



Gender Pay Report 2025

Creditsafe Business Solutions Ltd

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Sic Code: 82990 | **Sic Description:** Other Business Support Activities



The Creditsafe Story



Creditsafe Business Solutions is the largest entity in the Creditsafe Group. As 'The Global Business Intelligence Experts', we specialise in business credit checking and all-around B2B solutions.

With credit information on over 430 million businesses across the globe, Creditsafe delivers the most accurate and up-to-date information available in an easy-to-use format for businesses of all sizes. All major credit insurers endorse Creditsafe, meaning our credit scores and limits are one of the most trusted within the industry.

We have over 115,000 subscription customers worldwide, with 26 offices in 16 countries. In 2024, the UK employs over 300 personnel with two offices and turned over £78.5 million with a 41,000 customer base.

As a business, we have continued to grow in employee numbers and turnover. A significant factor in our success is attributed to the passion our employees have for our business, which is evident in all our operations worldwide and is something we are extremely proud of.



'A company where people want to come to work every morning'.

Exporting our unique company culture to every country in which we have launched Creditsafe has demonstrated that when a company focuses on creating a company where people want to come to work every Monday morning, it transcends geographical or cultural differences.

Within the Creditsafe Group, we are a family of companies that aspire to develop continuously whilst ensuring we create a workplace that supports high performance through maximal employee engagement. As the largest entity within the Creditsafe Group, Creditsafe UK has seen a dramatic increase in the size of the business and plans include a growth increase over the next 5 years of double, in both turnover and employee base.

2022-2023 saw a turnover rate of 3.3%, a significant reduction from post-pandemic rates of 19%. This has further reduced to 1.7% across the UK in the preceding 12 months. This has been achieved by a review of all financial awards, benefits and well-being programmes and an extensive career development programme.

This report has been created to provide an understanding of the recently reported Gender Pay Gap within the UK business entity of Creditsafe.



Gender Pay at Creditsafe

Our figures illustrate the Gender Pay Gap across our UK entity Creditsafe offices.

An important point to note is that Gender Pay Gap reporting is different from equal pay. Whereas equal pay focuses on the parity between the remuneration of men and women doing the same or similar jobs, Gender Pay Gap reporting places a focus on any differences that exist in the average (mean and median) hourly pay between ALL men and women within an organisation, regardless of role or function.

As can be witnessed in any salary benchmarking data, different jobs attract different levels of remuneration and benefits. Similarly, levels of seniority or responsibility will affect both the basic and variable earning potential within a particular role discipline.

The variation in the numbers in 2023-2024 saw women in the Upper Quartile increase by 3%. This is due to the recruitment of additional female heads of department in the Upper Quartile of the business.

The introduction of a career development programme for Upper Middle managers has seen a levelling in the pay gap differential between males and females, with an increase of 4% for female employees. Historically the differences in the lower quartile are a result of the type of role and its position in sales or non-sales functions. To address this differential, the opportunity to access career development programmes has been expanded in 2024.

The Lower and Lower Middle Quartiles have seen no significant change in the division of male and female employee percentages.

Upper Quartile



61.8%
Men



38.2%
Women

Upper Middle Quartile



57.3%
Men



42.7%
Women

Lower Middle Quartile



52%
Men



48%
Women

Lower Quartile



31.1%
Men



68.9%
Women

Calculating the figures



The mean gender pay gap was calculated by dividing the total relevant (basic salary) earnings of each gender (hourly rate) and dividing it by the total number of female or male employees respectively; the figures from each population were then compared.

The median gender pay gap was calculated by comparing the midpoint hourly salary (basic salary) of each of the gender populations. The term 'bonus' refers to all variable pay that the individual's role benefits from, including but not limited to commission and longer-term incentives. Such bonuses are largely confined to the sales and revenue-generating departments within Creditsafe. This accounts for the comparatively low percentage of the population earning such variable salaries.

Hourly Rate

Women's hourly rate is:



17.2%
Lower (Mean)

14.2%
Lower (Median)

Bonus Pay

Women's bonus pay is:



17.5%
Lower (Mean)

19.3%
Lower (Median)

Who Received Bonus Pay



75%
of Men

68.4%
of Women

Looking Ahead

Addressing imbalances...

In review of the 2023-2024 Gender Pay Gap Report, we reassessed the strategy currently in place over the preceding 12 months. The action plan will continue in place and will always take into consideration the following points:



Career Development

The implementation of both a Management Career Development Programme and the implementation of role-based career ladders allows the business the opportunity to focus on a skill deficit and address any in-company imbalances.



Recruitment Function

The absorption of the recruitment function has seen a greater control of the service provision allowing for pronounced regulation of the candidate selection and management of a balanced talent pool.



Office Relocation

The relocation of Creditsafe UK to Cardiff will allow for a greater talent pool and varied selection in the coming months. We would anticipate a levelling within the LM And L quartiles in the next 12 months.



Training

The implementation of an internal training function provides the business with a defined focus on relevant skill deficiencies. The planning and structure of the training programme will assist in the re-balance of gender differential in key roles.

As an international business, many senior roles sit outside of the UK. The process of coaching and mentoring currently in place will continue to enhance the opportunities for these senior female Creditsafe employees to assist in the advancement of UK female talent through a programme of development.



Creditsafe needs to improve and we recognise that. There's an issue and it's worth fixing because we value everyone who we employ.

The goal is to achieve pay equality. We want to ensure we are giving women the opportunities and support to advance into leadership positions within the business.

The gender pay reporting gives us the data and the mechanism to put improvements in place and demonstrate we are the inclusive and gender equitable organisation that we strive to be.



CATO SYVERSEN

CEO | CREDITSafe GROUP