

Gender Pay Gap Report 2020

Wireless Data Services UK

Gender Pay Gap Report 2020

As a business process services and solutions company, we see a diverse and inclusive workforce as a competitive advantage.

We consider it a business imperative to build, celebrate and nurture a corporate culture that is inclusive and provides equal opportunities to all, taking a top-down, bottom-up approach (*i.e. driven by both the business's executives and the workforce on the ground*) to diversity and inclusion (D&I).

This is reflected in our commitment to being an open and collaborative workplace. At Conduent, every employee should feel empowered to share his or her perspectives, ideas, and knowledge in an open and authentic manner. This in turn fosters innovations and solutions that help us create exceptional outcomes for our clients and the millions of people who count on them.

As a business process services industry leader, businesses and governments rely on Conduent to drive process efficiencies, cost savings and long-term revenue growth. Our solutions expertise and understanding of our clients' operations creates a strong partnership to provide essential services to millions of people every day.

Gender Pay Gap Report 2020

For this reason, we rely on the diverse backgrounds, experiences and expertise of our employees and clients to ensure that the Conduent of tomorrow is better, faster and stronger than the Conduent of today. As a Company, we also understand that only through inclusion is true innovation possible. Conduent employees embrace and welcome individual differences and know that they make Conduent a special place to work when leveraged positively.

As a global company that operates in 22 countries, we see our diversity as a competitive advantage and critical to creating a culture of high-performance and growth. Each employee has an inherent responsibility to ensure our business treats all people- colleagues, clients and their customers with dignity and respect.

Conduent is committed to being a fair and inclusive workplace and our approach to employee pay is gender neutral.

Read more about our diversity and inclusion [here](#)



Chris Kujawa
Chief Human
Resources Officer



Denise Neville
HR Director, Europe



Naveen Mehta
VP Portfolio Leader



Rory Hunter
VP Delivery
Management

What Have We Measured?

In the U.K, we have three business entities; Conduent Business Process Solutions Ltd, Conduent Parking Enforcement Solutions Ltd and Wireless Data Services Ltd.

This report reviews the Gender Pay Gap reporting for Wireless Data Services Ltd based in Poole, Dorset, which employs over 500 people in our diverse customer care operation, supporting over 12 languages.

The data captured in this report is a snapshot of April 2020, and has been verified and approved as per the Gender Pay Gap requirements defined under the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Due to the COVID-19 pandemic of 2020 and inline with Government guidance, the April 2019 snapshot was not reported. Therefore, the comparable data within report shows April 2018 snapshot and April 2020 snapshot.

The report shows the difference in the average pay and bonuses between all male and female employees across the workforce in Wireless Data Services (WDS).

The **'Mean'** is the average pay and bonus earnings between male and female, whilst the **'Median'** is the middle number in a sorted, ascending or descending list of numbers that has been split into two lists of male and female employees. The four **'Quartiles'** show the four equal splits of our employees based on their hourly earnings (including bonuses) and then the gender split is recorded.

Summary of Wireless Data Services Ltd

The Company is on an improvement journey and remains aligned with the business strategy, our mission statement and values.

During this period, the business has taken considerable action in order to demonstrate a fair and equal alignment between the gender ratio and pay gaps within its workforce.

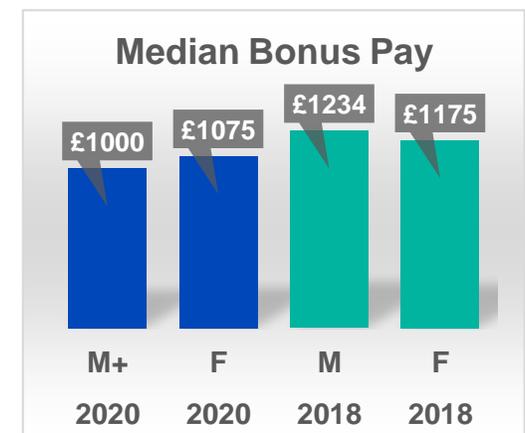
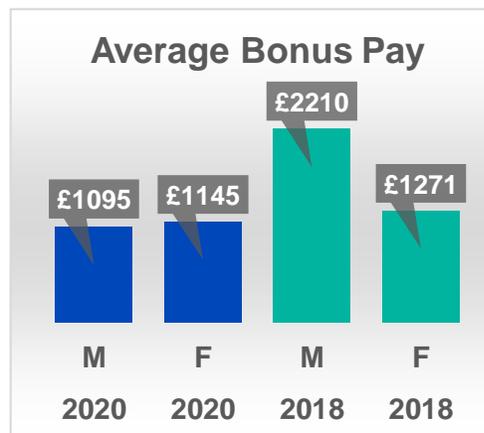
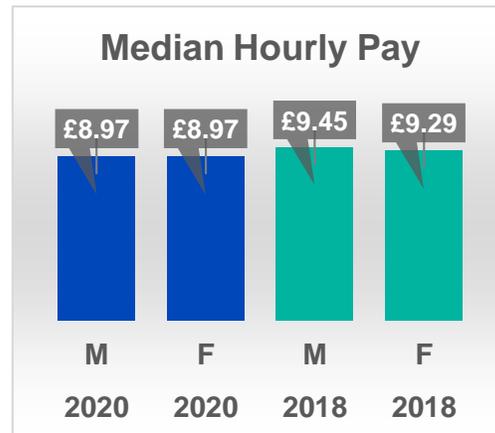
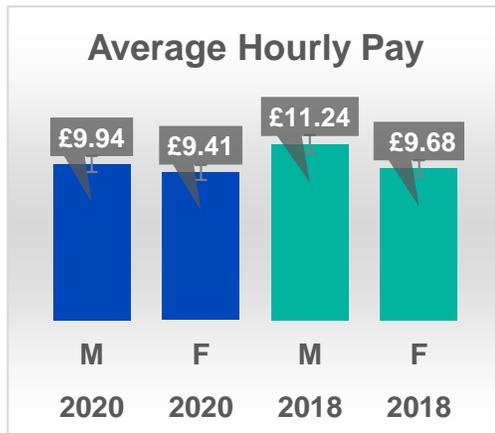
Since 2018 the following changes, depicted in the graphics below, have occurred:

