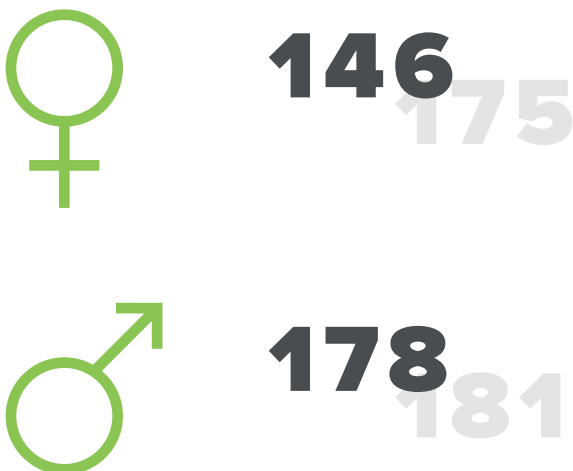


# GENDER PAY GAP REPORT 2017-18

## OUR COMPANY

MaritzCX is a global Customer Experience Management partner, combining cutting edge customer and employee feedback software with industry sector consulting expertise and worldclass research capabilities. Our parent company Maritz Holding Inc., is a privately owned performance improvement company that has been in the business for over 120 years and headed up by our founder's family descendant Steve Maritz (Chairman and CEO). Our culture and engagement engenders loyalty and stability. Our Voice of Employee surveys show that a large number of our staff cite the family friendly and supportive working environment and the team spirit as key characteristics of our company culture.

Our UK company is made up of a diverse range of nationalities from all over the world working on a variety of types of contract to fit with both personal and business needs.



## HEADCOUNT

As at 5th April 2017 we had 356 employees, of which 175 were female and 181 were male and as at 5th April 2018 we had 324 employees, of which 146 were female and 178 were male.

As at April 2018 our UK workforce was made up of 130 permanent employees, 54 fee based Researchers and 140 Casual staff.

MaritzCX prides itself on its family friendly policies and the ability of our employees to work flexibly to suit their needs. Our approach to flexible working is enjoyed by our employees, male and female alike. Over the last few years 85.7% of maternity leavers have returned to the business with the majority on flexible working schedules.

These policies enable flexible working schedules at all levels within the business and we have many individuals working either part time hours or on a flexible working pattern that enables them to balance their home and working life.

## OUR DATA

### HOURLY PAY GAP APRIL 2017

Mean	3.1%
Median	13.5%

### HOURLY PAY GAP APRIL 2018

Mean	3.32%
Median	0.59%

### PROPORTION RECEIVING BONUS 2016-17

Female	12.6%
Male	7.7%

### PROPORTION RECEIVING BONUS 2017-18

Female	11.64%
Male	6.74%

### BONUS GAP 2016-17

Mean	-12.3%
Median	41.6%

### BONUS GAP 2017-18

Mean	-2.77%
Median	73.33%

### QUARTILES 2017

	FEMALE	MALE
Lower Quartile	46.1%	53.9%
Lower Middle Quartile	62.9%	37.1%
Upper Middle Quartile	38.2%	61.8%
Upper Quartile	49.4%	50.6%

### QUARTILES 2018

	FEMALE	MALE
Lower Quartile	39.5%	60.5%
Lower Middle Quartile	50.6%	49.4%
Upper Middle Quartile	40.7%	59.3%
Upper Quartile	49.4%	50.6%

Our median hourly pay gap has reduced considerably between April 17 and April 18 and the quartile distributions reflect that.

Our workforce is made up of 130 permanent staff, of which 27 are eligible to receive bonus or commission. The figures for our bonus gap is based on a small data set which is susceptible to even the smallest fluctuations in commission payouts

We continue to have small numbers of bonuses paid out as part of our referral scheme – a scheme that gives everyone in the company the opportunity to participate in upon referring high quality candidates. Again, this can influence the outcome of our bonus gap due to the small numbers who receive a bonus in contrast to the total number of people we employ.

Our dedicated sales team have contributed greatly to the success and growth of the business. In April 2017 of our total headcount of 356, 30 employees were eligible to receive a bonus or commission (8.4%) from April 2016 to March 2017. In the data from April 2017 to March 2018, out of 324 employees, 26 were eligible for bonuses (8%). Both sets of data demonstrate how one individual can influence both the mean and median bonus gap %. Our teams are competitively rewarded for the business growth they deliver. MaritzCX rewards success and as such 'the sky's the limit' for a successful sales person to receive top rewards. Historically our bonus and commission areas have tended to be male dominated. We are finding this trend slowly changing with an increase in females in Account Executive and Sales positions, but this takes a while for things to change.

## THE FUTURE

Here at MaritzCX we will:

- Ensure ongoing reviews of our bonus and commission plans to make them competitive to both retain our current talent and attract high quality candidates, ensuring that individuals are rewarded for their contribution to the growth and development of the company
- Encourage our culture of flexible working and further promote both our family friendly policies and an environment conducive to a healthy work life balance
- Continue to support internal and external applications from females into our technology departments. As an equal opportunity employer, all are welcome to apply to MaritzCX and all have the same opportunity to progress within the company



# We are proud of our gender mix at MaritzCX!

*50% of the UK based leadership team, on the European Board, are women. Out of our current department heads and line managers in the UK, 61.1% are female.*

We confirm that the data presented in this document has been prepared in line with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 and the Government guidance document. The figures are taken from employee data correct as at 5th April 2017 and 2018.



Stephan Thun, CEO International



Dawn White, VP Human Resources – International

MaritzCX believes organisations should be able to see, sense and act on the experiences and desires of every customer, at every touch point, as it happens. We help organisations increase customer retention, conversion and lifetime value by ingraining customer experience intelligence and action systems into the DNA of business operations. MaritzCX is the combination of the Allegiance award-winning CX platform and Maritz Research strategic consulting services. **For more information visit [www.maritzcx.com](http://www.maritzcx.com)**