



Gender pay gap report: 2020

IMServ Europe Limited

IMServ
the power behind energy efficiency

Foreword

Steve Brown

Managing Director of IMServ Europe Limited



How we're continuing to strengthen our diversity, inclusion and gender balance

I am again pleased to present our third report outlining our gender pay gap performance.

Between our reporting dates in 2019 and 2020, our UK workforce grew from 285 to 351 people. Recruitment has centred primarily around increased business demand and expansion in our Smart Metering and Energy Data Collection services. Such a significant increase in headcount relative to our overall workforce size has resulted in some notable differences in our overall gender pay gap figures. In 2019 we were fortunate enough to have a negative gender pay gap. In 2020, we see a small widening, albeit still well below the UK average and broader industry benchmarks.

While the overall number of both men and women has increased in our workforce, the proportion of women fell by approximately 3%. Many of our new hires were into roles where female talent can be more difficult to find in our sector, such as smart meter technicians and readers.

By any measure, 2020 was a challenging year, and many of our people have felt the impact of a global pandemic on their working and personal lives in ways we could never have imagined. Our priority throughout has been our people's health and wellbeing and the continuity of vital services for our customers. However, this has not changed our commitment to diversity and inclusion, which has long been a foundation of our success.

It should be remembered that gender pay is different from equal pay, which assesses any differences in earnings between men and women who carry out the same job, similar jobs or work of equal value. We have policies to support equity, and our analysis of pay quartiles demonstrates that we pay equitably to men and women.

2021 will be a year of continued growth for IMServ Europe Limited, with a green recovery creating high skilled jobs and fuelling our net zero by 2050 ambition. Our focus is on driving forward diversity and inclusion initiatives that ensure we can attract and recruit talent from a diverse range of backgrounds, offering opportunities to thrive in a happy, competitive and fulfilling career.

A handwritten signature in black ink, appearing to read 'Steve Brown', written in a cursive style.

Steve Brown

Managing Director of IMServ Europe Limited

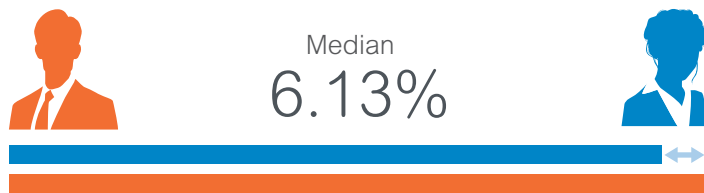
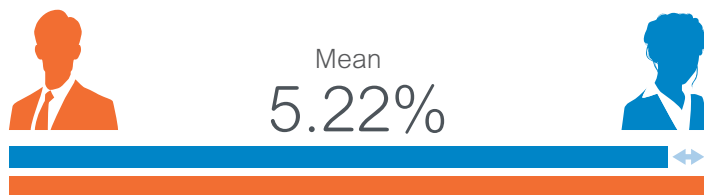
- We are seeing gender pay gap results with a mean (average) pay gap of 5.22% and a median (middle) pay gap of 6.13% in 2020.
- 80.16% of women and 80.89% of men received a bonus. However, the mean bonus gap is 55.24%, and the median (middle) bonus gap was 40.06% in 2020.

Our pay gap over the past 12 months

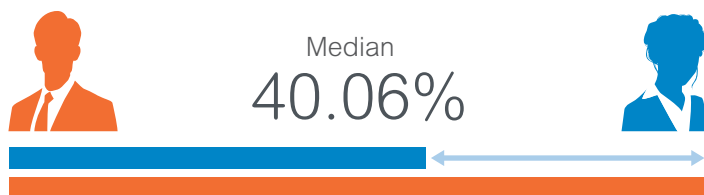
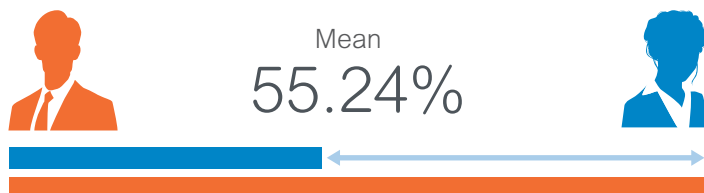
Gender Pay Gap legislation requires an employer with 250 or more UK employees to publish their gender pay gap in several different ways. The government stipulates how the information should be calculated, based on a snapshot of data on 5th April in the reporting year. This statement is based on 351 colleagues working for IMServ Europe Limited in the UK.

