

Intelligent Insurance

2018 Gender Pay Gap data

At iGO4 we constantly review employee remuneration to ensure that employee salaries and benefits are competitive and that regardless of gender all employees current or prospective have equal opportunities.

We continue to promote flexible working at all levels throughout the organisation as well as homeworking which we have recently been rolled out across our Operation. This provides our Customer Service agents further opportunities to make their jobs work for them.

Through our “Putting Our People First” programme we engage with employees to understand what is important to them at work and how iGO4 can support employees with work demands whilst balancing the commitments they have outside of work.

At iGO4 we recognise that a flexible and innovative approach to working will allow us to attract and retain talented people to the business and ensure that it reflects our customer base.

We can confirm that the gender pay gap data contained in this report has been calculated according to the requirements of the Equality Act 2010 (Gender Pay Gap information) Regulations 2017.



A handwritten signature in black ink, appearing to read 'Matt Munro'.

Matt Munro
CEO



A handwritten signature in black ink, appearing to read 'Bev Deans'.

Bev Deans
Head of HR, L&D and Communications

Gender pay gap reporting

All Companies with 250 employees or more as at 5th April 2018 are required to publish details of their gender pay and bonus gap.

Organisations are required to report on their gender pay gap using six calculations: the mean and median gender pay gaps, the mean and median gender bonus gaps, the proportion of men and women who received bonuses and the number of men and women according to quartile pay bands.

The gender pay gap shows the difference in the average earnings between men and women in an organisation.

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

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

Gender pay gap reporting is different from equal pay, equal pay is a direct comparison of pay of male and female employees undertaking equal work. This snapshot provides clarity on what is driving the gender pay gap and understand how can it can be reduced.

Over the last 12 months

We have continued to review salaries and ensure they are in line with market rates and that there is pay parity across the organisation. We recognise that flexible working continues to be a priority for all employees particularly those who have family commitments outside the workplace. Remote and homeworking is being trialled in the contact centres to allow our employees the opportunity to work from home moving away from restrictions of the 9-5 working day, as they can log on to work at times that work for them. This will be explored further over the next 12 months as technology allows us to build on a culture of progressive working practices.

Gender Pay Gap data

iGO4 as a business has two payrolls covering employees of iGO4 Ltd and iGO4 Partners Ltd. Only one of these payrolls, iGO4 Ltd, has more than 250 employees and as such last year we reported based on this payroll only. However, iGO4 operates as one business and our management organisation structure has both executive and senior management employees on both payrolls. As an employer we apply all benchmarking, policies and career and development opportunities across both legal entities and as such we have voluntarily chosen to report on our combined payrolls this year. The below report compares the iGO4 Ltd results from last year and this year and then looks at the combined figures to give a more balanced view.

The data was collected on the 5th April 2018, at which time the iGO4 payroll comprised 271 employees of which 240 are relevant employees for the purpose of the data, i.e. employees who received their full pay for that month. 140 were female employees and 100 were male employees. The combined workforce was 345 employees, of which 124 were male and 182 were female. However the combined figures are based on 306 relevant employees, since 39 employees were either part-month leavers or starters, or those on maternity leave or unpaid absence.

The financial services and insurance industry has an average median gender pay gap of 21.2% and a mean gender pay gap of 26.8%. Our data shows that we are significantly below this with iGO4 Ltd showing a mean of 15.2% and a median of 10.6%. The gap is further reduced when we look at the iGO4 combined group. The mean gender pay gap is then 13% meaning that when we compare the average hourly wage (mean), women earn 87p for every £1 a man earns. The median pay gap is 7.8% showing that when we compare women in the middle of their pay range compared to men in the middle of their pay range (median) they earn 93p an hour for every £1 a man earns.

