



Gender pay gap report: 2018

IMServ Europe Limited

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Foreword

Steve Brown

Managing Director of IMServ Europe Limited

Why diversity, inclusion and gender balance matter to IMServ Europe

We are pleased to issue our first gender pay gap report. Following strong business growth IMServ now employs more than 250 staff in the UK – requiring the business to report gender pay gap results for the first time.

Diversity and inclusion have long been pillars of IMServ's success. As we have grown, we have worked hard to ensure equality, diversity and inclusion are central to our recruitment and working practices. We find that a balanced workforce encourages innovation, promotes entrepreneurship and increases feelings of belonging and ownership. These are the qualities that propel our business forward and ensure that we remain customer-centric and competitive as we continue to maintain our position as one of the UK's leading energy data collectors and meter operators.

In the context of this report, it is important to reiterate that gender pay gap and equal pay issues are not the same. At IMServ Europe Limited, we pay equitably to men and women across all job roles.

In 2019, our focus remains on driving diversity and inclusion initiatives, as we continue building a workplace that provides equal opportunities to all.

Steve Brown

Managing Director of IMServ Europe Limited

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a long horizontal stroke that tapers to the right.

Our pay gap

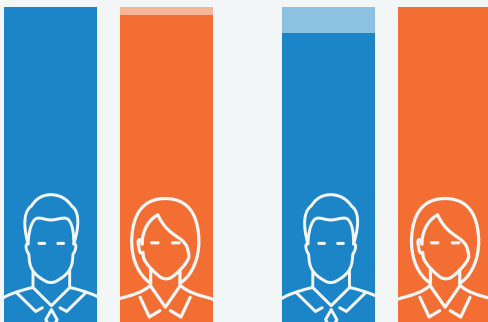
A gender pay gap is the average earnings comparisons between all male and all female employees in the organisation. Equal pay reporting

assesses any differences between men and women who carry out the same job, similar jobs or work of equal value. The two aren't the same.



Gender pay gap

2.58% **-7.12%**

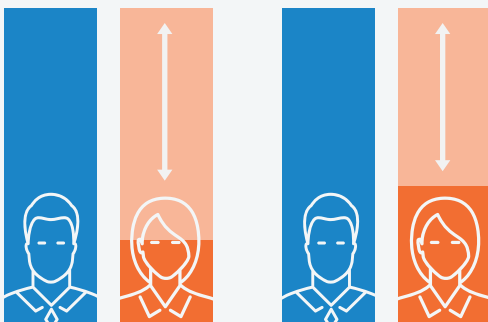


MEAN

MEDIAN

Gender bonus gap

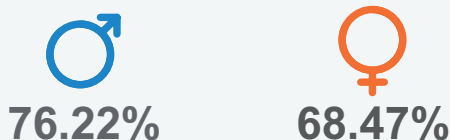
74.00% **57.58%**



MEAN

MEDIAN

Percentage of employees receiving a bonus

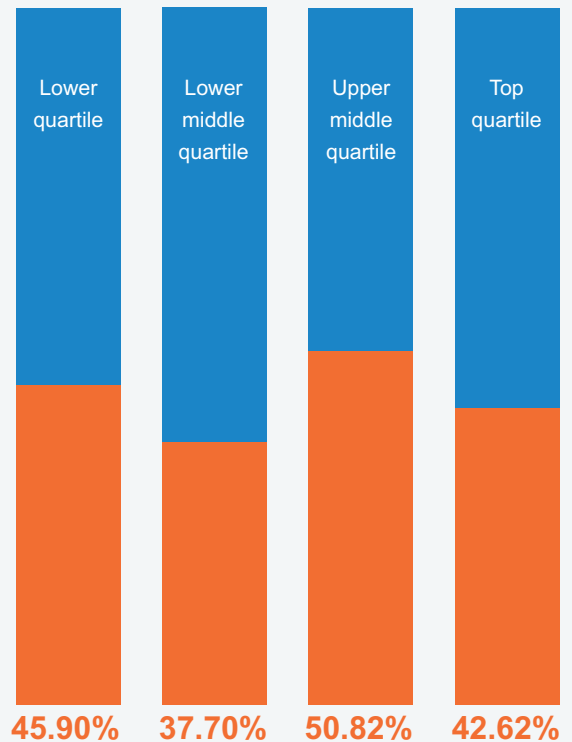


Our gender pay gap results are as follows:

- We are seeing gender pay gap results with a mean (average) pay gap of 2.58% and a median (middle) pay gap of -7.12% in 2018.
- 68.47% of women and 76.22% of men are receiving a bonus. However, the mean (average) bonus gap is 74.00%, and the median (middle) bonus gap is 57.58% in 2018.

