

Gender pay gap

Introduction

We are proud of the essential role we play in supporting our communities across the North West. 24 hours a day, 365 days a year our colleagues work hard to provide the service our customers need, when they need it the most.

To truly respond to our customers' needs, it's vital that our workforce reflects the communities we serve.

There is no denying that there are historical challenges within the industry to attract and inspire

diverse talent. However, that does not prevent us from working hard to drive change and shift the dial to close the Gender Pay Gap and increase diversity and inclusion (D&I) levels.

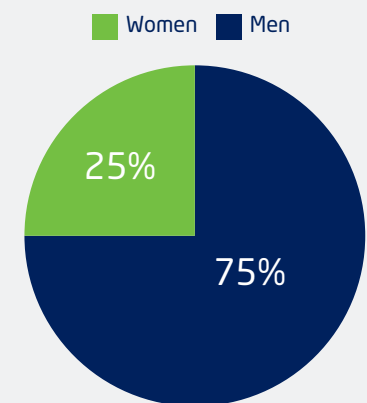
We are on a long journey and we are working hard and are committed to creating a diverse and inclusive environment where everyone can thrive and reach their full potential.

Our progress this year

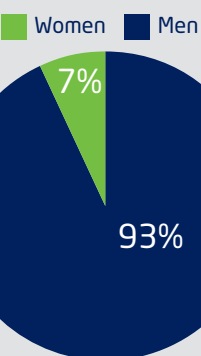
Although this is the fourth year of reporting, the trends suggest we are going in the right direction and we are dedicated to building on the progress we have made to date.

We know we have a long way to go, with women making up only a quarter of our population, but we also believe diversity goes beyond gender.

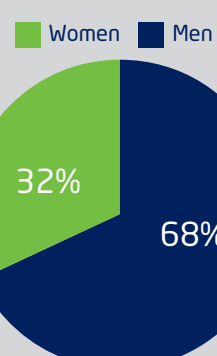
Population by gender



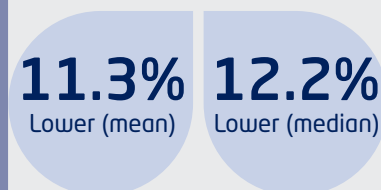
Engineering by gender



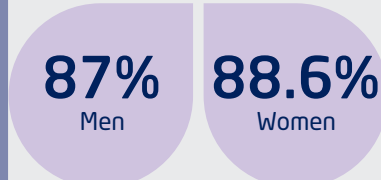
Leadership by gender



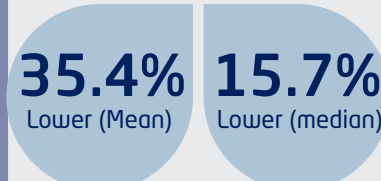
Women's hourly pay
(% lower than men's)



% of men and women that receive a bonus



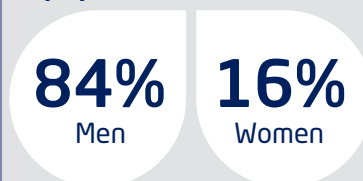
Women's bonus pay
(% lower than men's)



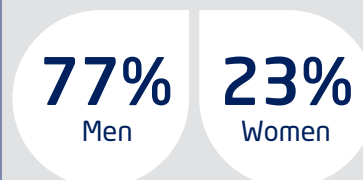
Pay quartiles

The proportion of full-pay men and women in each pay quartile.

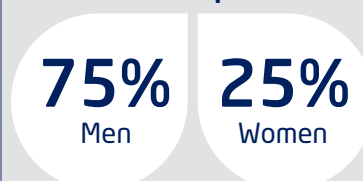
Top quartile



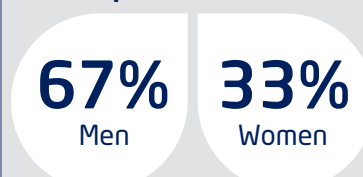
Upper middle quartile



Lower middle quartile



Lower quartile



Attracting diverse talent

To encourage diversity among entry-level engineers, we have created partnerships within the local community to promote the value of STEM subjects and to provide a pipeline of diverse future talent. These partnerships included a women's mosque school and local mosques and have helped to increase our level of diversity within our workforce. We are pleased to report of the 19 successful High-Level Apprentices recruited in September 2020, 21% were women and 26% were from an ethnic minority background.

