

THE RITZ LONDON - GENDER PAY GAP REPORT

Calculated in accordance with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Data as of 5 April 2022. Results produced for The Ritz London by  RSM



THE RITZ LONDON

The Ritz London gender pay gap:

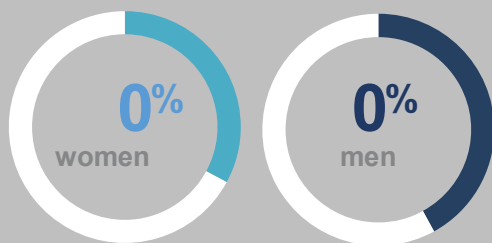
Mean pay gap **8.9%**

Median pay gap **3.5%**

Mean bonus gap **0%**

Median bonus gap **0%**

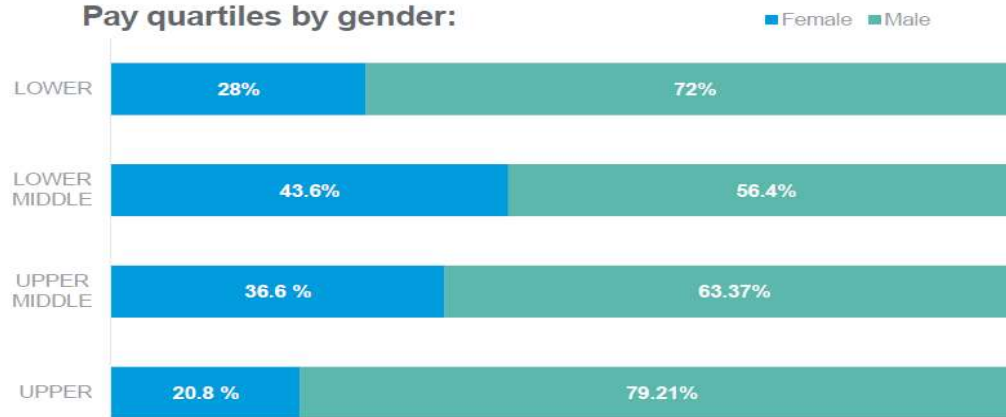
Percentage receiving a bonus:



The mean gender pay gap has widened since last year, whereas the median gender pay gap has narrowed. This year the mean pay gap is 8.9% (last year it was 6.7%, in 2020 it was 10.4%, and in 2019 it was 12.9%). When looking at the mean figures, compared to last year the pay of women has moved slightly further away from that of men overall which tells us that the mean gender pay gap has worsened. It is, however, still smaller than the figures in 2020 and 2019. This year the median pay gap is 3.5% (last year it was 5.3%, in 2020 it was 6.6%, and in 2019 it was 13.2%). The gender pay gap at The Ritz London remains smaller than the national gender pay gap for all employees in the UK according to the ONS (2022 estimated figures).

For the accommodation and food service industry specifically, the estimated median gender pay gap is significantly lower, sitting at 0.7% nationally. This rises to 4.4% in London.

Pay quartiles by gender:



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Snapshot date	5 April 2022	5 April 2021	5 April 2020	5 April 2019
Mean Pay Gap	8.9%	6.7%	10.4%	12.9%
Median Pay Gap	3.5%	5.3%	6.6%	13.2%

It is notable that the mean gender pay gap at The Ritz London has widened since last year (but is still lower than the previous two years of reporting), whilst the median gender pay gap continues to narrow year on year.

Mean calculations are more sensitive to outlier data points than median calculations, which results in the mean figure being impacted by salary values that are particularly high or particularly low in a way that the median figure would not be. For example, if there are some very highly paid individuals who are male, these figures have the capacity to significantly impact the overall mean. At the Ritz the upper quartile is 79.2% male and 20.8% female.

Conversely, the median is a calculation of the difference between the mid-point value of the hourly rate of pay for men and the mid-point value of the hourly rate of pay for women, and as such it is not impacted by extreme values. The median is therefore regarded by some as more representative of the gender pay gap than the mean, because it gives a better indication of typical pay.

Despite the median gender pay gap figure in April 2022 showing continued year-on-year improvement, the mean gender pay gap figure having increased slightly this year could be a focus area.



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



THE RITZ LONDON

Adriana

In 2009, Adriana joined The Ritz London as Head Housekeeper and 2 years after she fulfilled her career goal of becoming an Executive Housekeeper and joining the Head's of department team.

After accomplishing her career goal of serving the most privileged at The Ritz, Adriana decided to give back by serving less privileged individuals in her spare time. During her summer holidays, Adriana travelled to volunteer at charities in Zambia, Cambodia, Malawi and the Dominican Republic, where she mainly focused on community building projects and assisted vulnerable individuals at rehabilitation centres.

Adriana brought her charitable nature to The Ritz London, where she is now key in the hotels involvement in providing essential comforts for vulnerable people in Westminster.



In the beginning of 2022 Adriana was promoted to a Senior Manager, part of the Leadership team.

Ailsa



Ailsa joined The Ritz London in August 2016 as a Trainee Assistant Manager taking on the responsibilities of daily operations within the Hotel and all areas affecting guest relations.

Six months into her tenure, she was promoted to Assistant Manager, further cementing her responsibility as a senior management figure in the absence of the Senior Leadership Team and General Manager.

Ailsa excelled in all aspects of her role, and it was quickly evident that Ailsa had innate leadership qualities, which therefore made her the natural choice to be promoted to Assistant Reception Manager in August 2018.

After one year, in 2019, Ailsa was promoted further to Reception Manager. Her leadership skills have brought out the very best abilities in her team members whilst always ensuring that the highest of standards are upheld. When the Front of House Manager position became available it was a very easy decision for the General Manager to promote Ailsa to the Front of House Manager, part of the Head's of Department team, overlooking the Reception and Concierge team.

I am pleased to say that The Ritz London's Gender Pay Gap figures are extremely positive which I am delighted about. Our robust HR strategies have stood us in good stead especially given this is a male heavy workforce. The Ritz London will however not be complacent in it's approach as diversity is important to us.

Therefore, we pledge to review as a company how we can attract and retain more women into our business and assist them upwards towards the upper quartiles of our business.'

I can confirm this published information is accurate.

General Manager - Sal Gowili

