



Gender Pay Gap Report 2020

04/2021

IntelligentOffice^{UK}

INTRODUCTION

At Intelligent Office UK (IO), we are proud to foster an inclusive culture, recognising that true success lies in the ability of the business to empower diversity in thoughts and actions. True to the principles behind our Investors in People (IIP) Platinum status, we place our people at the heart of everything we do, enabling every individual to come to work as they are and feel supported, respected, and happy. In delivering exceptional service to our clients, we believe in breaking artificial ceilings, celebrating our differences and innovating through a united and diverse workforce.

Diversity is not what we include, it is what we are. We pride ourselves with an environment that nurtures equal opportunities for all, regardless of gender, sexual orientation, age, ethnicity, or any other characteristic. Our Diversity committee is stronger than ever, with the latest addition of a dedicated anti-racism team that ensures a safe space for our people. We are delighted to have a strong and growing representation from across our business within this team, with men and women from all backgrounds coming together to do what they love. At IO, representation matters, and we have made significant investment in ensuring this, which you can read later in this report.

IO continues to focus on gender pay gap as part of our inclusive culture. We are continuously learning from our surroundings and have observed the need to address structural causes that are fundamental to this gap. We are incredibly proud of the structure of our workforce that is addressing the gender pay gap, with proportionally higher (75%) women in not just junior positions, but also at management levels. As such, we are proud of a median gender pay gap in favour of women by nearly 11%. We achieve this by empowering women in leadership positions and embracing a culture that celebrates men and women alike.

This report has a detailed breakdown of our gender pay gap figures. However, it is important to highlight that several factors contributed to these figures, and we have achieved these figures in spite of some unprecedented circumstances. Like many other organisations, the Coronavirus pandemic has impacted ours, resulting in furloughing a number of employees. The nature of our business also plays a significant role in our figures, with many employees TUPE transferring to us, as well as the types of service we provide to our clients, many of which have traditionally been filled by predominantly one gender.

Intelligent Office is an action-orientated business, but we understand that real change takes time. We are relentless in our efforts to bridge gender pay gaps and impact sustainable change. We continue to focus on recruiting, developing, and rewarding all our people, equally and fairly. Some of our initiatives for 2021 are outlined further in this report.

I hereby confirm the information in this report to be accurate.



Rachel McCorry
Chief Executive
Intelligent Office UK

KEY INFORMATION

GENDER PAY GAP

The gender pay gap looks at the difference between the average hourly earnings of males and females, based on their basic pay and allowances, excluding overtime. Our negative mean gender pay gap, of -6.7% and median gender pay gap of -10.8% denotes a pay gap in favour of females. A positive value would indicate a pay gap in favour of males.

Our mean gender pay gap in 2020 is **-6.7%** and the median is **-10.8%** which represents an increase in both on the previous year. Our negative pay gap indicates that this gap is in favour of females.

The mean pay gap increased by 2.7% and the median by 5.1%, with both pay gaps remaining in favour of females.



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 (75% females versus 25% males) and also in management and higher management roles (76% females versus 24% males). We have no equal pay issues and have a thorough moderation process to ensure fairness and equality pervades all pay and bonus awards.



