



Mitie UK Pay Gap Report 2021

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. In December 2020 Mitie acquired Interserve's FM entities, whilst we reported on these entities in last year's gender pay gap report, this report is the first to incorporate the ex-Interserve population within our Mitie Group figures.

As at 5th April 2021 (the snapshot date for this report), the Mitie median gender pay gap was 5.4% which continues to compare favourably with the UK national pay gap of 15.4%. The Mitie mean gender pay gap was 8.6%.

At Mitie, we strongly believe that being transparent about the diversity and pay of our workforce is an important step towards creating meaningful change. Like many other organisations, we believe that Ethnicity Pay Gap reporting is a fundamental step on the journey to improving workplace equality, we are therefore voluntarily disclosing our ethnicity pay gap this year. As at 5th April 2021, the Mitie median ethnicity pay gap was 2.8%.

We remain committed to continuing our efforts in reducing our pay 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 all under-represented groups across all organisational levels.

1

Leadership:

Enabling more under-represented groups into leadership positions through targeted development interventions.

2

Resourcing:

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

3

Career Development:

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

4

Reward & Recognition:

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

Complementary to these four areas, we have recently outlined our new Equality, Diversity and Inclusion strategy and have revised our pre-existing Equality, Diversity and Inclusion policy, to ensure that our plans enable us to continue to improve our workplace equality and diversity.

The following pages show our data for 2021, share an overview of the Mitie business and what pay gap 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.

Jasmine Hudson
Group HR Director

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.

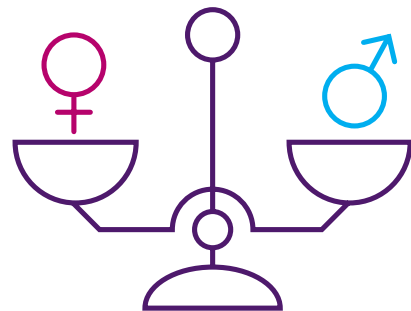
Mitie acquired Interserve's FM business in December 2020 and now employs 75,000 people. We are the champion of the 'Front-Line Heroes' who have kept Britain working during the COVID-19 pandemic. We take care of our customers' people and buildings, through the 'Science of Service', delivering essential services and deploying industry leading technology to create safe and effective workspaces.

We also believe it is 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 under-represented groups 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 Gender Pay Gap Data for April 2021

Mitie has nine legal entities that employ 250 or more employees in the UK. The following table displays the overall gender pay gap data for Mitie Group as a whole. A breakdown by legal entity can be found within Appendix 1.

Mitie Group

Mean and median gender pay gap	Year	Median pay gap	Mean pay gap
The mean gender pay gap is the difference in average hourly rates of pay that male and female colleagues receive, expressed as a percentage of male colleagues earnings.	2021	5.4%	8.6%
	2020	6.4%	7.7%
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 colleagues earnings.	2019	4.6%	10.4%
	2018	6.1%	13.8%

The UK gender pay gap for all employees is 15.4% (ONS)

