



Gender Pay Gap Report December 2023

Maybin Support Services (Ireland) Limited Trading as ABM Ireland (Reg No IE091300)

ABOUT ABM

Serving 1,600 locations across Ireland and the United Kingdom, ABM serves many of the busiest buildings, from airports and entertainment venues to industrial operations and commercial real estate assets. A driving force for a cleaner, healthier, and more sustainable world, ABM provides essential services and forward-looking performance solutions that improve the spaces and places that matter most. The company provides integrated facility solutions with an innovative mindset and dedicated, technology-enabled team members providing services including facilities management, cleaning, 24/7 security, aviation services, data centre maintenance and technical services.

ABM is one of the world's largest providers of facility services and solutions, with more than 100,000 employees serving over 20,000 clients across the United States, United Kingdom, and Republic of Ireland.

Together, our mission is to make a difference — for all those we serve, including our employees, clients, shareholders, communities, and the world around us. As one of the largest facilities services providers in the world with a legacy built throughout the past century, we embrace our role in taking care of people, spaces and places in ways that are responsible, ethical, environmentally sustainable, respectful, and inclusive.

Guided by our mission and values, we embrace a culture that integrates responsible business practices within our operations to support the long-term success of our business, employees, and clients.

AWARDS

European Cleaning and Hygiene Awards

Excellence in Client – Contractor
Partnerships Finalist 2023
Rising Star Award Finalist 2023

Kimberly Clarke Golden Service Awards

Retail/Shopping Malls over 1 million Square
Feet Finalist 2023

Cleaning Team of the Year – Industrial
Team Finalist 2023

University Hospital Waterford Finalist 2023
– Healthcare

Social Impact Finalist 2023

Retail under 100,000 square metres
Finalist 2023

ACCREDITATIONS



SIA Approved
Contractor Scheme
(ACS)



PSA License



BICSc Accredited
training centre



Safe Contractor



Safe PQQ Verified



BITCI Business Working
Responsibly Mark



ICO Registration



Constructionline Gold

Foreword from the HR Director – Alana Dunican



Alana Dunican
HR Director

Following our acquisition in 2022, Momentum Support completed our transition to the ABM brand in 2023. With a focus on business continuity and seamless experience for team members and clients, the rebranding reflected the successful integration process managed throughout the past year, keeping within the existing system and operating environment in Ireland, to achieve an 'end state' as ABM.

Momentum Support's leadership team remained leading the business, with daily operations, including employee pay, terms and conditions, and work locations remaining unchanged through the transition process.

The ABM rebranding required a marketing and communications scope to include external digital channels (web/social) and branded assets with a comprehensive internal communications plan. IT coordination was key to migrating and aligning email and website, as well as billing and payroll systems and legal/contract changes as necessary.

Branding of all operational assets including uniform and fleet was required, as was Salesforce platform integration, and access for the Ireland-based sales team to the ABM Brand Portal and other global sales' resources.

The marketing team managed brand positioning, including copywriting/SEO for the Ireland audience leveraging current capabilities materials and all client communications. Brand transition guidance including assets and brand portal content and photography were all major aspects of the transition programme.

Communication priorities included social media channel migration and internal communications alignment.

We are pleased to report that our gender pay gaps remain very low. Our mean pay gap is 5.6% and our median pay gap is 1.8%. We recognise that we must continue to address gender diversity disparities and are not complacent. As part of ABM, we continue to develop initiatives to ensure that all who work at ABM in Ireland are provided the same opportunities to contribute, develop, and succeed.

We are fully committed to the elimination of unlawful and unfair discrimination and value the differences that a diverse workforce brings to the organisation. ABM is an organisation focused on serving people, and we know the diverse perspectives and backgrounds of our team members is what allows us to be successful in that endeavour. As a reflection of our culture, we're developing ABM as an increasingly welcoming, diverse, and inclusive place to work, where all team members are seen, heard, valued and provided with ample opportunities to grow. We have a culture that values openness, fairness, and transparency.

In this report, we set out our gender pay gap statistics for ABM in Ireland for the reporting period (2022/ 2023). We have explained the reasons for any gaps and explained why they have changed since last year. We have also set out the measures we are taking to improve gender diversity within ABM in Ireland.

About the Gender Pay Gap Report

Employees



1202
Female



529
Male

This is our second year of gender pay gap reporting.

