



Sharp Business Systems UK Plc

# Gender Pay Gap Report

April 2024

**SHARP**

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## INTRODUCTION

# Committed to making SBSUK a great place to work

**At Sharp Business Systems UK Plc (SBSUK), we are committed to continuing to making SBSUK a great place to work.**

**As part of this commitment to foster a collaborative environment where everyone can contribute to our collective success, we ensure fair reward and recognition for all team members.**

In 2017, regulations were introduced requiring public, private and voluntary sector organisations, with more than 250 team members, to report annually on their gender pay gap using a specified 'snapshot date' relevant to their sector.

### **There are six ways in which the gender pay gap is calculated:**

- Mean gender pay gap – The difference between the mean hourly rate of pay of males and females
- Median gender pay gap – The difference between the median hourly rate of pay of males and females
- Mean bonus gap – The difference between the mean bonus pay of males and females
- Median bonus gap – The difference between the median bonus pay of males and females
- Bonus proportions – The proportion of male and female team members who were paid a bonus or commission during the reporting period
- Quartile pay bands – The proportions of male and female team members in the lower, lower middle, upper middle and upper quartile pay bands

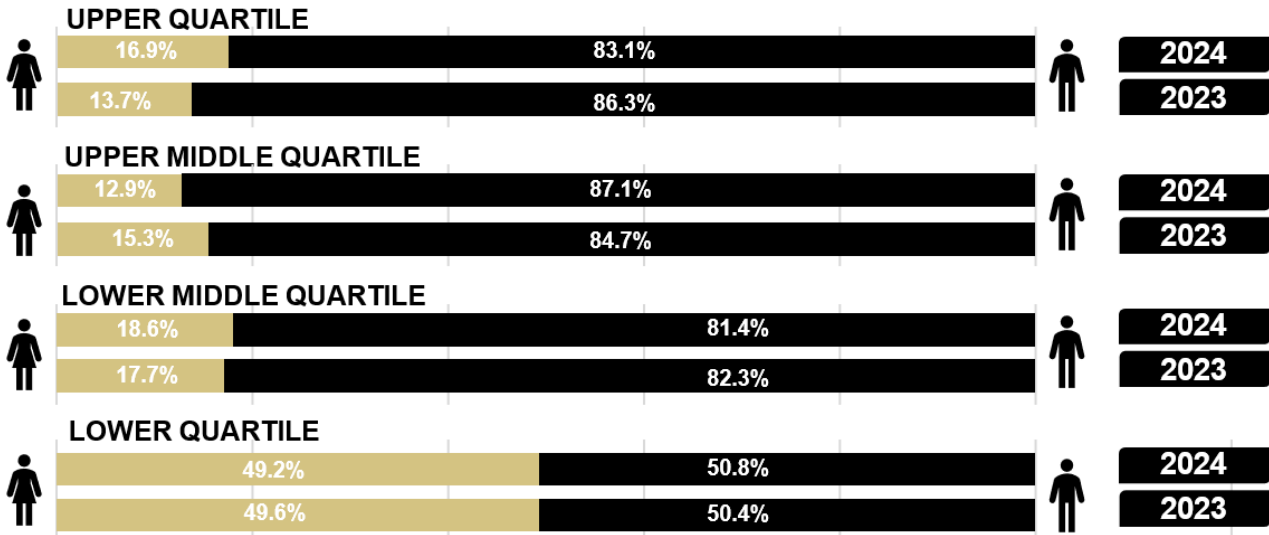
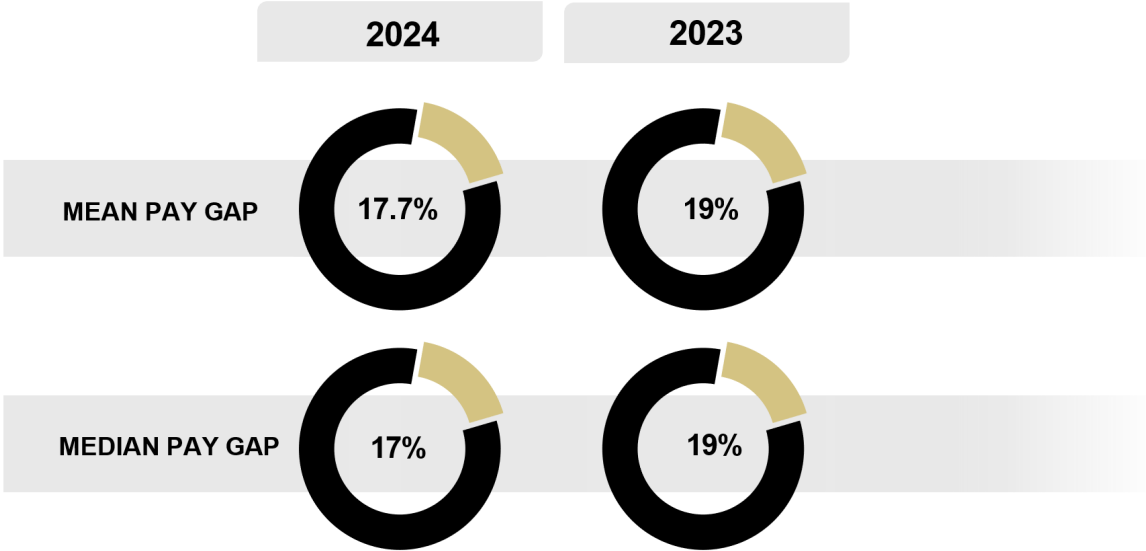
In this report, we discuss our gender pay gap and highlight the actions we are taking to ensure SBSUK is an inclusive workplace for everyone, where all team members thrive and feel empowered to make a difference.

