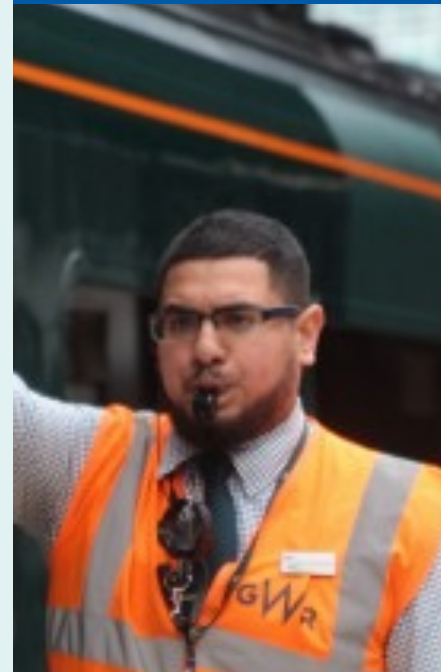
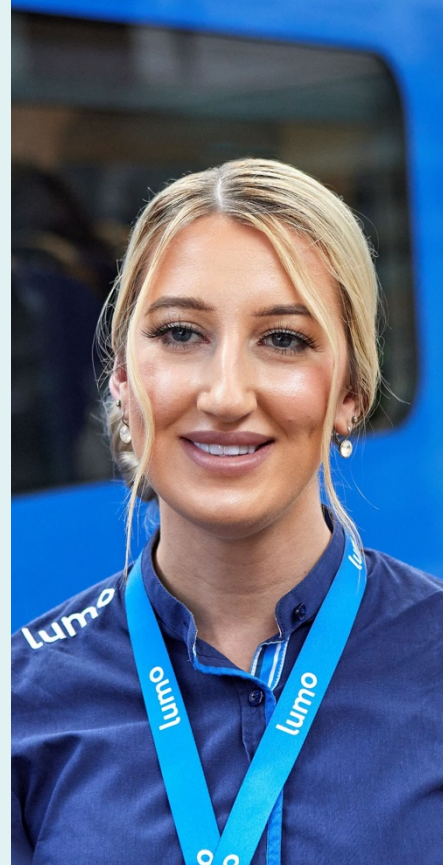




# UK Gender and Ethnicity Pay Gap Report

FirstGroup plc  
2023





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# Introduction

I am pleased to present our 2023 Gender and Ethnicity Pay Gap Report. This is our seventh year reporting our gender pay gap and our third year reporting our ethnicity pay gap. While ethnicity pay gap reporting is not a legal requirement for UK employers, we believe in the power of data to drive progress on diversity and fairness issues.

FirstGroup is a leading UK transport operator providing easy and convenient mobility, improving quality of life by connecting people and communities. We are committed to increasing the diversity of our workforce to better understand and meet the needs of the diverse customers and communities we serve. We recognise that attracting and retaining people with different backgrounds and experiences requires an inclusive culture where everyone feels valued and respected.

While we are proud of the progress being made in many areas, we acknowledge there is still more to do, therefore, we are committed to making our workplaces inclusive for all our colleagues, regardless of their gender, ethnicity or any other characteristic.

Our Responsible Business Committee, which was set up in 2022 plays a key part in reviewing the practices and performance of the Group in supporting our people, and in particular our progress towards meeting the Group's goals and objectives with regard to inclusion and diversity.

This year, our equality, diversity and inclusion (ED&I) working group set

gender and ethnicity targets for our senior leadership population, where by 2028 we aim to have 40% of senior leadership roles occupied by women and to have doubled minority ethnic representation to 11.0% to be more reflective of the communities we serve. We have also put in place other internal targets to help us improve our pay gaps.

The public transport industry remains male-dominated, so increasing gender diversity has been a key area of focus and I am pleased that since the last report we have again increased the ratio of women we employ in the UK.

We remain committed to improving the ethnic diversity of our workforces. In addition to being signatories to 'Change the Race Ratio', which is a peer group of organisations committed to increase ethnic and racial diversity at the Board and Executive Committee levels, First Bus are now signatories to the Business in the Community Race at Work Charter.

This is now the third year that we have voluntarily published our Ethnicity Pay Gap figures. Whilst there is still room for improvement, we are pleased that even more of our colleagues have now disclosed their ethnicity to

us and recognise the importance of this data in driving progress on our ethnicity programmes. We continue to encourage even more colleagues to voluntarily share their ethnicity and other protected characteristics with us on a confidential basis as we believe data helps us to drive progress in becoming a more diverse and inclusive workplace.

This report provides an update on our gender and ethnicity pay gaps and the respective action we are taking.

We are determined to improve gender and ethnic diversity in all levels throughout our businesses through various initiatives and by fostering an inclusive workplace where everyone feels valued, regardless of their gender or ethnicity.

Equity, Diversity & Inclusion (ED&I) remains an area of focus at FirstGroup. There is, of course, still much more to do, but we are proud of our efforts so far, and the leadership team and I are personally committed to driving further progress in this vital area.

**Graham Sutherland**  
*Chief Executive Officer*



# Pay gap reporting terms explained

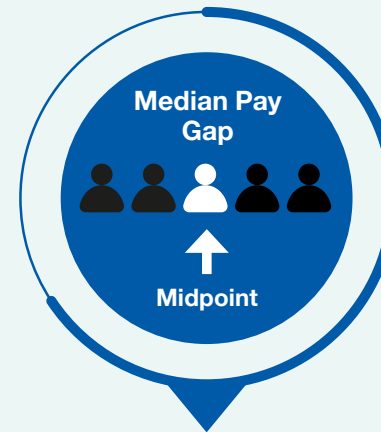


**Equal pay** means that within an organisation a person in one group and a person in a comparator group should not be paid differently for performing equal work.



