

Gender and Ethnicity Pay Gap Report 2024

Published March 2025



Understanding our **pay gaps**

Our pay gaps show the difference in the average pay between men and women, and ethnically diverse and non-ethnically diverse colleagues, across all roles. This is different to equal pay, which looks at how colleagues are paid for doing the same or similar work. We regularly monitor pay to ensure our pay policies are objective and consistent.

Overall, our pay and bonus gaps are driven by having more women and ethnically diverse employees in lower paid customer-facing and support roles, and fewer in higher paid manager, specialist and leadership roles.

Pay gap terminology

Pay gap

The percentage difference between the average hourly rate of all employees from one group and all employees from another group (e.g. men and women) employed as at 5 April 2024.

Bonus gap

The percentage difference between the average bonus paid to all employees from one group and all employees from another group (e.g. men and women) in the 12 months prior to 5 April 2024.

The mean

The average – when all pay or bonuses for a particular group are added together and divided by the number of people in that group.

The median

The middle value – when all pay or bonuses for a particular group are listed in a numerical order, the middle number is the median.

Pay quartiles

Employees are ordered by their hourly rate of pay, then split into four equal groups, to calculate pay quartiles. The quartile figures show the proportion of men and women, or ethnically diverse and non-ethnically diverse colleagues in each group.