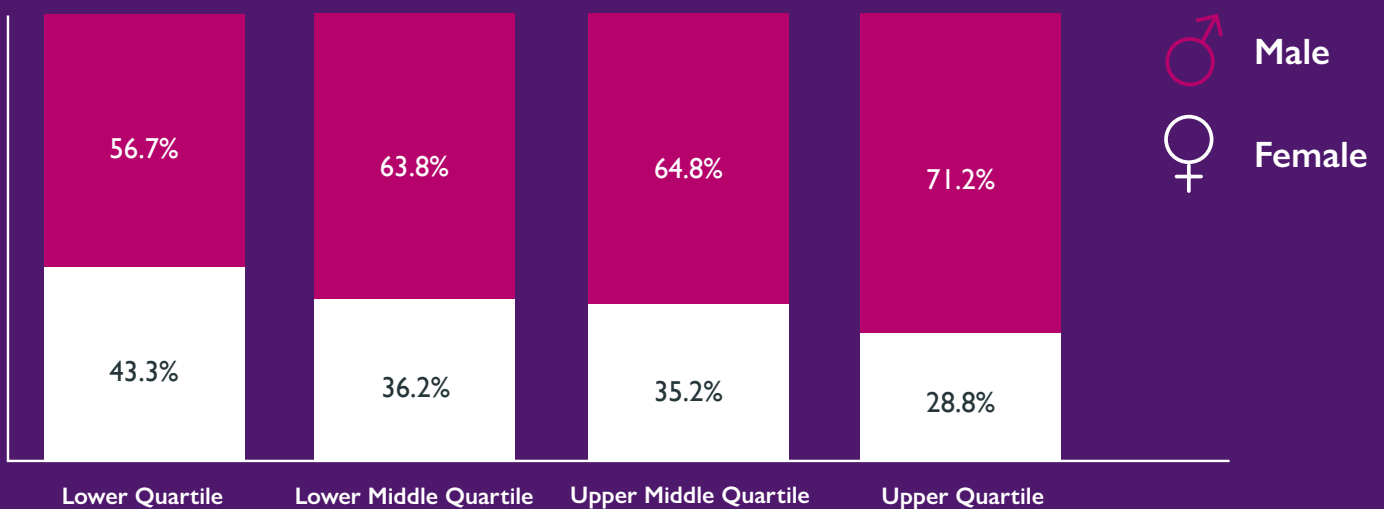
Mean and median gender bonus gap	Year	Median bonus gap	Mean bonus gap
The mean gender bonus gap is the difference in average bonus pay that male and female colleagues receive, expressed as a percentage of male colleagues earnings.	2021	-16.3%	29.0%
	2020	-43.4%	29.9%
The median gender bonus gap is the difference in the midpoints of the ranges of bonus pay received by men and women, expressed as a percentage of male colleagues earnings.	2019	8.9%	49.7%
	2018	65.5%	47.3%

Mean and median gender bonus gap	Year	Male	Female
This is the percentage of men and women who received bonus pay in the 12 months up to 5th April 2021	2021	9.0%	5.8%

Proportion of males and females by pay quartile

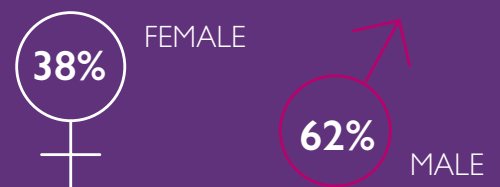
This is the percentage of male and female colleagues in four quartile pay bands (dividing our workforce into four equal parts).

Proportion of males and females by pay quartile 2021



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 MITIE IS



Our Ethnicity Pay Gap Data for April 2021

What is the Ethnicity Pay Gap?

For the first year, Mitie are voluntarily disclosing the ethnicity pay gap within the organisation as at 5th April 2021. Mitie have followed the statutory gender pay gap reporting methodology when calculating the ethnicity pay gap to provide results for the following areas:

- Ethnicity pay gap
- Proportion of ethnic minority and white colleagues in each quartile of the organisation's pay structure

The following table displays the overall ethnicity pay gap data for Mitie Group as a whole.