- The average hourly pay gender gap has narrowed
- Median hourly pay is now the same for males and females
- The average bonus pay gender gap has significantly narrowed; female bonus pay is now slightly higher than male bonus pay

2018 Average bonus pay
M vs F = **42.5%**

2020 Average bonus pay
M vs F = **-4.5%**

In 2020, the average bonus pay was higher for females, reducing the M vs F pay gap by 89%



Pay Quartile Comparison

The data to the right shows that the female proportion increased in Q2 of 2020; with the initiatives the business has implemented to attract and retain females into the workplace during this period, it is event that this is a positive reflection of the efforts invested - details of our Women's Impact Network Group (WIN) can be found later in the report.

The data also shows us that the total workforce has increased by 56% since 2018 and, with more females being employed, this has narrowed the gender ratio from 29.8% in 2018 to 13.5% in 2020.

With the increase in females joining the business, and with the increase of males leaving the business, the gender ratio has naturally balanced.

Pay Quartile	Male %		Female %	
	2018	2020	2018	2020
Q1 Lowest	53	99	42	50
Q2	51	57	44	91
Q3	54	80	41	67
Q4 Highest	64	82	30	67
Totals	222	318	157	275

Bonus & Salary Pay



	2018	2020
Male	27	14
Female	3	5

Bonuses

Bonuses continue to be more balanced between both genders, however more males than females receive a bonus. Males predominantly hold the senior roles within the business, thus being eligible for a bonus which is a contributing factor to this finding.

The proportion of both male and female that received a bonus in 2020 decreased compared to 2018. Moreover, the gap between the proportion of males and females receiving a bonus widened.

Salaries

In 2018 we had (27) Male Employees earning above £30k and by 2020 this had reduced to (14) showing a decrease of 48%. The number of Females earning £30k or above has increased from (3) in 2018 to (5) in 2020 showing an increase of 66%.

