DIVERSITY at Reward Gateway

Our third report, March 2018, Joanna Mellors

Our mission is to make the world a better place to work for people who care about their jobs. With the release of our annual Diversity Report we have the chance to review and reflect on how we are living out our vision.

This report requires the cooperation of our employees who volunteer their data, and we are very grateful for their willingness to trust us to respond and to identify for various categories. Let's begin with the good news: we have a very diverse workforce and we can accentuate our mission in their pride.

At Reward Gateway we find that diversity in the workplace is important because it reflects our mission to make the world a better business. A diverse team with different views, different backgrounds and different ideas is a more successful team. Diversity in the workplace improves personal and professional growth, improves our ability to understand and respond to our customers' needs and increases our ability to attract talent. We feel that it is valuable to have the business goals as a high level view of how we are performing against our mission to make the world a better place.

Our 2018 Diversity Report indicates that relative to our peers Reward Gateway has positive diversity, but we must set a higher standard for ourselves and continue to improve. We have made some efforts: race and age representation across the business, and gender representation in our senior management teams are positive and improving. We must maintain and improve on these.

We are proud of our culture at Reward Gateway, and one of our strengths is our ability to be open and honest about our shortcomings. We have a long way to go, and we take this seriously. Less diverse than others, but our transparency reflects our desire to be better than others. We are not perfect, but we are perfectly aware of what we need to improve.

We don't make assumptions from those who didn't respond but we need the greater sample size to be confident that our data is representative of our workforce. Our response rate this year was 19% and it is up on last year.

Our Annual Diversity survey enables us to identify gaps that we need to work on. We have less female leaders and a focus on improving this. We're introducing more flexible working and we've worked hard to gender neutralize our job ads. Our BAME data doesn't stop there. We'll be continuing to investigate and introduce other ways to bridge the gap going forward.

Dorothy Dalton
CEO

Methodology

This report uses gender, ethnicity, sexual orientation, disability status and age data collected from our 19 survey and age data from Benefitmall.

We had a response rate of 19% and all data was used in our analysis, and people who preferred not to share data were included.

We don't make assumptions from those who didn't respond but we need the greater sample size to be confident that our data is representative of our workforce. Our response rate this year was 19% and it is up on last year.

We have a responsibility to ensure that our data is accurate and secure. We take this very seriously.

Finally, while we seek diversity in the business we believe it is important to be open and honest about our shortcomings. Our Diversity Data shows that we have a long way to go on many of our categories and we demand improvements in our recruiting and retention practices to ensure that we are living our mission. We have valuable information in the data, and we are committed to using it to make improvements. We are proud of our culture and our mission, but we are not perfect.

Doug Barber
CEO

"Prefer not to say" or "Prefer to self describe"

We have the benefit of sharing this report in their 3 Hour or unprecedented to other companies.

We'd love to get 100% response rate for accuracy, but the option of "prefer not to say" or "prefer to self describe" is a good one, and we will continue to offer it.

We believe the only person with the right to define your gender and preferred pronoun is you. Which material could surprise the employee who chose it.

RG People

In 2018 we are pleased with an equal gender split. 49% Males, 49% Females and 2% Prefer not to say or Self Describe.

Gemma is a Senior Recruiter. It's her job to attract the best talent to RG and ensure we have a diverse workforce. Here's what she has to say about our Diversity Report:

"We know the importance of creating an inclusive recruitment process and that our Diversity Survey has partnered with Benefitmall, we're actively seeking diversity and inclusion in our recruitment process. We have introduced flexible working, we've worked hard to gender neutralize our job ads and we're introducing more female leaders to our focus on improving this."

Can we really excited about the Change RG product. To be able to continue to be successful we need to develop ability outside the local work skills that they might not be able to get elsewhere.\" that is important.

Charlotte's job is to analyse the data to understanding of what our people want and need. Charlotte's role is to ensure that we are a great place to work and that our people are happy and engaged. Charlotte's role is also to ensure that we are living our mission to be a fantastic learning place for our employees as well as providing an environment that our customers want to do business with.

