

GENDER PAY GAP REPORT

APRIL 2023 - APRIL 2024

ABOUT US



Rowlands is part of the PHOENIX group in the UK.

PHOENIX specialise in medicine distribution, pharmaceutical care and pharmacy based primary care services.

We work in partnership with the NHS, healthcare commissioners and providers as well as pharmaceutical manufacturers to:

- Provide the NHS with a safe, reliable and cost-effective medicines supply chain.
- Improve access to professional healthcare advice and support.
- Advise people on how they can live longer and healthier lives through lifestyle changes and provide the support they need to make those changes.
- Improve awareness of – and early screening for – potential life-changing, long-term conditions such as diabetes, high blood pressure, and obesity.

Rowlands Pharmacy is a centrally managed chain of over 300 community pharmacies and is wholly owned by the PHOENIX group. As the UK's longest established chain of community pharmacies, Rowlands was first established in 1810.

We offer a range of services, from quitting smoking to weight management. Patients can book a variety of services including flu and travel vaccinations in-store.

Through our innovative automation propositions that support our pharmacies, we ensure that we are at the cutting edge of medicines dispensing by ensuring a consistent patient-centric approach to medicines provision and adherence.

Our people within Rowlands are highly skilled individuals and we are passionate about providing learning and development opportunities so that they can deliver the best levels of service to our customers and communities. It is crucial to us that we have the right people, in the right place, at the right time and we highly value the diversity and commitment of our workforce.

GENDER PAY GAP

Overview

It is important to note that the Gender Pay Gap is not about Equal Pay.

What the data shows

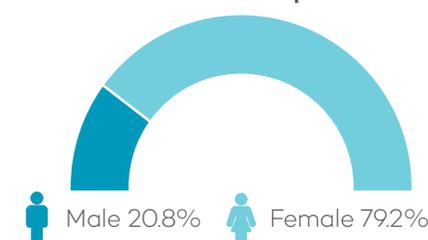
We have continued to make progress on the Gender Pay Gap – particularly in relation to our median pay gap and bonus pay gap.

We expect to see more movement in bonus pay gaps from year to year. Bonus payments are higher at more senior levels where we have more men. This is also driven by seasonal bonuses and the number of women who work part-time.

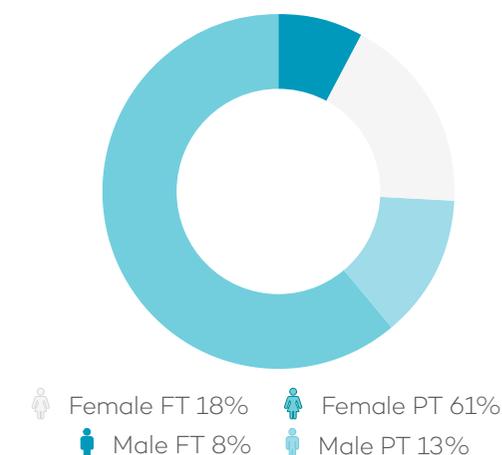
The gap between the proportion of males and females receiving bonuses has closed since 2023 - from an 11.3% gap in 2023 to a 5.2% gap in 2024.



Gender Split



Gender split by part time and full time employees



Mean and median pay gap

2024	13.8% mean	0.0% median
2023	14.8% mean	0.0% median

Mean and median Bonus pay gap

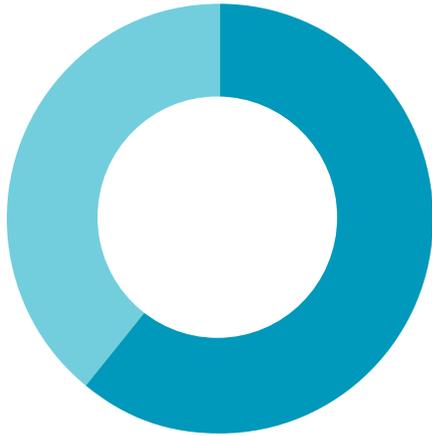
2024	71.3% mean	-0.6% median
2023	62.9% mean	3.3% median

