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# ranfield Quality Services

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 model and requirements.

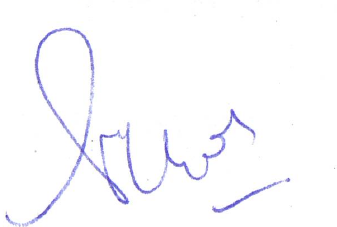
## **Introduction**

We are pleased to be presenting our third 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 a headcount of 250 and therefore in line with our statutory duty, are publishing our data for 2020.

Given the services we provide, we have a relatively flat structure with men and women being distributed across the company fairly evenly, as demonstrated by our quartile data. While our mean gender pay is 5.9% and our median 0.00%, we are not complacent and strive to not only maintain but improve 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 2020 falls. Bonus and recognition pay data is based on payments made within the preceding twelve months ending on the snapshot date (1 April 2019 to 31 March 2020).

## **Mean and Median Gender Pay Gap 2020 (figures shown in brackets are 2019/2018 comparison figures)**

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Female** | **Male** | **Pay Gap** |
| Mean Gender Pay Gap | 9.16  (8.8 – 2019)  (8.46 - 2018) | 9.73  (9.5 – 2019)  (8.93 -2018) | 5.9%  (7.4% - 2019)  (5.3% - 2108) |
| Median Gender Pay Gap | 8.44  (7.97 – 2019)  (7.5 - 2018) | 8.44  (7.97 – 2019)  (7.5 - 2018) | 0.00%  (0.00% -2019)  (0.00% - 2018) |

*Table 1*

To provide further explanation, the median pay gap shows the difference between the midpoints in the ranges of hourly earnings of men and women. In line with the statutory requirements, 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 typically seen as the more representative figure in gender pay analysis, as the mean can be skewed by a handful of more highly paid employees. Our median figure for 2020 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. Our mean pay gap has decreased from last year by 1.5%, this is due to fluctuations within our quartiles. Whilst we can see there are more females in quartile 1, than previously reported in 2019, we have also seen increases in quartiles 2 to 4 (with quartile 3 rising by 4.6%), which has resulted in a reduction in the overall pay gap.

## **Mean and Median Bonus Gender Pay Gap (figures shown in brackets are 2019/18 comparison figures)**

The mean (average) and median gender pay gap using bonus pay, shows the difference in bonus payments between men and women, however it is only calculated and reported where employers have paid bonus pay to at least one man and/or woman. As Cranfield Quality Services do not operate a bonus/recognition scheme for its employees, the figures in Table 2 and 3 are reflective of this practice.

Please note, for completeness of record and as we still need to report the percentage of men who received bonus pay (entered as zero) and percentage of women who received bonus pay (entered as zero) we have included these tables.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Female** | **Male** | **Pay Gap** |
| Mean Bonus Gender Pay Gap | **0**  (0 – 2019)  (0 -2018) | **0**  (0 – 2019)  (0 -2018) | **0**  (0.0% – 2019)  (0.0% -2018) |
| Median Bonus Gender Pay Gap | **0**  (0 – 2019)  (0 -2018) | **0**  (0 – 2019)  (0 -2018) (0) | **00.0%**  (0.00% - 2019)  (0.00% - 2018) |

*Table 2*

**Proportion of females/males receiving a bonus**

|  |  |
| --- | --- |
| Proportion of females receiving bonus | 0.0% |
| Proportion of males receiving bonus | 0.0% |

*Table 3*

## **The proportion of men and women in each pay quartile (figures shown in brackets are 2018 comparison figures)**

The data shown in Table 4, shows the proportions of male and female full-pay relevant employees in the lower (Q1), lower middle (Q2), upper middle (Q3) and upper quartile pay bands (Q4).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Quartile 1 (Q1)** | **Quartile 2 (Q2)** | **Quartile 3 (Q3)** | **Quartile 4 (Q4)** |
| Proportion of females in quartile | 58.6%  (55.0% - 2019)  (46.0% -2018) | 48.3%  (46.0% - 2019)  (46.0% - 2018) | 58.6%  (54.0% - 2019)  (58.0% - 2018) | 48.3%  (47.0% - 2019)  (47.0% - 2018) |
| Proportion of males in quartile | 41.4%  (45.0% - 2019)  (54.0% - 2018) | 51.7%  (54.0% - 2019)  (54.0% - 2018) | 41.4%  (46.0% - 2019)  (42.0% - 2018) | 51.7%  (53.0% -2019)  (53.0% - 2018) |

*Table 4*

Our quartiles show a fairly even split between men and women within all of the quartile ranges.

As reported in 2019, we continue to see an increase of women in quartile 1, however in 2020, we have seen similar increases in women in quartile 2 and quartile 3 (2.3% and 4.6% increase respectively). We have also seen a small increase in females in quartile 4, where in previous years this has been static.

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 volatility at this level, with shifting demographics and this can influence the figures and the gender split quite quickly.

More stability is evidenced from quartile 2 upwards, where typically we see more skilled trade, administrative and supervisory roles.

## **‘Closing the Pay Gap’**

We realise that our staff are our most important asset, and we take gender and the other protected characteristics very seriously, promoting an inclusive and supportive environment.

In support of this, we have an equal opportunities policy, ensuring fairness and equitable treatment in our processes, to include recruitment and promotion. We also provide recruitment and selection training for our managers, to include unconscious bias training.