



GENDER PAY GAP REPORT

April 2020



Introduction - Gender Pay Gap April 2020



2020 was without any doubt the most disruptive year any of us can ever remember, the COVID - 19 pandemic sent major shock waves through our business as it did to most UK businesses, especially those in the leisure sector. Major plans for developing our business were quickly replaced with decisions necessary to protect the business to ensure its survival, our development plans were replaced by measures essential to ensure we could protect the business from the crippling financial impact of the pandemic.

During this year, we placed on furlough 94% of our entire workforce, only a small group of senior managers and key colleagues remained at work for much of the year to ensure essential work could continue. With only circa 200 colleagues working, and therefore included in the data, this has significantly impacted our gender pay gap seeing a worsening position after 3 years of continual improvement where 3,400 colleagues would be included. This has been as a result of the furlough working and is in no way a reflection to our commitment to improving gender pay.

As the national pandemic situation continues to cautiously improve and we have now reopened our retail business, we can start to return to more normal business activity.

Our commitment to our teams remains very strong, we recognise that our people are our business. Our values are strong and will focus us as we return our attention to addressing inequality wherever it is including in gender pay. We recognise that addressing the gender balance in our upper quartile is a key focus for us going forward, we will do what is necessary to address this imbalance.

The pandemic has also afforded us opportunities to challenge the way we work, particularly centring around hybrid ways of working where we can be creative in supporting family friendly and flexible working policies for our Support Centre teams. We will ensure we take every opportunity afforded to us.



Chris Matthews

Chief Executive Officer

Buzz Group Limited

Gender Pay Gap – Hourly Rates & Bonus Payments



Each year we are required to report the difference paid to males and females in the organisation that shows the average pay for the workforce.

The calculation for the hourly rates for the snapshot date required are slightly different this year due to the pandemic and National Lockdown. This caused the closing of our retail side of the business which in turn meant we had to furlough 94% of our Colleagues. For Colleagues who were in receipt of furlough pay were below the 100% usual pay so have been excluded for the hourly rate calculation causing the differences in the figures compared to previous years.

Whilst we still have a higher proportion of females overall, the high number of males in our most senior positions have impacts the overall gender pay gap for this year who remained working during Lockdown.

Hourly pay gap

Difference in Mean hourly rate of pay
(The increase is caused by the impact of the Pandemic on the previous year figures) **38.8%**

Difference in Median hourly rate of pay
(The increase is caused by the impact of the Pandemic on the previous year figures) **37.5%**



Bonus pay gap

Bonus
received
95%



Bonus
received
97%



Mean 73%
(+7% from 2019)

Median 26.8%
(-5 from 2019)

The bonus payments is made to a majority of our colleagues through our incentive scheme which we introduced two years ago and continues to ensure the gap remains minimal between male and females in receipt of a bonus payment. For the third year we can see a decrease in the Median figure due to the new bonus scheme in place.

Gender Pay Gap – Pay Quartiles



The proportion of Male and Female remains similar to those of previous years.

The overall proportion is 36% male and 64% female as at April 2020.

The quartiles shows a relative balance for the middle quartiles with the gap now close to a 50/50 split between male and female closing the gap quite significantly on previous years.

There is a higher proportion of male colleagues in senior position roles and a higher proportion of females in part-time roles which are reflected in the upper and lower quartiles as shown.

Pay Quartiles	Male	Female
Upper	66%	34%
Upper Middle	49%	51%
Lower Middle	48%	52%
Lower	24%	76%

Overall



Upper



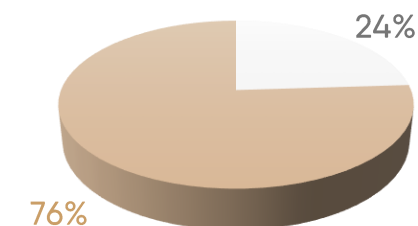
Upper Middle



Lower Middle



Lower



Apprenticeships



We continue to build on our Apprenticeship programme and have seen an increase in those completing an apprenticeship at different levels throughout the business.

During the past 12 months we have had a total of 62 Colleagues complete the apprenticeship programme, **18 male and 45 female**.

Whilst we have a further 31 Colleagues currently working on their apprenticeship programme, **10 male and 21 female**.

Current Apprenticeships

Apprenticeship	Female	Male	Total
CIPD L3 HR	2	0	2
CIPD L5 HR	1	0	1
Accountancy L3	1	0	1
Conversion Optimising L3	1	0	1
Conversion Optimising L5	1	0	1
Business Administrator L3 Standard App	1	0	1
Customer Service (Management) L3 App	2	3	5
Customer Service (Non-Management) L3 App	8	3	11
Customer Service Practitioner L2 (MyLife) Standard App	31	21	52
Customer Service Specialist L3 (MyLife) Standard App	1	2	3
Hospitality (Kitchen Services) (No Fish) L2 App	24	4	28
Scottish Customer Service Level 2 App	2	1	3
Scottish Customer Service Level 2 SVQ Only	0	1	1
Team Leader L2 App	2	2	4
Totals	77	37	114

Completed Apprenticeships

Apprenticeship	Female	Male	Total
Customer Service (Management) L3 App	1	0	1
Customer Service (Non-Management) L3 App	2	2	4
Customer Service Practitioner L2 (MyLife) Standard App	1	2	3
Hospitality (Kitchen Services) (No Fish) L2 App	15	3	18
Team Leader L2 App	25	11	36
Totals	44	18	62



