

Wording for Hoist Finance corporate website (formerly Robinson Way Ltd)

Headline: Transparency and collaborative working will ensure our continued commitment to reduce our gender pay gap.

Our results show Gender Pay Gap based on individual hourly rates of pay as of 5th April 2021 and bonus pay gap for the period of 6th April 2020 to 5th April 2021. The figures are for Hoist Finance UK Ltd. In autumn 2020, 202 employees TUPE transferred from Robinson Way Ltd to Hoist Finance UK Ltd. These figures include data of the transferred employees from the transfer date onwards which impacts on the gap being higher than in previous years.

This is the first Gender Pay Gap submission for Hoist Finance UK Ltd.

The calculations for the gender pay gap are based on 244 full time relevant employees (130 male and 114 female)

The calculations for the gender bonus gap are based on 251 relevant employees (131 males and 120 females of which 80 males and 74 females received bonus payment).

Average gender pay gap as a mean average 45.69%

Average gender pay gap as a median average 16.03%

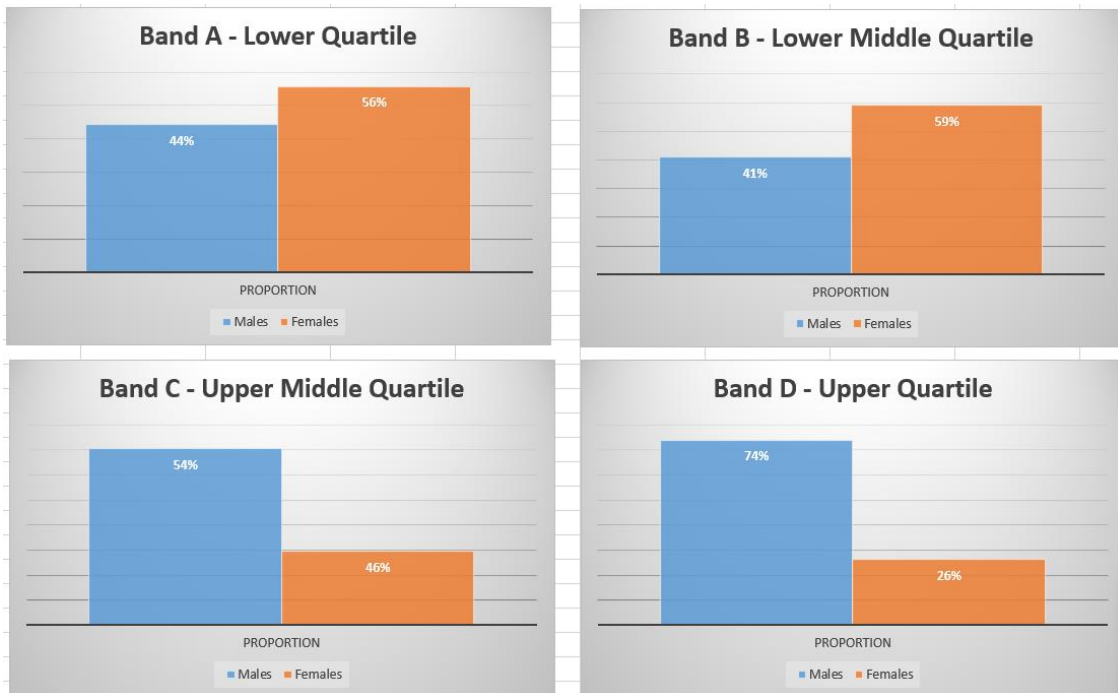
Average bonus gender pay gap as a mean average 52.87%

Average bonus gender pay gap as a median average 1.91%

Proportion of males receiving a bonus payment 61.07%

Proportion of females receiving a bonus payment 61.67%

Proportion of males and females when divided into four groups ordered from lowest to highest pay.



Our aim is to continually ensure that males and females doing equivalent roles throughout the company are treated equally in terms of how we reward them for performance through pay and bonus.

As a company we are passionate about ensuring everyone has access to support and development to reach their full potential. The majority of our headcount are customer service contact centre agents who are all paid equally, regardless of their gender, in accordance to their level of experience, knowledge and skills. Our salaries are reviewed annually, and increases are applied based on a consistent criteria across the UK business in line with agreed pay scales and regardless of gender. When we conduct the annual salary review, we also take the opportunity to ensure female employees are paid equally to males carrying out the same or equivalent roles. We are confident that female employees are paid equally to their male colleagues.

We recognise that a greater proportion of senior roles within Hoist Finance UK are occupied by males, resulting in a larger gender pay gap across the company. Hoist Finance UK in partnership with the Hoist group of companies is committed to improving the ration of female to male employees in senior positions and is developing a strategy to attract, develop and retain more females into senior roles within the organisation. The strategy includes using software to remove gender

biased vocabulary from job adverts and role profiles, removing gender identifiable data from CV's in the recruitment process, introducing a reverse mentorship programme and a Talent Management programme to identify and develop high performing employees across all genders. The company provides a generous enhanced maternity, paternity, adoption, and shared parental leave policy for all employees with relevant service requirements, regardless of gender, mitigating the impact of parental leave on employee pay. We welcome requests for flexible working and have recently introduced a hybrid working model to offer all employees a better work life balance. In 2021 we delivered Dignity at Work training to our managers, educating them on the Equality Act and the importance of creating an inclusive workplace. In 2022 we are developing further training for our managers to support employees experiencing symptoms of the menopause and peri-menopause to mitigate negative impacts on their success in the workplace.

Paid bonuses are always subject to meeting agreed KPI's, quality assurance and "treating customers fairly" standards. The Contact Centre bonus framework is reviewed regularly to ensure that it drives the correct behaviours and provides fair and equitable opportunities for additional earnings for all Collections Agents and Team Managers. All other employees have the opportunity to participate in a bonus scheme and payments are allocated proportionally as a percentage of salary and based on performance.

The Hoist Finance group has an Equality and Diversity Committee made up of voluntary members across the organisation working alongside the group People function to continuously review and implement opportunities for ensuring Hoist Finance remains an equal opportunities employer and is working to address the gender pay gap across the group.

I confirm the data reported is accurate.

Julian Winfield
Country Manager UK