
Introduction

As Hello Student Management Limited (“Hello Student”), a subsidiary of the Empiric Student Property plc, employed more than 250 employees at the gender pay reporting snapshot date of 5 April 2021 we are required by law to publish an annual report showing the difference in average female earnings compared to average male earnings.

Legally, men and women must receive equal pay for:

- the same or broadly similar work
- work rated as equivalent under a job evaluation scheme
- work of equal value

We are committed to equal opportunities and equal treatment for all employees, regardless of sex, race, religion or belief, age, marriage or civil partnership, pregnancy/maternity, sexual orientation, gender reassignment or disability. We have a clear Reward Policy of paying employees equally for the same or equivalent work, regardless of their sex (or anything else listed above).

At the reporting snapshot date, females made up 48% of our workforce and 57% of our management team (defined as roles at Multisite Manager level and above).

Key headlines

- **Our overall gender pay gap reporting compares very favourably to nationally reported results.**
 - **Our gender pay gap for 2021 was -4.99%% (mean) and -1.12%% (median), showing females paid more than males.**
 - **No formal performance-based bonus scheme was payable in 2020 due to the impact of COVID-19. A small number of ‘recognition awards’ were given to reward colleagues identified as going over and above.**
 - **Our gender bonus gap shows eligible females received a mean average of £81 higher bonus payment than eligible males. A total of 18 colleagues across Hello Student received a recognition bonus.**
 - **When we calculate the median average bonus gap there was no difference between males and females.**
 - **We are confident that our gender pay gap is not because we pay men and women differently for the same or equivalent work. Instead, our gender pay gap is because men and women work in different role and those roles have different salaries.**
 - **We are committed to minimising any gender pay and bonus gaps and to continuously improving the experience of all team members in respect of equality, diversity, and inclusion.**
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Supporting Detail

This is our annual gender pay gap report for the snapshot date of 5 April 2021.

- Our mean gender pay gap is **-4.99%** (females paid more than males).
- Our median gender pay gap is **-1.12%** (females are paid the same as males).
- Our mean gender bonus gap is **-448.90%** (females paid more than males).
- Our median gender bonus gap is **0%** (there is no difference between and females).
- The proportion of male employees receiving a bonus is 5.11% and the proportion of female employees receiving a bonus is **6.08%**.

Table 1: Pay quartiles by gender

This table shows our workforce divided into four equal-sized groups based on hourly pay rate. Band A includes the lowest-paid 25% of employees (the lower quartile) and band D covers the highest-paid 25% (the upper quartile).

Band	Males	Females	What is included in this band?
A	45.90%	54.10%	All employees whose standard hourly rate is within the lower quartile
B	60.66%	39.34%	All employees whose standard hourly rate is more than the lower quartile but the same or less than the median
C	45.90%	54.10%	All employees whose standard hourly rate is more than the median but the same or less than the upper quartile
D	50.82%	49.18%	All employees whose standard hourly rate is within the upper quartile

Notes

A quartile is one of four equally sized groups created when you divide a selection of numbers that are in ascending order into four. The "lower quartile" is the lowest group. The "upper quartile" is the highest group.

The figures in this table have been calculated using the standard methods used in the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Across the UK economy, men are more likely than women to be in senior roles (especially very senior roles at the top of organisations). Women are more likely than men to be in front-line roles at the lower end of the organisation. Men are more likely to be in technical roles, which are paid more highly than other roles at similar levels of seniority. Women are also more likely than men to have had breaks from work that may affect their career progression, for example to bring up children. They are also more likely to work part time, and many of the jobs that are available across the UK on a part-time basis are relatively low paid.

This pattern from the UK economy is partly reflected in the make-up of our organisation.

Most housekeepers at our locations are women working part-time and these make up the greatest proportion of the lowest pay employees in quartile A. In quartile B, the majority are Night Caretakers who are predominantly male. The higher proportions of females employed in quartile C are predominantly Customer Service Advisors. The highest paid quartile D is made up of management team roles including multisite managers and deputies who are mainly woman and senior managers where the gender mix is evenly balanced. Our highest paid employee within Hello Student Management Limited is our Operations Director, a female.

