



**Gender Pay  
Gap Report  
2020**  
carpenters group

# We are Carpenters Group.

At Carpenters Group we have a commitment to diversity, inclusion and equality of opportunity and recognise the benefits to our business and to our clients.

We believe in employing the best people for the role regardless of their gender, background or circumstances. By removing any barriers to entry, investing in the tools to support progression and creating the right working environment, we have been rewarded with some fantastic results and a great culture.

With complete gender parity at Executive Board and Operations Board level, women are integral to our leadership team and decision making by providing a balanced perspective in understanding what colleagues, clients and customers need and want.

Our ambition is to continually improve, creating a workplace which is truly inclusive, where everybody can be themselves regardless of gender identity, ethnicity, socio-economic background, sexuality, religion or belief, age, disability, caring responsibilities or health challenges.

Our understanding of diversity and inclusion continues to evolve and this report outlines our gender pay gap results for 2020 and our related actions for 2020-21.



**Donna Richards**  
Chief Executive Officer



**Sarah Pickerill**  
Head of People

# Carpenters Group are one of the UK's leading providers of insurance and legal services.

We work in partnership with insurers, brokers and MGA's to deliver a variety of fully outsourced claims solutions. Our team has grown to circa 1,000 people primarily based at sites in Liverpool, Birkenhead, Haywards Heath and Glasgow.

Carpenters Group have reported figures since 2017, with the exception of 2019 when gender pay gap figures were not required to be published due to the Coronavirus pandemic. This report is the first of its kind published by Carpenters Group and relates to the data for 2020 and 2019.



56% of our workforce are women



50% of our Executive Board are women



45% of our Operations Board are women



58% of our Managers & Team Leaders are women



## The Gender Pay Gap

The gender pay gap is the difference in the average paid to an organisation's male and female colleagues. The gender pay gap is different to equal pay regulation. The Equal Pay Act, to which we fully comply, is our legal obligation to give men and women equal pay for equal work. A company can have a gender pay gap without breaching equal pay provisions.

Gender pay gap legislation requires employers in the United Kingdom with 250 employees or more to calculate and publish gender pay gap data every year.

Mean and median gender pay gap data is reported to give a full picture and is calculated according to reporting regulations. The mean gender pay gap is calculated by comparing the average hourly rate of pay between male and female employees.

The median gap is calculated by hypothetically lining up all male employees in one line and all female employees in another and the median is the difference in pay between the female employee in the centre of their line and the male employee in the centre of their line. The hourly rate of pay at the midpoint of all full-pay relevant male employees and the hourly rate of pay at the midpoint of all full-pay relevant female employees gives the median hourly pay rate.



We are also required to report on mean and median bonus gender pay gap (which related to bonus paid in the 12 months leading up to 5 April 2020) alongside the proportion of men and women receiving a bonus payment.

Regulations also require that we report on the proportion of men and women in each quartile pay band (which is calculated when we divide our workforce into four equal parts)

The gender pay gap is expressed as a percentage of male earnings (eg women earn x% more or less than men) meaning that a positive number shows the gap in favour of men and a negative number the gap in favour of women. All National averages are currently expressed as positive numbers, where men earn more on average than women.

## Our Results

Carpenters Group take pride in the equality of gender representation across our business, and this is integral to our approach and our culture. This is particularly true in Pay Quartile 1 where 56% are women, which is unusual in both the legal and insurance sectors.

