



City West Support Services Ltd is committed to equality; we aim to create a culture that is diverse, promotes positivity, and instils a can-do attitude in everyone, no matter their background or characteristics., both for our staff and for the clients we work with.

We aim to ensure that, in employment, we do not discriminate on the grounds of any of the 9 protected characteristics. We oppose all forms of unlawful and unfair discrimination and strive, in partnership with our clients, to achieve working environments free of discrimination and prejudice.

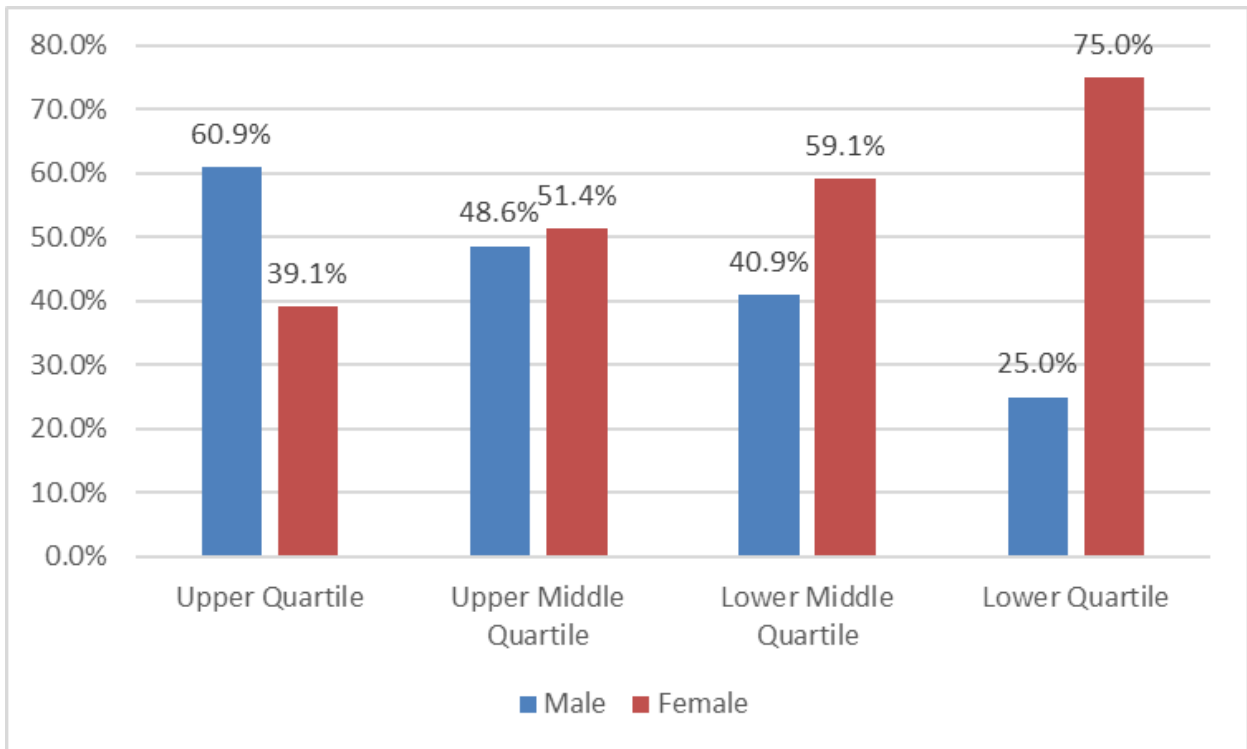
Our approach on pay is to remain competitive against the external market but to be transparent and fair Your pay at City West depends upon the role you are employed to carry out, the relevant qualification the individual holds or proven relevant experience and the level of responsibility they have within their role.

City West has a diverse and multi-cultural workforce; we employ mainly cleaners, many in part time, local roles. These staff are predominantly, but not exclusively, female. We have applied for London Living Wage accreditation and pay the LLW for roles based in London.

We have a flat management structure with a few supervisory and management roles in the operational function and a small number of professional support staff in finance, HR and health & safety. These managerial and corporate jobholders are predominantly male.

Our pay data as of 5th April 2020:

Median Gender Pay Gap	16.2%	Mean Gender Pay Gap	11.3%
Median Gender Bonus Gap	25%	Mean Gender Bonus Gap	(36.9)%
Proportion of males receiving a bonus	7.8%	Proportion of females receiving a bonus	7.8%



- The Gender Pay Gap has increased since April 2018
- The Gender bonus Gap has closed significantly with the same number of females and males received bonuses. The female bonus payments is skewed as a result of one employee receiving a significant bonus payment.

In respect of quartiles:

- The proportion of females in the upper quartile has increased by 8% since last year,
- The proportion of men and women in the lower middle quartile has now evened out, with roughly a 50/50 split
- Other quartiles have remained split broadly as before.

We will continue to monitor to ensure our pay arrangements are transparent and fair. We confirm that our data has been calculated according to the requirements of The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.