



Gender and Ethnicity Report 2022

Our diversity
makes us stronger





Our exceptional colleagues are the vital spark that makes us Mitie. That's why we strive to do everything we can to inspire and enable our people to achieve their potential. We do this by not just talking about how we care about our people, but by actively putting the tools and technology in place to support their success.

Representing colleagues from all walks of life including 149 nationalities, over 20,000 females, colleagues living with disabilities and neurodiversity, colleagues identifying as LGBTQ+, parents, carers, veterans, and reservists. We welcome the different experiences, insights, skills and expertise our colleagues bring, helping us deliver the exceptional, every day. **We recognise that our diversity makes us stronger.**



Our ambition is to represent the diversity of our communities and customers among our workforce, from the frontline to the boardroom, by 2025. To achieve this we have set ourselves some bold commitments. We continue to make solid progress against our Equality, Diversity and Inclusion goals which support our aspiration to be **the destination employer** in the facilities management industry.

As at 5 April 2022 (the snapshot date for this report), the Mitie median gender pay gap has increased slightly to 6.8% (from 5.4%) but is still below the UK average of 14.9% (ONS). The mean pay gap is 11.96%. More employees, both female and male, have received a bonus payment (26.6% v 14.8% in 2021), impacting the mean and median bonus pay gap.

We recognise there is still a lot more to be done on the journey to reduce our pay gap. This report presents our data and the actions we took for 2022.

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
Chief People Officer

What is the Gender Pay Gap?

The Pay Gap is the difference in average earnings between groups of colleagues across our business, regardless of their role.

Gender Pay Gap Regulations state we must report, for any entity with 250 or more employees, the following:

- 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

In addition, we voluntarily report on the ethnicity pay gap on the following areas:

- Ethnicity Pay Gap
- Proportion of racially diverse and white colleagues in each quartile of the organisation's pay structure

How is it calculated?

Median

If we lined all our male and female colleagues in two rows, from highest paid to lowest paid the person in the middle is the median. The median pay gap is the difference between the middle male and middle female colleague.

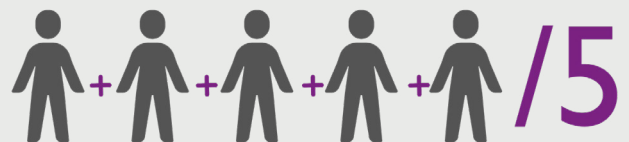
We do the same for racially diverse and white colleagues.



Mean

To calculate the mean pay gap we take the average pay of all our male colleagues and compare it to the average pay of all our female colleagues.

We do the same for racially diverse and white colleagues.



Quartiles

Quartiles are calculated by ranking the pay of all colleagues from lowest to highest and then splitting into four equally sized groups, showing the percentage of females and males in each group.

Gender Identity

As an equal opportunities employer we are inclusive to all non-binary and gender-fluid colleagues. Gender Pay Gap regulations require us to identify all colleagues as either men or women. This in no way impacts our support or inclusion of all gender identities at Mitie.

Our Gender Pay Gap Data for April 2022

Mitie has two legal entities that employ more than 250 employees in the UK.

The table below displays the overall gender pay gap for Mitie Group as a whole. A breakdown by legal entity can be found in Appendix 1. The proportion of males to females within Mitie remains static from 2021.

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.	2022	6.8%	12.0%
	2021	5.4%	8.6%
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.	2020	6.4%	7.7%
	2019	4.6%	10.4%

The UK gender pay gap for all employees is 14.9% (ONS)

