

Gender Pay Gap Report 2023





Our Report

At Pelican Business Services, we have continued to make great progress on our gender pay gap through innovative approaches to engagement, flexibility, mental wellbeing and leadership development.

Hear from Oliver Jerrome, our Managing Director, on his 2023 highlights and their contribution to building an inclusive and gender balanced workplace.

I confirm that the published information is accurate, reliable and has been calculated in accordance with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Oliver Jerrome
Managing Director



Our gender pay gap

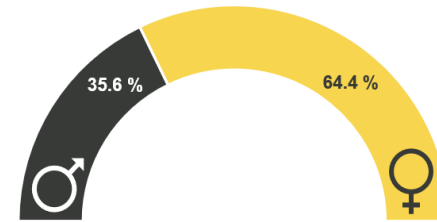
When we look at the hourly pay for male and female team members at Pelican in April 2023, we can understand how the average 'mean' and 'median' pay compares – this is our gender pay gap.

Vicki Shaw, our Head of People, explains our 2023 results in more detail and how we have continued to attract, develop and retain our teams without gender bias.

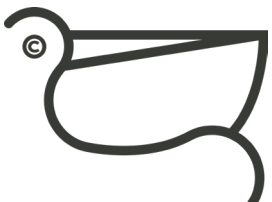
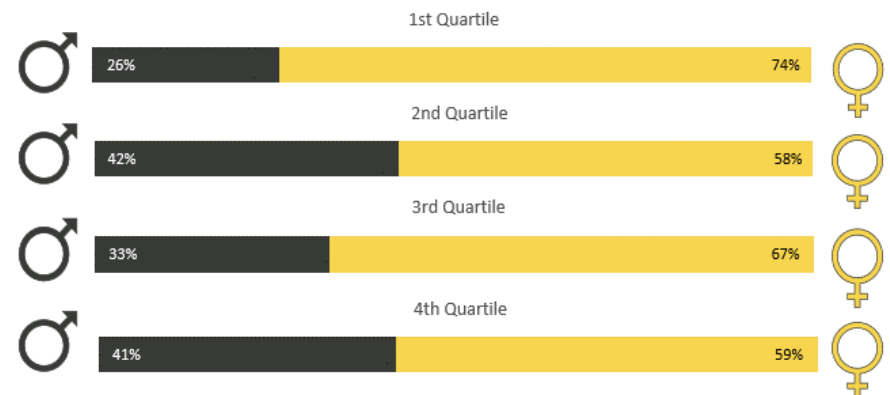


Our team

We are delighted that our team is 64% female and that this demographic is replicated across all levels at Pelican, with 62% of leadership positions being filled by women and 66% of our senior leadership being female in the year ending March 2023.



Our pay distribution mirrors our demographic, with the percentage of men and women in each pay quartile being broadly equal

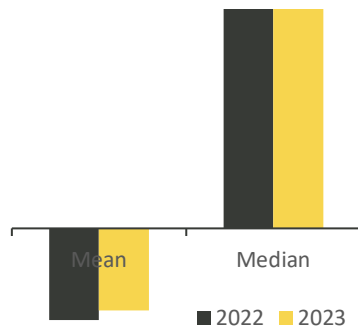
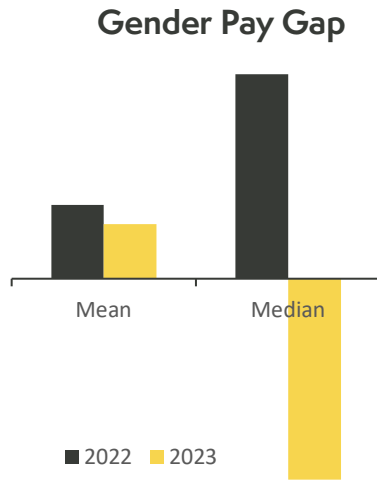


Our results

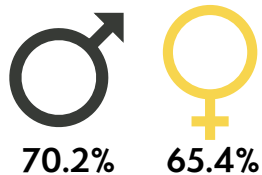
Our mean and median gender pay gaps have both improved in 2023 compared to 2022.

The differences in our gender bonus gap are predominantly due to the gender composition of our meter reading teams.

In 2023, 67.1% of our teams received a bonus, reflecting the number of newer team members we welcomed to the team, who aren't eligible for a bonus within their first six months.



% Bonuses Received

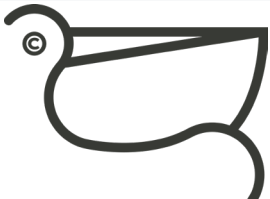


Our gender pay gap

Find out more from Vicki Shaw, our Head of People, on how our approach to reward has ensured our gender pay gap figures continue to compare favourably with both the local, regional and national results.