A **pay gap** measures the difference between the average earnings of one group compared against the average earnings of another group.

The difference is expressed as a percentage of the first group's earnings.



The **median pay gap** is the difference in hourly pay between the **midpoints** of two groups' earnings, when their salaries are listed by size.



The **mean pay gap** is the difference between the **average** hourly pay of two groups.

Both our gender pay gap and our ethnicity pay gap have been calculated using the UK government's statutory methodology for gender pay gap reporting. Our reporting is based on pay after salary sacrifice as required by statute. Hourly pay is based on the pay period including 5 April 2023 and bonus pay is based on bonuses paid in the period 6 April 2022 to 5 April 2023.

## Interpreting the results

When calculating our pay gaps, we look at both the mean and median average. We consider that for our operating companies, some of which have relatively small numbers of women or ethnic minorities, the median average is the most representative measure, because it prevents high and low outliers distorting the results.

# Our population

## Reporting Population

Our reporting<sup>1</sup> is based on a population size of

# 30,735

Nearly **85% of our colleagues work in operational roles covered by collective bargaining agreements** which determine pay rates by job,

and which are applied equally to all job holders regardless of gender or ethnicity.

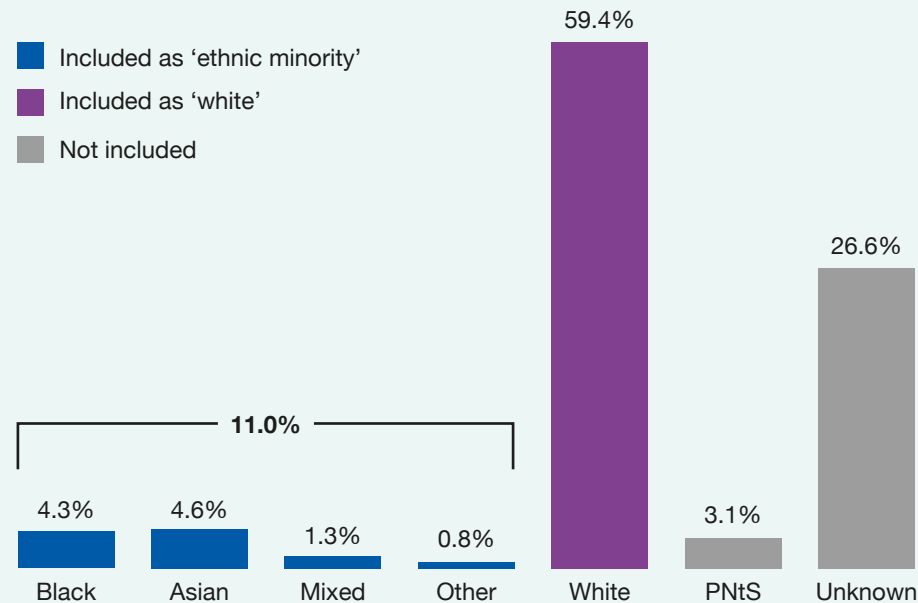
We employ people across 36 companies. Of these, **20** had 250 or more employees and are required to publish their gender pay gap data (shown on [page 19](#)).

## Gender



	Male	Female	
Average age	47	43	years
Average tenure	12	9	years

## Ethnicity



**29.7%** of our population have not yet shared their ethnicity with us. We recognise that this limits the accuracy of the reporting and caution should be used when interpreting this data and making year on year comparisons.

PnTS = Prefer not to say

<sup>1</sup>Relevant employees as at 5 April 2023 (as defined by the UK Government's statutory methodology for gender pay gap reporting)

Please note: throughout this report, numbers have been rounded to one decimal place. Sometimes, this leads to what appear to be discrepancies in data. This is solely due to the limitations of rounding numbers and is not a result of inaccuracy.

# Pay gap 2023 : **SNAPSHOT**

## by gender

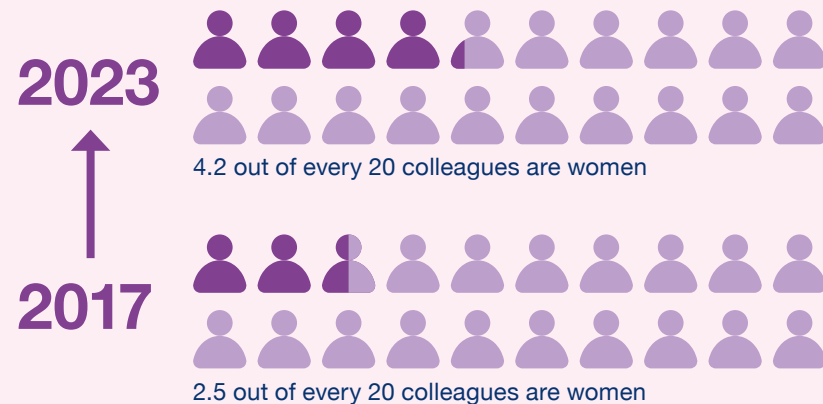
### -0.1%

Our **2023 median gender pay gap** of -0.1% in favour of women compares positively to the UK national average of 14.3%<sup>1</sup> in favour of men.

### 75%

of our reporting companies have a median gender pay gap better than the UK national average.