We chose the “snapshot” date of the 15th of June 2023 to gather our data. Our calculations are based on our employee headcount on this date, and remuneration in the 12 months leading up to this date.

1,731 employees are included in the data with roles ranging from operations to senior leadership. 1,202 employees are female, and 529 employees are male.

The data collected is in relation to Maybin Support Services (Ireland) Limited trading as ABM Ireland (Reg No IE091300).

Differences between Gender Pay Gap and Equal Pay

Gender Pay Gap vs Equal Pay

The gender pay gap is not the same as equal pay. The two concepts are very different.

Gender Pay Gap

The gender pay gap is the output of a statistical calculation. It compares the average figures for both the pay and bonus of the total workforce. Gender pay gaps do not take into account the fact that the “average” men and women may be doing very different roles.

Equal Pay

Equal pay is about ensuring that men and women doing the same work, or work that is of equal value, will receive the same pay.

THE DATA

What are our Gender Pay Gap Figures for 2023?

Our figures as at
15th June 2023

Mean gender pay gap	5.6%
Median gender pay gap	1.8%
Mean gender pay gap – part time	0.4%
Median gender pay gap – part time	1.5%
Mean gender pay gap – temporary ¹	n/a
Median gender pay gap – temporary	n/a
Mean bonus gap	41.6%
Median bonus gap	-17.3%
Proportion of men receiving a bonus	4.2%
Proportion of women receiving a bonus	2.2%
Proportion of men receiving a BIK	2.8%
Proportion of women receiving a BIK	0.8%
Lower quartile (percentage women)	77.8%
Lower-mid quartile (percentage women)	70.4%
Upper-mid quartile (percentage women)	65.1%
Upper quartile (percentage women)	64.4%

All pay gaps are calculated by working out hourly rates for each employee, using the total that each person was paid including any bonus payments) during the period 16 June 2022 to 15 June 2023 (and according to specific definitions contained within the legislation). Bonus statistics are calculated using only the amount that an individual received in the bonus during that same period (and, again, according to a particular definition contained within the legislation).

Means are calculated for each gender by adding up all hourly rates (or bonus) and dividing by how many there are. These figures can be distorted by higher earner data.

Medians are calculated by lining each gender in order of hourly rate (or bonus) and finding the man and woman in the middle of the line. Because of this different methodology, median figures are not distorted by higher earners.

Pay and bonus gaps are calculated by comparing mean or median pay or bonus for women against men. Where gaps are above zero, this demonstrates that the mean or median woman receives less than the mean or median man. Where figures are negative (below zero), this shows that the mean or median woman receives more than the mean or median man.

Pay gaps are calculated from all employees, but bonus gaps are calculated from only those that received a bonus. We are also required to publish pay gaps by looking at solely part time and temporary employees. These can only be calculated if there are at least one of each gender represented on the snapshot date; we did not have enough temporary employees on the snapshot date and so

that is the reason why we were unable to calculate pay gaps for temporary employees.

BIK - Benefits in Kind is any non-cash benefit of an estimated monetary value.

The proportions statistics are calculated by finding the number of each gender that received a bonus or benefit in kind (a non-cash benefit) and dividing this by the total number of employees of that gender.

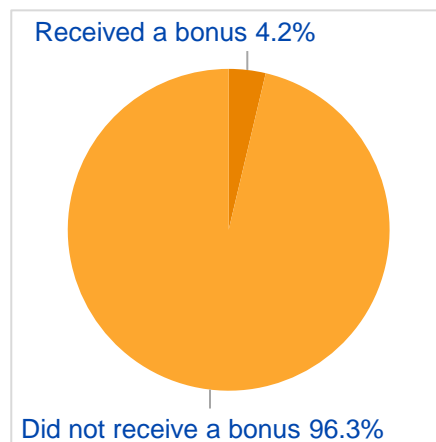
Quartile statistics are calculated by lining up the entire workforce in order of hourly rate, then splitting that line into four equal sized quarters and calculating the proportion of men and women within each quarter.

The **proportions statistics** are calculated by finding the number of each gender that received a bonus or benefit in kind (a non cash benefit) and dividing this by the total number of employees of that gender.