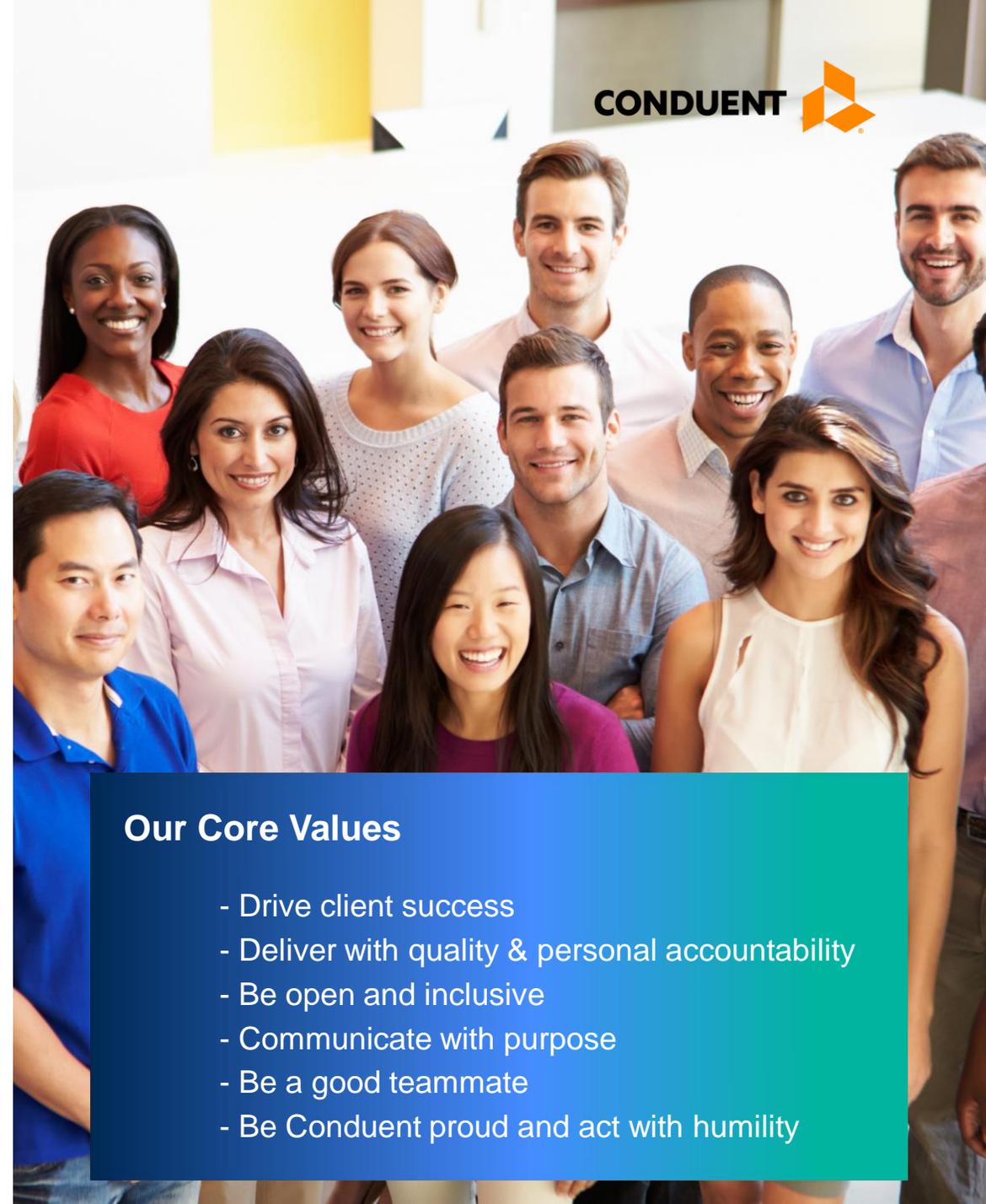
These results are depicted in the data grid above and only includes those receiving salaries of £30k and above.

Our Priorities & Values

As a company, we are committed to:

- Embracing diverse backgrounds, experiences and perspectives
- Ensuring our culture and work environment are inclusive and welcoming to all
- Building a workplace where all our associates feel like they belong
- Helping our employees grow and thrive in their careers

As a global company that operates in 22 countries, we believe that our diversity makes us stronger and together, as one Conduent team, we can make a difference for our employees, clients and customers, and communities where we live and work.



Our Core Values

- Drive client success
- Deliver with quality & personal accountability
- Be open and inclusive
- Communicate with purpose
- Be a good teammate
- Be Conduent proud and act with humility

Our Approach

Driven by the business strategy that is aligned with our vision, purpose and values, we have introduced a number of initiatives to achieve a more balanced and equal workforce that we are now seeing come through to fruition.

One fundamental and successful project is our Women's Impact Network Group – an employee interest group whose mission is: Conduent's Women's Impact Network (WIN) will inspire all employees at Conduent to expand their learning, development, and professional opportunities to better balance and celebrate gender equality at every level within Conduent, thus enabling positive business outcomes.

Over the past 12 months our WIN Mentorship Programme, a WIN Group initiative, has been firmly established and has successfully developed and supported women in our workforce in becoming future leaders, as well as providing opportunities to become ambassadors of the business. The programme also supports women back into the workplace who, for example, may be returning to work after long-term leave. Furthermore, the programme has a core focus on encouraging women to have a voice by sharing and promoting their ideas throughout the network.

Our Approach

The WIN Group has the full support of senior management who have pledged to advance diversity and inclusion in the workplace. While our commitment to diversity and inclusion starts at the top, we also create numerous opportunities, like this one, to encourage our employees to get involved, feel empowered and drive a diverse and inclusive culture.

Furthermore, part of the business strategy was to invest heavily in our application and recruitment process in order to attract and retain more female applicants for all roles within the business.



Our Apprenticeships

Conduent recognises that apprentices are essential to growing the workforce for the future. With changing demographics, social and economic patterns, Conduent continues to look at the future needs of the business, and ways to help attract and retain key talent needed for growing demand. Apprenticeships offer an opportunity for an individual to work within an organisation, gaining invaluable experience, whilst studying for a qualification.

