

Gender Pay Gap Report

April 2023

Contents



Introduction	03
Company background	04
An opening note from Richard Costello	05
Hourly and bonus pay gap	06
Gender pay gap in quartile figures	07

Introduction

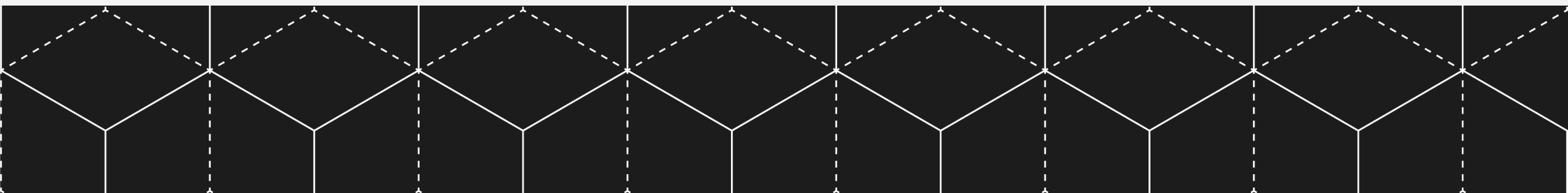
This report contains the GXO ServiceTech UK Limited (previously Servicecare Support Service Limited) statutory disclosure of the Gender Pay Gap Report. All companies with 250 or more employees are now required to publish their gender pay gap, under new legislation that came into force in April 2017.

Employers must publish the gap in pay between men and women on both a median basis (pay per hour based on the person in the middle of the distribution of pay) and mean basis (average hourly pay). In addition, employers are required to disclose the distribution of gender by pay quartile by splitting the workforce into four groups based on their pay – showing the proportion of men and women in each group. Employers are also required to disclose percentages of employees receiving bonuses by gender and the gender pay gap on bonuses.

The gender pay gap is the difference between the hourly rate of pay of male employees and female employees (as set out in the Regulation), expressed as a percentage of the hourly rate of the male employee.

Since the 1970s, the UK Law has prohibited paying different amounts to men and woman who are doing like-for-like work, work of equal value or work rated as equivalent – unless there is a genuine material factor for the difference. It is important to note that equal pay and the gender pay gap are not the same.

At GXO ServiceTech UK Ltd, we welcome the government's initiative to require companies to publish pay gaps as a step forward in legislating for equality.



Company background

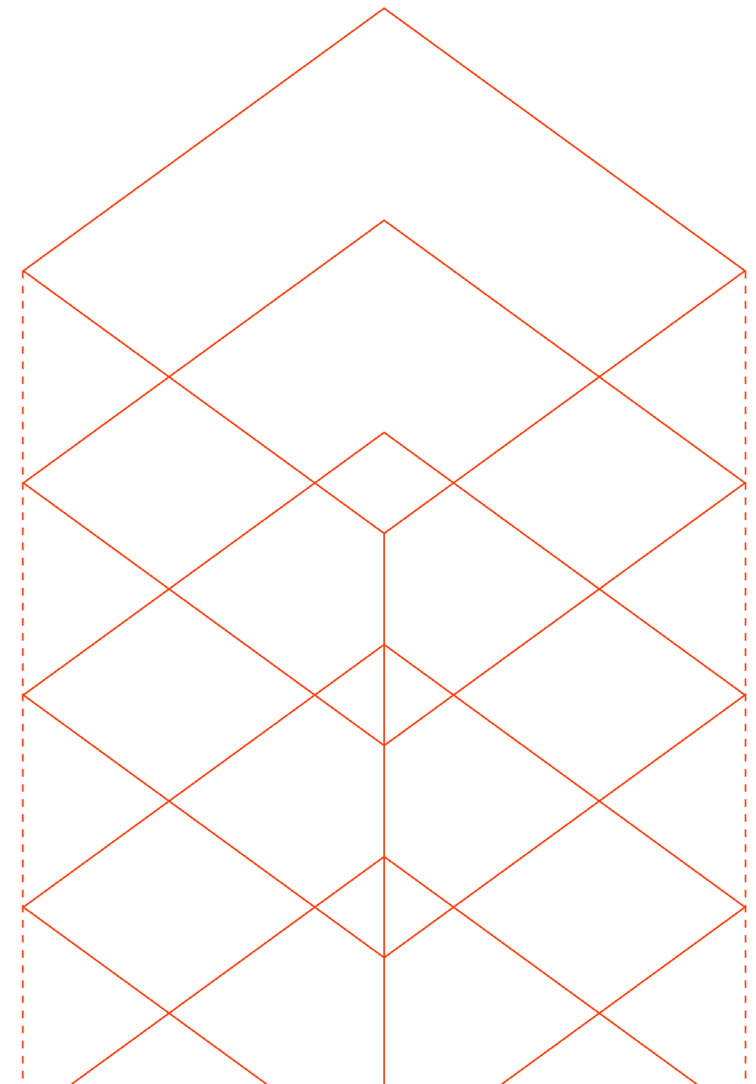
GXO ServiceTech

GXO ServiceTech is the Technical Services Division of GXO Logistics Inc. We are a leading specialist in reverse logistics for consumer electronics.

Our dedicated, accredited teams handle returns and warranty solutions for retailers, manufacturers and insurance providers. We test, repair, repackage and refurbish a wide range of electrical goods.