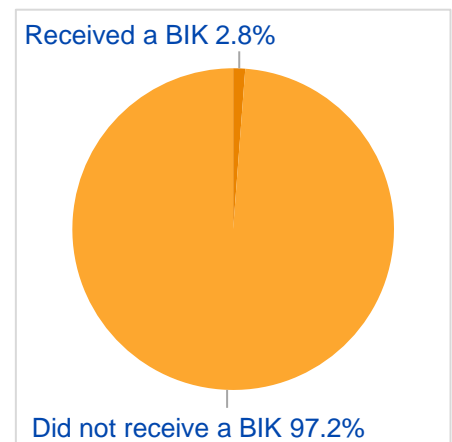
Quartile statistics are calculated by lining up the entire workforce in order of hourly rate, then splitting that line into four equal sized quarters and calculating the proportion of men and women within each quarter.

¹ On our snapshot date of 15 June 2023, we did not have at least one man and one women employed on temporary contracts. We are therefore unable to calculate mean and median pay gaps for temporary employees.

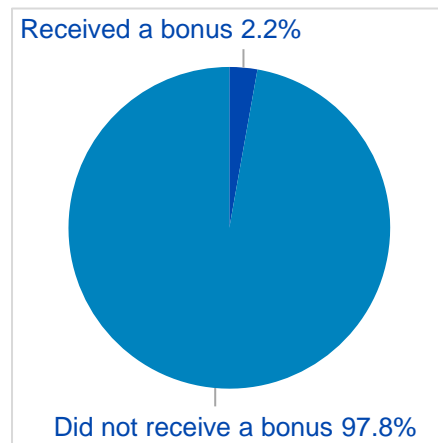
Proportion of men receiving a bonus



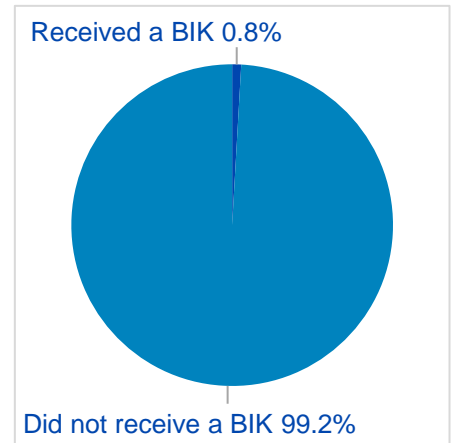
Proportion of men receiving a BIK



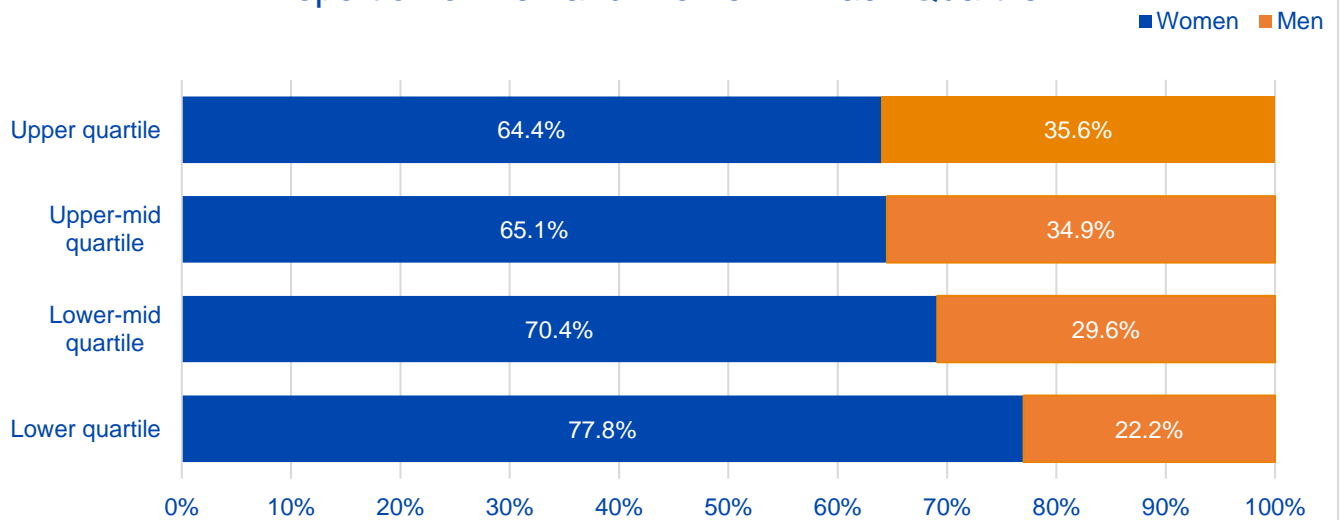
Proportion of women receiving a bonus



Proportion of women receiving a BIK



Proportion of Men and Women in Each Quartile



Reasons for our gender pay gaps

Reasons

The reason we have such a low gender pay gap is because of our workforce profile.

