

FirstPort gender pay gap report

All UK companies with over 250 employees are required to report on their gender pay gap. As the UK's largest property management company, it's important we understand gender imbalance in our organisation. As a customer focussed business, the diversity of our workforce is important to us.

Gender pay gap reporting measures the difference in the average pay of men and women in an organisation, regardless of the role they carry out. A gender pay gap can be driven by the number of men and women in different roles. Gender pay gap reporting is different from equal pay. We are confident that we offer equal pay for equal work throughout FirstPort.

Snapshot date, 5th April 2018



FirstPort Retirement

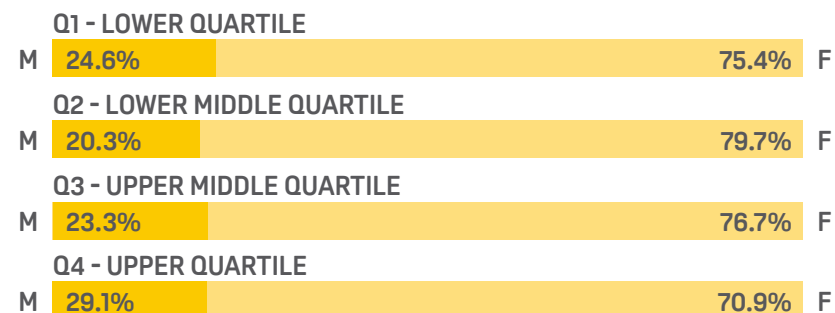
FirstPort Retirement employees are field- or site-based, providing property management services across 1,500 developments. Two-thirds of our team in Retirement are women, and this is reflected consistently in each of the pay quartiles. We have a male managing director leading this part of our business and the operations director is female.

We have a small number of bonus schemes available to employees in Retirement, and unusually in this period, more male employees than female employees received a bonus.

Pay gap and bonus gap between male and female employees:

	MEAN (AVERAGE)	MEDIAN (MIDDLE VALUE)
PAY GAP	8.98%	0%
BONUS GAP	68.2%	0%

Proportion of male and female employees according to quartile pay:



% Of employees receiving a bonus:



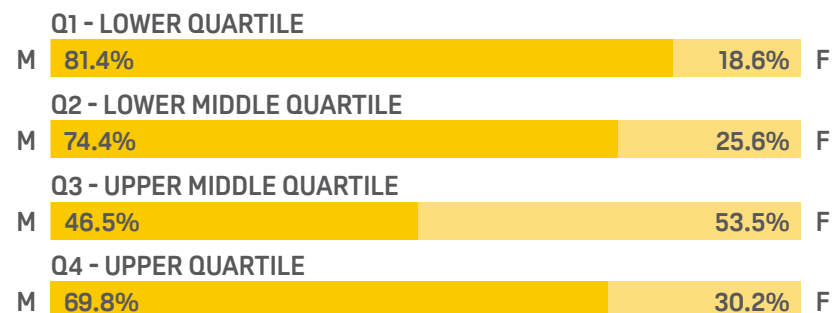
FirstPort Property Services

Employees within FirstPort Property Services are predominantly site- or field- based, providing property management services to over 76,175 homes. Regional managers and property managers make up the majority of employees in this part of our business and our benchmarked pay scales for these roles ensure equal pay. Bonuses are paid based on achieving consistently high results for our property standards measurements.

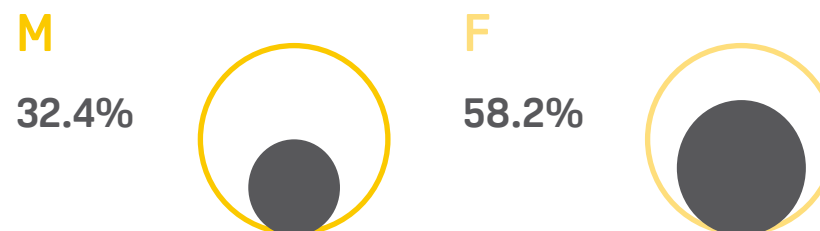
Pay gap and bonus gap between male and female employees:

	MEAN (AVERAGE)	MEDIAN (MIDDLE VALUE)
PAY GAP	-4.6%	-23.4%
BONUS GAP	32%	0%

Proportion of male and female employees according to quartile pay:



% Of employees receiving a bonus:



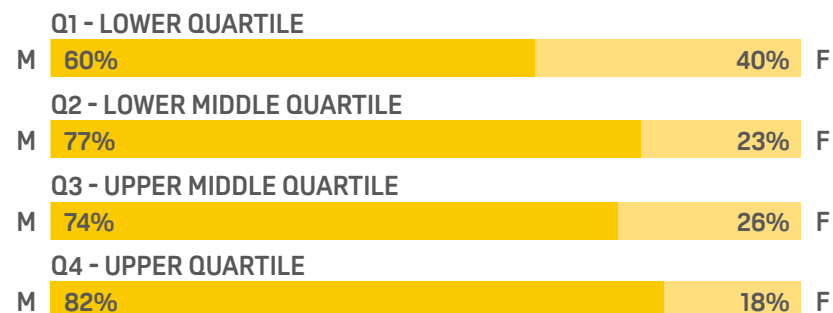
FirstPort Bespoke Property Services

Our Bespoke Property Service teams are comprised of regional managers, property managers and over 300 site-based employees, providing concierge, cleaning and maintenance services to our customers. The roles within this part of the business are varied and bonuses can be paid based on client requests at a site level.

