

2024 Gender Pay Gap Report

Summary data as of 26th June 2024

ISS Ireland

PEOPLE MAKE PLACES

Contents



Foreword

Eric Doyle, Managing Director ISS Ireland

Suzanne Ryan, Finance Director ISS Ireland



Our gender pay gap data as at 26th June 2024

For the ISS Ireland entity



Our actions

Taking the necessary steps to ensure continued progress

Foreword

At ISS, we're on a journey to achieve our ambition of being the global Company of Belonging. A core part of that ambition is a commitment to fostering a safe, diverse, and inclusive workplace where all our people have the freedom and support to flourish. As an employer, we take this responsibility seriously, understanding the impact we have on the careers and lives of the more than 2500 people working in our business across the Ireland, which is why we continue to take the necessary steps to reduce the gender pay gap and support more women into leadership roles.

Gender balance is critical to reducing the pay gap and we have set ourselves a global target of 40% gender balance in corporate leadership by 2025. Within ISS Ireland the number of women in the Upper Quartile of our business has increased significantly from 45% in 2022 to 53% in 2024.

While we're proud of the progress we've made, we recognise there is still work to do to achieve our goals, and we will continue to develop and adapt our strategies to recruit, develop, and celebrate the talent we have across the organisation.



Eric Doyle
Managing Director
ISS Ireland



Suzanne Ryan
Finance Director
ISS Ireland

The data in this report is accurate at the snapshot date of 26 June 2024 and is reported in line with Irish government reporting regulations.

Pay gap vs equal pay

A pay gap is a measure of the difference between the earnings of two groups (men and women in this report). Equal pay is our legal obligation as an employer to give equal pay for equal work.

We are confident that our gender pay gap does not stem from equal pay issues as we are committed to the principle of equal pay, equal opportunities, and fair treatment for all employees, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or any other personal characteristic and have a clear policy of paying employees equally for the same or equivalent work, regardless of their sex (or any other characteristic set out above).

Our gender pay gap data for 26th June 2024

Gender pay gap legislation requires employers in Ireland with 150 employees or more to calculate and publish gender pay gap data on an annual basis.

As per Gender Pay Gap Information Act 2021 organisations are required to select a date in 2024 as their snapshot date and review monies paid to both male and female employees over the previous 12 months. Organisations are required to report on both the Average (Mean) Gender Pay Gap and Median Gender Pay Gap in their organisation.

Snapshot Date

The last weekly and fortnightly pay period in June 2024 was selected as the snapshot period for Gender Pay Gap reporting. This was week 25 in 2024, which corresponds to snapshot date 26 June 2024. The latest submission date for the Gender Pay Gap report is the corresponding date in December 2024. As the 26 June 2024 is the snapshot date, the latest submission date of the report is 26 December 2024.

Reporting Period

The data in the Gender Pay Gap report for 2023/2024 is based solely on data from the payroll system from payroll period of Week 26 of 2023 to payroll period Week 25 of 2024.

ISS Ireland is part of ISS UK & Ireland but for the purposes of this report is reporting as ISS Facility Servies Ireland, which employ more than 150 employees in Ireland. The next section shows the overall gender pay gap data for ISS Ireland only.

ISS Facility Services Ireland

The table below shows the overall gender pay gap for ISS Ireland.

Gender Pay Gap

The **mean gender pay gap** is the difference in the average hourly rates of pay of men and women, expressed as a percentage of male earnings.

The **median gender pay gap** is the difference between the midpoints in the ranges of hourly rates of pay of men and women, expressed as a percentage of male earnings.

The mean and median are important metrics and should be looked at together. However, the median is a typically more representative figure as the mean can be skewed by a few individuals earning more in the upper ranges. Therefore, we tend to use the median pay gap in our report summary.