Religion

Disability

5% of Reward Gateway employees have identified themselves as disabled, and we have 8% who do not. 4% of employees prefer not to say.

Louis is UK Head of Sales Development and works hard to ensure his team is an inclusive environment where people can be at ease with the sales cycle.

As a leader of highly ambitious and fast paced sales team he ensures that his team members are able to work in a supportive environment and that they are able to develop their skills, experience and target driven roles. These skills experience if that coaching and mentoring are key to their development and success.

Louis has been an advocate for Mindfulness training and meditation and has seen the benefits of mindfulness training and meditation in his own development and in the development of his colleagues and direct reports. A practice Reward Gateway is a leader in and has been a great supporter of Mindfulness training and meditation and has seen the benefits of mindfulness training and meditation in his own development and in the development of his colleagues and direct reports.

This is why we're introducing an annual Unconscious bias training for all managers. It sounds like a big name and we're hugely grateful to our Diversity Champion Ashley Dalton who has kindly delivered the most impact for the teams.

Age Groups

Management Jobs

Cat Wright is one of our Product Managers and has been involved in the Engage and Diversity journey when she asked our Founder Owen Elliott The Great Big Diversity Question.

"I strongly identify as a feminist. I'm passionate about equality in the workplace and I want to see more women in tech. I want to see more women in senior roles and I want to see more women in the boardroom. I want to see more women in the tech industry. I want the equality issues that are causing international attention to be resolved. I want to see more women in senior management positions in the tech industry. I want to see more women in senior management positions in the tech industry. I want to see more women in senior management positions in the tech industry."

Cat's question led to our first ever Diversity report and we appreciate her question. We have made some improvements and we are having open and honest in our approach. We know that we have a long way to go and we are committed to the journey. We know that we are in the right place to be successful.

How do we compare in the Tech space?

Google, buffer, Atlassian, HubSpot, Microsoft

Gender Split

Technical Staff

Non Technical Staff

Leadership Roles

I wrote last year about our Diversity report being progress not perfection, and this is as relevant today as it was then.

We have made some improvements but we know that we have a long ideal that we hadn't invested enough with Diversity as with Appraisal and Recruitment. We have made improvements in our Diversity Data and we have made improvements in our Diversity Data but we have a long way to go.

We strongly agree that we published our board and across the whole business. We are proud of our culture and our mission and we are always keen to learn, and we want to ensure that Diversity and Inclusion are part of our culture.

Some of the areas assessed include:

- Gender pay gap and equal pay for equal work
- Ethnicity pay gap (Ethnicity pay gap is a measure of the difference in average earnings between ethnic groups)
- Sexual orientation pay gap (Sexual Orientation pay gap is a measure of the difference in average earnings between sexual orientation groups)
- Disability pay gap (Disability pay gap is a measure of the difference in average earnings between disabled and non-disabled employees)

Looking at the results we are encouraged by our gender pay gap, relative to other. Thank you to everyone who participated.

And in headcount terms I can see that:

8% increase
in employees (78% 86% people)

50/50
We are still equally balanced between men and women (49% Male, 49% Female, 2% Prefer not to say)

Diversity
We are proud of both increased levels of ethnic diversity which is encouraging.

1 Year Older
Our workforce is another year older and many Millers, Millennials and Gen Z's are joining our team. We have two age diversity and inclusiveness as we hold a growing footprint.

In summary the overall results are encouraging, but still with lots of work to do. It leaves us continue to need in this space when our company successfully hits 100 employees.

Well the changes we have made as a team to enable us to make the data, and we are very grateful for the willingness to trust us.

I want to finally thank the People team for getting the data together, and Charlotte for her work on the data. We are looking forward to leading the People team through our Diversity and Inclusion journey.

Rob Hitch, Group HR Director
robh@rewardgateway.com

The Reward Gateway Gender Pay Gap Report will be available in April 2018.

Although it fits into the Diversity and Inclusion Report, we feel it is a report in itself. Separately, it allows us to focus on Gender Pay Gap as a standalone report.

Both reports will be made available at www.rewardgateway.com

Reward Gateway
The employee engagement people