



carpenters group

Gender Pay Gap Report 2023

We are Carpenters Group

At Carpenters Group we have a longstanding commitment to diversity, equity and inclusion within the workplace and we recognise the benefits to society, our business, clients and most importantly, our people it brings.

Women are integral to our business at all levels, with diversity of thinking and the value of different perspectives' underpinning our business strategy and decision making practices. One of our overarching objectives is to create a workplace, which is truly inclusive, where difference is celebrated and respected and where everyone can be themselves regardless of gender identity, ethnicity, socio-economic background, sexuality, religion and belief, age, disability, caring responsibilities or health challenges.

We believe in bringing through and supporting the best people, by removing barriers to entry, investing in the tools to support progression and creating the right working environment.

This report outlines our gender pay gap results for 2023 and our related actions for 2023-2024.

The data provided in this report was accurate at 5 April 2023 as required by the legislation. All data relates to consolidated data for Carpenters Group (combining Carpenters Ltd and Carpenters Insurance Services Ltd).

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 published by Carpenters Group and primarily relates to the data for 2023 but includes information from the 6 reporting dates 2017, 2018, 2019, 2020, 2021, 2022 and 2023.



Donna Richards
Chief Executive Officer



Sarah Pickerill
Head of People

Carpenters Group is 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 approximately 1,400 people primarily based at sites in Liverpool, Birkenhead, Haywards Heath, Glasgow and Leeds.



The Gender Pay Gap

The gender pay gap is the difference in the average paid to an organisation's male and female colleagues. Gender pay gap legislation requires employers in the UK 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 2023) 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).

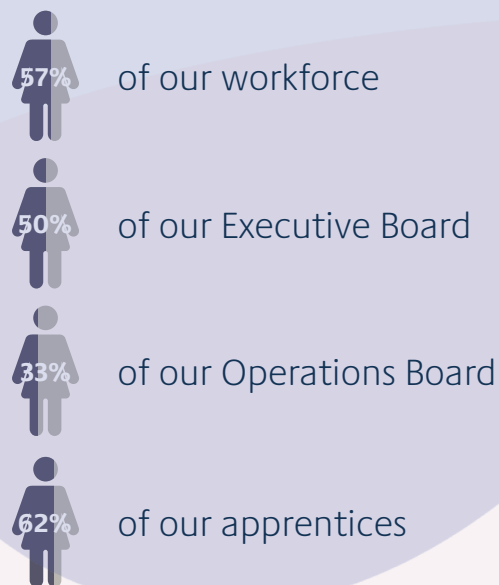
The gender pay gap is expressed as a percentage of male earnings (e.g. women earn x% more or less than men).

Our Results

Carpenters Group mean gender pay gap for the reporting period 2023 was 10.9%. Although our results for 2023 are slightly higher than the overall national average, they are positive and pleasing overall for the sectors in which we operate.

(*ONS UK National Average for 2023 was 7.8%)

Carpenters Group continues to have a predominantly female workforce. Supporting progression for everyone is integral to our culture and this can be seen at all levels of our business. Women makeup:



In 2022/23, 52% of our women and similarly 51% of our men received a bonus. For the same reporting period, our mean gender bonus gap was low at 7%.

Proportion of female & male by pay quartile 2023



Gender Pay Gap Data 2023 vs Previous years

	Gender Pay Gap (Group)		Gender Bonus Gap (Group)		% Employee Receiving Bonus	
	Mean	Median	Mean	Median	Male	Female
2023	+10.9%	+4%	+7%	+17%	+51.6%	+52.1%
2022	+5.8%	+7.9%	+17%	-2.0%	+59.5%	+59.1%
2021	+0.1%	+0.2%	-15%	+4.7%	+67.3%	+68.3%
2020	+8.8%	+7.8%	-3%	+0.1%	+60.5%	+66.7%
2019	+9%	10%	+9%	-26%	+63.2%	+61.2%
2018	+5%	-1.0%	-	+14%	+63.3%	+61.1%
2017	+2%	+4%	-20%	+17%	+38.3%	+44.4%

Ongoing work and future plans

The last few years have been very challenging for everyone, with the economic and cultural landscape continuously evolving. As a business, we have grown significantly and incredibly quickly in this time, both organically and through a number of acquisitions. These acquisitions, have in part, altered the make-up in gender terms of our business, as have challenges within the recruitment market.

The impact of the cost of living crisis has meant that we have continued to prioritise how we can best support our employees' physical, financial and mental well-being. We are also continuously looking at ways to operate a hybrid working model that works for, and supports our people to reach their full potential; whilst continuing to maximise our relationships with our external partners. We continually review our policies and processes to ensure we evolve to meet the needs of a modern workforce, both from an employee and employer perspective.

There has also been lots of other activity as follows:

- Our DEI team now has a number of key priorities linked to what is important to our people and business. All of their activity is focused on how we continue to create a culture and physical environment that prioritises and fosters inclusion, respect, empathy and listening.
- Career development at all levels continues to be a key focus with our leadership and development programme now entering its third year. Development of management and leadership skills is key for managers to develop strong relationships with their teams to manage effective and happy teams.
- Our apprenticeship programme continues to grow and diversify, with a total of 26 apprentices currently in the business. We have also recently relaunched and revamped our internal solicitor talent programme and have offered trainee solicitor roles to 6 employees.
- We have an extensive busy schools' engagement project in operation and have built strong links with the schools in our local communities. We have a number of drivers for engagement with our local schools including, extending our reach to encourage social mobility, to educate young people about the working environment, to inspire and promote the benefits of working within our sector and also to help develop a pipeline of talent who may want to join us in the future.
- We have plans to expand our employee led well-being team and are increasing the number of fully trained Mental Health First Aiders over the coming months.
- Supporting our people from a physical and well-being perspective is a key priority for our people team.
- We have an ongoing benefits' campaign highlighting and showcasing what we offer, signposting our people to what appropriate benefits and importantly providing support at particular times in their lives.
- We are also looking at how we can get more effective at tracking outcomes to improve progression and our employee experience. We continue to analyse our recruitment, promotion and attrition data to ensure our people are having regular performance reviews and so that we support their career ambitions.
- We have implemented a new Applicant Tracking System in the past 12 months and are in the process of planning to introduce a new people engagement and management system in 2024.
- We have worked closely with our leaders and managers so that they understand how the role that they play is key. We now include DEI, well-being and career development in manager role profiles as key responsibilities.
- To ensure that we have equipped our managers with the right support and skills, in addition to our formal leadership and management development programme, our people team deliver an ongoing series of lunch and learns to support them with effectively and progressively managing their people on a day-to-day basis and also provide ongoing and bespoke 121 support and coaching to all of our managers.

As well as economic challenges which are difficult for all employees at present, our business has significantly grown in size. Looking forward, whilst our results are positive, we acknowledge that we still have progress to make. People engagement, development and technology in the context of diversity, equity inclusion, will therefore continue to play a key role to effect continued progress with our people and cultural change agenda.

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

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Head of People

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