# Understanding SBSUK's Pay Gap

In this report, we provide our data on the technology sector as of 5 April 2024. As of this reporting date, our total workforce was **496 people**, of which **76% were men** and **24% were women**.

Our latest gender pay gap analysis for 2024 shows an improvement, with the mean pay gap decreasing from 19% in 2023 to 17.7%, and the median pay gap decreasing from 19% in 2023 to 17% in 2024. While this progress is encouraging, SBSUK still remains above the UK National Mean Pay Gap of 13.8% and the UK National Median Pay Gap of 13.1% for 2024\*.

In 2024, we saw a slight decrease of women in the lower pay quartile and a significant increase of women in the upper pay quartile.

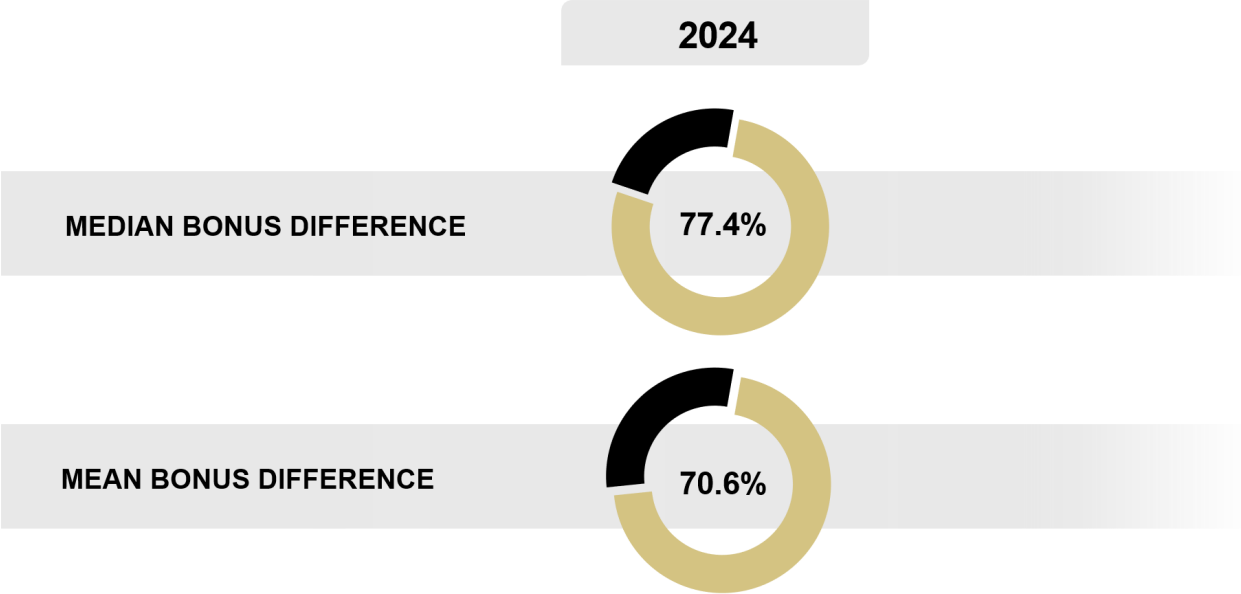


# Gender Bonus Gap

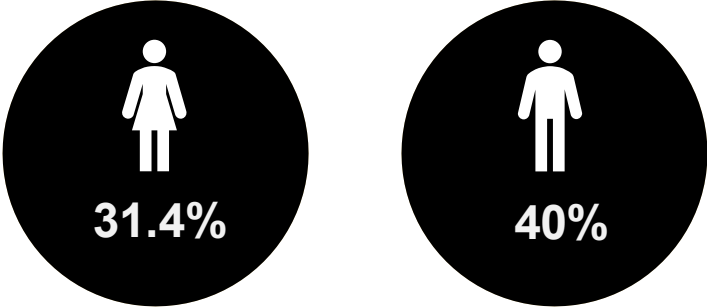
The median bonus pay difference between men and women is **77.4%**.

The mean bonus pay difference between men and women is **70.6%**.

During the reporting period, **40%** of our male population received a bonus or commission and **31.4%** of our female population did.



## THE POPULATION WHO RECEIVED BONUS OR COMMISSION



## Our Plans to Close the Gap

One of the most important actions we're taking to reduce our gender pay gap is to support our female team members to progress into higher paying roles through a range of development opportunities. Some of SBSUK's key initiatives to support Learning & Development in the workplace for 2024 were as follows:

- Initiative of a sales development programme to enhance opportunities through a more consultative selling approach with a small cohort of team members. Despite the higher proportion of men in sales roles and to support the ongoing development of women in sales, we have enrolled 2 female Account Managers into this cohort.
- Continuation of our internal Managers Essentials programme, designed to equip our people managers with the necessary processes, tools, and training to inspire and manage their teams effectively. In 2024, we delivered modules on Handling Investigations, Disciplinarys and Grievances in the workplace to a small population of our managers, including 3 female managers.
- Launch of our new 1-2-1 process, Let's Talk, designed to provide team members with the opportunity to foster open communication with their line manager, express their aspirations, and identify pathways for career development and professional growth. Through Let's Talk discussions about personal development, in 2024, we have supported several female team members through funded courses and qualifications to advance their skillset and support their career progression. Courses we have funded for female team members include; CIPD Level 5 in People Management, UX Design, and a European Senior Management Development Programme.