Male / female split in each quarter of the payroll

54.10% **62.30%** **49.18%** **57.38%**



MALE

FEMALE

Why are the gender pay gap figures as they are?

We are in a fortunate position to have a small mean (average) gender pay gap and a negative median (middle) gender pay gap numbers due to the following:

An almost equal gender split. IMServ Europe Limited is one of the UK's leading energy data collectors and meter operators. The business employs a combination of experienced installation engineers, and teams responsible for data collection, analysis and reporting. We have a diverse and inclusive workforce, with 111 (43.70%) women and 143 (56.30%) men working for the organisation.

Considerable growth over the past 12 months. We grew our total headcount by over 13% year-on-year, which allowed us to recruit more diverse talent across all levels of the organisation.

Strong retention rates allow for a sustainable pace of business change. At IMServ Europe Limited, our average employee tenure is 6.85 years. The average employee age across the organisation is 40 years old. This enables us to maintain the stability and strong DNA of the business as we grow, whilst implementing diversity and inclusion initiatives that promote talent from across the business and ensure IMServ Europe Limited has an open and inclusive recruitment process when it comes to injecting fresh talent.

IMServ Europe Limited has a number of bonus plans, including commission plans, sales incentives and a local bonus plan, all of which are included when calculating the bonus gap. Whilst there is almost pay parity there are more men (57%) than women (42.62%) in the top pay quartile. This influences the bonus gap numbers for the organisation. Our bonus payments are linked to the salary base and role and are thus influenced by the overall number of female and male employees and their roles within the organisation. Additionally, whilst the majority of employees are eligible for the local bonus plan, payments are made annually in April and hence the results do not include payments made for employees who started with the organisation after 5 April 2017.

Equally, at the lower grade the pay for females has been higher in the year than for males at the same grade, due to higher achievement on bonus payments overall, resulting in an overall negative median pay gap.

Our average tenure is 6.85 years, with an average employee age of around 40 years old

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Male and female retention rates



93.18%



86.24%

Our commitment to closing the gender pay gap

As an organisation, we are committed to driving high performance through fair evaluation and differentiation of all employees. Our goal is to ensure staff are rewarded fairly and competitively. We continue to build a diverse and inclusive workplace that provides equal opportunities to everyone. We strive to ensure that all employees feel uniquely valued and safe to contribute at their very best.

Our core principles include:

- Sustained high performance is rewarded as part of our high-performance culture
- We enable diversity, inclusion, wellbeing and flexible working
- We recruit and promote for potential, rather than like-for-like experience
- An inclusive approach to family leave and work-life balance to recruit and retain best talent

We reaffirm our commitment to these four areas, which should contribute to our gender pay and bonus pay gaps reduction over time.

Putting commitments into practice

We already operate a number of initiatives aimed at supporting inclusive and high-performance culture. In 2019, Diversity and Inclusion continues to be a top priority for the IMServ executive team, as we continue driving positive change, retaining and recruiting top female talent.

1. We actively promote science, technology, engineering and mathematics (STEM) and have 3 STEM ambassadors. We offer apprenticeships, targeting schools and colleges.
2. We changed our recruitment practices to focus on potential, rather than like-for-like experience. We ensure all candidates are fairly represented throughout the recruitment process.

3. We offer career development and coaching support to all staff. A variety of leadership development, diversity, inclusion programmes are available to employees. More training is coming up on Inclusive Leadership, part of our Leader Skill series, which is due to be launched in Q2 2019. We will be launching a further training on Overcoming Hidden Bias, which will cover all employees to support our D&I initiatives.
4. We strive to re-engage women following a career break, easing their professional transition back into the workplace. We work hard to minimise women's voluntary attrition rates as they move up careers ladders.
5. We recognise that wellbeing fuels productivity and high performance. Our wellbeing programme covers not only physical wellbeing, but also its mental, emotional and social aspects. Our ambition is to provide equal opportunities to everyone while creating both physical and psychological safety for all employees.

Final comments

We are pleased to report good gender pay gap numbers in our first year of eligibility for reporting.

Our aim is to sustain our gender pay balance whilst working to close the bonus gap to achieve total parity. We believe that diversity unlocks innovation and fosters collaboration. We will continue investing in diversity and inclusion initiatives to ensure that our organisation continues to be an inclusive, supportive place in which to work.

Statutory declaration

I can confirm that the data and information in this report are accurate and meet the requirements of the UK Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Steve Brown
Managing Director of IMServ Europe Limited

