



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.

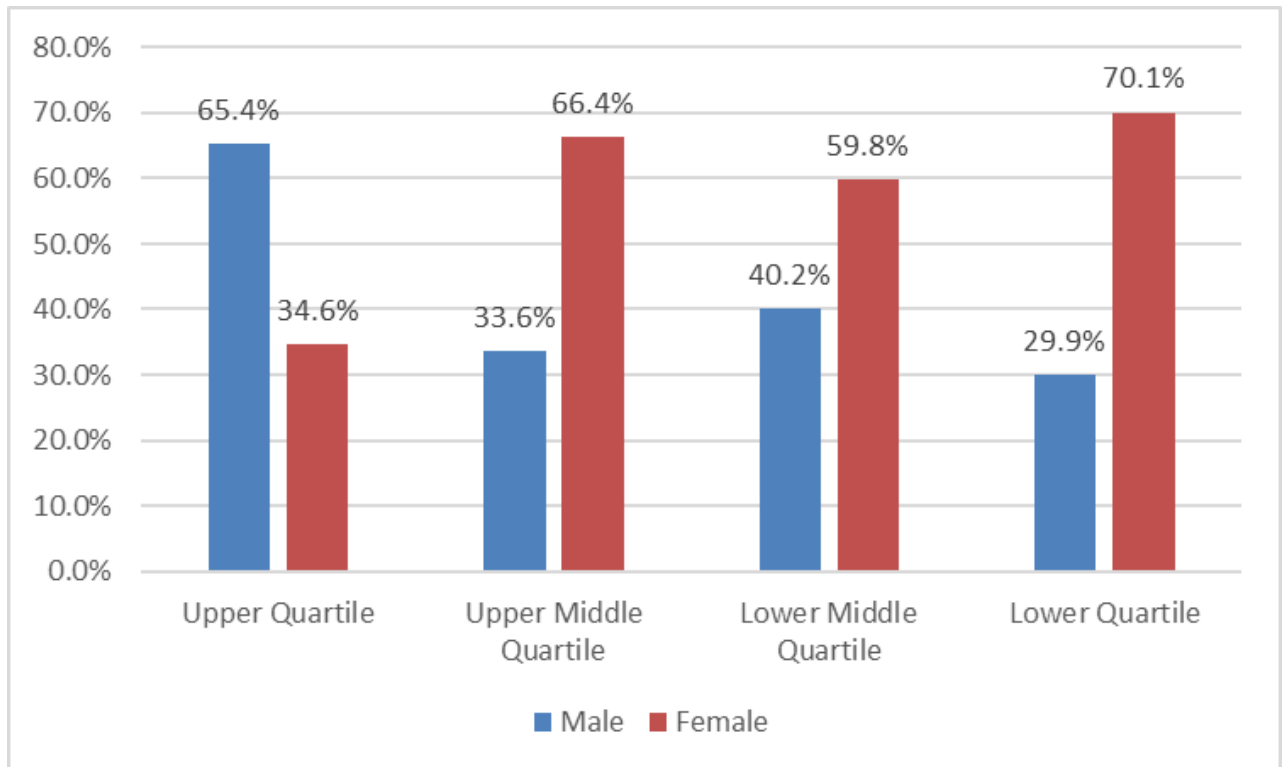
Our approach on pay is to remain competitive against the external market but to be transparent and fair Your pay at City West depends upon the role you are employed to carry out, the relevant qualification the individual holds or proven relevant experience and the level of responsibility they have within 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 2021:

Median Gender Pay Gap	6.3%	Mean Gender Pay Gap	8.8%
Median Gender Bonus Gap	(900)%	Mean Gender Bonus Gap	62%
Proportion of males receiving a bonus	69.4%	Proportion of females receiving a bonus	26.4%



- The Gender Pay Gap has decreased since April 2020
- The Gender bonus Gap has been skewed due to senior management receiving a delayed contractual bonus. The remaining bonuses were significantly scaled back during this 12-month period as a result of Covid.

In respect of quartiles:

- The proportion of females in the upper quartile has reduced by 5% since last year due to senior female employees being replaced by another female employee at a lower entry salary band,
- 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 and will recommend that all salary increases, and bonus payments are discussed with HR to address any potential bias, prejudices and inequalities.

We confirm that our data has been calculated according to the requirements of The Equality Act2010 (Gender Pay Gap Information) Regulations 2017.