Since 2019 the number of colleagues identifying as being from an ethnic minority background has doubled to 4%. Whilst this is a long way from the regional North West statistic of 14%, it highlights the importance that the company is placing on attracting harder to reach candidates.

These partnerships are a strong example of how engaging with underrepresented communities and promoting ourselves as an employer of choice is key to accessing harder to reach candidates.

Successful activity includes:

- Two colleagues successfully recruited from mosque partners
- Careers fayres with 300+ attendees from ethnic minority communities
- Online CV skills and interview skills sessions
- Use of mosque social media sites for vacancy sharing
- Colleagues completed 175 volunteering hours delivering food parcels to vulnerable customers in the community throughout the pandemic.

Achievements over the past two years

- Set up a D&I steering group with ELT sponsorship
- Received accreditation with:

GMCA Good Employment Charter

Disability Confident

Forces Friendly Covenant

Real Living Wage Employer

Social Mobility Pledge

Business in the Community

- Launched a new Applicant Tracking System which allows for:

Greater accessibility to diverse candidates with audio, visual and language translation

Improved management information to identify diversity of candidate pool

Ability to recruit via blind CVs reducing conscious bias in the recruitment process

- Conscious Inclusion training delivered to all managers in Operations
- Incorporated multi faith rooms and breastfeeding facilities at offices and depots.

Developing our people

In 2018, our Executive Leadership Team made a strong commitment to have a 30% women's representation in leadership roles by March 2021. We have achieved this target with women's representation at 32% across the business. The increase in women's representation at a leadership level will support the reduction in our Gender Pay Gap.

We took the bold step not to introduce a women's talent programme. Leadership development is promoted for all

colleagues in the business without bias. Successful invite onto a talent development programme is based on skills and experience, not a protected characteristic.

The first talent programme had an equal mix of women and men, which resulted in four women being promoted into senior positions and one woman colleague being appointed to the Executive Leadership Team.

Focus for the year ahead

It is great to see us as an organisation rise to the challenge again, building on our work from last year, but also pushing ahead with clear goals for the year ahead.

We will continue to build on the initiatives we have in place, including supporting early and mid-career women engineers through bespoke activities. For example, we are about to embark upon a strategic partnership with the Institute of Physics to promote careers in engineering and open wider networks of women candidate pools.

Talent development is a key focus for 2021. Three talent programmes have been designed to address training needs at each leadership level.

Our initiative with local mosques continues to receive positive feedback from the local community and colleagues.

It is proposed to expand this network to include an additional four mosques in March 2021.

We recognise that becoming a truly diverse and inclusive organisation is a complex journey of continuous improvement. The positive actions undertaken internally and with external partners throughout the last two years has provided a wealth of knowledge and experience, so we can successfully attract, develop and retain a diverse and motivated workforce.

There is still a lot more work to do and we will continue to focus on building a more diverse workforce and inclusive culture across the organisation.

Case study

Rachael Parr,
HR Director



“Diversity brings strength to the company in a number of ways. Firstly, cognitive diversity from colleagues from different backgrounds provides for better problem solving and innovation. Secondly, being representative of the communities we serve means that we are best placed to provide excellent customer service. Creating an environment where colleagues feel that they belong results in a happier workforce who are best placed to perform and to reach their full potential. I really don't struggle to share and be proud of the value that diversity and inclusion brings!”

Case study

Ella Stafford,
Customer Experience Manager



“Being a single parent juggling childcare and my responsibilities at work is one of my daily challenges. I am lucky to have a family who can support me when needed and that the company supports the need for flexibility which I have balanced against my level of responsibility.

Electricity North West is a great place to work, the company is supportive of career development and there are many diverse roles and opportunities available.”

Case study

Natalie Dunn,
Product Change Manager



“Managing a hectic home life and a busy job, whilst also wanting to continue to pursue my career, is an on-going challenge. As a woman I sometimes found it hard to find the right balance of work and family life but now I feel very fortunate to work for a company that supports my immediate and future development aspirations. For me, working in a largely male dominated environment I focus on my ability to contribute, understand and believe in the value of my contribution. Something which I feel I have achieved and has eliminated any potential for gender bias.”

Statement

I confirm that the information and data provided is accurate and in line with mandatory requirements.

Peter Emery, CEO