Women remain under-represented in the UK public transport sector<sup>2</sup>, therefore, increasing the number of women employed at FirstGroup is a key focus area. We are pleased that since our last pay gap report, we have once again increased the number of women we employ in the UK by **0.8%** to **21.0%**



<sup>1</sup> Office for National Statistics data – November 2023

<sup>2</sup> 26% - Women in Transport – December 2023

## by ethnicity

### 9.3%

Our **2023 median ethnicity pay gap** of 9.3% shows that at FirstGroup, ethnic minorities average hourly pay is 9.3% lower than white colleagues.

In 2023, **11.0%** of our workforce have disclosed that they are from an ethnic minority background (up by **1.4%** over 2022), 59.4% white and 29.7% are unknown (3.1% prefer not to say and 26.6% have not disclosed). We anticipate fluctuations in this breakdown as more people disclose their ethnicity to us.



# Our gender pay gap

## Our gender pay gap

The median gender pay gap is **-0.1%** and is closer to parity than our 2022 median pay gap. Our mean average pay gap of **7.0%** has improved by 0.7% since 2022.

As explained on page 4, we consider our median pay gap to be a more representative measure.

**75%** of our reporting companies had a median gender pay gap better than the UK national average of 14.3%.

**45%** of our reporting companies have improved their median gender pay gap since last year.

**25%** of these either had a gender pay gap of zero, or women's average pay was higher than that for men.

## Our gender bonus gap

FirstGroup operates bonus, incentive and commission schemes for different job categories across the Group.

The median gender bonus gap is **3.8%** and our mean average bonus gap is **34.3%**.

It is difficult to draw direct comparisons year-on-year due to a special £500 bonus paid in 2022 to almost 8,000 First Bus colleagues (89.1% of which were male). This special bonus was paid to frontline workers, who typically do not participate in incentive schemes, to recognise their efforts throughout the pandemic.

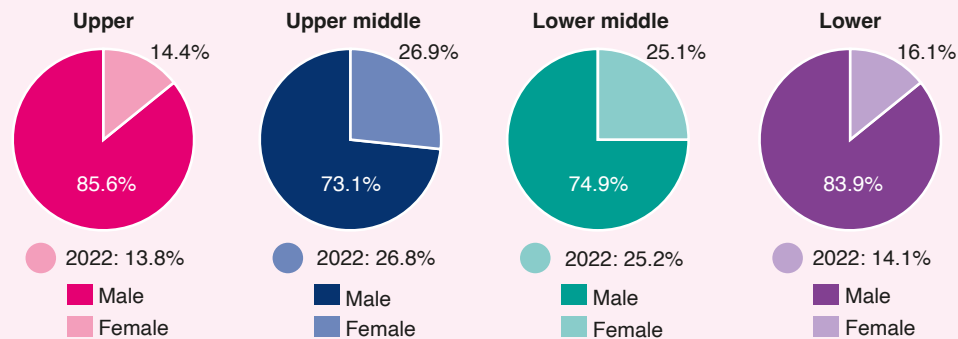
### -0.1%

2023 median gender pay gap  
(2022: -1.3%)

### 7.0%

2023 mean gender pay gap  
(2022: 7.7%)

PAY QUARTILES



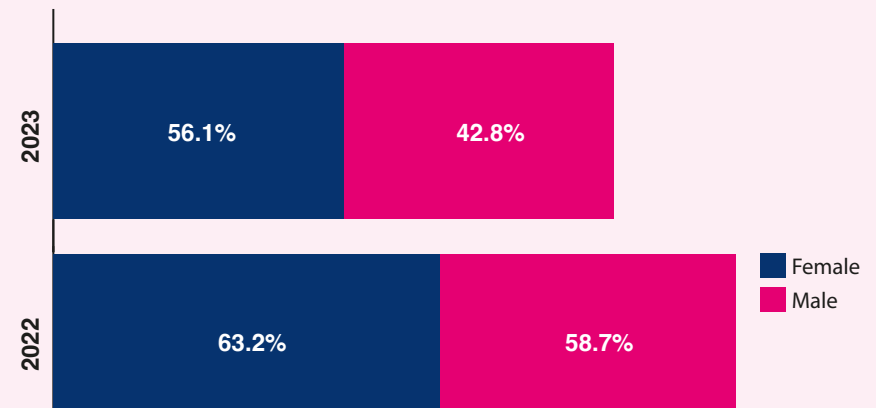
### 3.8%

2023 median gender bonus gap  
(2022: 60.0%)

### 34.3%

2023 mean gender bonus gap  
(2022: 19.7%)

% RECEIVING BONUS



# Our ethnicity pay gap

## Our ethnicity pay gap

Our median ethnicity pay gap is **9.3%** higher than for those of an ethnic minority background. Our mean average ethnicity pay gap is **10.4%** which is the same as 2022.

This is an increase since our last report although we expect there to be fluctuations in our ethnicity pay gap as we continue to collect ethnicity information from our colleagues.

## Distribution

The biggest contributing factor to our ethnicity pay gap is under-representation of ethnic minorities in senior roles, although we have seen an increase of **0.6%** (from 6.9% to 7.5%) in the upper quartile since last year.

Increasing the number of colleagues who share their ethnicity with us is a key part of our action plan and we have made significant progress since we have started to report our ethnicity pay gap figures.

## Our ethnicity bonus gap

FirstGroup operates bonus, incentive and commission schemes for different job categories across the Group.

The median ethnicity bonus gap is **38.4%** and our mean average bonus gap was **67.0%**.

Both the median and mean ethnicity bonus gaps are driven by the fact that ethnic minorities remain underrepresented in management

roles, where a greater proportion of pay is in the form of variable pay.

It is difficult to draw direct comparisons year-on-year due to a special £500 bonus paid in 2022 to almost 8,000 First Bus colleagues. This special bonus was paid to frontline workers, who typically do not participate in incentive schemes, to recognise their efforts throughout the pandemic.