“Pay” includes basic pay, bonuses and any premiums or allowances and the gender pay gap is the average earnings difference between all male and all female employees in the organisation.

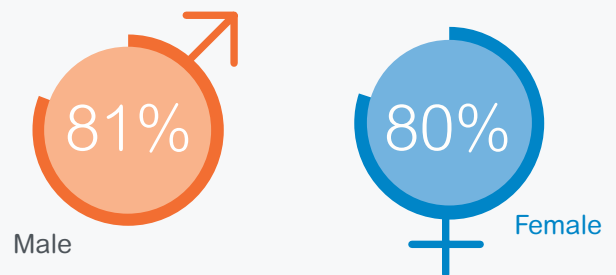
Gender pay gap



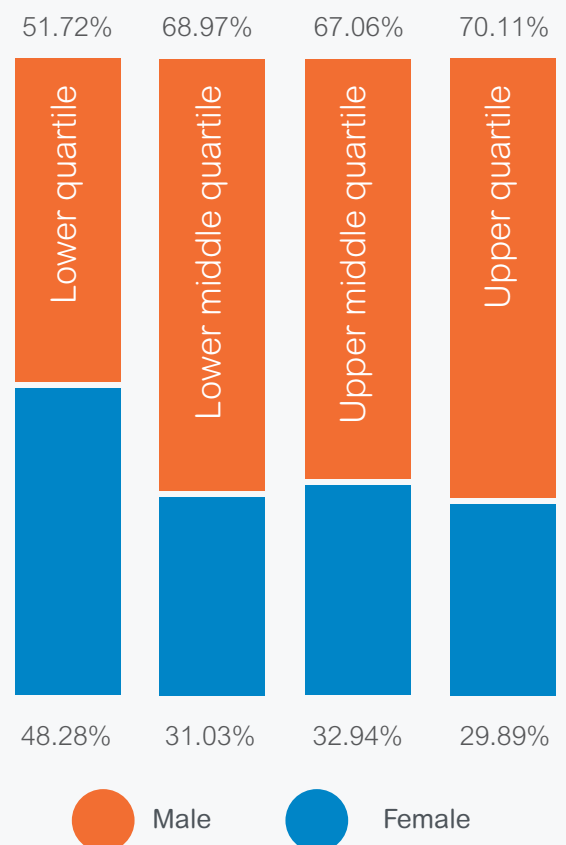
Gender bonus gap



Percentage of employees receiving a bonus



Male / female split in each quarter of the payroll



Why are the gender pay gap figures as they are?

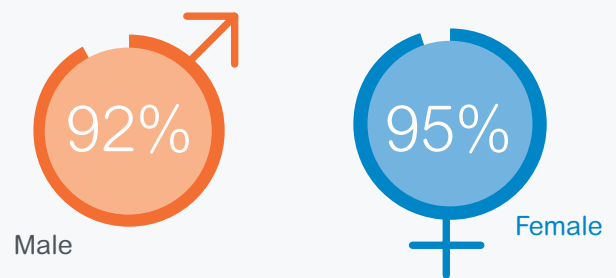
Firstly, we have a historical imbalance in roles and seniority. The most significant factor contributing to our gender pay gap is gender split in the payroll quartiles. We have a gender-diverse workforce with 126 women (36%) and 225 men (64%). However, while we operate at pay parity, more men (70%) than women (30%) are in the top quartile, which influences the gender pay gap numbers for the organisation.

