

Gender Pay Gap Report 2019

Hello Student Management Limited



As Hello Student Management Limited ("Hello Student") employed more than 250 colleagues at the gender pay reporting snapshot date of 5 April 2019 we are required by law to publish an annual report showing the difference in average female earnings compared to average male earnings.

At Hello Student, we believe in creating a diverse and gender balanced workforce which reflects the customers and communities we serve and we provide training and support that ensures our colleagues can deliver their best at work.

Females make up 49% of our workforce and 53% of our management team (defined as roles at Accommodation Manager level and above).

On 1 April 2019 we welcomed 70 new colleagues who transferred to us from our previous outsourced facilities management provider and these colleagues are included in our gender pay calculations.

Key headlines

- Our overall gender pay gap reporting compares very favourably to All UK 2018 reported results.
- Our gender pay gap for 2019 was 1.65% (mean) and 3.99% (median), showing males were paid slightly higher than females across 288 Hello Student colleagues in scope.
- Analysis of hourly rates shows females actually received a slightly higher rate of pay in each quartile than males, indicating it is proportions, not pay that is the key factor.
- A greater proportion of females working in roles within the lower quartile Vs higher number of males in roles within the upper middle quartile explains our gender pay gap.
- Our gender bonus gap shows eligible females received a higher bonus payment than males based on the 2018 scheme design. This design was changed in 2019.
- We are committed to minimising any gender pay and bonus gaps and to continuously improving the experience of all colleagues in respect of equality, diversity and inclusion.

Further Supporting Detail

Gender Pay Gap

We are pleased to report that our gender pay gap was significantly smaller than the 2018 gender pay gap reported for the whole UK economy and there is hardly any pay difference between the genders.

We calculated a mean (average) gender pay gap of just 1.65% and a median (middle) gender pay gap of 3.99% at 5 April 2019. For both calculations this shows **men were paid slightly higher than women**.

Differences between males and females	Mean Average	Median Average (Middle)
Hello Student Gender Pay Gap (5 April 2019)	1.65%	3.99%
All UK Gender Pay Gap (reported by 5 April 2018)	17.2%	17.9%

Analysing the mean average hourly rate at 5 April 2019 by quartile shows as per the table below that for most Hello Student colleagues there is no statistical difference in pay at all.

Mean hourly pay rate by Quartile

	Lower	Lower Middle	Upper Middle	Upper
Male hourly pay	£8.48	£9.85	£11.61	£16.49
Female hourly pay	£8.49	£9.97	£11.66	£16.60
Gender Pay Gap	-£0.01	-£0.12	-£0.05	-£0.11
as %	-0.12%	-1.22%	-0.43%	-0.67%

We employ greater numbers of females working in part-time jobs such as Housekeepers, which are lower paid in comparison to typically male-dominated roles such as Maintenance Operatives which attracts a higher pay rate. We also noted from the data review a greater proportion of females working in our management roles across the upper middle and upper quartiles.

Our recruitment practices do not discriminate on gender or any other factors, we aim to hire the best person for the job.

Gender Bonus Gap

Bonus data was collected for the period 6 April 2018 to 5 April 2019, the 12-month period before the snapshot date of 5 April 2019.

We calculated a mean (average) gender bonus gap of -15.59% and a median gender bonus gap of -9.15%. For both calculations this shows that **eligible females received higher bonus pay than men**.

Differences between males and females	Mean Average	Median Average (Middle)
Hello Student Gender Bonus Gap (5 April 2019)	-15.59%	-9.15%

We do not believe our gender bonus gap is an issue, but more driven by a greater proportion of females than males who were in roles eligible for and subsequently awarded a payment under the 2018 bonus scheme design (payable in March 2019).

Proportion of Colleagues receiving a 2018 bonus

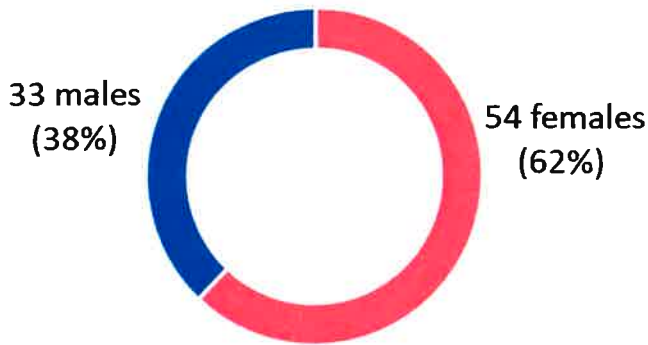
Under the guidance of the gender pay reporting the proportion of male and female colleagues who received a bonus is expressed as a percentage of colleagues at the snapshot date. For Hello Student this was as follows

Numbers who received a bonus	Numbers at snapshot date	Gender Bonus Proportion %
24 Males	146 Males	16.43%
29 Females	142 Females	20.42%
TOTAL: 53 colleagues	TOTAL: 288 colleagues	

A greater number of colleagues were not eligible for the 2018 bonus scheme under the rules of the scheme and the TUPE transfer timing of 70 colleagues. We changed this for the 2019 bonus scheme.