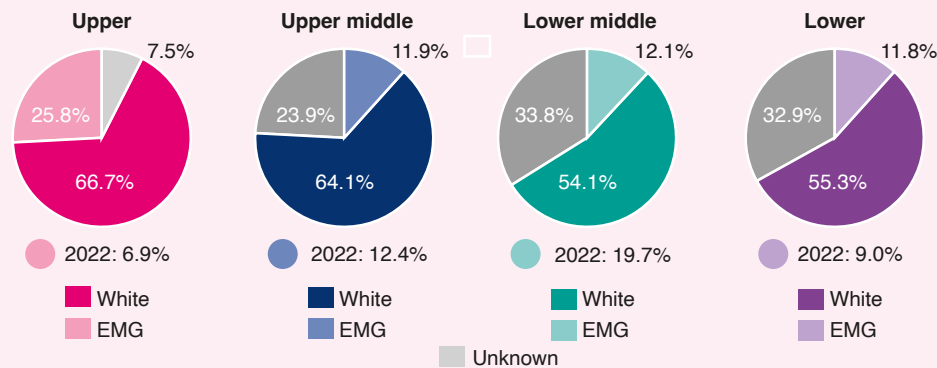
### 9.3%

2023 median ethnicity pay gap  
(2022: 8.4%)

### 10.4%

2023 mean ethnicity pay gap  
(2022: 10.4%)

PAY QUARTILES



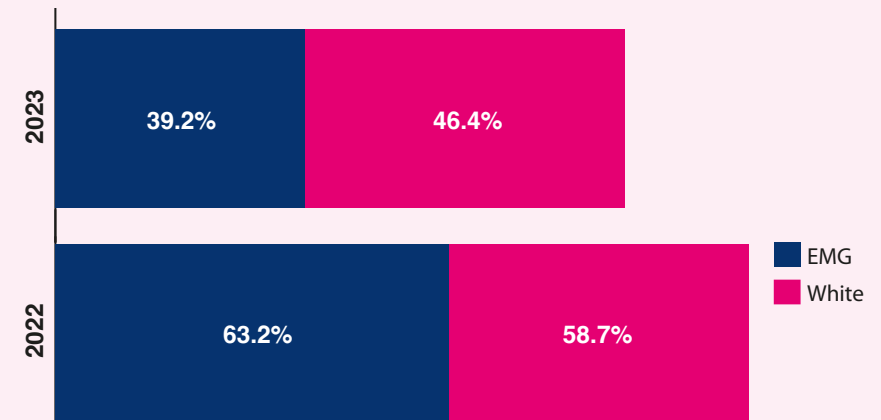
### 38.4%

2023 median ethnicity bonus gap  
(2022: 44.2%)

### 67.0%

2023 mean ethnicity bonus gap  
(2022: 20.1%)

% RECEIVING BONUS





# Supporting our people

We employ more than 30,000 people in depots, stations and offices, providing vital services which connect people and communities. Our people are at the heart of our business.

## Our aims



### Diversity and inclusion

We value diversity and inclusion, and our workforce represents the communities we serve, increasing effective participation and equal opportunities.



### Skills for the future

Our people have the skills, expertise and knowledge to drive the transition to a sustainable future.



### Wellbeing

Our culture means that our employees are supported towards good mental and physical wellbeing.

## Our commitments

- 1 To develop and implement a plan to attract, recruit and retain a diverse workforce and foster a culture of inclusion
- 2 To increase the diversity of employees reaching management roles by investing in programmes to support the development of under-represented groups
- 3 To provide employment opportunities for people from disadvantaged or underprivileged backgrounds to promote social mobility and economic development, while increasing workforce diversity
- 4 To build the necessary skills within our workforce to support the transition to a low-carbon economy
- 5 To promote and invest in STEM (science, technology, engineering and mathematics) education, increasing the number of young people with the skillsets needed by the transport sector of the future
- 6 To engage and empower employees to become ambassadors for the business and advocates of sustainable transport
- 7 To provide a proactive employee wellbeing plan with programmes for all, which promote and enable mental, physical and social wellbeing, including industry-specific needs
- 8 To pay our employees a competitive wage and encourage others within our sphere of influence to do the same

# What we are doing

## Attraction & Recruitment



**We are committed to supporting our people to have a fulfilling, diverse and long career at FirstGroup.**

**We want everyone to be able to benefit from the extensive development and job opportunities that are available thanks to the breadth and scale of what we do across the UK, united by our values as a business.**

We have recently launched our new **external careers website** which collates all live job opportunities from across FirstGroup into one place.

The new site enables visitors to contact our FirstGroup **'Insiders'**, current colleagues who have volunteered to share their career experiences and answer questions about what it's like working for our brand companies across the Group.

Alongside the new external website, we have also launched an internal opportunities page, to allow current colleagues to explore what job opportunities exist across the Group. The internal opportunities site does not only advertise live roles, but includes secondment and project opportunities.

We also utilise specialist recruitment portals such as **Vercida**, who showcase organisations that are looking to recruit diverse talent and we continue to update our careers website and social media channels to showcase examples of colleagues from under-represented groups.

We want to continue to create a diverse pipeline of future applicants,

so have launched specific engagement programmes in schools to promote our job opportunities in areas with high ethnic minority populations.



### Outreach

**GWR** have delivered two Outreach programmes, the **Prince's Trust** work experience programme, delivered to young people who are currently unemployed and **Never Mind the Gap**, a programme delivered for unemployed females looking to get work experience with the aim of getting back into the labour market.



