether this is as a working parent, a carer, or as a flexible route to retirement. We will therefore continue to communicate and promote our Flexible Working Policy for all employees across all levels of the organisation.
- We will continue to actively encourage our managers to review flexible working requests fairly and consistently across the business. We understand that flexible working may not be feasible for all roles, but we remain committed to ensuring that all employees are able to request to work flexibly.

Improving opportunities for progression and development:

The following demonstrates our commitment to improving opportunities for progression and development across Certsure for all employees, regardless of gender.

- We will continue to identify and develop aspiring managers through internal talent management and leadership initiatives. We will ensure that training budgets are being applied fairly and consistently across the business, and across all genders.
- We will continue to develop and deliver learning and development initiatives to assist all employees with their progression and development across the business, and will monitor gender trends of internal promotions.
- We will continue to promote the availability of apprenticeship levy funding, ensuring a fair and consistent approach is being taken across the business, and across all genders.

6. Summary



At Certsure we know that our culture is important, and that's why we do everything we can to make sure our people are at the heart of the business. Our Times Top 100 Best Companies to work for recognition demonstrates our commitment to our employees, and shows the positive difference that a people-focused culture can make.

We want everyone to feel engaged and motivated, and we believe that a fair and equitable approach to everything we do can help us achieve this.

We're committed to a diverse and equitable culture for both women and men, and we will continue to take action to address our gender pay gap. We know that we won't be able to change our gender pay gap overnight, but we're committed to driving forward with our plans and to making change happen.

Kevan Parker

Interim Managing Director

"I was expecting my first child whilst in my current job as Certification Coordinator. I can remember at the time feeling apprehensive about how I would cope financially, but there was absolutely no need for me to be. I was able to benefit from Certsure's enhanced maternity policy, take the period of time I wanted to take as maternity leave, and enjoy spending time with my new baby. After my maternity leave, I wanted to return to my role on a full time basis, but I quickly realised that I wouldn't be able to achieve the work-life balance that I wanted. However, because of Certsure's flexible approach and support, I have been able to continue in my role, reduce my working hours and work flexibly to give me the work-life balance that works for my family and me. This has also meant that I've been able to reduce my childcare arrangements as a result of being able to work flexibly."

Lainey, Certification Co-Ordinator





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