A total of 87 of the 288 Hello Student colleagues employed at the snapshot date 5 April 2019 were eligible to participate in the 2018 bonus scheme. Eligible colleagues were employed mainly in management roles (defined above) plus Deputy Accommodation Managers and others working in Customer Service/Relations roles.

**2018 Bonus Scheme - Eligible Colleagues
(87 total)**



Of the 87 eligible colleagues, 53 received a bonus payment under the 2018 scheme design and we reviewed this data more closely. This revealed that that the 33 eligible males were more likely to have proceeded to earn a bonus than the 54 eligible females. However, because the females who received a bonus were employed in higher paid roles it explains our bonus gap result showing females received higher bonus pay.

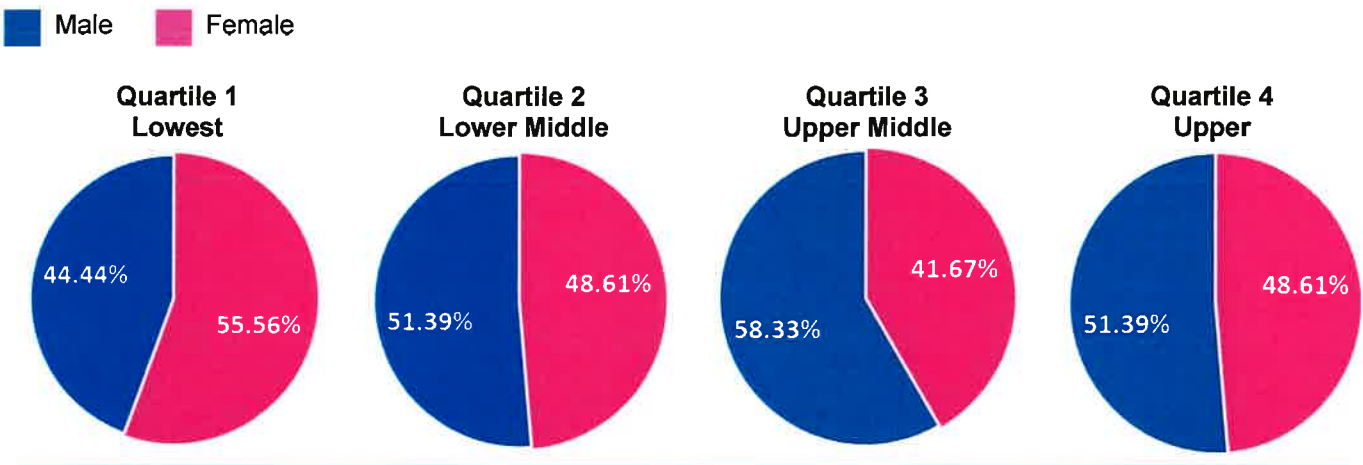
Please see the “Taking Action” section below for the steps we have already started put in place to improve our bonus scheme arrangements.

Gender Proportions by Pay quartiles

We are pleased to report that our gender representation is relatively evenly balanced across the pay quartiles in our business.

As previously mentioned, there is a higher representation of females in the lower quartile working as Housekeepers and male-dominated roles such as Maintenance Operatives fall across both the lower and middle quartiles.

Proportion of males and females in each pay quartile (each quartile contains 72 colleagues)



Taking Action

We are committed to minimising 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 in this respect are as follows:

- Ensuring we attract, recruit and support the career development of all colleagues solely based on merit demonstrated against objective and non-discriminatory criteria.
- Reviewing the gender mix of candidates shortlisted for more senior roles in particular within our upper middle quartile.
- Establishing a new Reward Policy supported by independent market testing.
- Amending the 2019 bonus scheme design to include all colleagues, subject to scheme rules.
- Ensuring our managers understand, support and positively encourage inclusive ways of working and reinforce our values of being “honest”, “creative”, “strive” and “open”.
- Supporting improvements in our performance management processes to help all colleagues achieve their potential and aspirations.
- Introducing and proactively supporting a range of flexible and agile working options to enable our colleagues to effectively manage their work/life balance.
- Continuing to monitor and report people data to the Board as part of a regular HR update.

I confirm that the information in this statement is accurate.



Tim Attlee
Founder & CEO