### Train driver campaign

In January 2023, **Avanti West Coast** launched the largest train driver campaign ever delivered with a specific focus on increasing the diversity of women among the driver population. The campaign centred on the story of Karen Harrison, the first woman train driver in Britain and launched with the unveiling of a large mural at Euston Station.



# What we are doing

## Creating an inclusive workspace



We have policies in place that aim to eliminate any form of discrimination or inappropriate behaviour.

We also have campaigns, networks and training programmes to help foster an inclusive workplace for all of our colleagues.



### Gender equality

First Bus have launched 'A Day in my Life' reverse mentoring and 'Intentional Allyship' programmes which will support and accelerate our journey to gender equality.



They are also running a 'Celebrating our Differences' inclusion programme, inclusion modules to colleagues across all aspects of ED&I.

During their Month of Inclusion campaign, 15 colleague videos were released to share lived experiences. All internal channels were used, and externally we saw 25,000+ unique impressions on LinkedIn.

### Celebrating our Differences Inclusion Programme



South Western Railway launched a major new campaign 'All Aboard' to tackle discrimination and abuse on the railway and affirm that everyone is welcome on its network and ensuring all SWR colleagues are free from discrimination and abuse at work.

They are also running Reverse Mentoring and 'Inclusion Allies' programmes, empowering colleagues to act in allyship for under-represented groups and role model inclusion.



### Platform to Boardroom

Great Western Railway engaged over 60 people in their successful 'Platform to Boardroom' reverse mentoring programme. They have now launched an 'Alliance Mentoring Scheme' which extends the reverse mentoring across GWR and Network Rail.



### Inclusive networks

Our businesses have several inclusive networks that colleagues can belong to. These networks act as a safe space for colleagues to support each other and raise issues affecting them. Each has Executive sponsorship.

# What we are doing

## Developing our people



We run a number of personal leadership development programmes, aimed at women and ethnically diverse colleagues. They are designed to build confidence, develop personal insights, and readiness for the next career step.

### ▶ Senior Women's Leadership programme

The programme was designed to accelerate the readiness of women for senior leadership roles across FirstGroup by building advanced leadership capabilities and personal confidence.

From the original cohort in 2018, **88%** of participants have since secured promotion within or external to FirstGroup. The programme was refreshed and relaunched with two further cohorts running during 2023.

### ▶ Step and Reach programmes

Since 2018 our **Step Up** and **Reach Up** development programmes have supported women and ethnic minorities, respectively, in non-management roles to prepare for and attain their first management or supervisory role.

Our **Step Forward** and **Reach Forward** development programmes have supported women and ethnic minorities, respectively, in managerial or professional roles to prepare for 'Head of' or equivalent role.

Over **40%** of attendees in both programmes who have remained with FirstGroup have been promoted since attending.

## Senior Women's Leadership programme

**Claire Weston**  
– Head of Drivers, GWR

"This program has provided useful insights into my strategic strengths and areas for development as identified by my peers, line manager and direct reports. It gave me a view of how I am perceived and allowed me to focus more specifically on areas I can improve as well as build upon those strengths I already demonstrate. I would not have had such useful information had I not been part of this programme and this has given me a clear direction for my own personal development."

I have found working with likeminded women has elevated my experience. To know that we have a platform for self-development as well as creating a forum for us all to meet and support each other through our career path is invaluable.

The skills and information this programme provides allows me to pay it forward to other women within



the business. Being part of their journey of personal development and self-evaluation is something I really enjoy and this programme has equipped me to do that effectively."

# What we are doing

## Developing our people



We run a number of personal leadership development programmes, aimed at women and ethnically diverse colleagues. They are designed to build confidence, develop personal insights, and readiness for their next career step.

### ▶ Have a go

As part of their positive action campaign, **South Western** introduced 'Have a Go Days' for women to experience engineering and driver roles in order to increase the number

of internal applications into these roles. Over **75%** subsequently expressed an interest in applying for roles and one has recently been successful and is now a Trainee Train Driver.

### ▶ First Steps

Within the **First Rail Contact Centre** they have launched their 'First Steps' programme which enables agents the opportunity to enhance their leadership skills and gain exposure across the wider business function.

**20%** of the first cohort have been successful in achieving secondments into junior leadership positions.

### ▶ First Connections

In January 2024, we launched our advocate network, '**First Connections**'. This includes nearly **500** colleagues from under-represented groups who completed one of our personal leadership development programmes.

This network creates a self-supporting, diverse community of talent to support each other in their careers.

The launch event was attended by around **150** colleagues, including former participants and senior leaders from across the FirstGroup businesses.

## Reach Forward programme

**Mau Nteteka**  
– Guards Manager, GWR

"The Reach programme was a turning point in my life, greatly improving both my personal and professional growth. It has helped me learn more about myself and boost my confidence and has also made me more open-minded and integrated the idea of inclusion into my everyday life. This has been very important in helping make the workplace more diverse."

Participating in this programme has taught me important lessons about how to make a difference at work, which has had a big impact on my career path. It was a very important part of giving me the skills and confidence I needed to secure my current role. It also stressed the



importance of finding a balance between personal growth and productivity at work which has been very helpful in managing complex and changing situations."

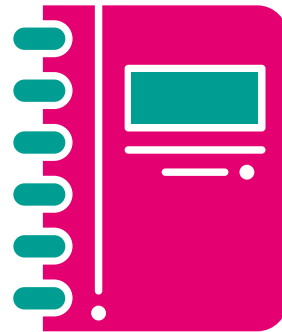


# What we are doing

## Developing our people



We are running industry leading Apprenticeship programmes that are fully integrated into the fabric of our organisation, working in key areas of the business such as Engineering, Human Resources, Customer Service and Business Administration.



