

Gender Pay Gap Report

2024



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Foreword

As part of the world's largest network of Fixed Based Operations (FBOs), Signature Flight Support, handles business and private jets at VIP terminals around the world. We deliver a truly exceptional experience to our customers alongside providing essential support services, including refuelling, hangarage, maintenance and repair. We operate in over 200 locations globally, 12 of which are based in the UK.

Aligned to our Company's global vision, *'To be the most innovative aviation network that moves the world forward'*, and our mission, *'We connect the world through safe, seamless and exceptional experiences that help our customers, team members and communities soar'*, are our Company values, *'Deliver safety and Excellence, be One team, Lead with Trust and Share the Future'*, which are central to how we lead, engage and support our team members.

We strive to ensure our processes, programs and policies champion and support a diverse and inclusive workforce. Our approaches to attracting and retaining talent, total compensation and people development are designed to promote opportunity for all. We recognise that our people are what set us apart as a provider of outstanding hospitality and exceptional customer experiences, and as such we purposefully invest in our team members to enable them to grow, achieve their goals and thrive in their working environment.

This is our third year of producing our Gender Pay Gap Report, and as always, **we embrace the opportunity to provide transparency regarding gender pay gaps in our business**, as well as sharing our successes to date and continued focus as we strive to close the gap.

Successes

As of November 2023, in the UK we have 13 FBO management and area management positions, of which 54% are female and 46% are male. Furthermore, of the 38 overall management positions we have in the UK, 53% are held by females and 47% by males. We also have several females in our senior leadership roles across the UK and the EMEA region.

We are extremely pleased to report that our mean gender pay gap in the UK has reduced in 2023 to 10.6% from 16.1% in 2022, and even more so that our median gender pay gaps has fallen significantly to 3.9% from 10.3% in 2022.

Whilst we continue to face the challenge of the higher paid airside roles at our largest base being male-dominated, we have seen a more even spread of males and females across our other roles within the business and now have 50/50 split of 38 males and 38 females in our first pay quartile, compared to 33 males and 45 females in such category in 2022.

This trend is also evident in our 2nd pay quartile, where we have 39 males and 37 females in 2023, which is a slight improvement from 2022. Additionally, we have increased the percentage of females in our 3rd pay quartile from 24.7% in 2022 to 35.5% in 2023. Whilst there is still work to do here, we are encouraged by these advances.

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Successes

Recruitment and Selection

Since our last report, we have continued to ensure our recruitment adverts are free from gender bias and that our hiring managers prioritise diversity in our candidate pool. We have also focused on promotion of talent from within the business into next level roles, which has helped us retain our key talent and has seen several females promoted into management level positions.

Communication

We have leveraged our monthly EMEA newsletter to spotlight females across the business in our interview section. In particular we focused on a female engineer in one of our maintenance facilities to showcase females in typically male-dominated roles and environments.



Successes

Development

We have continued to focus on diversity in our leadership development programs in 2023, which resulted in an equal ratio of females to males being selected from EMEA for our General Manager in Training program this year.

We have also worked hard to ensure that all team members, regardless of role or time with the business have the opportunity to learn and develop by opening up our training programs to everyone within Signature.

We have removed barriers to entry into our development programs by creating our Development Pathways which are available to all team members across the business. The Pathways are split into 6 categories to cover all roles, and include a blend of web-based, virtual classroom and in-person sessions covering modules aligned to competencies required at each specific career level.



Successes

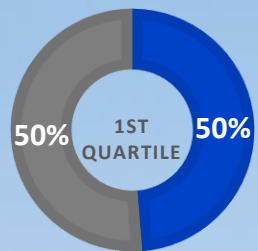
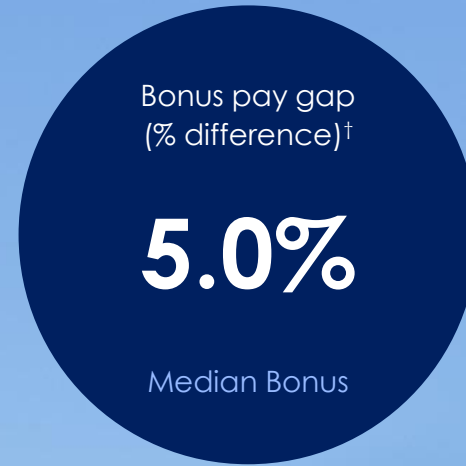
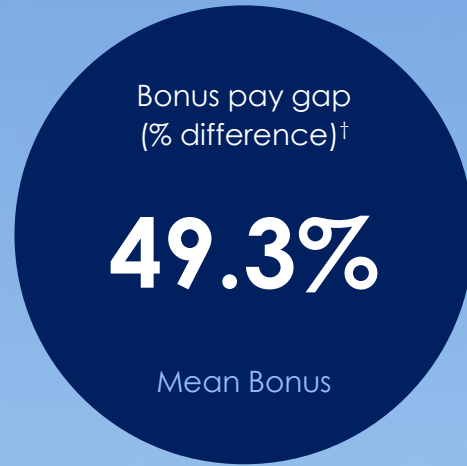
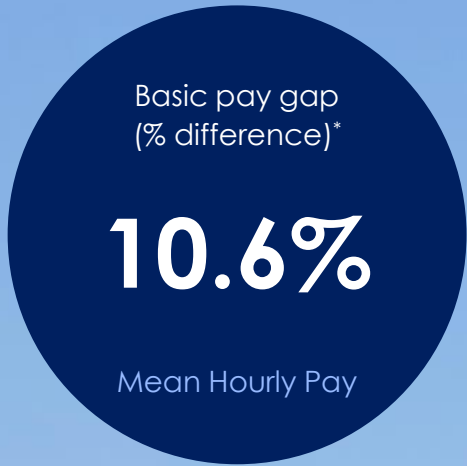
Mentoring

We launched our new mentoring platform for women in aviation. The platform is run by Alta and is open to all women in our EMEA business, at all levels, to apply for a mentorship with an external mentor, with whom they have been matched.