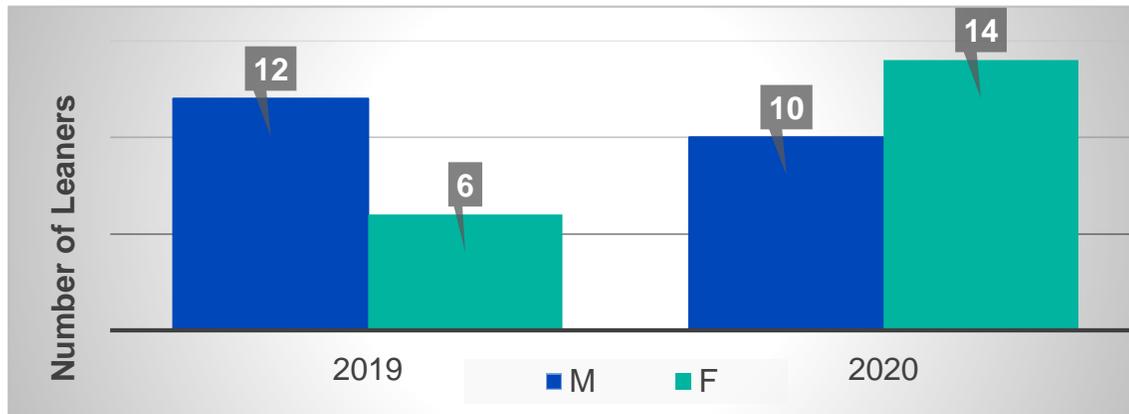
Since launching our Apprenticeship Programmes in 2019, the interest within our workforce continues to develop; using an external, and one of the leading training providers in the area, our programmes are seen not just as a learning platform but a gateway for personal development, network building and an opportunity to become a well-skilled member of the Conduent team.

Apprenticeships create the opportunity for further development and learning but, at the apprentice's own pace, in the comfort of their own home and at no cost (subject to terms and conditions of employment) - these factors alone make our programmes attractive and easy to join.

Working part-time and/or having personal commitments outside of work now does not have to get in the way of personal development.

Our Apprenticeships

Since our apprenticeship scheme started in 2019, we have seen a dramatic increase in interest from females compared to previous years – see data graphic below.



With such an increase in interest, we are able to review the courses we offer and align them with the demand, thus providing even more learning opportunities for our workforce.

Conduent continues to develop its Apprenticeship Programmes, and we are thrilled to be able to help our learners achieve their personal and professional goals.

Apprentices – Testimonials

This course has definitely helped me to develop in my current role, I feel more knowledgeable and confident. As my level of knowledge and experienced expanded, I noticed that I am able to generate more ideas and find more creative solutions to everyday problems that arise at work. Overall, it helps me be more productive at work, manage my time efficiently, support staff better and build positive relationships across the business.

I am very satisfied with this course so far and I would highly recommend this to anyone who wants to grow professionally and personally. It gives a great opportunity to maximise your own and company's potential.

*Laura Okaite, Customer Experience Supervisor
Team Leader/Supervisor Level 3*

Seetec and the representatives of Seetec have created a wonderful program of learning using some great software and tools. The particular delivery expert for the course we are currently working through, which is the Level 5 Apprenticeship in Operations Management is prepared, thorough and available for any questions whether engaging on within a workshop or privately while I am working on my course in my personal time. Naturally there have been some adjustments made during the Covid-19 pandemic and less opportunity to get together for certain workshops but this has been supplemented by a great set of digital conference workshops hosted through Microsoft Teams or Zoom. There are a number of stakeholders within Conduent who have been set up to support the planning and communication of scheduled sessions and I feel this is a great collaborative approach between both entities to assist and support an enriching learning experience. Giles Milner in particular has been a true testament to the course and certainly feel that he has allowed this course to continue to be a success even through these difficult times.

I really look forwards to seeing more Seetec related course being delivered by both Conduent and Seetec to a wider audience of learners and a wider spread of courses available.

*Michael Oakley, Customer Experience Manager
Operations Management Level 5*

Summary

In summary, we are committed to being a fair and inclusive workplace and our approach to employee pay is gender neutral. Our compensation strategy is designed to ensure employee pay is both internally equitable and aligned with individual performance.

As a company, we recognise the importance of addressing any pay inequity and are regularly evaluating and taking proactive steps to do so.

Conduent leadership remains committed to making progress in this area, with the ultimate goal of not just ensuring equal pay across all of our roles, but also making certain that women are duly represented in senior roles.

Embracing our diversity will help ensure that the Conduent of tomorrow is better than the Conduent of today.

I declare that our data has been calculated according to the requirements of the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.



Christopher Kujawa
Chief Human Resources Officer
Conduent