Over

# 850

apprentices in training across **First Bus** and **First Rail**.

With **32.4%**

of new apprentice hires in the last year being women.

In **First Bus**, our partnership with Reaseheath College, Cheshire entered its second year.

There are over

# 80

apprentices currently learning at the UK's first engineering academy for the next generation of zero emission coaches and buses, specialising in mechanical and electrical engineering, coachbuilding and stores.

### Employer of the Year

In March 2023 **First Bus** won 'Employer of the Year – Large Organisations', praised for achieving excellence in providing a nationally recognised training programme. The judging panel also felt we showed real focus on the quality of Continuing Professional Development and quality of care.

## Evolving bus industry

**Maddison Simmons**  
– **First Bus**

"Reaseheath have been working to make sure that they've got buses and tools that are almost exactly the same as we are going to be using in our garages, so it feels very much just like being in the workplace but learning as well."



The exciting thing about the bus industry right now is that it's evolving, moving from old diesel buses that have been running for so long to new technologies like hybrid and electric.

It's great to get the opportunity to learn as well as getting paid for it and being part of this programme has been really good for me."

# What we are doing

## Developing our people



We are running industry leading Apprenticeship programmes that are fully integrated into the fabric of our organisation, working in key areas of the business such as Engineering, Human Resources, Customer Service and Business Administration.

## INVESTORS IN PEOPLE® We invest in apprentices



### Gold Accreditation

In 2023, Great Western received gold accreditation as part of the Investors in People 'We invest in Apprentices' programme with one of the apprentices also earning the accolade of Higher Apprentice of the Year from Exeter College.

## Apprentice of the Year

Ekaterina Cherkasenko  
- GWR



"I chose to do an apprenticeship as it's an opportunity to develop myself personally for the things that I aspire to do as part of my job and hopefully help to better GWR in the future.

It's an opportunity to speak to some like-minded people at GWR. It's an opportunity to prove so many people wrong and an opportunity to achieve something for yourself, rather than just as part of your job.

There's a lot of change happening and I want to be as equipped as I can to help people want to stay with GWR. Embrace the change and embrace the opportunity."

# What we are doing

## Setting targets



We are keen to see more women and colleagues from an ethnic minority background moving into our higher paid management roles, which will help close the pay gaps where they exist in some of our businesses.

### ▶ Targets

We have set targets for our **senior leadership** population, where by **2028** and in line with the FTSE Women Leaders recommendations, we aim to have **40%** of roles filled by women, and to be more reflective of the communities in which we serve, we aim to have **11.0%** of roles filled by colleagues from a minority ethnic background.

This will **double** the number of **minority ethnic** senior leaders.

We have also set a number of additional internal targets around specific roles to help us make positive progress against our respective pay gaps.



## Collecting data



We are committed to increasing disclosure of protected characteristics across the Group and whilst we still have a way to go, we continue to make significant progress in collecting this sensitive data from our colleagues.

**2023**    **70.4%**    **(+5.3%)**

**2022**    **65.1%**

Across our rail division we have **78%** disclosure, and with the help of the First Bus census, disclosure is currently at **63%** (up from 49% in 2022).

**43.3%**    Of colleagues have shared their ability status with us **(+5.8%** since 2022)

**42.4%**    Of colleagues have shared their sexual orientation status with us **(+7.2%** since 2022)

### ▶ Employee engagement

Throughout the Group we conduct regular pulse and engagement surveys where we measure employee engagement and to help measure inclusion, **First Bus** have introduced an '**Inclusion index**' as part of their quarterly engagement survey.



# What we are doing

## External Benchmarking & Recognition



We are proud to have committed to various standards from established external bodies, in order to benchmark ourselves against best ED&I practices and challenge ourselves to improve.

### ▶ Diversity & inclusion

FirstGroup overall have 'Bronze' accreditation status from Clear Assured. This is awarded to businesses that have shown that diversity and inclusion are reflected across all policies and processes. It also marks a move beyond compliance towards a cultural shift where diversity and inclusion is well on the way to becoming embedded in the day to day experiences of colleagues.



### ▶ Dignity & respect

All FirstGroup businesses are committed to a working environment where everyone is treated with dignity and respect, and where a culture of equal opportunity is fostered and nurtured. Our 'Group Dignity at Work' and 'Group Equal Opportunities and Diversity' policies explain our position clearly.

### ▶ Transparency

Transparency in our approach is important to us. We are already signatories to **Change the Race Ratio** and **First Bus** are now signatories to the **Business in the Community Race at Work Charter**.



### ▶ Disability confident

FirstGroup is proud to be 'Disability Confident Committed' which is a government scheme aimed to help employers to successfully recruit and retain disabled people and those with health conditions.



### ▶ Charter signatory

Avanti West Coast, Great Western Railway, South Western Railway, and Lumo have signed the **Women in Rail and The Railway Industry Association's Equality, Diversity & Inclusion Charter**.

Signatories are committed to championing equality, diversity and inclusion in the rail industry, in order to produce a more balanced and fair high-performing sector.



# What we are doing

## External Benchmarking & Recognition



Whilst we acknowledge we still have a long way to go, we are proud of the progress made so far.

### ▶ D&I strategy

In December 2023, **First Bus** were shortlisted for '**Best Diversity & Inclusion Strategy**' at the HR Excellence Awards. They were nominated in 4 other categories, winning the '**Best Transformation Strategy**' Award and being highly commended in the '**Best ESG Strategy**' category.



