



Gender Pay Gap Report: 2021

IMServ Europe Limited

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Foreword

Steve Brown
CEO of IMServ Europe Limited



Why diversity, inclusion and gender balance matter to IMServ Europe

We are delighted to issue our fourth gender pay gap report, as we record another strong year of growth for IMServ.

Since we employ more than 250 staff in the UK – we are legally required to report our gender pay gap results for the second time.

Diversity and inclusion have long been at the heart of our success. In fact, this year, we've encountered a much more pronounced negative gender pay gap, even though we employ fewer women than men in the organisation. As we continue our growth, our focus remains on ensuring that equality, diversity and inclusion remain central to our business and recruitment practices.

We know that a balanced workforce encourages collaboration and innovation, promotes entrepreneurship and a feeling of ownership. These are the key drivers of our business that our customers really look to us for.

Our people are our main asset. We strive to ensure they remain happy, competitive and fulfilled - which is what helps propel our business forward and ensure we remain customer-centric and competitive. We are proud to remain the UK's leading and growing energy data collection and meter operations service provider.

As you analyse the data, please remember 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 2022, our focus will remain on propelling our diversity and inclusion initiatives forward, as we continue building a workplace that provides equal opportunities to all.

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

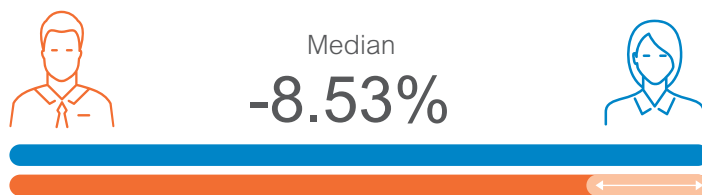
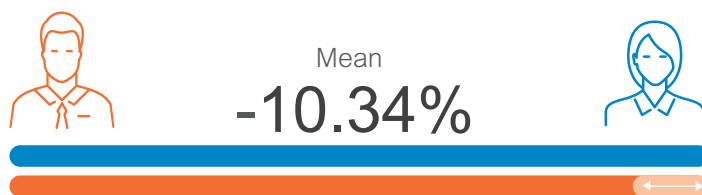
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Our pay gap over the past 12 months

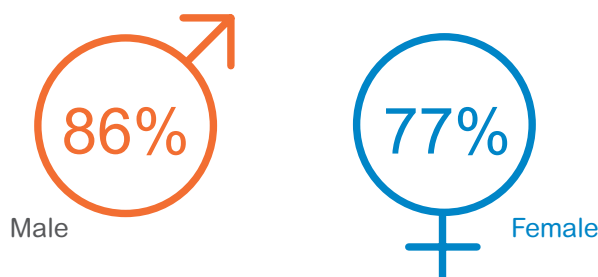
A gender pay gap is the average earnings comparisons between all male and all female employees in the organisation. Equal pay reporting assesses any differences between men and women who carry out the same job, similar jobs or work of equal value. The two aren't the same.

We have policies in place to support equity.

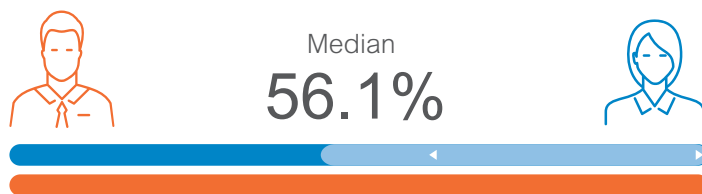
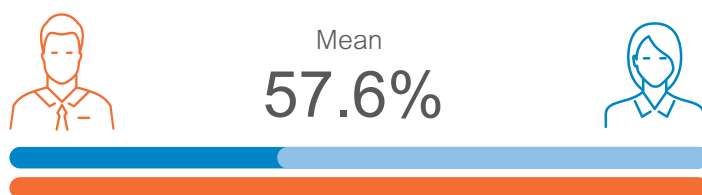
Gender pay gap