We have found it hard to find female talent for specific roles. Our people are our biggest asset, and we employ many experienced installation engineers and teams responsible for data collection, analysis and reporting. We have experienced significant growth in our Meter Installation and Reader teams, and although the number of women we employ has increased since 2019, the reality is that women only make up 12% of the current UK engineering workforce (Engineering UK Report, 2018) and female talent is more difficult to find in this sector. We run a Trainee Meter Technician scheme and are reviewing our talent acquisition processes to attract more women into these roles.

We have strong retention rates. Our retention rates increased for both men (from 90% to 92% year on year), and women (86% to 95% year on year). Our average employee tenure and the average age of our employees have remained stable at 6.24 years and 40 years old. Balancing out diversity across the organisation continues to take time but is a priority as we continue to expand our business.

Our average tenure is 6 years, with an average employee age of around 40 years old.

Male and female retention rates



Our commitment to closing the gender pay gap

Building a diverse and inclusive workplace with equal opportunities for all continues to be a top priority. Our goal is to ensure we reward staff fairly and competitively. We work to ensure that all employees feel uniquely valued and have opportunities to contribute their very best in a safe environment.

Our Global Diversity and Inclusion Board and Executive Leadership Team hold itself accountable to a Diversity and Inclusion strategy based on four key pillars:

- **Empowered Diversities.** We want our employees to reflect the diversities of the communities we operate in, in five areas: gender, nationality, generation, LGBT+, and people with disabilities.
- **Inclusive Practices.** We want to ensure that diversity and inclusion are integrated at all stages of our Total Employee Experience, and that there is fairness and equity in core people processes and policies. Our overall goal is to establish trust, eliminate barriers, and inclusive processes for all diverse needs. For example, our Global Family Leave Policy recognises that all families are different and unique, and we want to ensure everyone can benefit from and focus on key family events.
- **Inclusive Behaviours.** We want our leaders and teams to respect uniqueness and build a sense of belonging to drive business growth and innovation. This starts with understanding the value of diversity in teams and the challenges of hidden bias, and continues with proactive actions to establish a culture of inclusion.
- **Advocacy.** We know we must share our stories, internally and externally, on what we are doing to build an inclusive and diverse culture. By championing and role-modelling, we can help our leaders, employees and others outside our organisation learn and drive change.

We reaffirm our commitment to these four areas, contributing to our gender pay gap reduction over time.

Putting commitments into practice

In line with the global strategy, we implemented several initiatives last year to enable diversity, inclusion, wellbeing and flexible working and to help us attract and retain the best talent through work-life balance and opportunities for career development.

In 2021, Diversity and Inclusion continues to be a top priority for the UK executive team, as we continue driving positive change, retaining and recruiting top female talent. A variety of leadership development, diversity, inclusion programmes are available to IMServ.

1. Our recruitment practices will continue to emphasise the importance of potential, rather than like-for-like experience, to further fuel diversity. We ensure all candidates are represented fairly throughout the recruitment process.
2. Despite the difficulties arising from the pandemic, we continue to promote science, technology, engineering and mathematics (STEM) careers. We offer several apprenticeships, targeting schools and colleges.
3. We will continue our successful Overcoming Hidden Bias programme, which covers all employees, to support our Diversity & Including initiatives and emphasise hiring potential rather than experience.
4. We will continue to promote our voluntary artificial intelligence (AI) enabled Open Talent Management Tool. Introduced last year, this helps to match high potential people to suitable projects that allow them to develop new skills and set career development training paths into higher-paid roles.
5. 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.

6. 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 physical and psychological safety for all employees.
7. To increase our diversity numbers in top payroll quartiles, we offer various benefits to enable work-life integration to all. As of the end of 2020, 100% of our workforce is covered by our Family Leave policy, and the Pay Equity Framework covers 99%. We offer flexible working to all UK staff.

Final comments

We know that diversity and inclusion are an essential part of a healthy organisational culture and a business's ability to create value for its customers and people. Investing in closing the gender pay gap is part of this and should be a priority for any business aiming for sustainable growth. With exciting times ahead for IMServ Europe Limited, we are fully committed to building on initiatives to enhance our approach and create opportunities and the environment to attract, develop and reward the diverse talent we need to thrive.

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