### ▶ Women in Rail

**Hull Trains** won '**Top Employer of the Year**' at the 2023 Women in Rail Awards. Commended for having the highest percentage of female drivers in the industry, providing pathways to progression for women who want to balance family life with a career and with having 50-50 boardroom diversity.

WOMEN IN RAIL AWARDS 2023

### ▶ Women train drivers

**Avanti West Coast** won the 'Campaign of the year award for their '**Pulling in the Right Direction**' campaign to help inspire the next generation of women to become train drivers.



### ▶ Diversity & inclusion

**South Western** were Highly Commended in the Diversity & Inclusion category at the 'Rail Business Awards 2023'.



### ▶ Highly commended

**Hull Trains** were Highly Commended for 'working hard to welcome and represent all cultures, ethnicities, genders, sexualities and abilities' at the 2023 Rail Staff Awards.



### Personnel Today finalists

▶ **FirstGroup** were finalists in the ED&I category at the **Personnel Today Awards 2023**, receiving recognition for our work delivering change through our Step, Reach and Senior Women's development programmes.



### ▶ ED&I finalist

**Hull Trains** won '**Top Employer of the Year**' at the 2023 Women in Rail Awards. Commended for having the highest percentage of female drivers in the industry, providing pathways to progression for women who want to balance family life with a career and with having 50-50 boardroom diversity.

### Advocacy

**First Bus** won praise from Scottish advocacy organisation **Close the Gap** in its latest report into gender-equality progress in the workplace, highlighting the actions across recruitment, progression and promotion for women.



Close the Gap

# Gender pay gap: data as at 5 April 2023

Division	Employing Entity	Ordinary pay		Bonus		% Receiving Bonus		Quartile							
		Median	Mean	Median	Mean	Male	Female	Upper		Upper Middle		Lower Middle		Lower	
								Male	Female	Male	Female	Male	Female	Male	Female
First Bus	First Aberdeen Ltd	3.7%	8.9%	24.0%	28.9%	69.9%	41.0%	92.8%	7.2%	94.0%	6.0%	88.0%	12.0%	81.7%	18.3%
First Bus	First Bristol Ltd	0.6%	1.5%	0.0%	5.4%	95.1%	89.8%	94.5%	5.5%	89.8%	10.2%	90.6%	9.4%	91.3%	8.7%
First Bus	First Bus Central Services	34.9%	38.0%	49.8%	63.4%	31.3%	10.1%	75.2%	24.8%	57.4%	42.6%	39.6%	60.4%	30.0%	70.0%
First Rail	First Customer Contact Ltd	4.2%	8.8%	8.3%	-18.2%	46.9%	47.1%	59.5%	40.5%	54.4%	45.6%	40.5%	59.5%	29.5%	70.5%
First Bus	First Cymru Buses Ltd	-0.2%	-4.0%	54.2%	-95.7%	15.2%	19.2%	89.4%	10.6%	91.5%	8.5%	90.1%	9.9%	94.3%	5.7%
First Bus	First Eastern Counties Buses Ltd	1.0%	5.8%	-90.0%	9.9%	43.7%	44.6%	95.8%	4.2%	89.9%	10.1%	91.1%	8.9%	86.8%	13.2%
First Bus	First Essex Buses Ltd	0.8%	3.1%	-25.0%	25.4%	31.2%	35.5%	89.9%	10.1%	87.8%	12.2%	84.8%	15.2%	88.3%	11.7%
First Bus	First Glasgow (No.1) Ltd	0.9%	7.5%	10.0%	12.9%	50.4%	37.0%	96.6%	3.4%	93.5%	6.5%	94.2%	5.8%	88.3%	11.7%
First Bus	First Glasgow (No.2) Ltd	-3.9%	-0.6%	-80.0%	-55.0%	51.8%	37.5%	89.4%	10.6%	89.4%	10.6%	95.6%	4.4%	92.9%	7.1%
First Rail	First Greater Western Limited	23.4%	20.2%	-11.5%	22.8%	53.2%	70.0%	90.7%	9.3%	81.3%	18.7%	67.1%	32.9%	58.3%	41.7%
First Bus	First Hampshire & Dorset Ltd	0.4%	3.2%	-50.0%	17.5%	10.5%	8.2%	93.0%	7.0%	84.1%	15.9%	83.2%	16.8%	90.3%	9.7%
First Bus	First Manchester Ltd	1.2%	-0.6%	42.9%	-83.0%	49.0%	33.3%	88.1%	11.9%	93.1%	6.9%	91.1%	8.9%	79.0%	21.0%
First Rail	First MTR South Western Trains Ltd	22.9%	20.0%	61.6%	-2.4%	30.2%	39.6%	91.8%	8.2%	84.3%	15.7%	77.9%	22.1%	73.3%	26.7%
First Bus	First South West Ltd	0.8%	4.7%	0.0%	25.6%	9.7%	6.7%	90.8%	9.2%	88.2%	11.8%	84.9%	15.1%	81.5%	18.5%
First Bus	First South Yorkshire Ltd	-1.2%	0.8%	50.0%	64.1%	8.0%	11.7%	94.9%	5.1%	88.4%	11.6%	96.3%	3.7%	93.9%	6.1%
First Rail	First Trenitalia West Coast Rail Ltd	18.7%	21.0%	6.0%	30.3%	75.2%	86.6%	83.0%	17.0%	62.8%	37.2%	51.2%	48.8%	45.0%	55.0%
First Bus	First West of England Ltd	-0.9%	-4.7%	0.0%	-36.1%	53.1%	47.2%	86.5%	13.5%	86.1%	13.9%	89.5%	10.5%	87.8%	12.2%
First Bus	First West Yorkshire Ltd	2.9%	5.2%	0.0%	-29.1%	35.4%	36.8%	94.3%	5.7%	92.3%	7.7%	90.9%	9.1%	86.7%	13.3%
First Bus	Somerset Passenger Solutions Ltd	-0.7%	-7.0%	0.0%	0.0%	0.0%	0.0%	77.7%	22.3%	84.5%	15.5%	88.2%	11.8%	74.5%	25.5%
First Rail	TransPennine Express Ltd	43.7%	15.3%	-28.1%	-100.7%	40.5%	47.8%	91.4%	8.6%	84.4%	15.6%	69.5%	30.5%	69.5%	30.5%