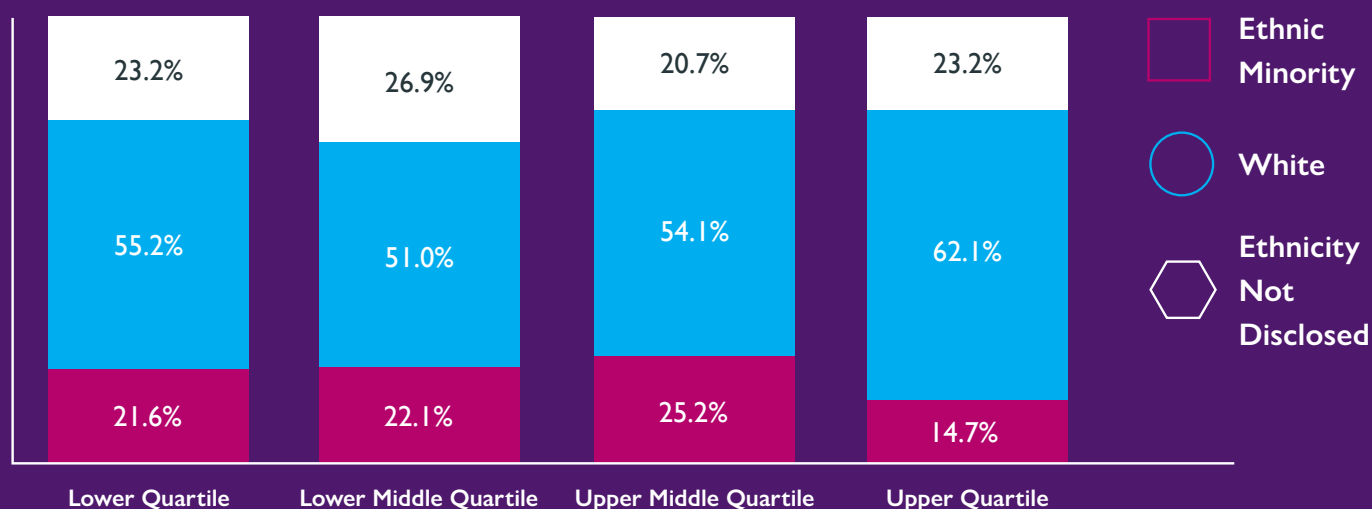
Mitie Group

Mean and median ethnicity pay gap	Ethnicity	Median pay gap	Mean pay gap
The mean ethnicity pay gap is the difference in average hourly rates of pay that white and ethnic minority colleagues receive.	Asian	15.2%	9.4%
	Black	0.9%	13.9%
The median ethnicity pay gap is the difference in the midpoints of the ranges of hourly rates of pay for white and ethnic minority colleagues.	Mixed	-17.4%	11.2%
	Other	-60.8%	6.1%
	Ethnic Minority	2.8%	11.2%

Proportion of white and ethnic minority by pay quartile

This is the percentage of white, ethnic minority and 'ethnicity not disclosed' colleagues in four quartile pay bands (dividing our workforce into four equal parts).

Proportion of ethnicity by pay quartile 2021



We recognise that not all colleagues have shared their diversity data with us, impacting the accuracy of our reporting. To improve this, we will work with our diversity networks to build colleague trust and confidence in data disclosure, enabling us to identify and address inequalities that exist.

THE OVERALL PROPORTION OF WHITE AND ETHNIC MINORITY COLLEAGUES WITHIN MITIE IS

21%

ETHNIC
MINORITY

23%

ETHNICITY NOT
DISCLOSED

56%

WHITE

Appendix 1

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

Mitie consists of nine legal entities: Mitie Ltd, Mitie Care and Custody Ltd, Mitie (Defence) Limited, Mitie FM Ltd, Mitie Catering Services Ltd, Mitie FS (UK) Ltd, Mitiefm Services Ltd, Mitie Integrated Services Ltd and Mitie Security (First) Ltd.

