

2024 Super Smart Service

Gender pay gap report

At Super Smart Service, we believe that having a diverse and balanced workforce is crucial. By creating an inclusive work environment, we invest in our employees' futures, enabling them to value their contributions, grow with the organization, and make an impact. Throughout 2023-2024, we continued to offer new and improved learning and benefit support to our colleagues, with a focus on diversity, equity, and inclusion. Addressing the gender pay gap is a key part of this effort. Guided by our core values of Respect, Pragmatism, Excellence, and Win-Win Collaboration, we are committed to establishing a fair and equitable pay structure. This reflects our dedication to fairness and integrity. All data is calculated in accordance with the 2017 Equality Act (Gender Pay Gap Information) Regulations.

This report presents a comprehensive analysis of gender pay disparities within our organisation, alongside the measures we are implementing to promote gender balance and equity in the workplace.

Workforce Composition: As of April 2024, our workforce consists of 58.1% men and 41.9% women. Although gender distribution is relatively balanced across most pay quartiles, a notable gap exists in the lower quartile, where women are underrepresented by 33% compared to men.

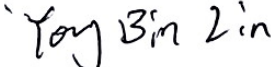
Hourly Pay Analysis: Overall, women's average and median hourly rates exceed those of men by 0.65% and 0.79%, respectively. However, a significant gender pay gap is observed in the Upper Hourly Pay Quartile, where women earn 5.09% less than their male counterparts.

Bonus Pay Insights: Women receive bonuses at a higher rate (90.28%) compared to men (83.93%) and also earn higher average and median bonuses. The mean bonus gender pay gap is -20.16%, indicating that women earn 20.16% more on average in bonus pay, while the median gap stands at -27.69%, with women earning 27.69% more than men.

Strategic Initiatives: In alignment with our core values of **Respect, Pragmatism, Excellence, and Win-Win**, we are actively addressing gender balance through:

- Equitable Hiring Practices and Inclusive Development Programs
- Mentorship and Sponsorship for career advancement
- Regular Pay Audits and Promotion of a Positive Workplace Culture

These initiatives underscore our commitment to fostering a diverse and inclusive work environment. By continually reviewing and enhancing our practices, we aim to close the gender pay gap and ensure that all employees have equal opportunities for success.



Yongbin Lin

UK Regional General Manager

Data Analysis

As part of our compliance with government guidelines on Gender pay gap reporting: guidance for employers, we have conducted a thorough review of our workforce. The first step in this process involved identifying our Full Payment Relevant Employees during the reporting period April 2024. This scope covers all departments and functions, regardless of the employees' job levels or the nature of their work.

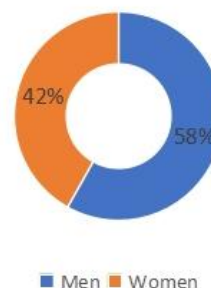
● Workforce Composition by Gender

After completing this filtering process, the composition of our workforce was as follows:

- **Men:** 58.1%
- **Women:** 41.9%

These percentages indicate that men constitute a higher proportion of Full Payment Employees in our organisation during the reporting period.

Full-pay relevant employees



● Hourly pay gap

When looking at the overall average and median hourly rates across the organisation:

- **Average Hourly Rate:** The average hourly rate paid to women is 0.65% higher than that paid to men.
- **Median Hourly Rate:** The median hourly rate paid to women is 0.79% higher than that paid to men.

● Pay quartiles

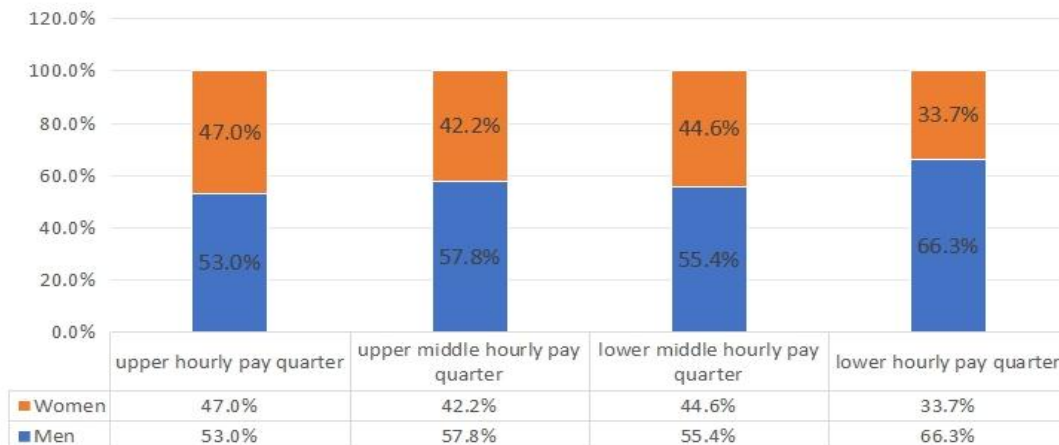
Gender Distribution Across Pay Quartiles.

