

Cranfield Quality Services provide contracted services to Cranfield University group companies. The services are a wide range of hospitality services including the cleaning of space across the campus, food and beverage production and services, the provision of reception, lecture room preparation and housekeeping, in addition to various management and administrative activities to support the frontline service teams.

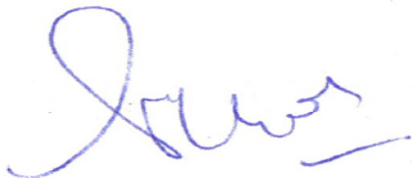
Team members are employed on a variety of contracts in order to fulfil our business needs.

### **Introduction**

We are pleased to be presenting our second Gender Pay report for Cranfield Quality Services. Whilst our headcount prior to 2018 did not meet the statutory minimum reporting level, we have since this time maintained staffing levels in excess of 250 and therefore in line with our statutory duty, we are continuing to publishing our data.

Given the services we provide, we have a relatively flat structure with males and females being distributed across the company fairly evenly, as demonstrated by our quartile data. Whilst our mean gender pay is 7.4% and our median 0.00%, we are not complacent and strive to maintain our position by ensuring our policies and practices are supportive of gender equality.

I confirm that the data in the report is accurate.



**Stewart Elsmore**

**Director of Campus Services**

## Figures and explanatory text

**Our Gender Pay information shown below has been prepared in accordance with our duty under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 and the associated ACAS guidance “Managing Gender Pay Reporting”.**

The data has been extracted from our HR & Payroll database and covers the relevant pay period within which our snapshot date of 31 March 2019 falls.

Our bonus and recognition pay data is based on payments made within the preceding twelve months ending on the snapshot date (1 April 2018 to 31 March 2019).

<b>Table 1</b>	<b>Mean and Median Gender Pay Gap (figures shown in brackets are 2018 comparison figures)</b>	<b>Female</b>	<b>Male</b>	<b>Pay Gap</b>
1	Mean Gender Pay Gap	8.8 (8.46)	9.5 (8.93)	7.4% (5.3%)
2	Median Gender Pay Gap	7.97 (7.5)	7.97 (7.5)	0.00% (0.00%)

Our mean and median pay gap (table 1) shows the difference between the mean/median hourly rates that men and women receive.

The median pay gap shows the difference between the midpoints in the ranges of hourly earnings of men and women. We have taken the salaries of men and women within Cranfield Quality Services and ordered them from lowest to highest, showing the difference between the employee in the middle of the range of male wages and the middle employee in the range of female wages. The median is a typically seen as the more representative figure, as the mean can be skewed by a handful of more highly paid employees. Our median figure for 2019 has been maintained at 0.00%.

The mean gender pay gap is the difference between the average hourly earnings of men and women, calculated by adding up the hourly earnings of all employees and dividing the figure by the number of employees. Whilst our mean pay gap has slightly increased from last year, this is due to fluctuations within our quartiles, with more females being in quartile 1 and a slight reduction of females, due to turnover, in quartile 3.

<b>Table 2</b>	<b>Mean and Median Bonus Gender Pay Gap (figures shown in brackets are 2018 comparison figures)</b>	<b>Female</b>	<b>Male</b>	<b>Pay Gap</b>
3	Mean Bonus Gender Pay Gap	0 (0)	0 (0)	0.00% (0.00%)
4	Median Bonus Gender Pay Gap	0 (0)	0 (0)	00.0% (0.00%)
5	<b>Proportion of females/males receiving a bonus</b>			
	Proportion of females receiving bonus	0.0% (0.00%)		
	Proportion of males receiving bonus	0.0% (0.00%)		

Cranfield Quality Services does not operate a bonus/recognition scheme for its employees and therefore the above figures are reflective of this practice.

Table 3	The proportion of men and women in each pay quartile (figures shown in brackets are 2018 comparison figures)	Q1	Q2	Q3	Q4
6	Proportion of females in quartile	55.0% (46.0%)	46.0% (46.0%)	54.0% (58.0%)	47.0% (47.0%)
	Proportion of males in quartile	45.0% (54.0%)	54.0% (54.0%)	46.0% (42.0%)	53.0% (53.0%)

Our quartiles show a fairly even split between males and females within all of the quartile ranges. The main change for this year is that whilst in 2018 we saw a higher percentage of males in quartile 1, this has now reversed, with more females at this level.

Within Cranfield Quality Services, we have a wide range of roles, to include housekeeping and cleaning services, events planning, chefs and kitchen assistants etc. and typically engage staff from the local area. Many of the staff are students and their dependents, based at the University for whom we provide the contracted out services and they are more typically engaged in areas such as cleaning and food service assistance (roles that fall into the lower quartiles). With these types of roles, there is a certain amount of volatility with relatively quickly shifting demographics and this can influence the gender split.

More stability is evidenced from quartile 2 upwards, where typically we see more administrative and supervisory roles and in quartile 4 the spread is fairly even between men and women.

### ‘Closing the Pay Gap’

We realise that our staff are our most important asset and we take gender and other strands of equality very seriously.

In support of this, we operate at recruitment and promotion stages, an equal opportunities policy, to ensure we are fair and equitable in our processes. We also provide recruitment and selection training for our managers, alongside unconscious bias training.