Mitie Ltd

Median						Mean				
	2021	2020	2019	2018	Difference 2021-2020	2021	2020	2019	2018	Difference 2021-2020
Pay Gap	4.8%	6.2%	4.5%	5.0%	-1.4%	7.2%	7.8%	10.4%	12.9%	-0.6%
Bonus Gap	-37.6%	-43.1%	8.6%	65%	5.5%	29.1%	29.9%	49.7%	48.9%	-0.8%
Male						Female				
	2021	2020	2019	2018	Difference 2021-2020	2021	2020	2019	2018	Difference 2021-2020
% of colleagues receiving bonus	9.7%	11%	7.6%	9.0%	-1.3%	7.1%	5.8%	6.4%	6.0%	1.3%
Male						Female				
% of colleagues in each pay quartile	2021	2020	2019	2018	Difference 2021-2020	2021	2020	2019	2018	Difference 2021-2020
Upper	73.2%	74.4%	75.0%	73.0%	-1.2%	26.8%	25.6%	25.0%	27.0%	1.2%
Upper Middle	67.1%	69.4%	67.0%	61.0%	-2.3%	32.9%	30.6%	33.0%	39.0%	2.3%
Lower Middle	66.4%	68.0%	60.0%	59.0%	-1.6%	33.6%	32.0%	40.0%	41.0%	1.6%
Lower	62.2%	59.4%	57.0%	48.0%	2.8%	37.8%	40.6%	43.0%	52.0%	-2.8%

Care & Custody

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	0.0%	-0.1%	6.6%	0.1%	4.6%	0.2%	5.0%	4.4%
Bonus Gap	100.0%	100.0%	37.5%	0.0%	100.0%	100.0%	18.7%	0.0%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	0.5%	0.2%	1.6%	0.3%	0.0%	0.0%	1.9%	0.0%

Care & Custody

Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	73.6%	66.7%	77.0%	6.9%	26.4%	33.3%	23.0%	-6.9%
Upper Middle	65.0%	53.1%	69.0%	11.9%	35.0%	46.9%	31.0%	-11.9%
Lower Middle	63.9%	65.3%	57.0%	-1.4%	36.1%	34.7%	43.0%	1.4%
Lower	63.6%	62.0%	60.0%	1.6%	36.4%	38.0%	40.0%	-1.6%

Mitie (Defence) Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	20.4%	20.1%	25.9%	0.3%	31.7%	27.3%	29.9%	4.4%
Bonus Gap	72.7%	37.2%	100.0%	35.5%	87.9%	43.9%	100.0%	44.0%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	8.6%	28.8%	0.1%	-20.2%	2.2%	9.4%	0.0%	-7.2%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	79.7%	83.9%	87.7%	-4.2%	20.3%	16.1%	12.3%	4.2%
Upper Middle	66.4%	64.3%	71.4%	2.1%	33.6%	35.7%	28.6%	-2.1%
Lower Middle	51.0%	50.0%	57.6%	1.0%	49.0%	50.0%	42.4%	-1.0%
Lower	41.2%	53.6%	50.4%	-12.4%	58.8%	46.6%	49.6%	-3.0%

Mitie FM Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	9.4%	13.1%	16.6%	-3.7%	14.4%	18.7%	19.4%	-4.3%
Bonus Gap	71.7%	83.2%	100.0%	-11.5%	39.3%	49.7%	100.0%	-10.4%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	5.7%	6.7%	0.0%	-1.0%	3.1%	2.9%	0.0%	0.2%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	65.0%	74.5%	71.9%	-9.5%	35.0%	25.5%	27.1%	9.5%
Upper Middle	58.4%	56.0%	57.5%	2.4%	41.6%	44.0%	42.5%	-2.4%
Lower Middle	51.5%	45.1%	41.8%	6.4%	48.5%	54.9%	58.2%	-6.4%
Lower	35.9%	31.9%	34.6%	4.0%	64.1%	68.1%	65.4%	-4.0%

Mitie Catering Services Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	13.8%	11.5%	9.6%	2.3%	21.0%	17.9%	22.1%	3.1%
Bonus Gap	-18.0%	96.4%	0.0%	-114.4%	-1.3%	49.7%	0.0%	-51.0%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	8.7%	6.1%	0.0%	2.6%	1.2%	1.4%	0.0%	-0.2%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	23.0%	19.8%	22.5%	3.2%	77.0%	80.2%	77.5%	-3.2%
Upper Middle	19.7%	8.9%	8.5%	10.8%	80.3%	91.1%	91.5%	-10.8%
Lower Middle	3.3%	4.8%	8.9%	-1.5%	96.7%	95.2%	91.1%	1.5%
Lower	6.6%	8.9%	8.2%	-2.3%	93.4%	91.1%	91.1%	2.3%