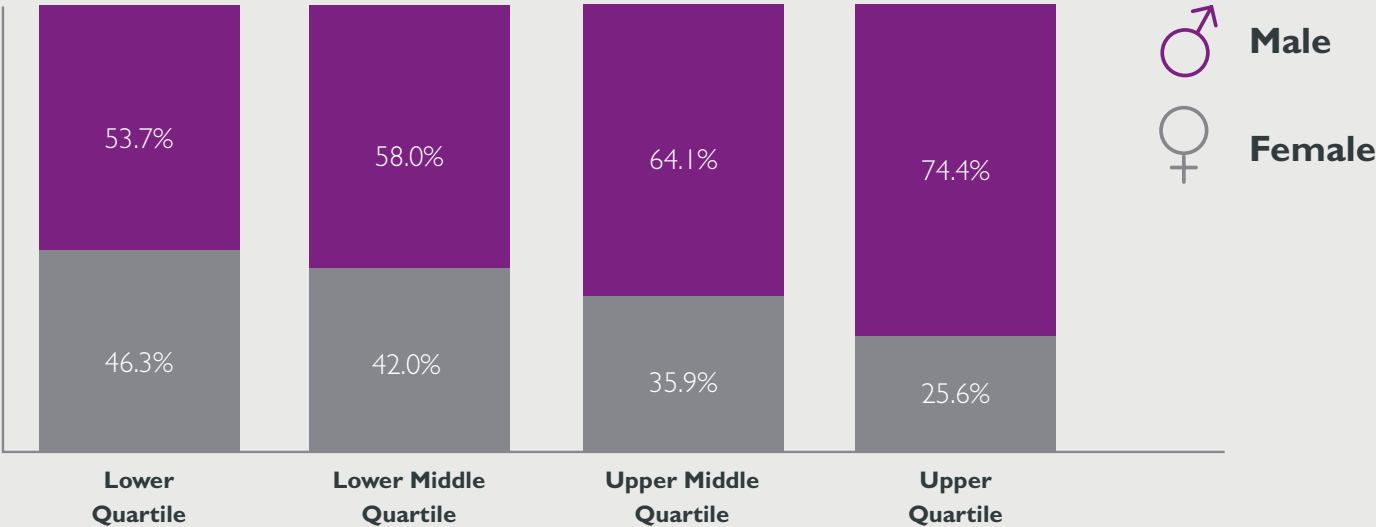
Mean and median gender bonus gap	Year	Median bonus gap	Mean bonus gap
The mean gender bonus gap is the difference in average bonus pay that male and female colleagues receive, expressed as a percentage of male colleagues earnings.	2022	33.3%	52.0%
	2021	-16.3%	29.0%
The median gender bonus gap is the difference in the midpoints of the ranges of bonus pay received by men and women, expressed as a percentage of male colleagues earnings.	2020	-43.4%	29.9%
	2019	8.9%	49.7%

Employees receiving a bonus	Year	Male	Female
This is the percentage of men and women who received bonus pay in the 12 months up to 5 April 2021	2022	14.0%	12.6%

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 2022



A key contributor to our gender pay gap is having 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

38% FEMALE

62% MALE

Our Ethnicity Pay Gap Data for April 2022

For the second year we are voluntarily disclosing the ethnicity pay gap as at 5 April 2022. We have followed the same reporting methodology used to report our statutory gender pay gap when calculating the ethnicity pay gap.

