



Gender Pay Gap Reporting 2018

We help organisations, including the UK's top ten banks, leading utility providers, insurance and telecommunication companies to acquire customers, retain market share and improve operational efficiency through multi-channel services.

Clients of all sizes and sectors come to us and stay with us. They tell us they value our approach, our people and our commitment to making a commercial difference.



Our Gender Pay Statement

It is Parseq's intention that everyone who comes into contact with the Group will be treated equally and with respect. This is regardless of their characteristics concerning race, sex, disability, sexual orientation, religion or similar belief, or age, gender reassignment, marriage or civil partnership, pregnancy or maternity or membership or non-membership of a Trade Union or asserting a statutory right. We are opposed to all forms of unlawful and unfair discrimination, bullying and harassment.

All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination. As part of this we strive to ensure women have the same opportunity to achieve strong career progression and pay as men.

Our Gender Pay Gap Report

In line with Government regulations, Parseq is publishing its annual Gender Pay Gap Report for 2018. Parseq has two legal entities that are in legal scope to report, but has also additionally prepared a report which covers Parseq's entire UK workforce as at the assessment date of this report.

What is gender pay gap and what is equal pay?

The gender pay gap is the difference between average pay of all men and women across the business, irrespective of their role and seniority. This is different to equal pay which measures whether men and women are paid the same for performing similar roles or work of equal value.

-  **Acquire**
-  **Retain**
-  **Improve**

Parseq group pay gap

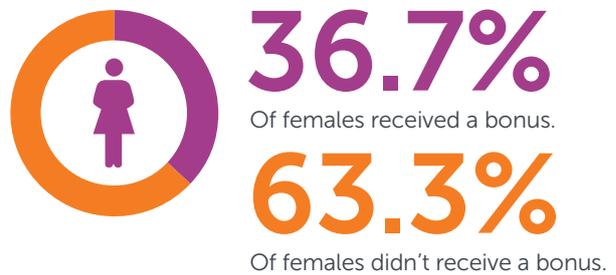
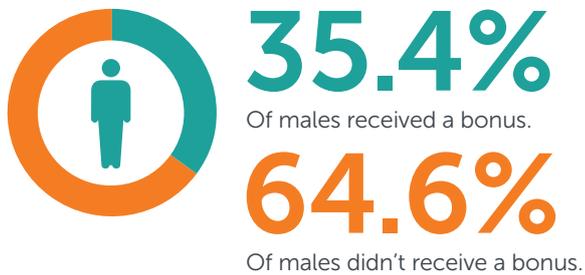


Parseq group bonus gap

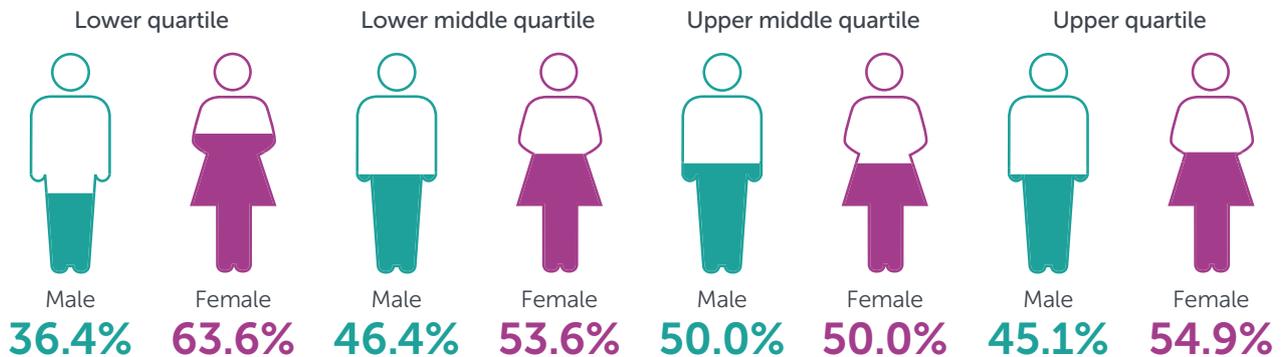


Employees receiving a bonus

The below highlights the proportion of employees receiving a bonus.



Proportion of males and females in each pay quartile



Explaining our Gender Pay Gap

Our median gender pay gap is 0.7%, which is a significantly lower gender pay gap than the UK median of 17.9%*.

Parseq is an equal opportunities employer, we firmly believe in appointing the best candidate into the role, regardless of their gender or other factors covered by the Equality Act. We will continue to promote equality and inclusion at Parseq and are committed to reducing any existing pay gaps year on year.

Our company bonus policy is based upon individual performance and is therefore not linked to salary payments. The bonus gender pay gap is calculated using the actual bonus amounts paid irrespective of whether an employee works part-time or full-time. In the reporting year 14% of our female full pay relevant employees worked part time, compared to 4% of male full pay relevant employees influencing our gender bonus gap report.

*Source: Office for National Statistics - Annual Survey of Hours and Earnings: 26 October 2018

Gender Pay Gap Results by Legal Entity 2018

| Parseq Entity | Mean Hourly Pay Gap between M/F employees | Median Hourly Pay Gap between M/F employees | Mean Bonus Pay Gap between M/F employees | Median Bonus Pay Gap between M/F employees | Proportion of Employees receiving Bonus (M/F%) | Proportion of Employees in lower pay quartile (M/F%) | Proportion of Employees in lower Middle pay quartile (M/F%) | Proportion of Employees in Upper Middle pay quartile (M/F%) | Proportion of Employees in Upper pay quartile (M/F%) |
|-----------------------------------|---|---|--|--|--|--|---|---|--|
| Parseq Limited | 14.8% | 9.0% | -14.6% | 0.0% | 42.5 40.9 | 37.2 62.8 | 45.6 54.4 | 57.0 43.0 | 48.7 51.3 |
| Parseq Financial Services Limited | -9.6% | -1.3% | -12.6% | -9.5% | 89.5 95.2 | 50.0 50.0 | 33.3 66.7 | 33.3 66.7 | 25.0 75.0 |
| 2Touch BPO Limited | 6.8% | 0.0% | 3.4% | 12.4% | 28.0 30.1 | 35.9 64.1 | 44.3 55.7 | 45.6 54.4 | 50.6 49.4 |
| Parseq Group | 10.6% | 0.7% | -18.3% | 0.0% | 35.4 36.7 | 36.4 63.6 | 46.4 53.6 | 50.0 50.0 | 45.1 54.9 |

A negative () figure indicates females on average had higher pay or bonus earnings.

Parseq Gender Equality Strategy

Parseq continues to be committed to the promotion of equality of opportunity and to creating and sustaining an environment that values and celebrates the diversity of its staff, including gender equality. We will continue to monitor our policies, procedures and practices on a regular basis to ensure they enable the promotion of gender equality and work to eradicate any gender pay gap.

This includes, but is not limited to, the fair application of our recruitment and selection policy, management development programmes, job family bandings and annual salary review process.

Declaration

I confirm the data set out in this report is accurate and has been calculated according to the Gender Pay Gap Regulations.



Rob Littlewood
Finance Director

-  Acquire
-  Retain
-  Improve