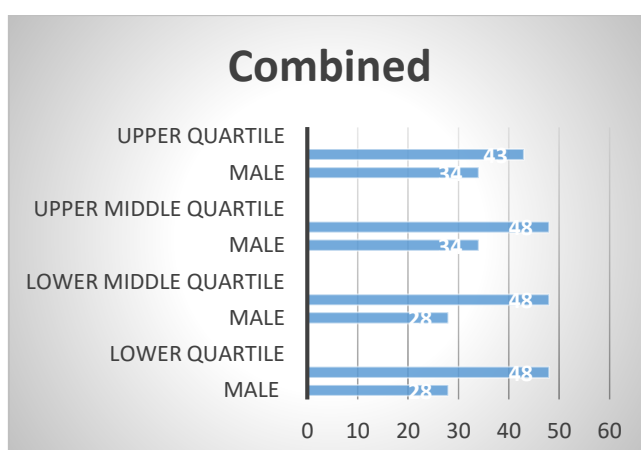
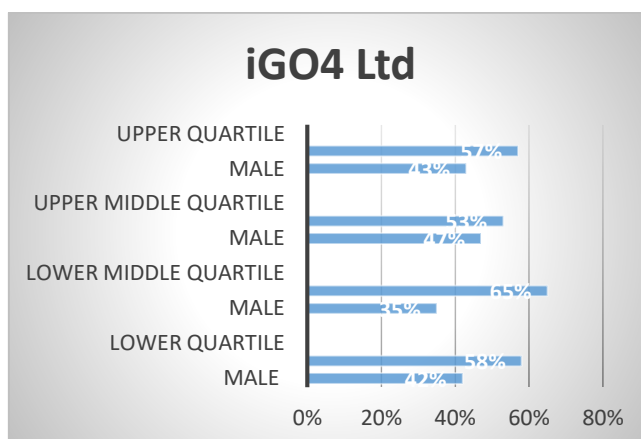
	iGO4 Ltd Mean 2017	iGO4 Ltd Mean 2018	Combined Group Mean	iGO4 Ltd Median 2017	iGO4 Ltd Median 2018	Combined Group Median
Gender Pay gap	13.90%	15%	13%	0%	10.6%	7.8%
Gender bonus gap	-4.20%	20.8%	16.2%	0%	33.5%	21.6%

The median pay gap can be explained for both individual and group results by the split in each pay quarter; in 2017 the split across all quarters was fairly equal with a slightly larger female population. However, whilst it remains similar for the upper pay quartiles we now have a larger proportion of female staff in the lower quartiles. This means when we look at the male and female pay in the middle of the pay range across the combined group, women earn 7.8% less compared to men.

Percentage of men and women in each pay quartile

Pay Quartile	iGO4 Ltd Male 2017	iGO4 Ltd Male 2018	Male Combined Group	iGO4 Ltd Female 2017	iGO4 Ltd Female 2018	Female Combined Group
Upper	44%	42%	44%	56%	58%	56%
Upper Middle	43%	35%	44%	57%	65%	56%
Lower Middle	49%	47%	37%	51%	53%	63%
Lower	40%	43%	37%	60%	57%	63%