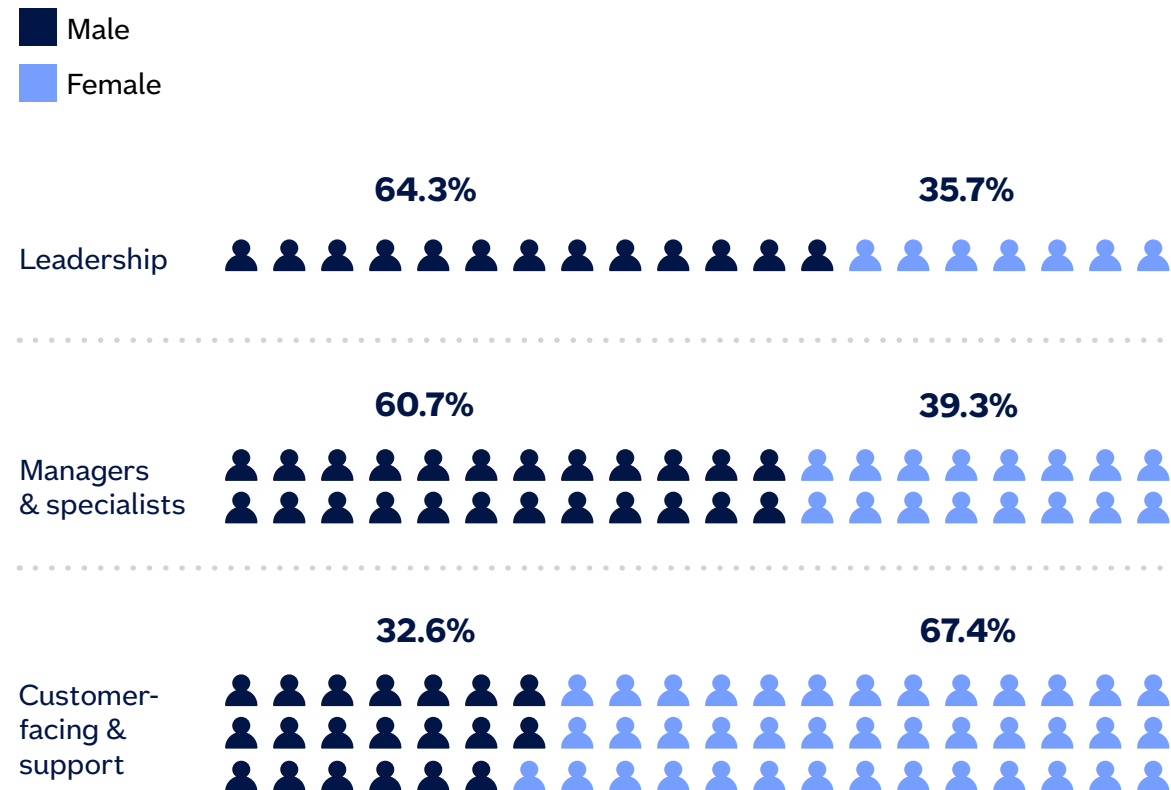


Workforce distribution

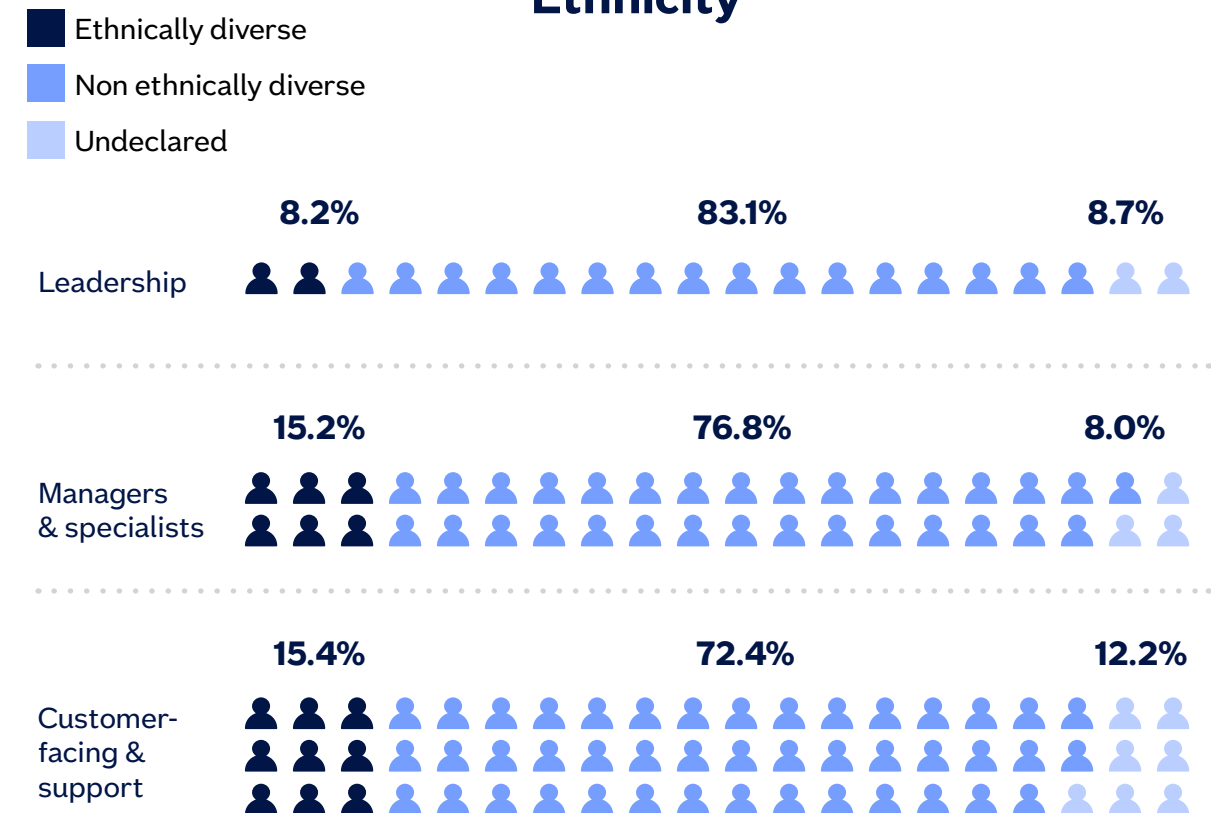
At Nationwide, we have 5.9% of colleagues in leadership roles, 18.3% in manager and specialist roles, and 75.8% in customer-facing and support roles.

Compared to our 2023 report, the proportion of men has increased across all areas of the business, with the biggest increases within customer-facing, support and leadership roles. Additionally, the proportion of ethnically diverse colleagues has also increased across all areas of the business, predominantly within manager, specialist, customer-facing and support roles.