- Promotion of upskilling team members through the utilisation of the apprentice levy and celebration of National Apprenticeship Week. In 2024, we had several female team members studying towards the following apprentice qualifications; Level 4 - Data Analyst Including Power BI, Level 2 - Accounts and Finance x2, Level 3 - Data Technician, and Level 3 - IT Technical Salesperson.

In 2024, we made notable progress in advancing gender equality with 13 females being promoted across SBSUK into both managerial and more senior sales and sales support roles. Demonstrating our commitment to recognising and nurturing talent through career development, we internally promoted females into the following managerial positions: Marketing Communications Manager x2, Finance Operations Manager, People Operations Manager, and Bid Manager. We also promoted an additional 8 females into more senior sales and sales support positions: Account Manager, Workplace Design Sales Coordinator, New Business Sales Executive, Project Coordinator x3, and Sales Support & Order Processor – Level Two x2.

**Some of our recently promoted female team members share their development experience:**

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**Katie Prentice**  
People Operations  
Manager

“I’ve been with SBSUK for 6 years, starting as an HR Administrator and progressing to People Operations Manager, thanks to our Rising Stars development programme and sponsorship of my CIPD Level 5 qualification. SBSUK is dedicated to supporting women in the workplace, and I benefitted from the Springboard for Women Programme, which offered excellent networking opportunities with women across the business.

I love the variety in my role. No two days are the same and our team allows me to gain experience in various HR areas such as Recruitment, Reward and Recognition, Learning & Development, and Internal Communications. It might sound cliché, but it’s truly the people that make Sharp a fantastic place to work!”

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**Marian Siad**  
Bid Manager

“Since joining SBSUK in April 2019, my journey has been enriching and full of learning opportunities, including the informative Bid Perfect course, and the upcoming APMP foundation course.

I thoroughly enjoy the environment and ethos of the company. The supportive management and the opportunity to work for an evolving company with a diverse range of offerings which make SBSUK a great place to work.

Working in a male-dominated industry like sales for 25 years has been a unique and rewarding experience. It has allowed me to bring a different perspective to the table and contribute to a more inclusive and dynamic work environment. I appreciate the challenges and opportunities it presents, and it has been a significant part of my professional growth.”

