

IMServ
the power behind energy efficiency

Gender Pay Gap

Report 2023



Welcome to our 6th Gender Pay Report, and I'm pleased to show that we are making positive steps towards pay equality between our male and female members of staff.

As a business at the heart of the energy industry, a significant proportion of our colleagues are field engineers, and we recognise that we need to do more to encourage female engineers into the workforce, an issue that the whole of the industry is grappling with. We're taking steps to try and recruit more women onto our 'Bright Sparks' apprenticeship programme, and looking at how we support and train our female colleagues to develop into more senior leadership roles. As we develop and formulate our ESG (Environmental, Social and Governance) strategy for the next few years we are also looking at how we can support the UN SDG goal around Gender Equality and what steps we take to embed this in our organisation.

I am pleased to say that this year we have appointed our first female Regional Field Leader, and I hope in the coming months to also be able to celebrate more women gaining senior roles in our

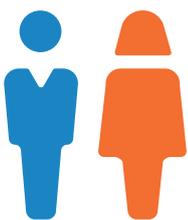
more technical positions across the company.

Again, we remind you that within IMServ pay for the same role is equal across the company, but we recognise that we have more to do to make sure we have an equal make up of genders across all levels of the business.

In this year's report we are also celebrating a few of the women who make up the diverse and inclusive business that is IMServ. We know that having a greater number of women, not only in senior roles, but across the organisation, makes IMServ a better, more successful business and as we move into 2024 our focus remains on how we can make our organisation more representative and equal day



Steve Brown
CEO



Our pay gap over the past 12 months

A gender pay gap is the average earnings comparison 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. It is a different measure to looking at whether you have equal numbers of men and women at each level of the organisation.

Our gender pay gap results are as follows:

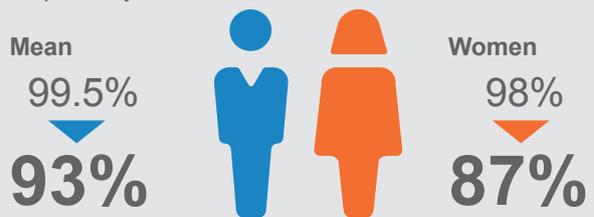
Our Gender Pay Gap Results show that the gap is reducing, showing a mean (average) pay gap of 1.5% (a 0.5% reduction from 2022) and a median (middle) pay gap of 9.90% (a reduction of 1.1% from 2022 to 2023.)

Gender pay gap

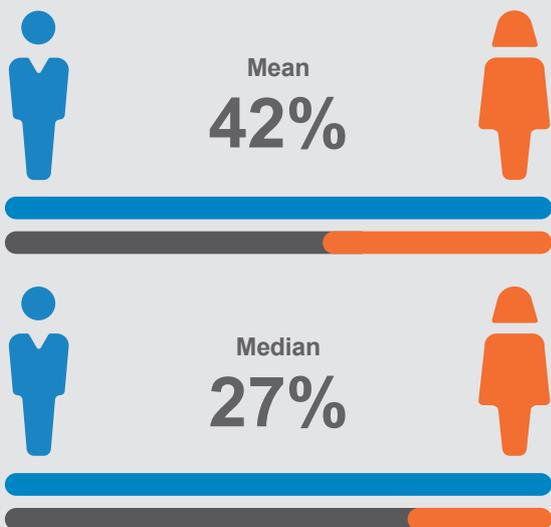


We have seen a decrease in 2023 in the percentage of women receiving a bonus. 100% of our employees are eligible for a bonus, but eligibility is based on start date – therefore the numbers are affected by the number of new starters we have had within the calculation period.

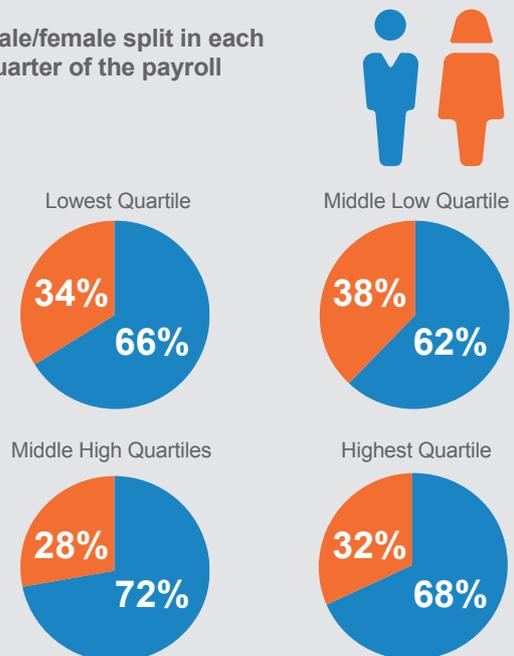
In 2023 87% of women received a bonus, whilst 93% of men received one, compared with 98% and 99.5% respectively in 2022.