Returned electronic goods pose a particular challenge for retailers, manufacturers and insurance providers. Testing, repackaging, refurbishing and repairing all take time and resources. With industry return rates reaching 40% and customer expectations ever increasing, you need a smarter, simpler and faster approach to processing electronic goods.

GXO ServiceTech is a leading specialist in reverse logistics for electronics – including laptops, TVs, displays, mobile and gaming devices, as well as home appliances. All designed to increase efficiencies and maximise the full life value of products.



An opening note from Richard Costello



Richard Costello
Managing Director,
GXO ServiceTech

We have seen an improvement by 1% year-on-year in the gender pay gap, however from analysis, overall the gender pay gap has arisen due to a lower proportion of women across all four quartiles. We have been continually committed to addressing diversity and continue to approach this in several ways – including reviewing our recruitment and selection processes; having standardised interview processes and when we use recruitment firms, we request they use search methods to reach a diverse range of candidates.

We continually explore all opportunities for internal development and promotion and strive to have female representation across all levels of our business.

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We promote our company as an inclusive business that aims to be fair and an employer of choice to all – if we observe any diversity imbalances, we investigate the possibility of removing any barriers to entry and progression. The *home consumer electrical repairs business skills base* has been male dominated for decades and our workforce age profile supports this legacy. However, our focus on internal training and promotion is reflected in our improving figures, ensuring that everyone is given the same opportunity of progression.

We will continue to place an emphasis on talent development and succession planning to ensure we have ongoing equal opportunities for both women and men to achieve their full potential.

These initiatives and further discussion will provide a platform for our organisation to improve and maintain its gender pay gap over the coming years.

Hourly pay

The overall gender pay gap as of 5th April 2023 for hourly pay was a flat 0.0% on a median basis and -0.43% on a mean basis, with a swing towards male employees.

Bonus pay

The bonus pay gap is -57.02% mean and 0% median due to the fact ServiceTech UK Ltd bonuses are contractually paid at Director level and discretionary at other levels across the organisation. We also show a 6.15% difference in the number of men and women who received a bonus for the reporting period.

Hourly and bonus pay gap

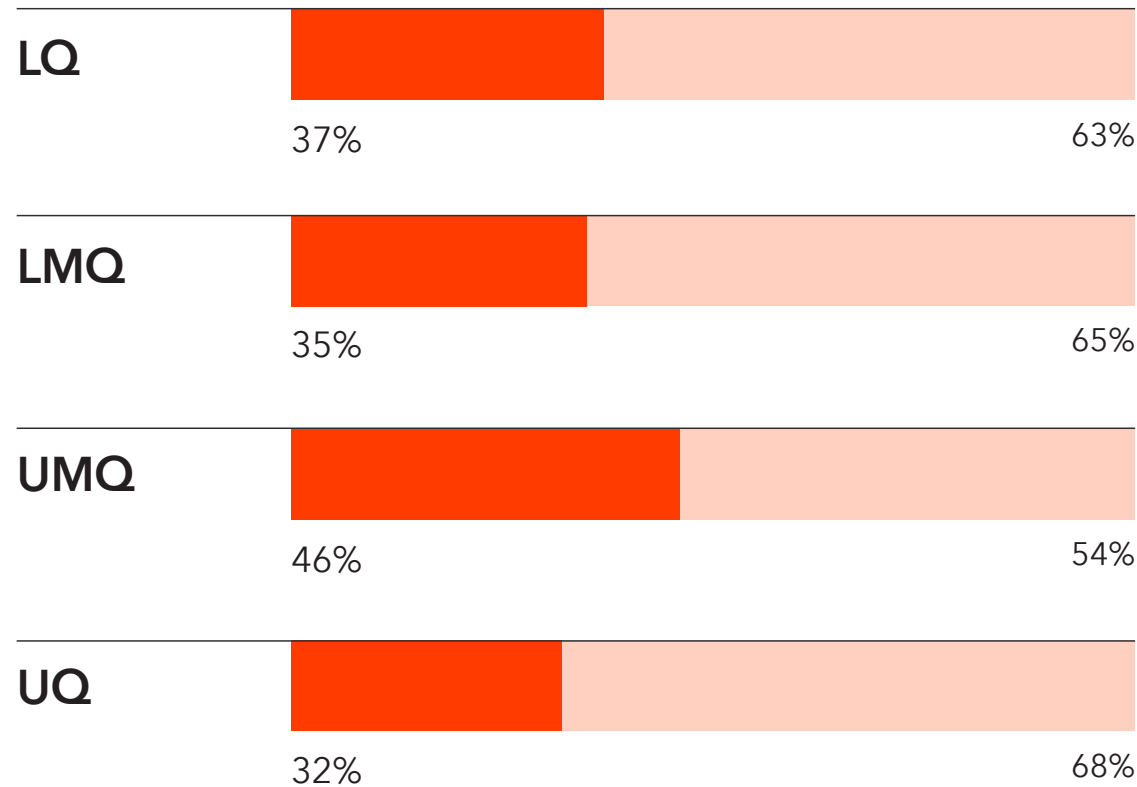


Percentage of colleagues receiving bonus pay

- 47% female
- 36% male

Gender pay gap in quartile figures

The below charts illustrate the gender distribution across the four quartiles across the ServiceTech business:



Key

LQ

Lower Quartile

LMQ

Lower Middle Quartile

UMQ

Upper Middle Quartile

UQ

Upper Quartile

● Female

● Male