Proportion of males and females receiving a bonus



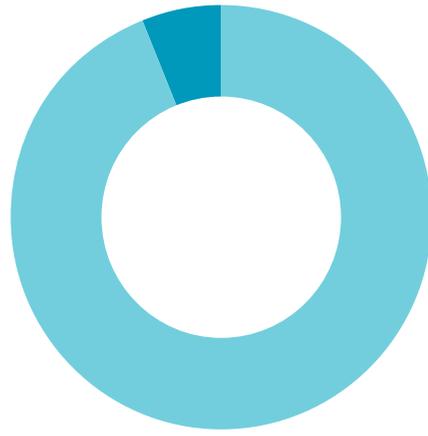
GENDER PAY QUARTILES

Lower Quartile



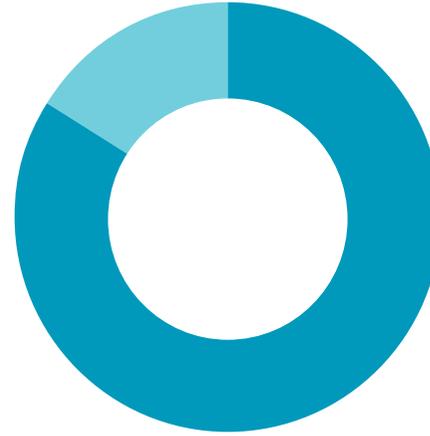
 Female 61%  Male 39%

Lower Middle Quartile



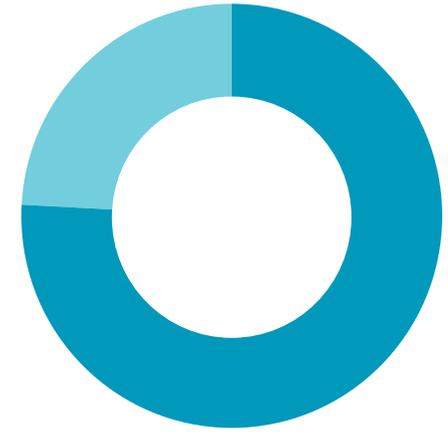
 Female 93%  Male 7%

Upper Middle Quartile



 Female 84%  Male 16%

Upper Quartile



 Female 76%  Male 24%

The illustrations above show the proportion of male and female colleagues that fall into each quartile pay band, once the workforce is divided into four equal parts.

As with the 2023 data, there is still a higher proportion of female colleagues in comparison to males, which is synonymous with the nature of our sector.

The split between males and females across all quartiles has essentially remained unchanged from 2023.

The roles within the Upper Quartile consist of our specialist roles such as Pharmacists, Relief Pharmacists, and our Retail Head Office roles where there is a much broader range of positions and pay rates.

Declaration

I can confirm that the L. Rowland Retail Ltd Gender Pay Gap calculations featured in this report are accurate.



Rhys Parry,
Director of HR

OUR ACTIONS

We are committed to creating an inclusive environment and ensuring equal opportunities across the colleague lifecycle. We will continue to develop and deploy people practices to support this commitment.

Our leadership team is also fully committed to fostering an inclusive workplace where every colleague has the opportunity to thrive, regardless of their background or characteristics.

How inclusive we are as an organisation is measured through our colleague engagement survey, and it is one of our top three scoring questions.

In this reporting year, we have continued to take steps to address the Gender Pay Gap and enhance workplace equality for all our colleagues. Some of these initiatives include:

- **Flexible Working Initiatives:** We have expanded our flexible working opportunities where possible, actively encouraging flexible working requests to support our colleagues in achieving a better work-life balance.
- **Enhancing our Colleague Benefits:** We introduced a financial wellbeing product in 2024, and we are committed to increasing paid maternity leave in 2025. We also ensure that our family leave policies are supportive.
- **Career Pathway Development:** We have worked on developing clear career pathways for colleagues across key areas of the business, ensuring growth and development opportunities are accessible and inclusive.
- **Engagement with Apprenticeships and Learning Providers:** We've partnered with apprenticeship and learning providers who can offer flexible courses at all levels, helping to upskill our workforce and create more diverse learning opportunities.

We continue to take a deeper look at the underlying causes of our gender pay gap through:

- **Root Cause Analysis:** We will continue to conduct a thorough analysis to identify the reasons behind any gender pay gaps.
- **Employee Feedback and Engagement:** We will continue to gather feedback from our colleagues to assess their perception and views on our inclusion practices.

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