How does our gender pay gap compare with that of others?

Most organisations have a gender pay gap, and we are pleased to say that ours is significantly smaller than that reported for the whole economy and there is hardly any pay difference between the genders.

The table below compares our results with the reported mean and median gender pay gap (according to the November 2021 Office for National Statistics (ONS) Annual Survey of Hours and Earnings (ASHE) figures).

Table 2: National Comparison

	Our organisation	2021 ONS ASHE whole economy
Mean gender pay gap	-4.99% (which equates to females being paid an average of 56p per hour higher than males)	14.9%
Median gender pay gap	-1.12% (which equates to females being paid an average of 11p per hour higher than males)	15.4%

Our mean gender pay gap is strongly influenced by one female Operations Director, the highest earning employee in Hello Student Management Limited. If we calculate our results without her pay being included, then the mean gender pay gap would reduce to -0.93%.

Our mean and median gender bonus gaps are: -448.90% and 0.00% respectively. However, if we convert these percentages to cash amounts the figures are small, at -£81.01 and £0 respectively.

The highest bonus was paid to our female Operations Director which again affects the mean result. If we had removed this individual from our calculation, then the mean bonus gap would have been -152.90% or -£27.59 difference between genders.

Five percent of men at our organisation received a bonus in the 12 months up to 5 April 2021. For women this was 6%.

How do our latest results compare with those we reported in 2020?

We reported our gender pay gap information for the first time in 2019 following a change in our business model meaning we brought more activities in-house (including cleaning and maintenance). The resulting increase in organisation size triggered the requirement for statutory reporting.

This coincided with a Human Resources team established to provide central support and guidance across the Group (Empiric Student Property plc).

Table 3: Previous Year Comparison

	2021	2020	Change
Mean gender pay gap	-4.99% (females paid higher)	-3.07% (females paid higher)	-1.92% no change
Median gender pay gap	-1.12% (females paid higher)	0.0% (neutral)	-1.12% swing to females
Mean gender bonus gap	-448.90% (females paid higher)	-25.65% (females paid higher)	-423.25% no change
Median gender bonus gap	0% (neutral)	25.17% (males paid higher)	-25.17% swing to neutral
Proportion by gender receiving a bonus	5.11% males 6.08% females	45% males 47% females	-39.89% males -40.92% females
Pay quartiles by gender (where A = lower, B = lower mid, C= upper mid and D = upper)	A = 46% males 54% females B = 61% males 39% females C = 46% males 54% females D = 51% males 49% females	A = 23% males 77% females B = 30% males 70% females C = 93% males 7% females D = 44% males 56% females	A = +23% males -23% females B = +31% males -31% females C = -47% males +47% females D = +7% males -7% females

What have we done to address our gender pay gap?

We are committed to doing everything we can to minimise any gender pay and bonus gaps and to continuously improving the experience of all colleagues in respect of equality, diversity, and inclusion.

Some examples of our actions are as follows:

- We launched a 'One Company' bonus scheme design which was accessible for all colleagues, subject to scheme rules.
- We made improvements in our performance management processes to help all colleagues achieve their potential and aspirations.
- We have continued to refine the support provided to people managers who are involved in recruitment and performance conversations ensuring that consistent processes are applied.
- Our Colleague Forum made up of employee representatives across the business continues to support two-way feedback about a wide range of business topics and challenges.
- We conducted bi-annual Colleague Engagement Surveys to gain anonymous feedback about working for the organisation and what we can do to make improvements.
- We continued to monitor and report people data to the Board as part of a regular HR update.

Over the next year, we will be focusing on:

- Development opportunities for all colleagues – a mixture of on-the-job coaching, peer to peer mentoring and externally verified ILM qualifications for 'future leaders'.
- Reviewing our reward offering ensuring we offer a range of meaningful options for all colleagues
- Defining and rolling out our Wellbeing Strategy

I, Duncan Garrood, CEO, confirm that the information in this statement is accurate.

Signed:



Duncan Garrood, CEO

Dated:

1 April 2022