Percentage of employees receiving a bonus



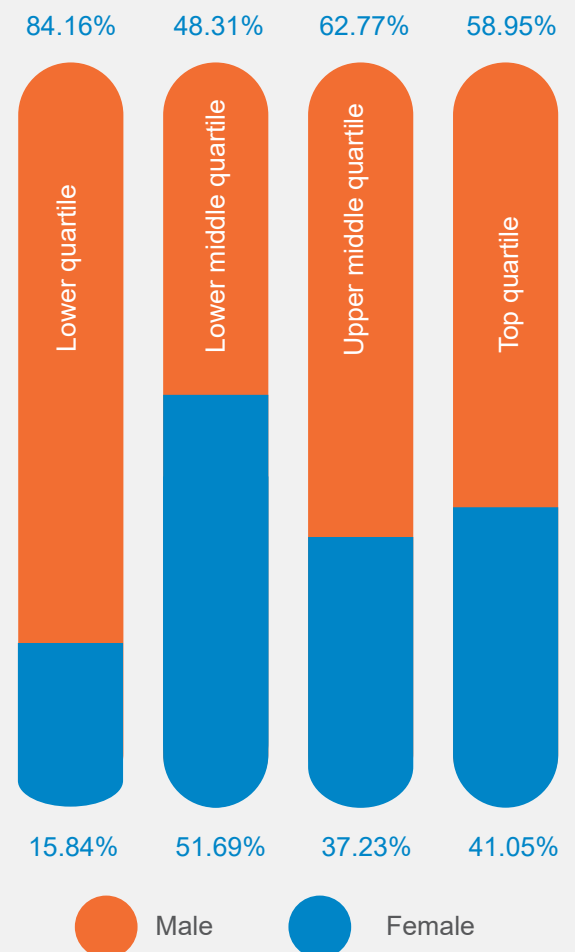
Gender bonus gap



Our gender pay gap results are as follows:

- We are seeing an improvement year on year to our gender pay gap results with a mean (average) pay gap of -10.34% and a median (middle) pay gap is -8.53% in 2019.
- 77% of women and 86% of men are receiving a bonus. The mean (average) bonus gap is 57.6%, and the median (middle) bonus gap is 56.1% in 2021.

Male / female split in each quarter of the payroll



Why are the gender pay gap figures as they are?

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

- **A diverse workforce**
IMServ Europe Limited is the UK's leading energy data collection and meter operations service provider. 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 a population of 37% women and 63% men
- **Strong retention rates allow for a sustainable pace of business change**
At IMServ Europe Limited, our average employee retention is 5.5 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. We are committed to ensuring that IMServ Europe Limited has an open and inclusive recruitment process when it comes to attracting new talent.

IMServ Europe Limited has a number of bonus plans, including commission plans, sales incentives and a local incentive bonus plans. These are all included when calculating the bonus gap.

While we operate at pay parity, there are more men than women in the both the top and lower pay quartile, which 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.

Our average tenure is 5.5 years, with an average employee age of around 40 years old

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Our commitment to closing the gender pay gap

In 2021, we continued building a diverse and inclusive workplace that provides equal opportunities to all. We focused on driving high performance through fair evaluation and differentiation of all employees, while ensuring staff were rewarded fairly and competitively. We are committed to ensuring that all employees feel uniquely valued and safe to contribute at their very best.

Our core principles include:

- We reward high performance 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
- We attract and retain best talent through enabling work-life balance, internal trainings and transfers, as well as an inclusive approach to family leave

We reaffirm our commitment to these four areas, as they are key to helping us reduce the gendered pay gap over time.

Putting commitments into practice

In 2021 we pursued a number of initiatives aimed at supporting inclusive and high-performance culture. In 2022, diversity and inclusion continue to be a top priority for the IMServ executive team, as we continue driving positive change, retaining and recruiting top female talent.

With our new partnership with energy transition leader private equity firm Bluewater, comes a new HR and Learning & Development team who will continue to build upon our commitment to offer career development and mentoring support to all staff.

More training is coming up on Inclusive Leadership, part of our Leader Skill series, which was launched in 2020.

Overcoming Hidden Bias training will be rolled out more widely, covering all employees to support our D&I initiatives.

We continue to evolve our recruitment practices to focus on potential, rather than like-for-like experience. We ensure all candidates are fairly represented throughout the recruitment process.

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.

We recognise that wellbeing fuels productivity and high performance. Our new wellbeing programme will not only cover not only physical and mental wellbeing, but also its emotional, financial and social aspects.

Our ambition is to provide equal opportunities to everyone while creating both physical and psychological safety for all.

Final comments

We are pleased to report a set of good gender pay gap results as part of this year's reporting.

Our aim is to continue assuring our gender pay balance, whilst working to close the bonus gap and achieve full parity.

We know that diversity drives innovation, creativity and collaboration. We will continue investing in diversity, wellbeing and flexible working initiatives to ensure IMServ continues going from strength to strength and enables an inclusive, supportive workplace for all.

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
CEO of IMServ Europe Limited