Pay gap and bonus gap between male and female employees:

	MEAN (AVERAGE)	MEDIAN (MIDDLE VALUE)
PAY GAP	9.22%	7.76%
BONUS GAP	27.1%	40%

Proportion of male and female employees according to quartile pay:



% Of employees receiving a bonus:



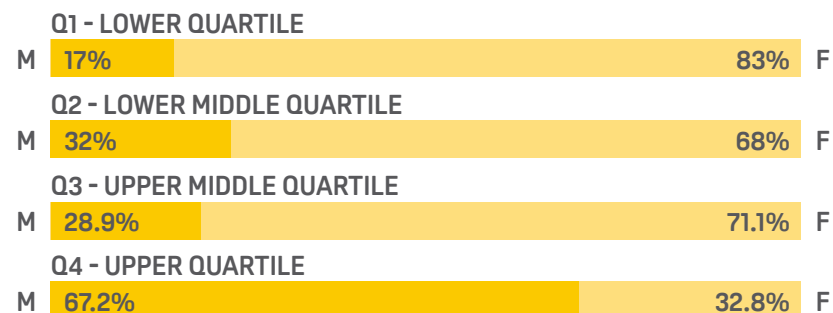
FirstPort Limited

Employees within FirstPort Limited typically work in our support and back office functions. While 63% of employees at FirstPort Limited are women, like many other companies, there are fewer women than men in more senior roles. This is the main reason for the gender pay gap and gap in bonus payments.

Pay gap and bonus gap between male and female employees:

	MEAN (AVERAGE)	MEDIAN (MIDDLE VALUE)
PAY GAP	36.8%	28.5%
BONUS GAP	69.9%	70%

Proportion of male and female employees according to quartile pay:



% Of employees receiving a bonus:



All FirstPort Companies

In addition to these companies, FirstPort is comprised of smaller companies, including Retirement HomeSearch and FirstPort Insurance Services, which have less than 250 employees.

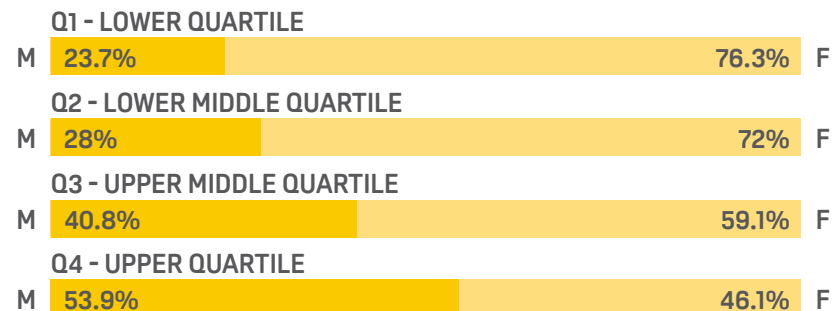
When you take all FirstPort companies as a whole, the median gender pay gap is 8.9% and the mean gender pay gap is 23.8%.

The reason for these gaps is that, like many other companies, we have more men than women in the most senior roles across the organisation. While 46% of employees in the upper pay quartile are women, we have some work to do in ensuring that women are also represented in the most senior roles.

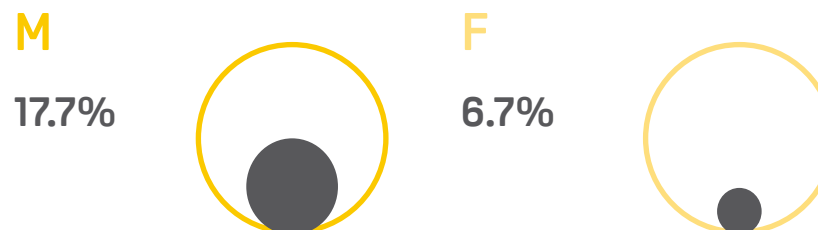
Pay gap and bonus gap between male and female employees:

	MEAN (AVERAGE)	MEDIAN (MIDDLE VALUE)
PAY GAP	23.8%	8.9%
BONUS GAP	58.9%	16.7%

Proportion of male and female employees according to quartile pay:



% Of employees receiving a bonus:





This report relates to the period which ends in April 2018, and I am pleased that we have hired and promoted women into senior roles in the business since that date. We continue to deliver talent programmes which support all colleagues in reaching their full potential.

We review our pay scales and bonus schemes at least annually and in 2019 were accredited as a Top Employer by the Top Employers Institute.

We continue to work on the differences highlighted in this report and will measure the progress which our interventions are making.

A handwritten signature in black ink that reads 'Nigel Howell'.

Nigel Howell
Chief Executive