*Office for National Statistics: Annual Survey of Hours and Earnings 2023





Our approach to diversity

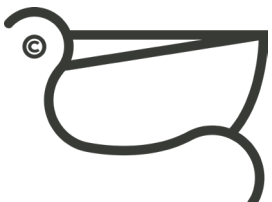
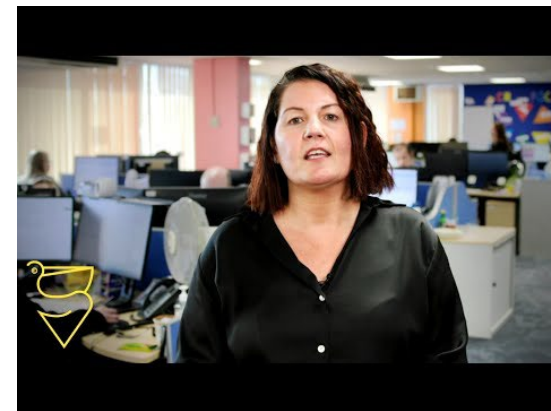
Having an open inclusive workplace means having a culture where our people feel supported and included, regardless of characteristics, which in turn supports our overall gender equality goals. In this video, some of our team tell us what diversity and inclusion means to them.

In 2023, our leaders were equipped with the skills to promote inclusive ways of working, to challenge bias as well as exploring inclusive behaviours and leadership traits. In 2024, we plan to build on this by delivering a calendar of culture, inclusion and diversity topics for all team members, creating greater awareness for everyone in exploring these important topics.

Our networks

Our networks continue to be a highlight, particularly our Working Parents Network, Meet4Menopause and Carers Network. These networks not only provide support for team members in these areas, but make the topics of childcare, caring and menopause ones that can be openly discussed, ensuring that challenges can be shared and understood.

This ensures all our team members feel connected, which in turn enables us to retain team members who might otherwise struggle to stay in work.

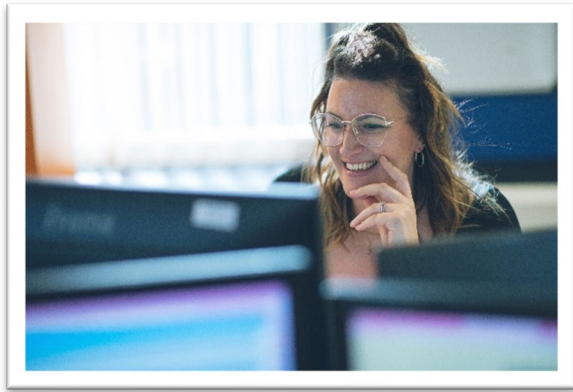


Our Careers

In 2023, we implemented a brand-new recruitment system which includes intuitive feedback which highlights any areas of gender bias within the advert wording.

Alongside this, we launched a new careers site, with the aim of featuring more females in our recruitment adverts, particularly in our field-based roles which have typically attracted more males.

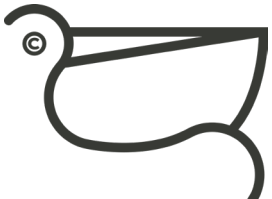
Our relationship with Women's Work Lab has continued, supporting women returning to employment to become work ready over a twelve-week programme. Not only has this been successful in supporting women to gain a real insight to working life within Pelican but has also enabled us to subsequently offer permanent roles to a high proportion of the women from the programme.



Mental wellbeing

Supporting one another continues to be key focus for us. We were delighted to be recognised for the third year running for 'Best Mental Health in the Workplace' at the South West Contact Centre Forum Awards. We have invested in building and supporting our team of Mental Health First Aiders, whilst our dedicated Health & Wellbeing team have run a calendar of events encourage positive health and wellbeing.

By promoting mental wellbeing conversations and ways to support positive mental health, we are supporting people to balance the challenges of everyday life, supporting them to remain in work, which has a positive impact on our gender pay gap.



Developing & retaining

Supporting our people includes giving them opportunities to grow and progress in their careers, irrespective of gender. Hear from our team about ways in which they have developed their careers with us.



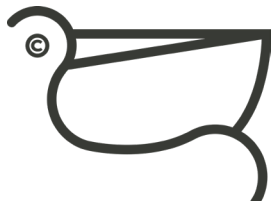
We want to celebrate success and recognise the part that every team member plays in making Pelican a great place to work. Our team members tell us what they're most proud of during their time at Pelican.

Benefits

We continue to look for opportunities to provide not only a greater range of benefits to support our team members with their work life balance, but also to provide flexibility so our people can choose the options that are meaningful for them. In recent years, we have improved our holiday provision and sick pay, enhanced our maternity and paternity benefits, and brought in new paid leave for fertility, IVF, parental bereavement and premature births.

This year we saw several team members benefit from our neonatal leave, ensuring they had both the time and financial support to focus on their family in those early and critical weeks.

Our most recent enhancement was to enable team members to buy up to ten days additional holiday via salary sacrifice, and to sell up to five days at any point during the holiday year. This supports our goal of offering a range of benefits to support our people with managing their work life balance, either on an ongoing basis to or to support those special lifetime events.



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