The figures for 2024 reveal the gender distribution across each of our four pay quartiles: Upper Hourly Pay Quartile, Upper Middle Hourly Pay Quartile, Lower Middle Hourly Pay Quartile, and Lower Hourly Pay Quartile. Each quartile contains an equal number of colleagues.

We further analyzed the gender distribution across the four pay quartiles:

The figures show the gender distribution across the top three quartiles is relatively similar, with women representing slightly less than men (by less than 10%), there is a significant disparity in the lower quartile, where the percentage of women is notably lower by about 33.7%.

Percentage of men and women in each hourly pay quarter



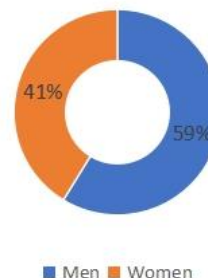
The gender distribution, particularly the significant disparity in the lower quartile, can be attributed to several key factors:

Our analysis shows that in three of the quartiles, the hourly pay for women and men is nearly identical, with both earning £1 per hour. However, in the Upper Hourly Pay Quartile, there is a notable pay gap: women earn 5.09% less than men. This discrepancy highlights an area where further attention and action may be needed to address the gender pay gap.

● Bonus Gender Pay Gap

The gender distribution of employees

For the bonus pay analysis, data was collected over the 12 months leading up to April 2024, including all employees who received a salary in April 2024. The gender distribution of employees was as follows:



- **Men: 58.7%; Women: 41.3%**

When we look at the proportion of employees who actually received a bonus, the distribution is as follows:

- **Men receiving a bonus: 83.93%; Women receiving a bonus: 90.28%**

● Mean (Average) Bonus Gender Pay Gap

The mean gender pay gap for bonus pay shows a reverse gap, with women earning 20.16% more on average than men.

● Median Bonus Gender Pay Gap

The median gender pay gap for bonus pay also shows a significant reverse gap, the median gap stands at -27.69%, with women earning 27.69% more than men.

Encouraging and Maintaining Gender Balance in the Workplace

Our bonus pay analysis reveals that women in our organization not only receive bonuses at a higher rate than men but also tend to earn higher bonuses on average. This trend can be attributed to several factors: women often excel in performance-based roles that emphasize productivity and quality, and they frequently demonstrate greater stability in their positions compared to men. This stability leads to longer tenure and more consistent career development, which in turn contributes to higher bonus earnings over time as their prolonged service enhances their expertise and performance evaluations. These factors combined suggest that while the base salary gender pay gap may still require attention, the current bonus situation reflects women's sustained contributions and commitment to the organization.

Our organization is committed to fostering an inclusive and equitable workplace where all employees, regardless of gender, have equal opportunities to thrive. Aligned with our core values of Respect, Pragmatism, Excellence, and Win-Win, we have implemented the following initiatives to encourage and maintain gender balance:

1. Equal Opportunity Hiring Practices

- We are dedicated to ensuring that our recruitment processes are free from bias. We actively seek to attract a diverse pool of candidates and ensure that hiring decisions are based solely on skills, experience, and potential, regardless of gender.

2. Inclusive Training and Development Programs

- We offer training and development programs that are accessible to all employees, with a focus on leadership development and career advancement. These programs are designed to equip women with the skills and confidence needed to pursue and attain leadership roles within the organization.

3. Mentorship and Sponsorship Programs

- We have established mentorship and sponsorship programs aimed at supporting the career development of female employees. These programs pair women with senior leaders who can provide guidance, advice, and advocacy, helping them navigate career progression and overcome potential barriers.

4. Regular Pay Audits

- We conduct regular pay audits to monitor and address any gender pay gaps. These audits help us identify areas where disparities may exist and take corrective actions to ensure fair compensation for all employees.

5. Promoting a Positive Workplace Culture

- We actively promote a workplace culture that values diversity and inclusion. This includes offering training on unconscious bias, encouraging open dialogue about diversity issues, and celebrating the achievements of women in our organization.