Introduction

We are an employer required by law to carry out Gender Pay Reporting under the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017. This involves carrying out calculations that show the difference between the average earnings of men and women in our organisation; it will not involve publishing individual employee's data. We are required to publish the results on our own website and a government website. This information below is based on data as at 5th April 2018. At this date Call Assist Ltd employed 48% being male and 52% being female. Our overall mean gender pay gap is 16.0% lower.
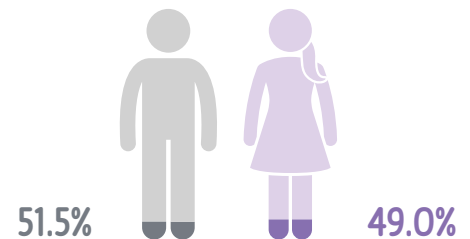
What is the Gender Pay Gap?

The Gender Pay Gap is an equality measure that shows the difference in absolute average earnings between women and men. For Gender Pay reporting purposes, two types of average figures are used:

- Mean average - calculated by adding all of the pay values up and dividing by the number of values in the list.
- Median average - calculated by listing all pay values in numerical order, and taking the middle number on the list (or a mean average of the middle two numbers if there is an even number of values).

For each type of average, the percentage gap between women and men is calculated. A positive value reflects female employees having lower pay or bonus than male employees.
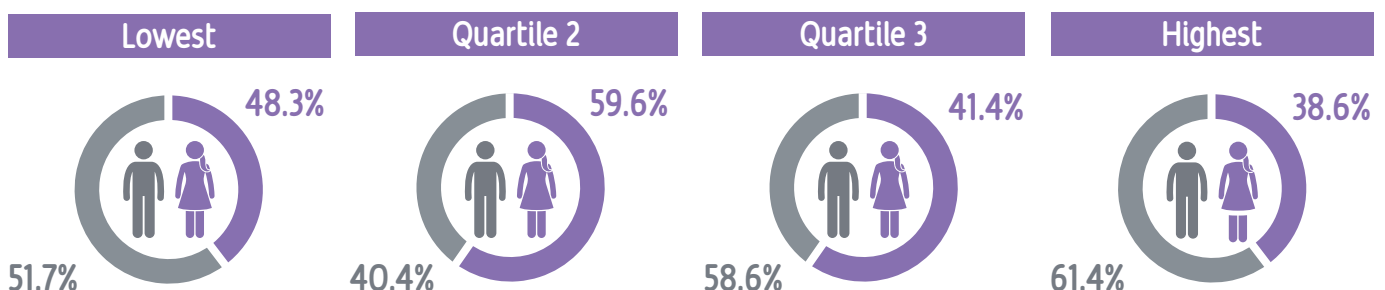
	Mean	Median
Fixed Pay Gap	16.0%	10.4%
Bonus Pay Gap	50.6%	38.5%

Proportion of Colleagues Awarded a Bonus

51.5% 49.0%

Pay Quartiles

The chart below shows the proportions of male and female employees in four quartile bands. The quartiles are determined by ranking all hourly pay from lowest to highest, and then dividing this into four equal number sections (or as close as possible to this).

Lowest	Quartile 2	Quartile 3	Highest
48.3%	59.6%	41.4%	38.6%
51.7%	40.4%	58.6%	61.4%

I confirm that our data is accurate and has been calculated according to the requirements of The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Linda Baker
Managing Director
Call Assist Ltd