



# Riverside

## Gender Pay Gap Report 2024

At Riverside, we're committed to supporting and promoting equality, diversity and inclusion. We care passionately about our people and creating an environment where colleagues can realise their potential regardless of their protected characteristic. Our ambition is that our diversity reflects the customers and communities we serve. Our ways of working and pay structures ensure colleagues are paid equally for the work they do.

Employers with over 250 employees are required by UK law to publish their gender pay gap annually, based on their payroll on a snapshot date of 5 April each year. This gap report must be published within 12 months of the snapshot date.

We believe that publishing and monitoring pay gaps helps us to understand the reasons for any gap and consider what action we need to take to tackle the causes.

What does our gender pay data tell us?

Our gender pay gap is not because of different rates of pay, but a high proportion of females in our lower quartile roles in Care & Support and a comparative under representation within our upper quartile roles.

GAP	Mean	Median
Pay	11.3%	10.6%
Bonus	-24%	0.0%

**The make-up of our workforce**

When looking at our representation of female colleagues, our split was 2,367 female (61.2%) and 1,503 male (38.8%), increasing slightly by 1ppt (percentage point), when compared to the 2023 baseline.

Our mean gender pay gap is 11.3% and shows a median rate of 10.6%.

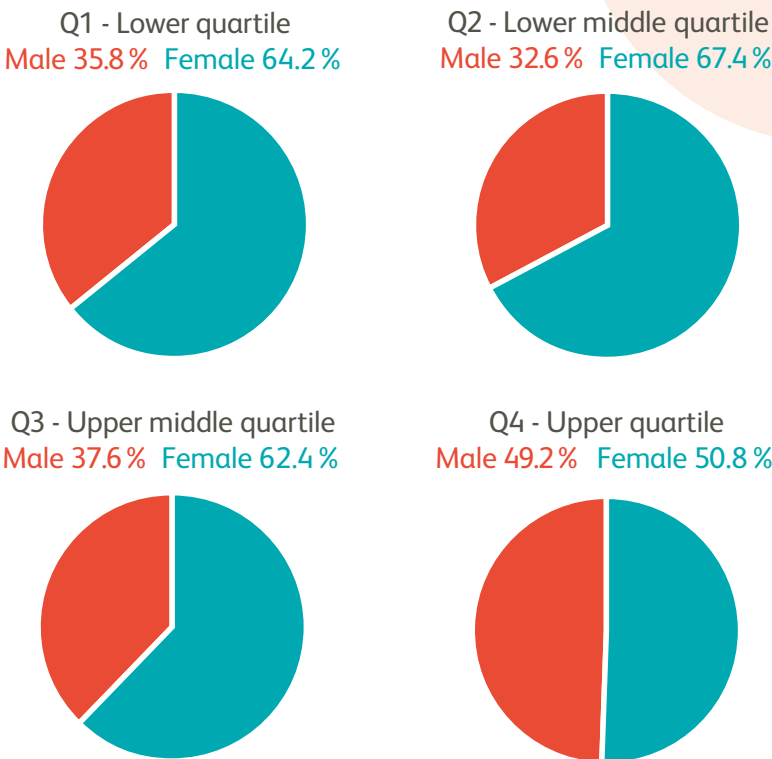
The mean pay gap has increased slightly from 2023 by 0.6ppt, when it was 10.7%. The median gap has also increased from its 2023 figure of 9.8%.



Pay quartiles

How are we doing?

- We are committed to reducing our gender pay imbalance by ensuring that we are representative of our colleagues across all quartiles with a particular focus on upper quartile roles. This year's gender pay gap is largely driven by:
- a drop and an under representation in the Upper Quartile when compared to male representation
  - a large number of females in lower paid roles within our Care & Support business
  - an increase in the pay gap within Care & Support during the period, which although still low, shows that the mean has increased from -1.7% to 1.6%, driven by more males joining the function
  - the pay gap in non-Care & Support roles has increased marginally from 5% in 2023 to 5.6% in 2024.



How will we continue to make a difference?

At Riverside, our vision is to be an employer of choice by enhancing the everyday working lives of our people, creating a good experience so in turn, together we feel compelled to deliver a great experience for our customers.

We are passionate about ensuring we reflect the communities we serve and are determined to create an environment where our people feel that they belong, can grow and develop, supporting everyone regardless of their gender, present and future or any other protected characteristic.

We recognise we do have a gender pay gap and there is always more we can do to make sure our people are able to realise their full potential.



**We Care**

**Improving colleague experience, attracting and retaining talent**

We have a good female representation within our organisation; however, we will continue to develop to attract and promote careers for all genders.

We aim to remove any barriers to progression that we will drive through our colleague group WREN (Women at Riverside Employee Network) and EDI Strategy and People Promise.

We have introduced our Family Friendly Buddies scheme to support colleagues due to take family-related leave (maternity, paternity, adoption or shared parental leave), are already on such leave, or have returned to work. We recognise the barriers faced by parents when returning to the workplace and have buddies for extra support to encourage and support parents on their return.

We advertise our roles internally to ensure that there is equal access for all job opportunities.

We measure engagement and experience, ensuring that it is as positive regardless of gender and we know from this that the experience of both men and women are similar.



**We are Inclusive**

**Increasing inclusivity and providing opportunities for growth and development**

Our EDI and People Strategies for 2023-26 both have inclusivity and improving our people experience at their hearts. We have also introduced Our People Promise, based around our three values, which brings to life the experience we want our people to have at Riverside. Our People Promise not only looks at what we can offer our colleagues, but also what we expect from them in return.

We continue provide senior sponsorship and celebrate our female role models through our WREN to further support female confidence and progression and promote related initiatives. WREN have a specific confidence building session supporting women in the workplace, in addition to providing support across Riverside and hearing from speakers both internal and external.,

We will continue to promote fairly any opportunities to develop and progress within our organisation. We are open about the development opportunities we offer and provide 'stepping up your career programme', confidence building, professional qualification opportunities and graduate programmes. All programmes are well attended, with strong representation from females.



**We are Trusted**

**Our Riverside Deal and improving wellbeing**

We continue to explore and understand our gender pay gap results and ensure that areas such as reward and benefits packages, family friendly paid leave, flexible working and recruitment practices enable and do not prevent progression.

We have concluded Phase One of our new Riverside Deal, which introduced positive improvements to our Family Friendly policies that will benefit our female colleagues. These enhancements include increased paid maternity and adoption leave and much improved paternity leave. And will soon embark on Phase Two which will look at our Care & Support part of our business to promote fairness consistency

We continue to promote flexible working practices through our Smart Working Policy and have recently launched a wellbeing plan to support our colleague's mental health, providing opportunities to become a Mental Health First Aider.