

# Gender Pay Gap

Report 2022



## Foreword

# Why diversity, inclusion and gender balance matter to IMServ Europe

**We are delighted to issue our fifth 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. This year, we've encountered a small positive gender pay gap for the first time, we employ fewer women than men in the organization and significant growth in our predominantly male field teams has impacted the gender pay gap in 2022.

As we continue our growth, our focus remains on ensuring that equality, diversity and inclusion remain central to our business and recruitment practices. In 2023 we are focusing on Women in Utilities and how we can encourage more female representation particularly in our field teams.

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 2023, 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 stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

**Steve Brown**  
CEO, IMServ Europe Limited



# 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.

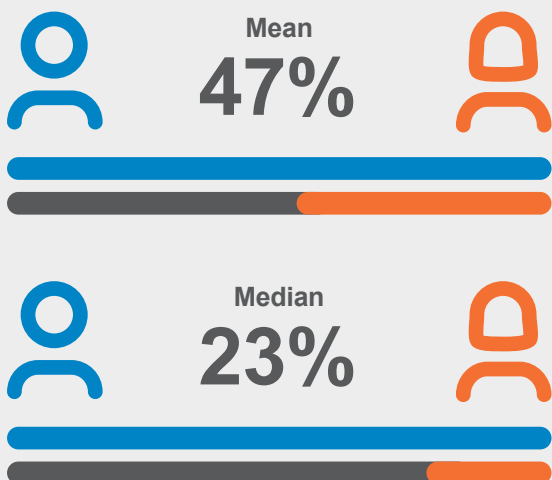
## Our gender pay gap results are as follows:

Our gender pay gap results show a mean (average) pay gap of 2% and a median (middle) pay gap is 11% in 2022.

### Gender pay gap



### Gender bonus gap

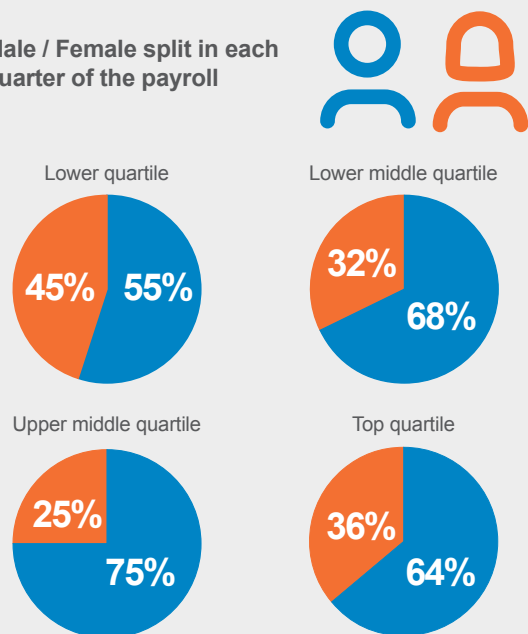


We have seen an increase in 2022 in the percentage of women receiving a bonus, moving from 77% of women in 2021 to 98% of women in 2022 and 99.5% of men receiving a bonus.

### 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

For the first time we have seen a positive gender pay gap of 2% (mean) and 11% (median). This has been a direct result of significant growth in headcount over 2022 especially in our Field teams. Our percentage of male workers increased overall from 63% to 65%.

## A diverse workforce

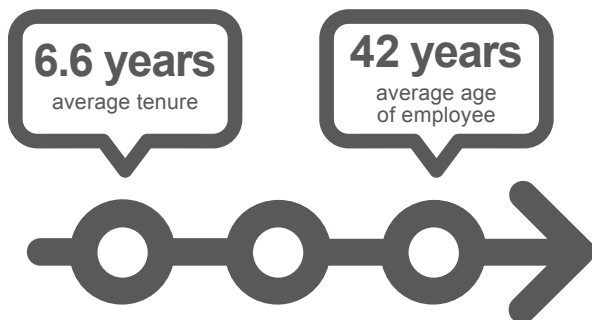
IMServ Europe Limited is the UK's leading energy data collection and meter operations service provider.

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 35% women and 65% men.



## Strong retention rates allow for a sustainable pace of business change

At IMServ Europe Limited, our average employee retention is 6.6 years. The average employee age across the organisation is 42 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.

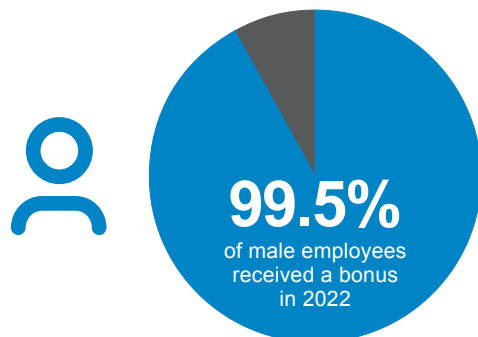
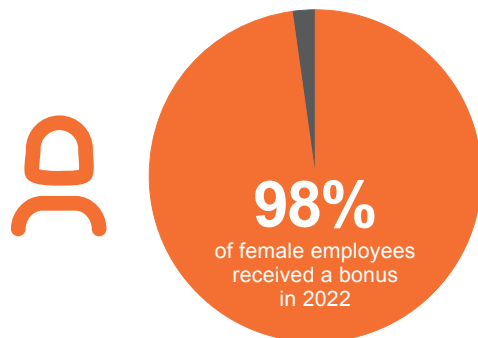


We are committed to ensuring that IMServ Europe Limited has an open and inclusive recruitment process when it comes to attracting new talent. We implemented an inhouse recruitment team in October 2022 to help drive inclusive recruitment practices.

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. The number of women receiving a bonus has increased in 2022, with 98% of female employees receiving a bonus compared to 99.5% of male employees.

While we operate at pay parity, there are more men than women in all quartiles, 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 commitment to closing the gender pay gap

**In 2022, we continued building a diverse and inclusive workplace that provides equal opportunities to all. We implemented a new in-house HR team and Talent Acquisition team. We also commenced a job evaluation process to ensure all roles were compared to market median. Ensuring fair evaluation of all employees, while rewarding fairly and competitively.**

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

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

In 2022, diversity and inclusion continued to be a top priority for the IMServ executive team, as we continue driving positive change, retaining and recruiting top female talent.

In 2022 we launched our Menopause at Work and Pregnancy Loss policies. Breaking down barriers to conversations with Line Managers and ensuring reasonable adjustments are in place to support our employees during key life events.

More training is coming up on Inclusive Leadership, with the launch in 2023 of our Leadership Readiness courses, first intake to focus on female leaders of the future.

Overcoming Hidden Bias training will be rolled out across all hiring managers in 2023, whilst all employees continue to receive Equal Opportunities training during induction and routinely during their employment with us.

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 are developing our applicant tracking system with associated diversity reporting to ensure we regularly review data on our candidates to understand areas of focus.

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. In 2023 we launch an internal Women in Utilities network with the aim of understanding how we can further improve the experience for women returning from parental leave or other career breaks, and how we can increase the number of female applicants across all vacancies.

We recognise that wellbeing fuels productivity and high performance. Our new wellbeing program launched in 2022 covered not only physical and mental wellbeing, but also its emotional, financial and social aspects. We aim to embed psychological, as well as physical safety, into our cultural DNA.

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. From the Office of National Statistics (ONS) in 2022, the gap among full-time employees increased to 8.3%, we remain significantly below this national gender pay gap.

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, IMServ Europe Limited