



Mitie UK Gender Pay Gap Report 2020

The exceptional, every day.



Foreword

Our people are at the heart of our business, helping to deliver the exceptional every day. Our diversity is a major part of who we are – we all have different skills, insight, styles, expertise, and experiences. We are proud of the scale and diversity of our workforce and the breadth of skills and expertise our colleagues offer to our clients. Our diversity makes us stronger.

We continue to make progress on our strategy to make Mitie the destination employer in the FM industry by attracting and retaining a diverse workforce and fostering a truly inclusive culture, where everyone can bring their true selves to work. With many programmes launched or embedded over the last 12 months we are making positive progress in the right direction.

In December 2020 Mitie acquired Interserve Facilities Management Ltd and as such this report includes gender pay data for both Interserve (ISV) and Mitie legal entities with over 250 colleagues.

As at 5th April 2020 (the snapshot date for this report), the Mitie mean gender pay gap has decreased to 7.7% (versus 10.4% the previous year) which continues to compare favourably with the UK national pay gap of 15.5% (versus 17.4% the previous year). The Mitie median gender pay gap has increased to 6.4% (versus 4.6% the previous year).

The ISV mean gender pay gap has also decreased to 17% (versus 18.3% the previous year) and the median pay gap decreased to 12.5% (versus 13.9% the previous year).

Whilst this is a positive step in the right direction, we are not complacent and are committed to continuing our efforts to further reduce the gap by focusing on programmes that can really make a difference.

Our efforts over the past 12 months continue to centre around four areas. These form part of our long-term, sustainable approach focused on improving the representation of women, and all under-represented groups, across all organisational levels

1

Leadership:

Enabling more women into leadership positions through targeted development interventions for female talent.

2

Resourcing:

Ensuring our resourcing is fully inclusive and we are hiring from a diverse talent pool.

3

Career Development:

Taking action that supports the career progression of under-represented groups.

4

Reward & Recognition:

Offering a powerful, engaging, and diverse reward & recognition proposition that rewards the right behaviour and celebrates inclusion.

The following pages show our data for 2020, share a bit about who Mitie are and what Gender Pay Reporting is and is not.

I can confirm that the data provided has been collated in accordance with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Damian Kelly
Group Head of Reward

A bit about Mitie

Founded in 1987, Mitie's job is to look after places where Britain works and is the leading facilities management company in the UK. We offer a range of services to **Central Government and Defence** customers; **Communities** (Healthcare, Education and Local Authorities); and **Technical Services** (Engineering Services, Energy, Water and Real Estate Services) and **Business Services** (Security, Cleaning and Office Services) to Private Sector clients in Financial Services, Manufacturing, Transport, Retail and Telecoms and increasingly to the public sector. Finally, our **Specialist Services** (Care & Custody, Landscapes and Waste Management) division serves both the public and private sector in these niche businesses.

Mitie acquired Interserve's FM business in December 2020 and now employs 75,000 people we are the champion of the 'Front-Line Heroes' who have kept Britain working during the

COVID-19 pandemic. We take care of our customers' people and buildings, through the 'Science of Service', delivering essential services and deploying industry leading technology to create safe and effective workspaces.

The business continues to execute its technology-led strategy and in the past six months has **received multiple awards**.

We also believe it's important to take a longer-term view in terms of both action plans and progress to close our gap as there are many factors that can influence the numbers (positively and negatively) on a yearly basis. For example, the constant shifting composition of the workforce as people join and leave the organisation and welcoming more women into early careers programmes can result in a short-term widening of the pay gap.

What is the Gender Pay Gap?

Every year employers with more than 250 employees must report the following data:

- Gender pay gap
- Gender bonus gap
- Proportion of men and women receiving bonuses
- Proportion of men and women in each quartile of the organisation's pay structure.



The gender pay gap is not the same as equal pay. The gender pay gap is the difference between average male and female pay across the organisation and across all roles. Equal pay means that men and women receive the same pay for carrying out the same work or equivalent work.



Our Data for April 2020

Mitie has two legal entities and ISV has seven legal entities that employ 250 or more employees in the UK. The following tables show the overall gender pay gap data for the combined Mitie Group legal entities, and then separately the combined Interserve legal entities. A detailed breakdown by legal entity can be found within Appendix I.

