

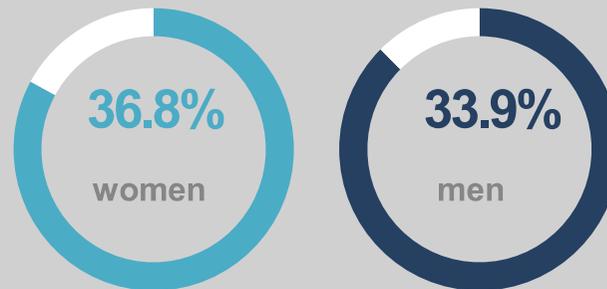
# RITZ - GENDER PAY GAP REPORT

Calculated in accordance with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017. Data as of snapshot date 5 April 2020. Results produced by  RSM

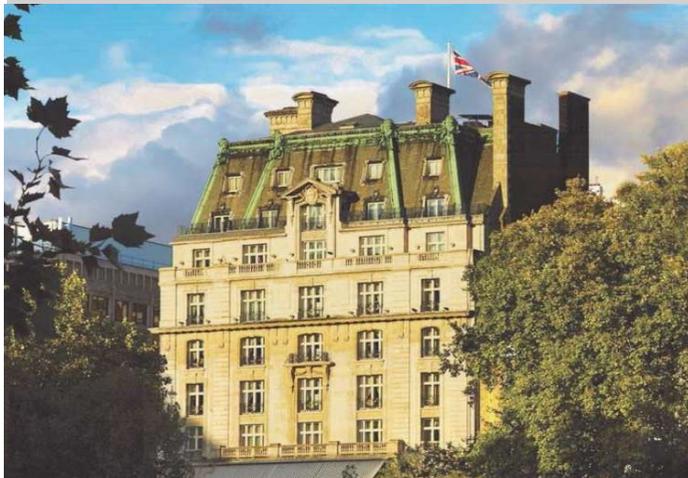
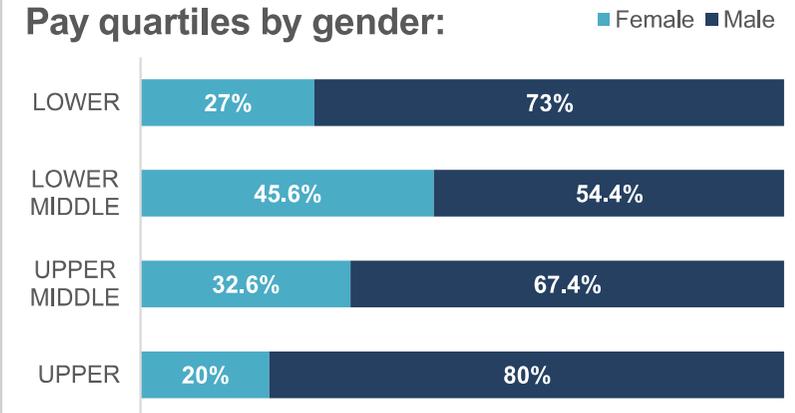
## The Ritz London gender pay gap:

Mean pay gap	10.4%
Median pay gap	6.6%
Mean bonus gap	31.5%
Median bonus gap	39.4%

## Percentage receiving a bonus:



## Pay quartiles by gender:



*The Ritz is pleased to post that the 2020 Gender Pay Gap has improved, (from 2019), and brings us closer to our reported figures from previous years which we view as encouraging. The Ritz's Gender Pay Gap is broadly in line with our competitors, and is above the ONS figures reported for the UK in April 2020. The Ritz is satisfied that the bonus gap can be largely explained by the fact the workforce is overall more male dominated than female and this is likely to be influencing some of the figures. Whilst the Ritz employs more men than women overall there is a significant number of women in senior roles and career progression for women into higher paid roles is evident at the Ritz.*

*The Ritz is satisfied that it maintains a robust and fair approach to remuneration, including a bonus policy with many of our employees receiving nominal amounts for awards such as 'Legend of the Month' and Long Service Awards. The leadership team, represented with more female colleagues than the previous year, is committed to equality, diversity and inclusion and plays an active role in remuneration decisions as does HR. The Ritz are considering their HR action plan to reduce the gaps in pay for the future now as well.*

# THE RITZ LONDON GENDER PAY GAP REPORT



THE RITZ LONDON

The Ritz London are pleased to introduce some of our successful women at the Hotel:

## Antonella

“My journey at The Ritz started in 2014 with the Guest Liaison role and I got the **opportunity to progress** into the Reception **Manager role** a couple of years after, being responsible for a larger team and for the Front Office busy operations. As I wanted to **gain more skills and broaden my knowledge** even further, I then moved to Reservations as Reservations Manager, where I am responsible for dining, rooms and groups reservations.



**Promotion after promotion** I have been able **to learn more than I could have thought** and to work with some of the **most talented people in the industry** and every day at The Ritz represents a **new challenge and gift to improve myself**

## Koula

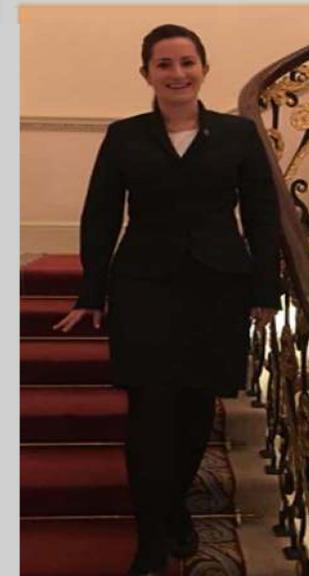
“I started at the Ritz several years ago as a Restaurant Receptionist, **progressing on** to roles such as a Restaurant Coordinator and Food & Beverage Coordinator, **gaining responsibility** for the Restaurant Reservations and administration. I was keen to **develop my role**, with the Ritz **creating a new job for me**, leading me assisting in creating a new outlet which is now our Dining Reservations team. The Ritz has **given me the opportunity** to set up outlets from beginning to end, testing my skills in e-commerce and operations.

I was then **promoted** to the position of Food and Beverage Operations Manager where I looked after the F&B operation and I have been most recently **promoted to Food & Beverage Manager** and looking after the Food & Beverage outlets and **have taken on project management duties.**”



## Suzanna

“I started my Ritz journey as a Restaurant Hostess, then moving over to the Reception Team and **gradually progressing** into my current role of Front **Office Manager**. It has been an amazing journey and I am thankful for the **ongoing training and support** that I have received so far, allowing me to learn and **push my boundaries**. I currently oversee Reception and Concierge, two departments that I am **passionate** about. Every day there is something **new to learn** and I am grateful that I can do so within the Ritz London.”



I can confirm this published information is accurate.

General Manager – Sal Gowili



THE RITZ LONDON

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