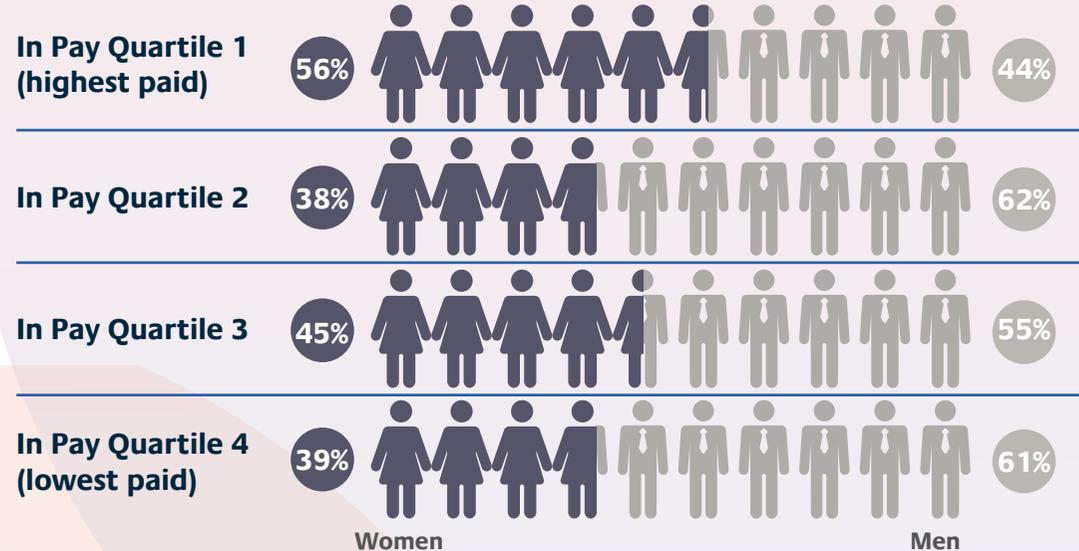
That same parity is demonstrated in the percentage of employees receiving bonus where female and male colleagues are equivalently represented. For Carpenters Group 2020 data, more women received a bonus (66.7%) than men (60.5%) and the mean gender bonus gap was 3% in favour of women. This demonstrates gender does not play a role in reward and recognition but that an individual is rewarded for their personal achievements within their role.

Carpenters Group's mean gender pay gap is 5.8% lower than the 2020 UK average\*, which we believe to be a result of our continued support and promotion of women, equality of opportunity and a commitment to hiring the best person for the role. We have family friendly policies and are committed to continuous improvement and a culture that benefits all colleagues regardless of gender.

We also perform well against the insurance sector mean gender pay gap (11.1% lower)\*\* and the legal sector mean gender pay gap (18.2% lower).\*\* We are part of multiple sector wide networks where we have the opportunity to share best practise with likeminded peers and learn about opportunities to make further improvements in diversity & inclusion, building industries for the future.

\*Source ONS 2020 (provisional) \*\*Source ONS 2019

## Proportion of Men & Women by Pay Quartile 2021



## Gender Pay Gap Data 2020 vs. 2019

	Gender Pay Gap (Group)		Gender Bonus Gap (Group)		% Employee Receiving Bonus	
	Mean	Median	Mean	Median	Male	Female
2020	8.8%	7.8%	-3.0%	0.1%	60.5%	66.7%
2019	9%	10%	9%	-26%	63.2%	61.2%

## Our Actions

We believe that the results of our Gender Pay Gap report are directly linked to our continued commitment to the importance of gender balance within our business.

As for many businesses, the events of the last year have put the spotlight on diversity and inclusion and opened up discussions about how we can celebrate difference, whilst ensuring equality of opportunity across all of our business practices and policies.

Whilst our results are very pleasing within gender equality we want to continue to make positive strides within all areas of diversity. In order to translate conversations into action last year we appointed a full time Corporate Responsibility and Diversity & Inclusion Lead to focus on not just gender but all areas of diversity and inclusion.

Carpenters Group have excellent representation of women across the business, close to parity on gender bonus results for 2020 and a gender pay gap that is consistently lower than national or industry averages. However we are still committed to closing the 8.8% mean gender pay gap and using our positive progress to attract, develop and retain the best people to ensure the continued success of Carpenters Group.



### Gender Pay Gap Data

With a comprehensive data set created over the last 4 years, we are in a strong position to identify trends and opportunities that we may have in relation to closing the gender pay gap. We will be supporting this with qualitative information gathered via workshops and focus groups ensuring that our colleagues have a key voice in any activity undertaken.



### External Partnerships

We are members of the 30% Club, the Women in Finance Charter and Women in the Law. Our Director/ Owner Donna Scully was awarded Elite Women in Insurance 2021 and will be speaking at the Women in Insurance conference in November 2021.



### Recruitment

We continue to promote equality of opportunity in our recruitment practices, ensuring that the right person gets the job. We are also expanding our recruitment pipelines in order to attract more diverse candidates, including the use of an applicant tracking system that will enhance our ability to remove unconscious bias from the recruitment process.



### Family Friendly

Our maternity, paternity, adoption and surrogacy policies are regularly reviewed and represent best practice in relation to supporting our colleagues through moments in their lives when women can typically be at a disadvantage. Our culture encourages men as well as women to fully utilise their parental leave.

# Statement of Accuracy

We confirm that the data is accurate and meets the requirements of the Equality Act 2010 (Gender Pay Gap information) Regulations 2017

*D. Richards*

**Donna Richards**  
Chief Executive Officer

*S. Pickerill*

**Sarah Pickerill**  
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