Gender



Ethnicity

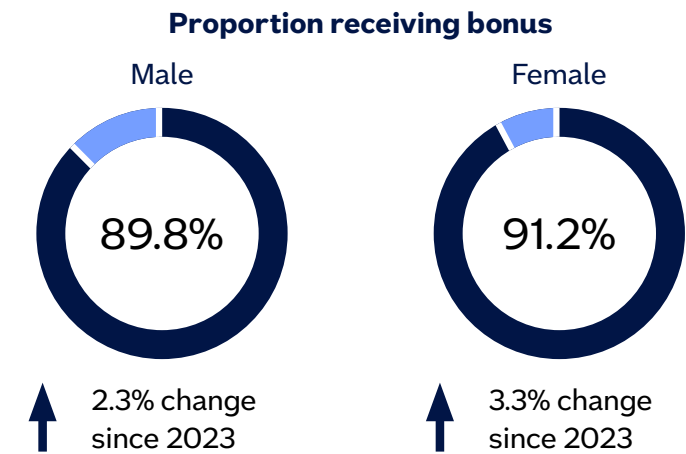
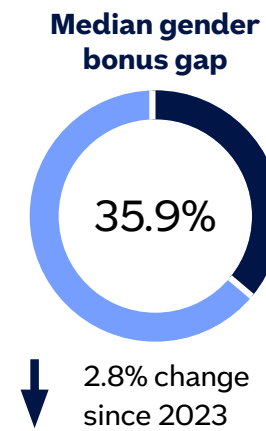
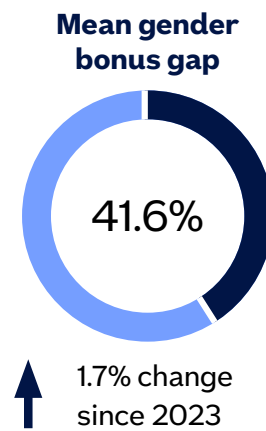
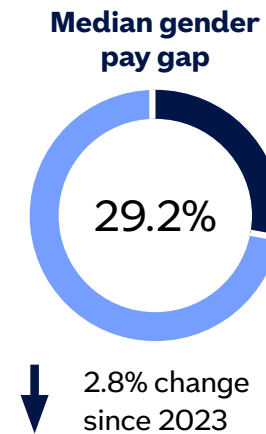
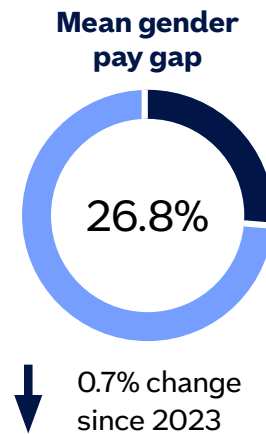




Gender **pay gap**

What you should know:

- Since our last report, both our mean and median gender pay gaps have reduced. This was driven by demographic changes, through more gender balanced hiring.
- A higher proportion of men were recruited into customer-facing and support roles, with proportionately more women being hired into our specialist, manager and leadership roles.
- If we had 50:50 gender distribution across all job grades in the Society, our mean gender pay gap would reduce to 2.1%.
- The bonus gap isn't adjusted for working hours, unlike our pay gap, and therefore is affected by those working part-time, as well as distribution. Since 2023, the proportion of women working part-time has decreased and the proportion of men working part-time has increased.



Pay quartiles

	Male %	Female %
Upper quartile	62.6	37.4
Upper middle quartile	39.9	60.1
Lower middle quartile	27.9	72.1
Lower quartile	32.3*	67.8*

* This adds up to more than 100% when rounded to 1 d.p. These figures will be reported to 2 d.p. to the pay gap reporting service (i.e. 32.25% and 67.75%), but will display as 1 d.p.

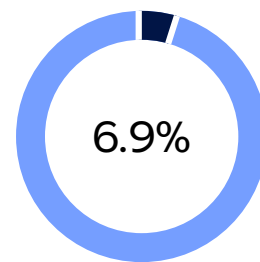


Ethnicity pay gap

What you should know:

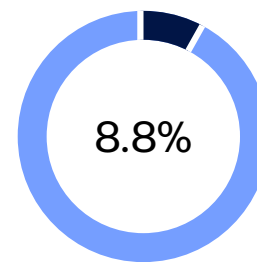
- Since our last report our mean ethnicity pay gap has increased. This was driven by an increase in the proportion of ethnically diverse colleagues in customer-facing and support roles, slightly offset by an increase in ethnically diverse colleagues in specialist, manager and leadership roles.
- Colleagues can choose to confidentially record their ethnicity information on our HR system. There was an increase in colleagues recording that they are ethnically diverse in customer-facing and support roles.
- We proportionately welcomed more ethnically diverse joiners, compared to non-ethnically diverse joiners, in the reporting period – a positive step towards increased diversity in our workforce. However, as bonuses were paid in June 2023, but our report reflects employees as at 5 April 2024, a significant proportion were not eligible, temporarily impacting bonus distribution percentages.