Year	Median	Mean
2024	**6.6%**	**17.1 %**
2023	9.5 %	14.0 %
2022	9.1 %	18.1 %

**The Ireland gender pay gap for all employees was 9.6% in 2021(CSO) rising 12.6% in 2022 (PwC survey of firms required to report) and falling to 11.2% in 2023 (PwC survey of firms required to report).*

Gender Bonus Gap

The **mean gender bonus gap** is the difference in the average bonus pay received by men and women, expressed as a percentage of male earnings.

The **median gender bonus gap** is the difference between the midpoints in the ranges of bonus pay received by men and women, expressed as a percentage of male earnings.

Year	Median	Mean
2024	**38.1%**	**41.0 %**
2023	43.6 %	29.6 %
2022	29.6 %	12.5 %

Employees receiving a bonus

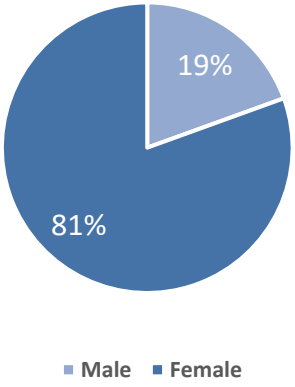
This is the proportion of men and women who received a bonus in the 12 months up to 26 June 2024.

Year	Men	Women
2024	**9.6%**	**2.4 %**
2023	6.2 %	2.3 %
2022	7.2 %	2.0%

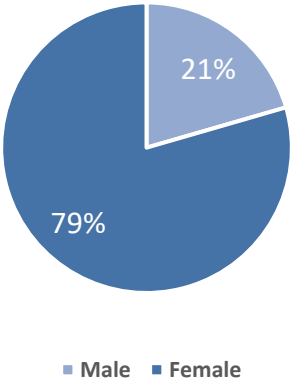
Proportion of women and men in each pay quartile

All employees are ranked from lowest to highest paid and then divided into four equally sized quartiles. The percentage of men and women in each quartile is then calculated. Our pay quartile results are reflective of our demographic within ISS Ireland (69 % women and 31% men).

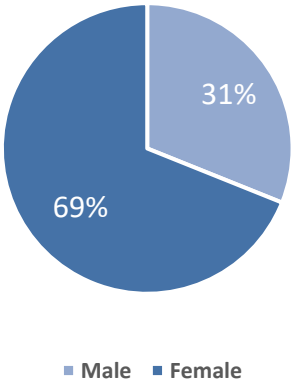
Lower Quartile



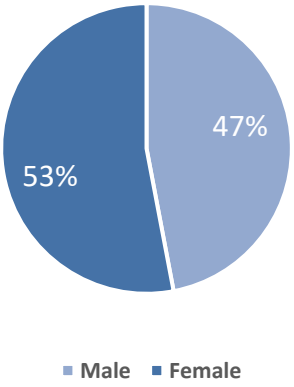
Lower Middle Quartile



Upper Middle Quartile



Upper Quartile



Summary

It is positive to see our median gender pay gap has decreased since 2023. However, the fact remains — there is still a gap and an increase in the mean gender pay gap and bonus pay gaps.

Statistically, across the Irish economy, men predominantly hold more senior and technical roles, which are typically higher paid, while women are predominant in lower-level service delivery

roles, specifically in the “five Cs” — catering, clerical, cleaning, caring, and cashiering. Additionally, women are more likely to experience career interruptions and to work part-time, often in lower-paid positions. This distribution of roles contributes to the gender disparity in career progression and income, and thus, causes the gender pay gap.

We are taking steps to address the imbalance by actively recruiting from a diverse talent pool, and supporting and developing women in areas that are underrepresented to develop career pathways and undertake targeted training and apprenticeship opportunities that will support their career development. We are also undertaking a review of our approach to compensation and benefits to reflect our commitment to being a great place to work.

Becoming the Global Company of Belonging

Our approach to diversity, inclusion & belonging (DI&B)

Creating a diverse and inclusive workplace is central to our vision of becoming the global Company of Belonging. By embracing diversity and ensuring inclusive skills development and progression, we improve representation, drive innovation, attract top talent, and reduce the pay gap.