Mitie Group

Mean and median gender pay gap	Mean pay gap		Median pay gap	
The mean gender pay gap is the difference in average hourly rates of pay that male and female employees receive, expressed as a percentage of male employees' earnings.	2020	7.7%	2020	6.4%
The median gender pay gap is the difference in the midpoints of the ranges of hourly rates of pay for men and women, expressed as a percentage of male employees' earnings.	2019	10.4%	2019	4.6%
	2018	13.8%	2018	6.1%
	The UK gender pay gap for all employees is 15.5% (ONS)			
Mean and median gender bonus gap	Mean bonus gap		Median bonus gap	
The mean gender bonus gap is the difference in average bonus pay that male and female employees receive, expressed as a percentage of male employees' earnings.	2020	29.9%	2020	-43.3%
The median gender bonus gap is the difference in the midpoints of the ranges of bonus pay received by men and women, expressed as a percentage of male employees' earnings.	2019	49.7%	2019	8.9%
	2018	47.3%	2018	65.5%
Mean and median gender bonus gap	Male		Female	
This is the percentage of men and women who received bonus pay in the 12 months up to 5th April 2020	2020	10.9%	2020	5.7%

Note: The median gender pay gap has widened, when compared to 2019, which is due to the constant shifting composition of the workforce as people join and leave the organisation.

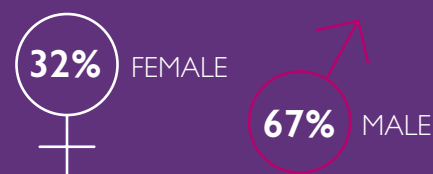
Interserve

Mean and median gender pay gap	Mean pay gap		Median pay gap	
The mean gender pay gap is the difference in average hourly rates of pay that male and female employees receive, expressed as a percentage of male employees' earnings.	2020	17.0%	2020	12.5%
The median gender pay gap is the difference in the midpoints of the ranges of hourly rates of pay for men and women, expressed as a percentage of male employees' earnings.	2019	18.3%	2019	13.9%
	The UK gender pay gap for all employees is 15.5% (ONS)			
Mean and median gender bonus gap	Mean bonus gap		Median bonus gap	
The mean gender bonus gap is the difference in average bonus pay that male and female employees receive, expressed as a percentage of male employees' earnings.	2020	47.1%	2020	69.8%
The median gender bonus gap is the difference in the midpoints of the ranges of bonus pay received by men and women, expressed as a percentage of male employees' earnings.	2019	13.8%	2019	12.9%
Mean and median gender bonus gap	Male		Female	
This is the percentage of men and women who received bonus pay in the 12 months up to 5th April 2020	2020	9.1%	2020	4.7%
	2019	0.04%	2019	0.01%

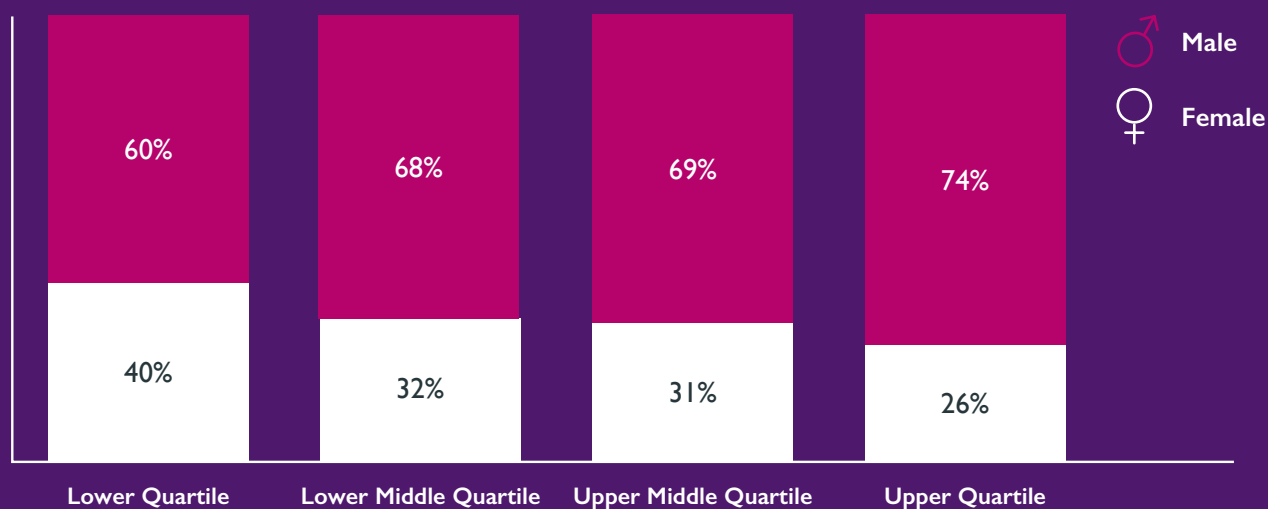
Proportion of males and females by pay quartile

This is the percentage of male and female colleagues in four quartile pay bands (dividing our workforce into four equal parts).

