



INVESTORS
IN PEOPLE

Platinum
Until 2021

GENDER PAY GAP REPORT

2018

IntelligentOffice^{UK}

service at the heart of your business

1. Introduction

At Intelligent Office UK we recognise that the diversity and balance of our workforce is key to our success and critical to delivering exceptional service to our clients. Among the many advantages of diversity in the workplace is increased productivity; as inclusion brings different viewpoints and different talents together working towards a common goal allowing different skill sets to flourish. This is becoming more important because our country and workplace increasingly consists of different cultural, racial, and ethnic groups. We can, and do, learn from one another and this helps our people relate to a wider customer base and create a fun and exciting environment in which to work together.

Intelligent Office is therefore proud to buck the gender pay gap trend and of the culture we have built which celebrates women and men on equal terms. This positions us perfectly to encourage everyone to support and cherish our diversified workforce. The best organisations are places where everyone can contribute, not least because people who bring different ideas are often the catalyst for innovation. We treat everybody the same whether you are a man, women or indeed have any other gender identity: in terms of pay and every other aspect of work, we are all equal and have equal opportunity.

Our results show that our gender pay gap continues to be in favour of women, but we are delighted that our continued efforts to close the gender pay gap is gaining momentum and having a positive impact. Whilst we do employ more women than men, we have continued to focus on recruiting, developing and rewarding the best talent, regardless of gender. It is extremely important to our clients that we deliver industry leading service but they also take comfort from the fact that we place great importance and value on gender equality, data security and service quality.

I hereby confirm that the information in the following statement is accurate and would like to add that we continue to be excited at the opportunities open to us to further encourage a diverse, inclusive and equal culture for all. Some of our planned initiatives in support of this are outlined later in this report.



Rachel McCorry
Chief Executive Officer

31st March 2019

2. Gender pay gap – key points

- Our Gender pay gap in 2018 saw a reduction in both our mean and median pay gaps, on the previous year. The mean pay gap decreased by 3.3% and the median by 4.3%, with both pay gaps remaining in favour of women
- The main cause of our gender pay gap can be attributed to the structure of our workforce:
 - We have proportionately more females in Team Leader roles, 77% female and 23% male
 - 80% of our management and higher management roles within IO are filled by females, 20% are filled by males
 - 100% of our PA roles and 96% of our Document Production roles are filled by women
- We have seen an increase in the proportion of both men and women receiving a bonus in 2018, increasing by 9.9% for men and 25.4% for women
- Our gender bonus gap has increased this year, which can be attributed to a client funded bonus at their request to a small group of roles, predominantly filled by females

Pay and bonus gap

	Mean	Median
Hourly pay	-6.4%	-9.0%
Bonus	-79.3%	-150.0%

Proportion of employees receiving a bonus

	Male	Female
Bonus pay	20.2%	37.3%

Pay quartile information

	Lower quartile	Lower Middle	Upper Middle	Upper quartile
Male	30.5%	35.8%	31.8%	17.1%
Female	69.5%	64.2%	68.2%	82.9%

Median Gender Bonus Gap

The Median Gender Bonus Gap has resulted in a figure of 150.0% gap in favour of women.

For the purposes of calculating the bonus pay, we have included all payments relating to bonus, commission, incentive payments for recruitment and long service, paid to employees between April 2017 and April 2018.

When ranking these figures for men, the middle value was A, and for women was B.

The calculation used is: $A \text{ minus } B \text{ divided by } A \times 100 = 150.0\%$ in favour of women.

3. IO's commitment for action

In 2018, IO once again secured Investors in People (IIP) accreditation, this time being awarded the highest level of recognition available – IIP Platinum, held by only 0.8% of UK firms with some form of IIP accreditation. This clearly demonstrates our commitment to employee development and empowerment, staff recognition and reward, continuous improvement, and leadership.

We are confident that we have no equal pay issues. We review salaries annually and have a thorough moderation process to ensure fairness and equality pervades all pay/bonus awards. We operate in a continuous feedback environment and we are always taking into consideration the contribution of individuals, their roles and responsibilities, and their impact upon our business.

However, our ongoing focus on diversity and inclusion continues and our new and/or recently introduced initiatives provide further opportunity for us to better the culture and improve the working environment for our people. These include:

- Conducting equal pay audits
- Providing clear career paths within the business so all employees can see the opportunities open to them, and how they can get there
- Continuing to focus on always hiring the right person for the role
- Providing diversity and inclusion training to all Managers and Team Leaders within the business
- Running 'Listening lunches' with the CEO where employees can feedback directly to the CEO (on any aspect of work at IO, not just pay)
- Reverse mentoring to help senior managers understand the impact of their behaviour on more junior members of their team
- And finally, we want to continue to promote a safe and secure environment so that people will share their personal information with so we can build a full picture of the brilliantly diverse population we have within our business

We are committed to taking action which will deliver long-term change for our people and so, together, we will foster an environment that is welcoming to everyone, enabling them, Intelligent Office and our clients to enjoy working together each and every day.