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**Nancy Brand**  
Account Manager

“I have been at SBSUK for 2 years. I started in the Graduate Scheme/Sales Academy, during which I completed a Level 3 Apprenticeship in IT Technical Sales.

I enjoy the variety and fast-paced nature of my role. I also appreciate how supportive SBSUK has been in terms of progression and further education. I’ve just enrolled in a Level 6 Degree Apprenticeship starting in February 2025!

Working in a male-dominated environment, such as sales, can be challenging, but I attribute that more to the industry itself rather than it being male-dominated. Sales is often a male-dominated profession, but a female perspective and influence can bring something different to the team. This is my first full-time role since graduating from university, I’ve never felt disadvantaged through being the only woman in my team.”

# Building an Inclusive Environment

**For women to be supported to succeed, we know the importance of creating an inclusive working environment. With that in mind, we regularly review all our policies and processes to ensure that the right content and guidance is in place to support our team members.**

Some of SBSUK's key initiatives to support the building of an inclusive environment in 2024 were as follows:

- Introduction of a Working Abroad policy in recognition that our team members may have family commitments and other obligations outside of the UK. The policy allows team members to combine up to 2 weeks of working from abroad with up to 2 weeks of annual leave. This benefit will enable team members to fulfil their family responsibilities, manage unexpected events and enhance their work-life balance.
- Continuing our Hybrid Working policy for office-based roles. As part of our ongoing commitment to continue making SBSUK a great place to work, we recognise the importance of helping our team members balance their work and home lives by offering flexible working arrangements. We appreciate that the UK workforce is becoming increasingly diverse and includes a high percentage of parents and individuals with caring responsibilities.
- Repositioning our Employee Voice Group (EVG) to a regionalised model of diverse team member representatives, dedicated to embedding our vibrant culture and fostering a more inclusive and responsive environment to improve team member engagement. As part of the new model, 50% of our EVG leads are female. To support gender equality and wellbeing, the EVG has recently introduced wellbeing baskets in women's bathrooms. These baskets contain essential items such as sanitary products, toiletries, and other necessities. This initiative aims to provide comfort and convenience for our female team members, ensuring they feel their wellbeing is supported in the workplace.
- Celebration of International Women's Day via our internal communications channels to recognise and celebrate the contributions of our female team members, promoting a culture of inspiration and empowerment within our organisation.
- Promotion of Menopause awareness via an Innovate Coffee Break webinar, designed to educate and create awareness of menopause challenges to all team members and guidance about supporting team members experiencing menopause within the workplace.





## Recruitment

We are deeply committed to closing the gender pay gap and are passionate about continuing to recruit talented and strong female team members into the technology sector. By actively seeking out and supporting female talent, we aim to build a diverse workforce that reflects the varied perspectives and strengths of our society.

Some of SBSUK's key initiatives to support the recruitment of females in 2024 were as follows:

- Education of managers via Recruitment Roadshows showcasing best practices for recruiting equitably among all roles. These roadshows emphasised the importance of implementing a fair and consistent recruitment process for all applicants, ensuring that gender does not influence hiring decisions. These sessions educated managers on the importance of fostering an inclusive and diverse workplace where every candidate is evaluated solely on their qualifications and potential.
- Continuation of recruiting all team members in line with SBSUK's Pay & Grading policy, which sets out to ensure all positions are accurately benchmarked, compliant with legislation, and to provide a framework for managing remuneration fairly and consistently. By adhering to these guidelines, we aim to address the gender pay gap and ensure that all team members are compensated equitably, reflecting their skills, experience, and contributions to SBSUK.

In 2024, we made significant advances in addressing the gender pay gap by successfully recruiting a substantial number of women into SBSUK. Notably, 32.7% of all new starters were women, reflecting our commitment to gender diversity and inclusion.

Among the key roles filled by women were; Account Manager x2, Business Development Executive (Corporate), Head of Credit Control, Internal Communications & Engagement Executive, Customer Service Advisor x4, Sales Support & Order Processors x3, Junior Installations Coordinator x2, Finance Assistant, Bid Writer, and People Team Administrator x2. These appointments underscore our dedication to creating a balanced and equitable workplace where women are represented across various levels and functions within SBSUK.

I confirm that the information reported is accurate and meets the requirements of the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

**Donna Carrick**

People Director

Sharp Business Systems UK PLC



**Stuart Sykes**

Managing Director

Sharp Business Systems UK PLC