85.3% of all employees work in Cleaning Operative roles. The gender pay gaps are low because such a large proportion of the workforce is comprised of people doing the same role. Hourly pay and conditions for these roles is consistently similar.

Although our cleaning operatives work in different client sites, the hourly pay and conditions for these employees is similar, with any differences in the rates of pay being a result of client contractual obligations or a transfer of undertakings (also known as TUPE) on the award of new contracts. We pay in line with the Contract Cleaning Employment Regulation Order (ERO). The Employment Regulation Order (ERO) fixes the statutory minimum rates of pay and other conditions of employment for workers employed in the contract cleaning industry.

Having a large group of employees paid almost identically is the reason why the overall pay gaps for ABM are low.

We have a female-dominated workforce: 69.4% are women. However, within these Cleaning Operative roles, there is a noticeable female skew: 71.2% are women. Because Cleaning Operatives are the largest proportion of the workforce, this causes a small median gap.

Our mean pay gap is slightly higher. This is because 4.2% of all men at ABM in Ireland are in Back Office Support / Management roles vs 2.8% of all women. These roles are higher paid. They comprise of Director level roles as well as many senior management roles. Because of this slight over-representation of men, and because these are higher paid roles, a small mean pay gap is caused. This slight over-representation has increased since last year and this is why the mean pay gap has increased.

Measures to reduce our gender pay gaps

We have identified some measures to help with lowering our gender pay gap. However, these may take time to embed before a shift in the gender pay gap becomes apparent.

1. Diversity, Equity & Inclusion

ABM is fully committed to Diversity, Equity and Inclusion (DE&I) in our organisation, which works to integrate responsible and community-minded business practices into and within operations and commits to standards to create value and support the long-term success of our business, shareholders, employees, and clients.

ABM Ireland continues to be one of the signatory companies of Business in the Community Ireland 'Elevate' Pledge.

The ultimate ambition of this initiative is for a workforce that is representative of all members of Irish society. By signing this initiative, ABM in Ireland can demonstrate our commitment to building a truly inclusive workplace, supporting the broader values of inclusion, equality, and opportunity in Irish society.

ABM has continued to evolve its DE&I strategy toward driving meaningful growth across its workforce and business. In recent years, with the support of the ABM Board of Directors and executive-level management, the Company established a new Senior Vice President of Culture and Communications, a dedicated leader of DE&I strategy, and a new company-wide Culture and Inclusion Leadership Council, guided by team members.

In 2022, the Culture and Inclusion Leadership Council strengthened the structure to align with business objectives and ABM's five-year strategic vision and identified three strategic priorities focused on driving meaningful change for our people, our culture and our business:

- Workforce Diversity and Equity: foster a diverse workforce with equitable opportunities for all employees
- Workplace Inclusion and Belonging: cultivate a culture of inclusion so that every team member feels seen and heard
- Marketplace and Community: increase positive impact for our clients, partners and communities with service

In 2023, we continued to build upon the foundation laid in 2022 through meaningful initiatives including the launch of our first DE&I training (Inclusive Team Member Training), which aims to boost team members' awareness about diversity, equity and inclusion and appreciating differences, to help build a more inclusive workplace.

Another major milestone in our DE&I journey was the launch of our employee resource groups (ABM Impact Groups) designed to increase engagement and awareness among underrepresented populations across the enterprise. Women at ABM and Veterans at ABM are voluntary groups of team members and allies who take action at the corporate and local level to inspire a more diverse, equitable, and inclusive workplace.

Activities of the Culture and Inclusion Leadership Council are reported to the Board's Stakeholder and Enterprise Risk Committee through management presentations on matters such as corporate culture, and diversity, equity, and inclusion.