# Gender pay gap trend data

Gender Pay Gap							
	2023	2022	2021	2020	2019	2018	2017
<b>Median</b>	-0.1%	-1.3%	-1.2%	4.4%	-11.6%	-5.1%	-9.1%
<b>Mean</b>	7.0%	7.7%	6.4%	9.0%	3.4%	3.1%	-2.2%

Gender Bonus Gap							
	2023	2022	2021	2020	2019	2018	2017
<b>Median</b>	3.9%	60.0%	8.3%	-81.2%	-32.5%	-33.3%	-97.6%
<b>Mean</b>	34.8%	19.7%	-12.8%	-2.5%	-11.8%	-22.2%	-33.2%

% colleagues receiving a bonus							
Gender	2023	2022	2021	2020	2019	2018	2017
<b>Female</b>	56.1%	63.2%	52.0%	77.1%	61.2%	54.6%	37.6%
<b>Male</b>	42.8%	58.7%	34.0%	65.3%	46.0%	47.3%	34.0%

Number of colleagues							
	2023	2022	2021	2020	2019	2018	2017
<b>Female</b>	6,443	6,126	5,780	5,903	4,081	3,994	2,937
<b>Male</b>	24,292	24,133	24,426	25,158	23,591	24,074	20,062
<b>Total</b>	30,735	30,259	30,206	31,061	27,672	28,068	22,999
<b>% Female</b>	21.0%	20.2%	19.1%	19.0%	14.7%	14.2%	12.8%

% colleagues in each pay quartile								
	Quartile	2023	2022	2021	2020	2019	2018	2017
<b>Female</b>	<b>Upper</b>	14.4%	13.8%	13.4%	11.6%	12.5%	11.5%	13.9%
	<b>Upper middle</b>	26.9%	26.8%	26.1%	26.6%	24.9%	19.9%	17.5%
	<b>Lower middle</b>	25.1%	25.2%	25.2%	31.8%	9.7%	12.0%	8.5%
	<b>Lower</b>	16.1%	14.1%	12.0%	13.5%	11.3%	12.5%	11.0%
<b>Male</b>	<b>Upper</b>	85.6%	86.2%	86.6%	88.4%	87.5%	88.5%	86.1%
	<b>Upper middle</b>	73.1%	73.2%	73.9%	73.4%	75.1%	80.1%	82.5%
	<b>Lower middle</b>	74.9%	74.8%	74.8%	68.2%	90.3%	88.0%	91.5%
	<b>Lower</b>	83.9%	85.9%	88.0%	86.5%	88.7%	87.5%	89.0%

# Ethnicity pay gap trend data

Ethnicity Pay Gap			
	2023	2022	2021
<b>Median</b>	9.3%	8.4%	4.7%
<b>Mean</b>	10.4%	10.4%	9.7%

Ethnicity Bonus Gap			
	2023	2022	2021
<b>Median</b>	38.4%	44.2%	8.3%
<b>Mean</b>	66.9%	20.1%	10.1%

% colleagues receiving a bonus			
Ethnicity	2023	2022	2021
<b>EMG</b>	39.2%	63.2%	37.8%
<b>White</b>	46.4%	58.7%	36.3%

Number of colleagues			
	2023	2022	2021
<b>EMG</b>	3,378	2,916	2,690
<b>White</b>	18,247	16,788	16,591
<b>Unknown</b>	9,110	10,555	12,284
<b>Total</b>	30,735	30,259	31,565
<b>% EMG*</b>	11.0%	9.6%	8.5%

\* Ethnic Minority Group

	Quartile	2023	2022	2021
<b>EMG</b>	<b>Upper</b>	7.5%	6.9%	6.2%
	<b>Upper middle</b>	11.9%	12.4%	12.6%
	<b>Lower middle</b>	12.1%	10.7%	9.4%
	<b>Lower</b>	11.8%	9.0%	6.7%
<b>White</b>	<b>Upper</b>	66.7%	64.4%	62.4%
	<b>Upper middle</b>	64.1%	62.2%	60.9%
	<b>Lower middle</b>	54.1%	46.4%	43.5%
	<b>Lower</b>	55.3%	50.8%	46.6%
<b>Unknown</b>	<b>Upper</b>	25.8%	28.7%	31.4%
	<b>Upper middle</b>	24.0%	25.4%	26.5%
	<b>Lower middle</b>	33.8%	42.9%	47.1%
	<b>Lower</b>	32.9%	40.2%	46.7%

Consistent with the previous two ethnicity pay gap reports, we present data at a UK-level only, as there is currently insufficient data for meaningful reporting across each operating company. As we continue to increase the proportion of colleagues who share their ethnicity data we intend to report at a more granular level. While we still have relatively low levels of reporting, caution must be taken when interpreting the ethnicity pay gap. Once we reach greater ethnicity disclosure we will be in a position to draw more meaningful conclusions and comparisons.