Mean ethnicity pay gap



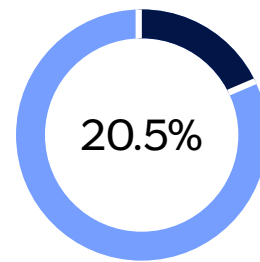
↑ 0.5% change since 2023

Median ethnicity pay gap



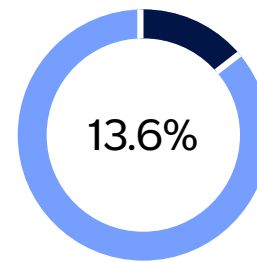
↓ 1.2% change since 2023

Mean ethnicity bonus gap



↓ 0.8% change since 2023

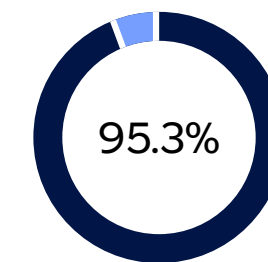
Median ethnicity bonus gap



↓ 3.6% change since 2023

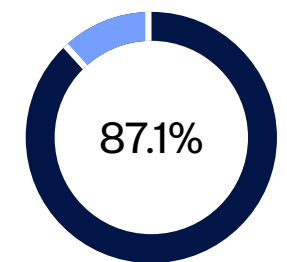
Proportion receiving bonus

Non-ethnically diverse



↑ 0.7% change since 2023

Ethnically diverse



↓ 1.0% change since 2023

Pay quartiles

	Non-ethnically diverse %	Ethnically diverse %	Prefer not to say %	Undeclared %
Upper quartile	78.2	13.8	3.5	4.5
Upper middle quartile	80.9	13.5	2.4	3.2
Lower middle quartile	74.7	15.8	1.8	7.7
Lower quartile	61.8*	16.3*	1.8*	20.2*

*This adds up to more than 100% when rounded to 1 d.p. This aligns to the gender pay gap reporting methodology.



Our ongoing commitment

We recognise the importance of an inclusive and diverse workforce, which is why we set inclusion and diversity measures, monitor our progress, and report on this to the Board. While we are pleased to be making progress in reducing our pay gaps, we're committed to doing more. This is a complex challenge and there are no quick fixes, which is why we are taking action to design inclusion into our processes, policies and practices. Over the last 12 months, our approach has centred on enhancing our evaluation of data and insights so we can better understand where we need to target interventions for impact. We've outlined the three focus areas we're working towards, alongside some examples of the ongoing work that will support us in reducing our gender and ethnicity pay gaps.

Enabling fair and inclusive recruitment and onboarding

- Enhanced and expanded our early career propositions, including removing the degree requirement in skill development programmes, introducing scholarships, and strengthening the diversity of our pipeline through internships targeted at individuals from under-represented groups.
- Reviewed systems changes in recruitment and onboarding to enable an inclusive experience for everyone.

Creating opportunities for all colleagues

- Conducted a review of our reasonable adjustments processes, including equipment, digital solutions and working arrangement adjustments, with recommendations to streamline, so that all colleagues are supported in their roles.
- Enhanced our talent and performance management frameworks and processes to encourage fairness and objectivity.

Fostering an inclusive environment

- Focused our learning and skills campaign for all colleagues on critical skills for financial services, with inclusive behaviours and capability at its core.
- Strengthened and expanded the content in our leadership development programmes to provide opportunities to build inclusive leadership behaviours.

Nationwide confirms that the published gender and ethnicity pay gap information is accurate and signed by Lynn McManus, Chief People Officer.