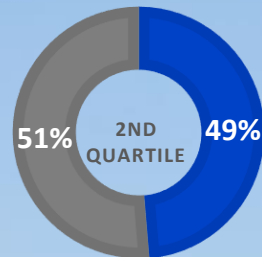
Alongside this, globally we have launched 2 mentoring cohorts in 2023 in partnership with Mindr Mentoring. The latest cohort which launched in late 2023 was made up of 4 females and 1 male from the UK.



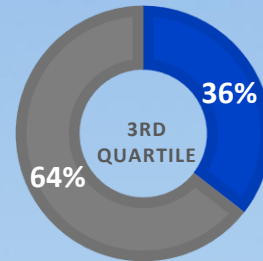
Gender Pay Gap



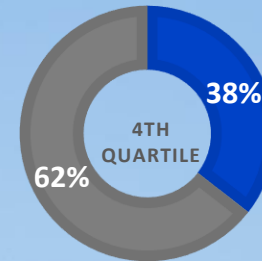
■ Female (38) ■ Male (38)



■ Female (37) ■ Male (39)



■ Female (27) ■ Male (49)



■ Female (29) ■ Male (48)

*Data based on 305 employees at 6 April 2023.

†Data based on the 46 males and 37 females that received a bonus in 2023.

Analysis & Challenges

It is important to note that the gender pay gap measures the difference between the average pay of males and females across the workforce. This is not the same as equal pay, which is our legal requirement to pay equal pay for equal work. At Signature, our pay ranges are determined based on the role requirements, and we have a pay for performance philosophy, therefore our gender pay gap is not caused by pay inequality.

Analysis of the UK Government's gender pay gap reporting service for businesses in the same sector as Signature Flight Support (SIC 52230, services incidental to air transportation) reveals that the sector as a whole has seen some improvement with its gender pay gap in the 2022/23 reporting year. Across eighteen employers who reported in this sector, the average mean gender pay gap was 12.4% in 2018/19, 14.2% in 2019/20, 11.9% in 2021/22 and 10.78 in 2022/23. By comparison, in this category Signature fared better with a mean gender pay gap of 10.6%.

The gender pay gap may be explained by the fact that there are still fewer females in the upper middle and top hourly pay quartiles within these organisations at 26.6% and 27.01% respectively. Roles in these quartiles tend to be more senior and therefore better paid than in the lower quartiles.



Analysis & Challenges

Additionally, the higher skilled (and therefore higher paid) airside roles within the aviation sector can, typically be male dominated. This could also account for some of the gender pay gap that is seen across these businesses.

Within Signature, this is the case in our largest base at Luton; this continues to be an area of challenge for us.

However, more encouragingly, our median gender pay gap (which has been cleansed of statistical outliers), has improved dramatically from 10.3% in 2022 to 3.9% in 2023. We are extremely pleased to be able to report this improvement and believe it to be reflective of the work we have done to date, particularly around improving the pay of our lower paid team members.

The bonus pay gap at Signature follows a similar pattern to the basic pay gap, in that the mean gap is less encouraging at 49.3%, whereas the median gap is significantly better at just 5%.

Analysis of the data behind these percentages shows that a few significant bonus payments made to our male senior managers, (based on the performance of the bases or regions which they support) has driven the mean gap percentage.

““ More encouragingly, our median gender pay gap (which removes the statistical outliers), has improved dramatically from 10.3% in 2022 to 3.9% in 2023.

””

Moving Forward

We are encouraged to see our gender pay gap falling in 2023 from where we were in 2022 and believe this demonstrates our commitment to equality and diversity amongst our workforce and our employment practices.

As we move forward into 2024 and beyond, we aim to bring this down further as we continue to focus our efforts on inclusion and diversity and continue to provide empowerment, development and opportunity equally to all.

Moving Forward

We will continue our commitment to ensuring all team members have learning and development at their fingertips with our Development Pathways and we will launch our learning catalogue, which details the many avenues for development that a team member at Signature can take.

We will also continue to offer mentoring programs, ensuring all team members are aware of their eligibility to participate.

In 2024, we are making further improvements to our enhanced maternity pay, where eligible team members in the UK will now receive full pay for 18 weeks of their maternity leave. We hope that this will be a welcome enhancement to our family friendly policies and enable more women to take their maternity leave in a more comfortable position financially.

Finally, globally we will renew our focus on inclusion and diversity with our new DEI Council who will establish and outline goals for 2024.

We believe that we are moving in the right direction with our gender pay gap and we aim to continue to move the needle with these new and continued initiatives.

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