At ISS, our dedication to gender equality and inclusivity is central to our vision of becoming a global Company of Belonging. ISS is a signatory of the UN Women's Empowerment Principles, setting a global target to achieve 40% gender balance in corporate leadership by 2025, and also being a signatory of the Irish Diversity Charter. These initiatives underscore our determination to create a more equitable workplace where every individual has the opportunity to thrive.

In the UK and Ireland, we are proudly leading the way on this critical issue. Whether it is championing equality in Facility Management (FM) careers through our International Women in Engineering Day celebrations or fostering a deeper understanding of key topics with our Menopause Awareness Project, our UK & Ireland Gender Balance Employee Resource Group (ERG) is helping to deliver real, positive change – across our business as well as the wider FM industry.

We still have progress to make, but we are proud of the passion and commitment of our ERG members who work so hard to drive forward our gender balance agenda, and build a supportive culture where all our people, regardless of gender, feel confident that ISS is 'a place to be you'.

Our employee promise — 'A place to be you'

Be who you are

At ISS, we know that people make places and that every person belongs. Here, you are part of a valued and diverse team — a global community of colleagues happy to help each other find a place to be their true self. A community where you can thrive in our positive, inclusive environment.

Become what you want

Everyone working at ISS is a 'Placemaker' who wants to make the world work better. People who care and want to give fantastic service and memorable experiences within facilities services. We inspire you through our extensive development opportunities that can take you across disciplines and geographical borders. And we welcome your new ideas and suggestions which can influence change for customers, colleagues, our company, and communities.

Be part of something bigger

Experience our dedication to making customer lives easier, more productive, and enjoyable first-hand because, at ISS our commitment to creating a positive impact through our committed and remarkable service is visible at every level. We've set ambitious goals, how we impact the environment, and how we value our people. At ISS, we never limit ourselves to what we've been in the past but actively explore what we can be — and give — in the future. We want you to experience that for your work life with us too.

Our actions

Our purpose is to 'connect people and places to make the world work better' – a purpose that underscores our commitment to creating social value for our people, places, and planet.

As our gender pay gap is predominantly caused by over-representation of women in roles that attract lower pay, supporting women to develop career pathways and undertake training and development opportunities that will support their career development is fundamental to reducing the gender pay gap. This is supported by our social value objective to create new skills and encourage more people across ISS to engage with and development opportunities that enable progression.

Reducing the gender pay gap also supports our inclusive employment objective to create more employment opportunities for people who face barriers to entering the workforce. Creating opportunities for more women who face barriers to employment to access roles at ISS that are fairly paid and have good opportunities for progression supports both sustainable employment and social mobility. This is a significant contributor to social value, creating long-term impact not only for women employed but also for their families through positive role modelling and improved financial freedom.

Here are some of the ways we have been focusing our efforts over the past 12 months and will continue to invest in, to reduce inequalities in our workforce and create the right conditions for women to access career development and progression opportunities at ISS.

Recruiting

A great business needs great people. We recognise that our colleagues are fundamental to our organization's success and the key source of our competitive advantage. Through our recruitment efforts and partnerships, we're working hard to attract some of the best and most diverse talent.

Whether through the use of more bias-free job descriptions and using gender-neutral language in job postings, we aim to emphasise skills over specific experience to attract a diverse pool of candidates.

We also strive for more salary transparency through including salary ranges in job advertisements to ensure fair pay and set clear expectations for applicants.

We partner with recruitment agencies who use diverse sourcing strategies to reach a wider more diverse candidate pool.

Developing

ISS is a passionate advocate for the next generation of talented leaders. This is why we continue to invest in our talent programs to help accelerate careers in Facilities Management. We have a global commitment to giving 100,000+ colleagues or their family members a recognised qualification by the end of 2025.

We also aim to bolster our further education offering through increasing awareness of external courses supporting women in leadership which has been designed to increase the volume of women in all levels of management. We can support access to these courses through our Further

Education Policy and associated financial support. Women currently make up 53% of our upper quartile and we are hoping to translate that into more gender balance in our middle and senior management positions .