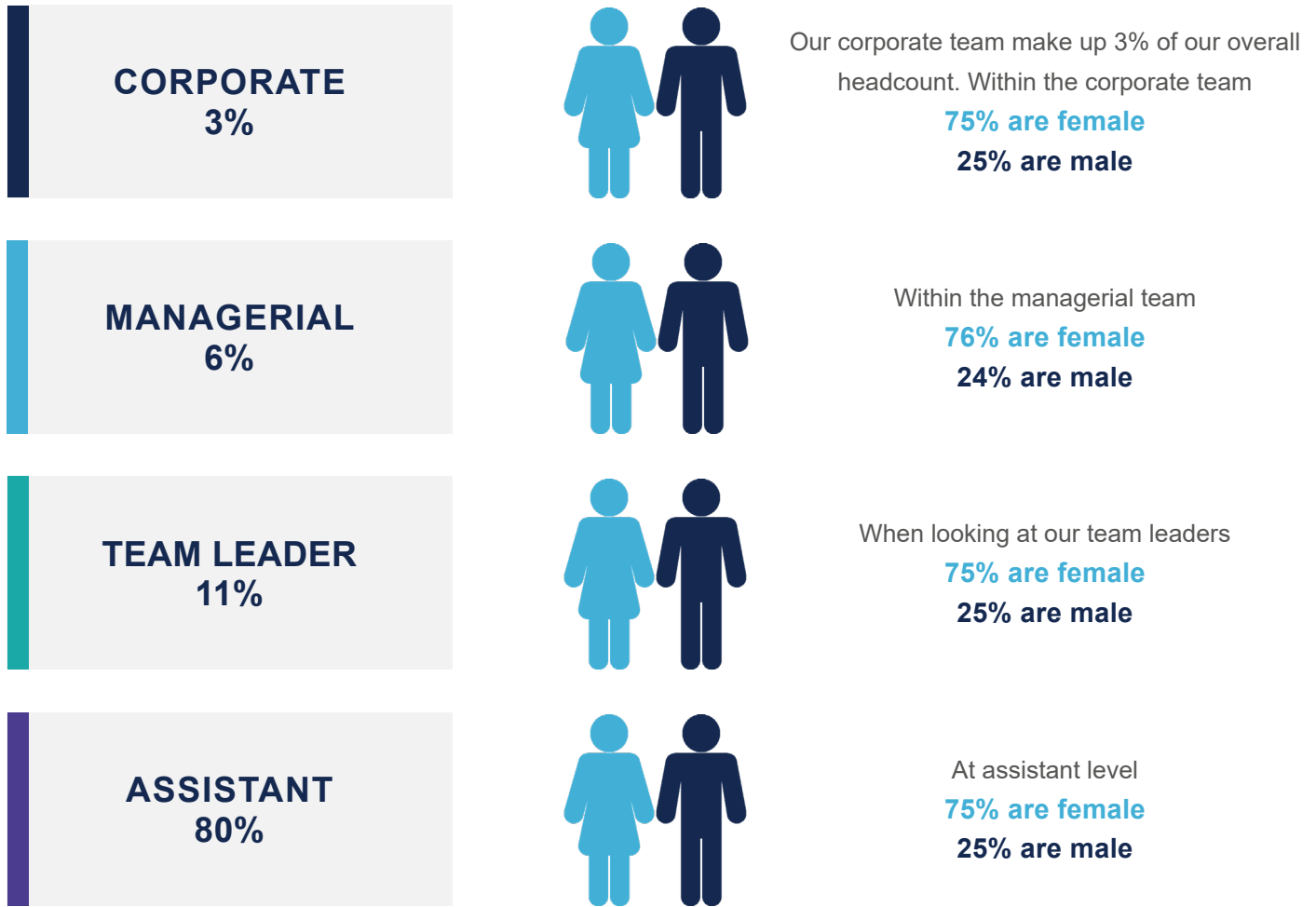
Our mean gender pay gap is a calculation of the hourly pay or bonus of males in our business, against the hourly pay or bonus of females. This includes all relevant additional payments and is regardless of their position within our organisation.

Our median gap is the exact mid-point between the highest and lowest paid males versus the equivalent for females.