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

Mitie Group

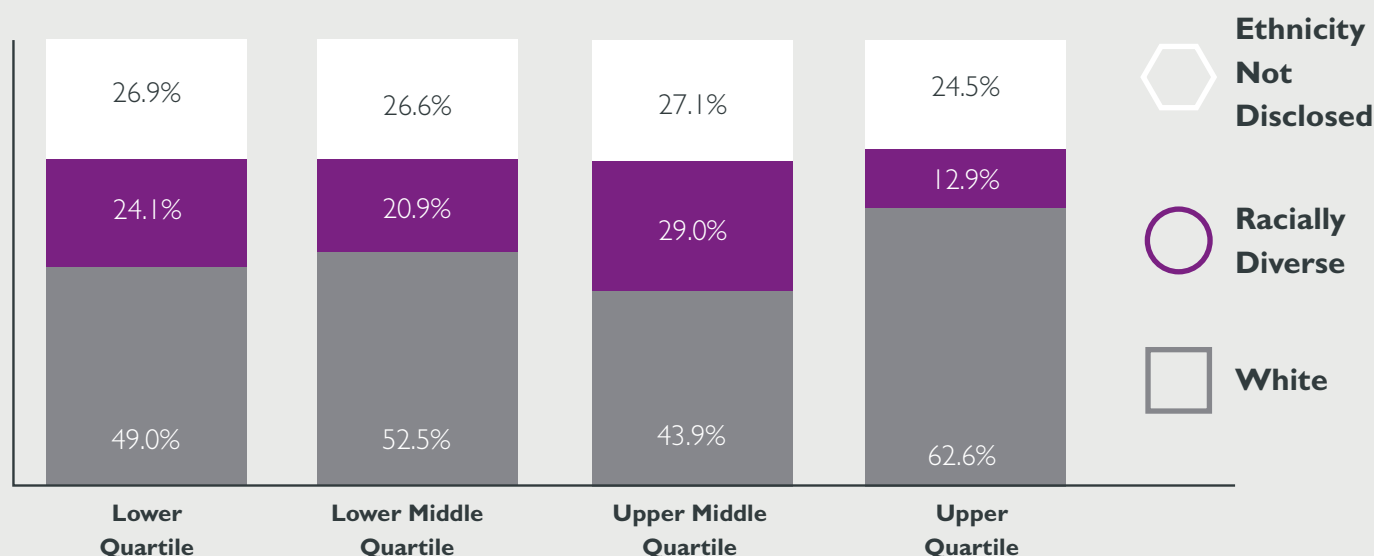
Mean and median ethnicity pay gap	Year	Median pay gap	Mean pay gap
The mean ethnicity pay gap is the difference in average hourly rates of pay that white and ethnic minority colleagues receive.	2022	1.1%	14.8%
The median ethnicity pay gap is the difference in the midpoints of the ranges of hourly rates of pay for white and ethnic minority colleagues.	2021	2.8%	11.2%

Our median ethnicity pay gap, which is the difference in the midpoints of the ranges of hourly rates of pay for white and racially diverse colleagues has reduced from 2.8% in 2021 to 1.1%. There has also been a increase in the proportion of racially diverse colleagues in the upper middle quartile since 2021, while other quartiles remain reasonably static.

Proportion of white and racially diverse 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 2022



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

22%

RACIALLY DIVERSE

26%

ETHNICITY NOT DISCLOSED

52%

WHITE

Gender Equality at Mitie, our progress so far

Our efforts over the past twelve months have centred around our objective, to represent the diversity of our communities and customers front the frontline to the boardroom by 2025.

Agreed and driven by our Executive Team, our Equality, Diversity & Inclusion strategy has been designed to increase ownership and accountability, outlining the impactful actions we have taken and will take to achieve our commitments and foster inclusion across all levels of our organisation.

- Developed and launched a number of tools to promote an **inclusive workplace culture**.
- **Enhanced our maternity pay** offering and launched a returners bonus.
- Focused on **Allyship**.
- Encouraged more diverse colleagues to take **Level 7 Apprenticeship**.
- Launched the use of **pronouns** which has contributed to an increase in LGBTQ+ disclosure rates.
- As a standard, our job descriptions are written in **gender neutral language**.
- We joined **Menopause in the Workplace** to ensure we are a menopause friendly employer.
- We joined **Endometriosis UK** to ensure we are an endometriosis friendly employer.
- Our six **diversity networks**, each sponsored by a member of the executive committee raise awareness and understanding of topics and issues that promote gender equality.
- We have signed the **Race at Work Charter**.
- We **promote intersectionality** as we recognise and understand the different challenges our colleagues are faced with.
- We provide **learning solutions** that support our Equality, Diversity and Inclusion strategy as standard, enabling everyone to realise their potential by enhancing their skills, opening doors to new opportunities and paving career paths. Our offer is accessible and suitable to our diverse population. By focusing on resources, rather than standard courses and we can curate content for specific populations and needs.
- The introduction of our **skills framework** means we are able to support our people to clearly understand how they can develop and progress their careers with us, whilst also ensuring that our performance reviews and talent assessments focus on clear and tangible measures, reducing scope for bias and subjectivity.
- We **enhanced our benefit offering** to colleagues, allowing all colleagues to purchase additional benefits through our flexible benefits plan.
- We launched our **£10m Winter Support package** which was a suite of benefits, primarily designed to help our lowest paid colleagues during the cost-of-living crisis.

