

GENDER PAY GAP REPORT 2018-19

OUR COMPANY

MaritzCX is a global Customer Experience Management partner, combining cutting edge customer and employee feedback software with industry sector consulting experience 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.



 **150**

 **161**

HEADCOUNT

On 5th April 2019 we had 311 employees, of which 150 were female and 161 were male.

As at April 2019 our UK workforce was made up of 107 permanent employees, 73 fee based Researchers and 131 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 83.3% 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			HOURLY PAY GAP APRIL 2018			HOURLY PAY GAP APRIL 2019		
Mean	3.1%		Mean	3.32%		Mean	1.22%	
Median	13.5%		Median	0.59%		Median	2.48%	

PROPORTION RECEIVING BONUS 2016–17			PROPORTION RECEIVING BONUS 2017–18			PROPORTION RECEIVING BONUS 2018–19		
Female	12.6%		Female	11.64%		Female	33.55%	
Male	7.7%		Male	6.74%		Male	24.22%	

BONUS GAP 2016–17			BONUS GAP 2017–18			BONUS GAP 2018–19		
Mean	-12.3%		Mean	-2.77%		Mean	-21.78%	
Median	41.6%		Median	73.33%		Median	0%	

QUARTILES	2017		2018		2019	
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE
Lower	46.1%	53.9%	39.5%	60.5%	41.56%	58.44%
Lower Middle	62.9%	37.1%	50.6%	49.4%	60.26%	39.74%
Upper Middle	38.2%	61.8%	40.7%	59.3%	34.62%	65.38%
Upper	49.4%	50.6%	49.4%	50.6%	56.41%	43.59%

Our mean hourly pay gap has reduced considerably between April 18 and April 19. Likewise, the gap in terms of the numbers of female versus male employees is also narrowing with women now representing 48% of our UK employees.

In 2018 our workforce was made up of 130 permanent staff, of which 27 were eligible to receive bonus or commission. In 2019, an additional performance bonus was paid, meaning that out of the 107 permanent employees, the number who were eligible to receive bonus or commission was 90. As there are more females in this group than males, this had very positive results, leading to a mean bonus gap of -21.78%. The above factors also lead to a significant improvement in the median bonus gap which fell from 73.33% to 0%.

Out of our current department heads and line managers in the UK, 55.1% are female.

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 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!

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, 2018 and 2019.



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**