THE OVERALL PROPORTION OF MALES AND FEMALES WITHIN MITIE IS



Proportion of males and females by pay quartile 2020 - Mitie

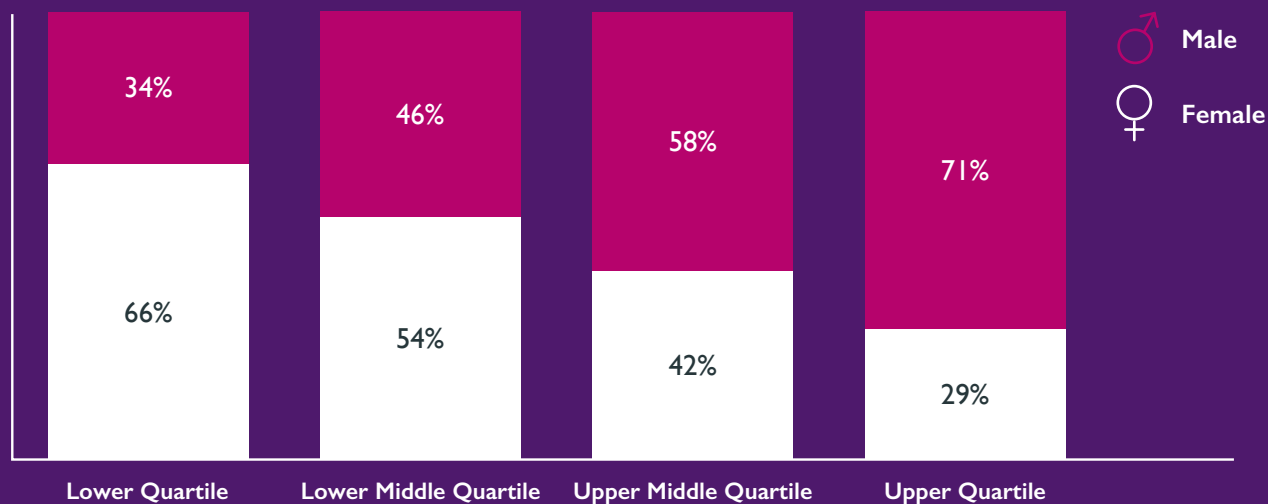


A key contributor to our gender pay gap is that we have an imbalance in the number of men and women at various levels within the organisational structure. We have fewer women than men in our more senior positions and typically people in more senior positions receive the highest pay. This impacts the hourly pay and the bonus pay figures, because bonuses tend to be paid to those in the most senior positions to keep pace with market practices and to ensure we can attract and retain the best talent.

THE OVERALL PROPORTION OF MALES AND FEMALES WITHIN INTERSERVE IS



Proportion of males and females by pay quartile 2020 - Interserve



Appendix I

Gender Pay Gap data for legal entities with 250 or more colleagues.

Mitie consists of two entities: Mitie Ltd and Care & Custody.

Mitie Ltd

Median					Mean			
	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
Pay Gap	6.2%	4.5%	5.0%	2.1%	7.8%	10.4%	12.9%	-2.0%
Bonus Gap	-43.1%	8.6%	65%	-51.7%	29.9%	49.7%	48.9%	-19.8%
Male					Female			
	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
% of colleagues receiving bonus	11%	7.6%	9.0%	3.4%	5.8%	6.4%	6.0%	-0.6%
Male					Female			
% of colleagues in each pay quartile	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
Upper	74.4%	75.0%	73.0%	-0.6%	25.6%	25.0%	27.0%	0.6%
Upper Middle	69.4%	67.0%	61.0%	2.4%	30.6%	33.0%	39.0%	-2.4%
Lower Middle	68.0%	60.0%	59.0%	8.0%	32.0%	40.0%	41.0%	-8.0%
Lower	59.4%	57.0%	48.0%	2.4%	40.6%	43.0%	52.0%	-2.4%

Care & Custody

Median					Mean			
	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
Pay Gap	-0.1%	6.6%	-	-6.7%	0.2%	5.0%	-	-4.8%
Bonus Gap	100.0%	37.5%	-	62.5%	100.0%	18.7%	-	81.3%
Male					Female			
	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
% of colleagues receiving bonus	0.2%	1.6%	-	-1.4%	0.0%	1.9%	-	-1.9%

Care & Custody

Male					Female			
% of colleagues in each pay quartile	2020	2019	2018	Difference 2020-2019	2020	2019	2018	Difference 2020-2019
Upper	66.7%	77.0%	-	-10.0%	33.3%	23.0%	-	10.0%
Upper Middle	53.1%	69.0%	-	-16.0%	46.9%	31.0%	-	16.0%
Lower Middle	65.3%	57.0%	-	8.0%	34.7%	43.0%	-	-8.0%
Lower	62.0%	60.0%	-	2.0%	38.0%	40.0%	-	-2.0%

ISV consists of seven entities: Interserve (Defence) Ltd, Interserve (Facilities Management) Ltd, Interserve Catering Services Ltd, Interserve FS (UK) Ltd, Interservefm Ltd, Interserve Integrated Services Ltd, Interserve Security (First) Ltd