Number of men and women in each pay quartile for iGO4 Ltd and Combined

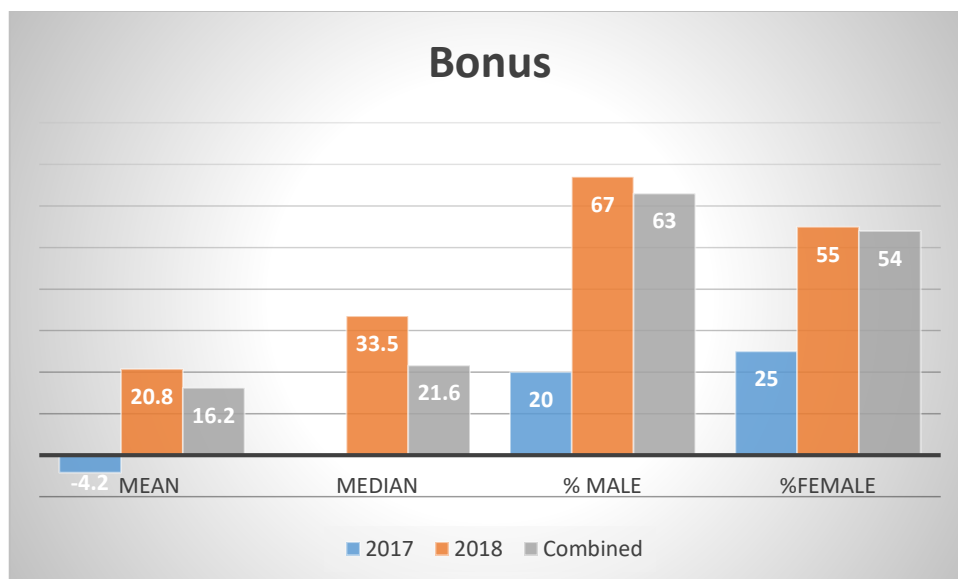


Our mean gender pay gap is largely accounted for by executive pay in the upper pay quartile. For iGO4 Ltd the mean gap is slightly higher due to a number of female executive and senior managers being employed on the iGO4 Partners Ltd payroll.

Bonus

The bonus figures for last year reflected the monthly bonuses for call centre staff with only 25% of women receiving a bonus and 20% of men. This year bonuses have been paid more widely across the business and within the combined iGO4 group 63% of women and 54% of men received a bonus. The group-wide mean gender bonus gap is 16.2% and the median gender bonus gap is 21.6%.

If we look at iGO4 Ltd separately, 67% of women and 55% of men received a bonus with a mean of 20.8% and a median of 33.5%. It is difficult to make any comparisons with last year's data as this showed that we had a positive mean gender bonus gap due to the higher proportion of women in the contact centre, with bonus paid at the same %. Our 2018 bonus scheme is paid as a percentage of salary and incrementally increases across pay grades from entry level, to management, to senior management to executive level and this explains the disparity in bonus pay.



The steps we are taking



Career development is key to retaining our staff and we continue to look at ways to develop employees and encourage internal applications. As an organisation our values and behaviours are key to the way we work and we continue to work on these and ensure we have a culture of trust and opportunities for everyone.

We will continue to review our total remuneration packages across the business ensuring that they remain fair and competitive. We ensure that all employees regardless of age are paid at the top end of the living wage. We need to ensure that we attract men into more junior roles within the organisation whilst continuing the work we are already doing to ensure women are supported in Senior roles.



We continue to look at ways we can encourage a diverse and flexible workforce, rolling out homeworking as a trial in the contact centre and using technology to allow employees to video conference into meetings. We continue to look at innovative ways to ensure employees can progress and achieve in their careers.

Case studies

Laura Terry – Data Protection Officer



I joined iGO4 twelve years ago as a Team Leader in the contact centre, after a couple of years an opportunity arose to join the Risk and Compliance Team. I applied for this role although I had limited experience at the time and was successful in my application. The role allowed me to split my time across two areas of the business the underwriting and broking side. After the birth of my first daughter I had the opportunity to return on condensed hours and was able to propose a flexible working pattern, which the Company accommodated. I subsequently went on to have my second daughter and the business has remained supportive.

There have been a number of changes at iGO4 but my experience and knowledge has always been valued and my hours have never been an issue or stopped me from being considered for other opportunities. I was approached a couple of years ago regarding the Data Protection Officer role, this was a massive learning curve for me as previous experience within a similar role was prior to my first daughter being born. However, I was looking for a new challenge and the opportunity to increase my hours as both my daughters had reached school age. I have been able to work by splitting my time between the office and working from home which has allowed me to tackle the demands of a new job alongside motherhood. The Company has also invested and supported me in gaining qualifications to underpin my new role. Neither my part time hours, gender or the demands of motherhood have hindered my career.

Hannah Rust – PA



Hannah Rust - PA

Following the birth of my first child, I applied to work part time hours as I wanted to reduce my week to 3 days. Following discussions around my flexible working request I was able to agree a pattern which worked for the business and myself.

Whilst it is not always easy to balance a busy job with the needs of a family the Company has been understanding when I have had child care issues and I have been able to move my working days around and flex my hours. I have also been able to work from home when the need has arisen.

I enjoy my job and working for iGO4 so being able to balance family life and work has been fantastic. I am about to go off on maternity leave for the second time but I am looking forward to returning to work again.