Mitie FS (UK) Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	6.2%	6.6%	8.8%	-0.4%	9.9%	8.0%	9.0%	1.9%
Bonus Gap	-5.0%	40.0%	0.0%	-45.0%	31.5%	50.5%	0.0%	-19.0%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	4.8%	6.5%	0.0%	-1.7%	4.9%	7.5%	0.0%	-2.6%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	61.5%	62.6%	64.0%	-1.1%	38.5%	37.4%	36.0%	1.1%
Upper Middle	56.8%	61.8%	60.4%	-5.0%	43.2%	38.2%	39.6%	5.0%
Lower Middle	56.3%	51.3%	46.9%	5.0%	43.7%	28.7%	53.1%	-5.0%
Lower	44.4%	43.1%	39.6%	1.3%	55.6%	56.9%	60.4%	-1.3%

Mitiefm Services Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	12.9%	29.8%	29.5%	-16.9%	9.4%	18.8%	25.0%	-9.5%
Bonus Gap	33.5%	-2.05%	12.7%	35.5%	-5.6%	25.3%	-2.6%	-30.9%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	21.5%	39.8%	0.7%	-18.3%	21.2%	22.8%	0.3%	-1.6%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	72.3%	64.8%	70.4%	7.5%	27.7%	35.2%	29.6%	-7.5%
Upper Middle	65.2%	62.3%	61.2%	2.9%	34.8%	37.7%	38.8%	-2.9%
Lower Middle	64.3%	42.1%	48.0%	22.2%	35.7%	57.9%	52.0%	-22.2%
Lower	53.6%	44.8%	38.3%	8.8%	46.4%	55.2%	61.7%	-8.8%

Mitiefm Integrated Services Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	2.6%	3.9%	3.4%	-1.3%	13.9%	12.1%	24.3%	1.8%
Bonus Gap	1.6%	-2.3%	0.0%	3.9%	79.5%	19.4%	0.0%	60.1%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	2.8%	4.0%	0.0%	-1.2%	1.3%	1.8%	0.0%	-0.5%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	52.4%	45.5%	45.1%	6.9%	47.6%	54.5%	54.9%	-6.9%
Upper Middle	32.3%	27.3%	26.4%	5.0%	67.7%	72.7%	73.6%	-5.0%
Lower Middle	25.4%	22.1%	23.6%	3.3%	74.6%	77.9%	76.4%	-3.3%
Lower	24.2%	28.6%	16.7%	-4.4%	75.8%	71.4%	83.3%	4.4%

Mitie Security (First) Ltd

Median					Mean			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Pay Gap	-1.3%	-6.5%	-9.8%	5.2%	-2.6%	-9.1%	-10.5%	6.5%
Bonus Gap	6.3%	0.0%	0.0%	6.3%	3.8%	29.6%	0.0%	-25.8%
Male					Female			
	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
% of colleagues receiving bonus	19.1%	9.3%	0.0%	9.8%	14.5%	14.1%	0.0%	0.4%
Male					Female			
% of colleagues in each pay quartile	2021	2020	2019	Difference 2021-2020	2021	2020	2019	Difference 2021-2020
Upper	92.4%	88.0%	90.4%	4.4%	7.6%	12.0%	9.6%	-4.4%
Upper Middle	88.9%	90.9%	94.9%	-2.0%	11.1%	9.1%	5.1%	2.0%
Lower Middle	91.7%	93.1%	96.8%	-1.4%	8.3%	6.9%	3.2%	1.4%
Lower	91.0%	91.5%	92.9%	-0.5%	9.0%	8.5%	7.1%	0.5%