ABM IRELAND WILL ALSO COMMIT TO:

- Create a diversity profile of our organisation in 2024, which will include gathering information on gender representation at all levels within the organisation.
- This will assist in setting applicable diversity, equity and inclusion objectives that are fit for purpose and that will assist in lowering our gender pay gap.
- Availability of Diversity, Equity, and Inclusion Training to all levels within the organisation. This will increase awareness to all levels of the business from operative level to the senior leadership team. ABM in Ireland will make this training accessible to all employees through our online training platform.
- Continue to engage with our employability partners to create work opportunities from a diverse talent pool.

ACTIONS TAKEN IN 2023:

- A Diversity Profile of our organisation was created in 2023, which gathered information on gender representative and pay levels at all levels within our organisation.
- DE&I training was assigned to all employees through our on line training platform – 45 % completed the training to date
- We delivered a number of Employers for Change Programmes
 - Building Disability Confidence Awareness Training
 - Accessible & Inclusive Communication
 - Cultural Awareness Training
- 18 colleagues attended a Woman in Leadership course in 2023 to recognise International Women's Day 2023
- Worked in partnership with our employability partner - Open Doors Initiative to deliver a C.V Workshop and Job Shadow Day under their programme 'Pathways to Progress' .Pathways to Progress aim to resource people from a migrant background to find work or to create pathways to employment.

Measures to reduce our gender pay gaps

2. Recruitment & Selection

ABM Ireland is fully committed to reviewing our recruitment strategy and recruitment processes to ensure they are fair, equitable, and consistent.

ABM IRELAND WILL ALSO COMMIT TO

- Communicate with employees all available roles within ABM in Ireland on a weekly basis.
- Where possible, include multiple individuals of all genders on shortlists for all roles: from internal promotions and recruitment to entry level positions.
- Use of structured interviews for recruitment and internal promotions. This will ensure that unfair bias will not influence decisions and that the right candidate is successful.
- The recruitment team will assess all the roles advertised and, as much as possible, will advertise roles as having flexible working options i.e., flexible hours, hybrid working model.
- Where possible, create Diverse Selection Interview Panels - for management and office support roles - by having male and female representation on the interview panel.
- Ensure transparency to promotional opportunities, and be open about processes, policies and criteria for decision making. Decisions need to be objective, evidence based and unbiased.
- The recruitment team will ensure gender neutrality in all job adverts, from operative to management roles.
- Deliver Unconscious Bias Training as part of our DE&I training modules to the management team. This will make our managers aware of potentially harmful unconscious bias and will reduce the impact of this on the recruitment process.
- The HR Team will deliver Recruitment and Selection Training to all Hiring Managers

Measures to reduce our gender pay gaps

3. Talent Development

ABM Ireland is fully committed to the development of all employees. Our Learning and Development Department will continue to support all levels within the business, through the provision of relevant training programmes. As women have been identified as having the highest representation at operative level, we are hopeful that by having these talent development initiatives in place, this will encourage this group of employees to apply for internal promotion opportunities in the organisation, therefore lowering the gender pay gap.

ABM IRELAND WILL ALSO COMMIT TO:

- **Soft Skills Development Programmes**

We will continue to deliver and further develop our soft-skills development programmes aimed at providing employees with the necessary skills to operate at a higher position within the organisation. The main aim of these programmes is to support our employees on their career or progression journey within ABM in Ireland.

- **Communications**

We will celebrate good news stories on our website, and we will communicate these in the company newsletter and on our social media channels. We hope this will encourage and inspire other employees to step forward and consider more senior positions. The stories will include employees who have completed the soft skills training courses and who will share their personal experiences of the training and how it has helped them in their roles. We will also cover stories of employees who have progressed into higher roles within ABM in Ireland.

- **Succession Planning / Talent Management**

In 2024, ABM Ireland will continue to grow and develop our Talent Management and Succession Planning Strategy. The purpose of this strategy was to develop a talent pool of employees ready to step into more senior positions within the organisation if the opportunities arise.

The Successful candidates in the Talent Pool, are assigned a Mentor. The Mentors are in a more senior position and the purpose of their role is to share their knowledge and experience with the employees and support them on their career development journey.

Two Mentees from the 2022 talent pool have now progressed into higher management positions.



Who We Are

Purpose

To take care of the people, spaces and places that are important to you

Vision

To be the clear choice in the industries we serve through engaged people

Mission

To make a difference, every person, every day

ABM Ireland
Muirfield Drive
Naas Road
Dublin 12
D12 N7PV

Website: www.abmireland.com
Email: info@abmireland.com
Tel: +353 1 679 2288

Company Reg. No. IE091300