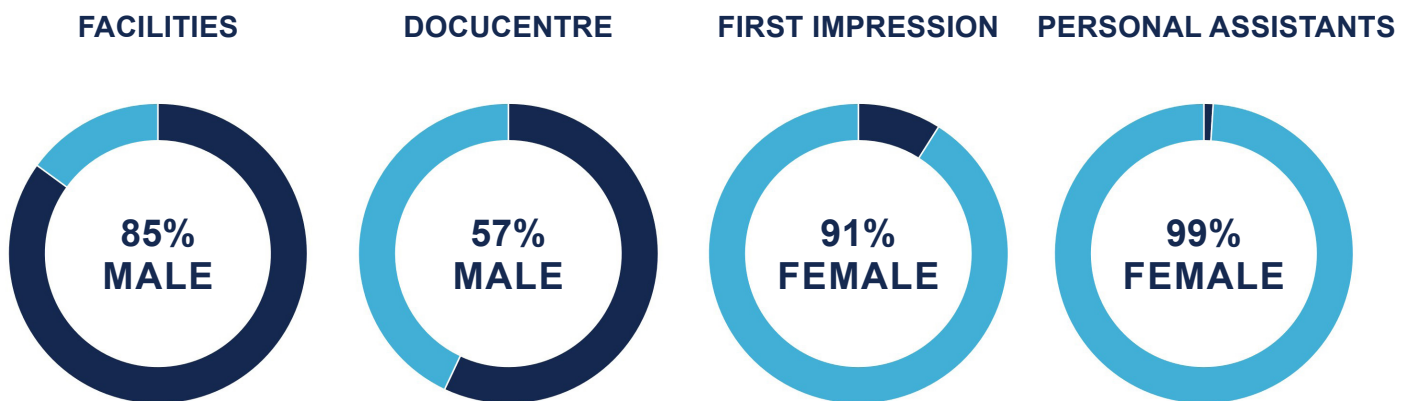
AN OVERVIEW OF OUR ORGANISATION

At Intelligent Office our workforce constitutes 75% females and 25% males. Below is a brief summary of our structure and the roles within, some of which have traditionally always been filled by women.



As a provider of support services, our employees work across all aspects of a professional services firm, from front of house roles to all back office functions. Many of these roles are typically undertaken by predominantly one gender, such as our facilities team, made up of 85% males, whereas our PA team are 99% female.

The below graphs illustrate the differences between these job roles.



BONUS PAY AND PAY QUARTILES

At Intelligent Office we support numerous clients, some of whom have chosen to pay a bonus to our employees providing their administrative support services. The below bonus figures are from the period of May 2019 to April 2020.

Our mean gender bonus pay gap is **-79.2%**

Our median gender bonus pay gap is **25%**

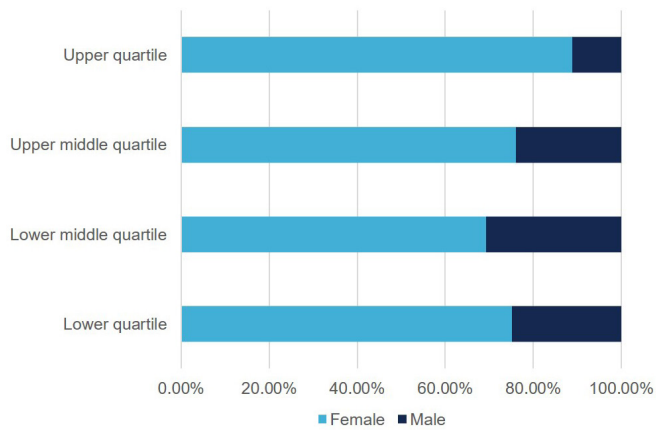


18% of females received a bonus payment



18.2% of males received a bonus payment

Quartiles are calculated by ranking the pay for each employee from the lowest to highest. This list is then divided into four equal sized groups of males and females.



QUARTILE	FEMALES	MALES
Lower quartile	75.2%	24.8%
Lower middle quartile	69.2%	30.8%
Upper middle quartile	76.1%	23.9%
Upper quartile	88.8%	11.2%

OUR COMMITMENT

Intelligent Office are wholly committed to fostering a culture of inclusivity and trust. We want everyone to come to work and be themselves, and for them to enjoy their role and feel supported. In 2020 we continued to implement our people strategy in line with our IIP Platinum accreditation and are proud to have also grown our internal Diversity committee with the addition of our anti-racist team. We have also made several large investments such as our new learning management system, allowing all staff the opportunity to develop their skills and build the foundations for career progression. In addition to this we are delighted to soon be implementing a new recruitment platform for all vacancies, which will provide a smoother process for all involved and will help us to further monitor the diversity within our organisation.

As an organisation we are confident that we have no equal pay issues. Our annual salary review process ensures thorough moderation, to ensure fairness and equality for all.

Looking ahead to 2021, we will be hosting virtual Listening Lunches, in which employees can directly ask questions to the CEO regarding any aspect of work at IO. We are also looking forward to the renewal process for our Investors In People accreditation and hope to retain our Platinum status for a further 3 years. We continue to deliver our dignity at work and diversity training to all employees, as well as a new series of training sessions for 2021 which focus on anti-racism.

“We pride ourselves on being an action-orientated business, in which every colleague can come to work and be who they are, be recognised for the great work they do and succeed. Intelligent Office wholly embrace the diversity of our colleagues and celebrate our differences and our combined strength.”

Rachel McCorry, CEO | Intelligent Office UK



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