To support our aim to create an inclusive culture at Mitie, we have six diversity networks who support us by raising awareness and understanding of topics and issues that impact each diversity group as well as those impacting our intersectional colleagues.



CHORD

A network focused on creating an inclusive working environment for people of all races and ethnicities.



Mitie Women Can

A network supporting women to maximise their potential in an equal workplace.



Mitie Military

A network for armed forces leavers, veterans, families, and friends of forces.



Proud to Be

A network all about educating, informing and inspiring our people to be themselves by promoting an inclusive culture in the workplace, particularly around LGBTQ+.



Parents and carers

A network that offers a supportive space for parents and carers who are passionate about engaging with one another.



Enable

A network that raises awareness of disability-related topics across the business, while offering support and guidance to our colleagues and line managers.

Appendix

Gender Pay Gap data for entities with 250 or more employees.

Mitie has two legal entities to report on; Mitie Limited and Mitie Care and Custody Limited.

Mitie Limited

Median						Mean				
	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
Pay Gap	6.90%	4.8%	6.2%	4.5%	2.1%	12.03%	7.2%	7.8%	10.4%	5.1%
Bonus Gap	33.30%	-37.6%	-43.1%	8.6%	70.9%	54.40%	29.1%	29.9%	49.7%	25.3%
Male						Female				
	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
% of colleagues receiving bonus	14.10%	9.7%	11%	7.6%	4.4%	12.60%	7.1%	5.8%	6.4%	5.5%
Male						Female				
% of colleagues in each pay quartile	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
Upper	74.5%	73.2%	74.4%	75.0%	1.3%	25.5%	26.8%	25.6%	25.0%	-1.3%
Upper Middle	63.9%	67.1%	69.4%	67.0%	-3.2%	36.1%	32.9%	30.6%	33.0%	3.2%
Lower Middle	57.8%	66.4%	68.0%	60.0%	-8.6%	42.2%	33.6%	32.0%	40.0%	8.8%
Lower	53.8%	62.2%	59.4%	57.0%	-8.4%	46.2%	37.8%	40.6%	43.0%	8.4%

Care & Custody Limited

Median						Mean				
	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
Pay Gap	0.00%	0.0%	-0.1%	6.6%	0.00%	0.05%	4.6%	0.2%	5.0%	-4.55%
Bonus Gap	1.10%	100.0%	100.0%	37.5%	-98.9%	0.40%	100.0%	100.0%	18.7%	-99.6%
Male						Female				
	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
% of colleagues receiving bonus	2.60%	0.5%	0.2%	1.6%	2.1%	3.30%	0.0%	0.0%	1.94%	3.30%
Male						Female				
% of colleagues in each pay quartile	2022	2021	2020	2019	Difference 2022-2021	2022	2021	2020	2019	Difference 2022-2021
Upper	69.6%	73.6%	66.7%	77.0%	-4.0%	30.4%	26.4%	33.3%	23.0%	4.0%
Upper Middle	71.2%	65.0%	53.1%	69.0%	6.2%	28.8%	35.0%	46.9%	31.0%	-6.2%
Lower Middle	61.6%	63.9%	65.3%	57.0%	-2.3%	38.4%	36.1%	34.7%	43.0%	2.3%
Lower	64.8%	63.6%	62.0%	60.0%	1.2%	35.2%	36.4%	38.0%	40.0%	-1.2%