In ISS Ireland are also currently undertaking a process to revise and improve our internal grading system to enhance succession planning, ensuring equal opportunities for women. This includes transparent succession criteria, mentorship opportunities, and fostering an inclusive environment for career progression and leadership development.

We recognise that our managers are tomorrow's leaders and need our support to progress. As part of our ongoing Talent strategy, we have designed some new talent interventions:

Talent Menu: The Talent Menu is a self-serve platform for colleagues to create personalised learning plans tailored to their roles, unique interests and learning style.

Career Pathways: We have developed career pathways for several of our traditionally male-dominated professions including Finance and Engineering to establish an equal foundation for men and women upon which they can build their careers. The pathways provide access to a range of learning and development steps towards industry-aligned skills, qualifications, and career advancement.

Talent Programmes designed to accelerate and develop careers:

- High Potentials: For individuals who aspire to move into a senior leadership role within the organisation with a specific focus on the development of leadership behaviours.
- Key Account Manager Accelerator: A future leaders programme for Site Managers who have the aspiration and potential to become a Key Account Manager. Our ambition is to support these colleagues with career progression, develop their leadership skills, financial business acumen, operational planning, and build relationships and networks.
- Women in Leadership Further Education Support: Through our Further Education Policy we provide financial support for those wishing to develop themselves through Further Education . In line with this we aim to further raise awareness of 3 available courses aimed at getting more women into supervisory, middle & senior management roles to progress their careers as potential leaders:
  Professional Academy Diploma in Leadership & Management (UCD)
  Professional Academy Diploma in Women in Leadership (UCD)
  Advancing Women in Leadership Short Course (IMI)

Supporting

We are committed to providing a positive and inclusive environment where all our colleagues can thrive. We want everyone to know they belong and can fearlessly be their authentic selves.

Through our employee listening programme, MyVoice, we actively seek feedback from our colleagues on what's working well and what needs to be improved at ISS. We use these valuable insights to help shape our people strategy, the work of our Employee Resource Groups (ERGs), and our Wellbeing strategy.

We have six dedicated ERGs, communities of passionate colleagues who work together to create awareness, celebrate milestones, and progress, and help set the Diversity, Inclusion and Belonging agenda for senior leadership within ISS:

- Gender Balance (focus on all genders, including their caring responsibilities)
- Culture, Race & Ethnicity (focus on ethnic background, as well as nationality and religion)
- Pride (focus on the LGBTQIA+ communities)
- Generations & Age (focus on the multi-generational workforce)
- Abilities (focus on seen and unseen disabilities)

Some of the initiatives and activities from our Gender Balance ERG include:

- #EmbraceEquity on International Women's Day once again saw our awards programme, providing an opportunity to spotlight inspirational women and allies within our business. We held webinars on unconscious bias and a panel discussion where senior leadership team members shared their personal experiences and views on topics like inclusive parental policies, career roadblocks, and what flexible working means for the future of gender equality.

Celebrating International Women in Engineering Day, we once again hosted education sessions on inclusive recruitment, a panel discussion on how to advocate for women and the importance of being an ally, and networking for colleagues.

- A broader perspective on men's health: We recognise that advancing gender diversity is not about solely focusing on initiatives aimed at those identifying as women, but gender more broadly. We have been proud to support important campaigns including Movember and we continue to work with our charity partner, Macmillan Cancer Care, to raise awareness and funds for the treatment of cancer in men.

Over the past 12 months, we have strengthened our wellbeing services and resources to support our colleagues at work and home with their physical and mental health:

- Free, personalised, and confidential Mental Health Support Service and Employee Assistance Program for all colleagues
- Training for all colleagues in mental health awareness, mediation, and mindfulness
- Access to Mental Health First Aiders and training
- Menopause support and awareness for colleagues and people managers
- Financial wellbeing and signposts.