The gap between total value of bonus received increased slightly – with the mean (average) pay gap at 42% and the median (middle) gap at 27%



Male/female split in each quarter of the payroll



Explaining our numbers

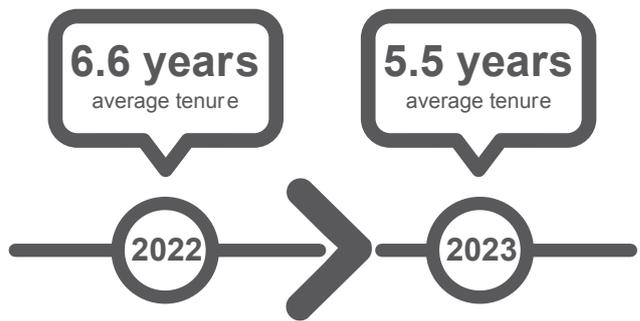
Over the past year IMServ has grown its workforce significantly – from 365 employees in 2022 to 495 in 2023. At the same time, we have seen a reduction in the pay gap between our male and female workers – but a slight increase in the proportion of male colleagues to female (34% female and 66% male in 2023, compared to 35% female and 65% male in 2022). We recognise that our pay gap is still higher than the median national pay gap for full time work at 7.7%.

The reduction in pay gap is reflective of the efforts we have made to recruit more women into middle and senior leadership positions – with an increase of female employees in the Middle High Quartile (28% in 2023 compared to 25% in 2022). However, this is balanced by a decrease in the High Quartile (32% female in 2023 compared to 36% in 2022).

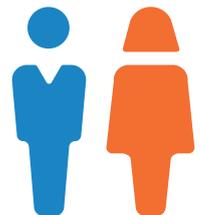
Our most significant negative change has been in the number of females within IMServ who have received a bonus – which is due to the fact that significant recruitment over the past 12 months has led to a greater number of females than males being ineligible due to being under 12 months employment tenure.

Our overall retention rate has dropped slightly, but this is reflective our significant growth over the past year, which will have a direct impact on average length of tenure.

Average tenure in 2023 was 5 years and 5 months, down from 6 years and 6 months in 2022.



Our retention rates continue to help us deliver a sustainable and secure rate of business change. We're proud of the skill level of our people, as we work in highly complex industry.



Working hard to close the pay gap

Our core principles remain:

- 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

Over the past 12 months we have implemented a number of measures to help our people grow in the roles, and to attract more female members of staff. Our Shared Parental Leave, Menopause at Work and Parental Loss policies are now fully embedded across the organisation. Our ongoing annual job benchmarking scheme aims to ensure that all roles are reimbursed equally for equal work and are also keeping pace with industry norms.



“ I love being out in the van, out on the road, going to different places. I think I would really find it tough working somewhere like an office. I have a really good team and a great manager ... I feel like IMServ is a great company to work for. ”

Laura Millerchip
Senior Field Technician

We started the roll out of our Hidden Bias training in 2023, which continues across the business into 2024. We continue to work effectively as a fully hybrid organisation – offering flexibility for our people with childcare or other caring responsibilities. Our wellbeing programme continues to offer support to our people across a wide range of areas – physical and mental wellbeing but also emotionally, financially and socially. The concept of psychological safety is embedded in the organisation.



“ I’ve worked in energy for the last 18 years and I love the pace of change - it’s never boring and every day is different. IMServ is at the heart of the energy industry - it’s a great place to have a real impact on the UK’s future net zero ambitions. ”

Lacey Montague
Chief Strategy Officer

This does not mean that there is not more to do. As we acknowledged earlier, encouraging women into more technical and engineering roles is vital to ensuring that we have a balanced workforce going forward, not just at IMServ but across the wider industry. This is why, as we formalise our ESG goals for the coming years, we are adopting the UN SDG Goal of Gender Equality as one of our core objectives. We are currently working on putting in place clear objectives against this goal and defined actions to achieve them, including how we can encourage young women into engineering or more technical roles.

We've taken concrete steps to ensure better representation from women across our Executive and Senior Leadership teams and offering coaching and leadership development opportunities to women within these cohorts.

We know that we are better as an organisation when we are able to represent a diverse cross-section of voices within our management decisions as well as our day-to-day operations – we are taking positive steps to ensure that IMServ is a more balanced organisation going forward.

“ I enjoy working in the Energy Industry due to its complex nature; there is constant evolution and change. IMServ has a vast and varied group of expertise and I love being in an environment where knowledge and growth are encouraged and shared. ”



Jade Lambert
Customer Engagement Manager

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.

A handwritten signature in black ink, appearing to be 'S. Brown'.

Steve Brown
CEO, IMServ Europe Limited