Interserve (Defence) Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	20.1%	25.9%	-5.8%	27.3%	29.9%	-2.6%
Bonus Gap	37.2%	100.0%	-62.8%	43.9%	100.0%	-56.1%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	28.8%	0.1%	28.7%	9.4%	0.0%	9.4%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	83.9%	87.7%	-3.8%	16.1%	12.3%	3.8%
Upper Middle	64.3%	71.4%	-7.1%	35.7%	28.6%	7.1%
Lower Middle	50.0%	57.6%	-7.6%	50.0%	42.4%	7.6%
Lower	53.6%	50.4%	3.2%	46.4%	49.6%	-3.0%

Interserve (Facilities Management) Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	13.1%	16.6%	-3.5%	18.7%	19.4%	-0.7%
Bonus Gap	83.2%	100.0%	-16.8%	49.7%	100.0%	-50.3%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	6.7%	0.02%	6.7%	2.9%	0.0%	2.9%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	74.5%	72.9%	1.6%	25.5%	27.1%	-1.6%
Upper Middle	56.0%	57.5%	-1.5%	44.0%	42.5%	1.5%
Lower Middle	45.1%	41.8%	3.3%	54.9%	58.2%	-3.3%
Lower	31.9%	34.6%	-2.7%	68.1%	65.4%	2.7%

Interserve Catering Services Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	11.5%	9.6%	1.9%	17.9%	22.1%	-4.2%
Bonus Gap	96.4%	0.0%	96.4%	49.7%	0.0%	49.7%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	6.1%	0.0%	6.1%	1.4%	0.0%	1.4%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	19.8%	22.5%	-2.7%	80.2%	77.5%	2.7%
Upper Middle	8.9%	8.5%	0.4%	91.1%	91.5%	-0.4%
Lower Middle	4.8%	8.9%	-4.1%	95.2%	91.1%	4.1%
Lower	8.9%	8.2%	0.7%	91.1%	91.8%	-0.7%

Interserve FS (UK) Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	6.6%	8.8%	-2.2%	8.0%	9.0%	-1.0%
Bonus Gap	40.0%	0.0%	40.0%	50.5%	0.0%	50.5%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	6.5%	0.0%	6.5%	7.5%	0.0%	7.5%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	62.6%	64.0%	-1.4%	37.4%	36.0%	1.4%
Upper Middle	61.8%	60.4%	1.4%	38.2%	39.6%	-1.4%
Lower Middle	51.3%	46.9%	4.4%	48.7%	53.1%	-4.4%
Lower	43.1%	39.6%	3.5%	56.9%	60.4%	-3.5%

Interservefm Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	29.8%	29.5%	0.3%	18.8%	25.0%	-6.2%
Bonus Gap	-2.0%	12.7%	-14.7%	25.3%	-2.6%	27.9%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	39.8%	0.7%	39.1%	22.8%	0.3%	22.5%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	64.8%	70.4%	-5.6%	35.2%	29.6%	5.6%
Upper Middle	62.3%	61.2%	1.1%	37.7%	38.8%	-1.1%
Lower Middle	42.1%	48.0%	-5.9%	57.9%	52.0%	5.9%
Lower	44.8%	38.3%	6.5%	55.2%	61.7%	-6.5%

Interserve Integrated Services Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	3.9%	3.4%	0.5%	12.1%	24.3%	-12.2%
Bonus Gap	-2.3%	0.0%	-2.3%	19.4%	0.0%	19.4%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	4.0%	0.0%	4.0%	1.8%	0.0%	1.8%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	45.5%	45.1%	0.4%	54.5%	54.9%	-0.4%
Upper Middle	27.3%	26.4%	0.9%	72.7%	73.6%	-0.9%
Lower Middle	22.1%	23.6%	-1.5%	77.9%	76.4%	1.5%
Lower	28.6%	16.7%	11.9%	71.4%	83.3%	-11.9%

Interserve Security (First) Ltd

Median				Mean		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Pay Gap	-6.5%	-9.8%	3.3%	-9.1%	-10.5%	1.4%
Bonus Gap	0.0%	0.0%	0.0%	29.6%	0.0%	29.6%
Male				Female		
	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
% of colleagues receiving bonus	9.3%	0.0%	9.3%	14.1%	0.0%	14.1%
Male				Female		
% of colleagues in each pay quartile	2020	2019	Difference 2020-2019	2020	2019	Difference 2020-2019
Upper	88.0%	90.4%	-2.4%	12.0%	9.6%	2.4%
Upper Middle	90.9%	94.9%	-4.0%	9.1%	5.1%	4.0%
Lower Middle	93.1%	96.8%	-3.7%	6.9%	3.2%	3.7%
Lower	91.5%	92.9%	-1.4%	8.5%	7.1%	1.4%