

2014-15 public report form submitted by Servcorp Administration Pty Ltd to the Workplace Gender Equality Agency

Organisation and contact details

Organisation registration	Legal name ABN ANZSIC	Servcorp Administration Pty Ltd 65102643667 6712 Non-Residential Property Operators
Organisation details	Trading name/s ASX code (if relevant) Postal address Organisation phone number	SRV Level 63 MLC Centre, 19-29 Martin Place SYDNEY NSW 2000 AUSTRALIA (02) 9231 7616
Reporting structure	Ultimate parent Number of employees covered in this report submission Other organisations reported on in this report	Servcorp Limited 220 Servcorp (North Ryde) Pty Ltd Servcorp Adelaide Pty Ltd Servcorp Brisbane Pty Ltd Servcorp Chifley 29 Pty Ltd Servcorp Communications Pty Ltd Servcorp It Pty Ltd Servcorp Melbourne Virtual Pty Ltd Servcorp MLC Centre Pty Ltd Servcorp Sydney Virtual Pty Ltd Servcorp William Street Pty Ltd Servcorp Perth Pty Ltd Servcorp Brisbane Riverside Pty Ltd Servcorp Melbourne 27 Pty Ltd Servcorp Parramatta Pty Ltd Servcorp WA Pty Ltd Office Squared Pty Ltd Servcorp Market Street Pty Ltd Servcorp North Sydney 32 Pty Ltd Servcorp Norwest Pty Ltd Servcorp SA 30 Pty Ltd Servcorp Sydney 56 Pty Ltd Office Squared (Atlas) Pty Ltd Servcorp Brisbane 400 Pty Ltd Servcorp Docklands Pty Ltd Servcorp Hobart Pty Ltd Servcorp Southbank Pty Ltd Servcorp Western Australia Pty Ltd Office Squared (Nexus) Pty Ltd Servcorp Sydney 22 Pty Ltd Servcorp City Square Pty Ltd Servcorp Melbourne 18 Pty Ltd Servcorp Gateway Pty Ltd

Workplace profile Manager

Manager occupational categories	Reporting level to CEO	Employment status	No. of employees		
			F	M	Total employees
CEO/Head of Business in Australia	0	Full-time permanent	0	1	1
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Key management personnel	-1	Full-time permanent	1	6	7
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Other executives/General managers	-1	Full-time permanent	1	6	7
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Senior Managers	-2	Full-time permanent	3	1	4
		Full-time contract	0	0	0
		Part-time permanent	1	0	1
		Part-time contract	0	0	0
		Casual	0	0	0
Other managers	-3	Full-time permanent	43	10	53
		Full-time contract	0	0	0
		Part-time permanent	2	0	2
		Part-time contract	0	0	0
		Casual	0	0	0
Grand total: all managers			51	24	75

Non-manager

Non-manager occupational categories	Employment status	No. of employees (excluding graduates and apprentices)		No. of graduates (if applicable)		No. of apprentices (if applicable)		Total employees
		F	M	F	M	F	M	
Professionals	Full-time permanent	5	20	0	0	0	0	25
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Technicians and trade	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Community and personal service	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Clerical and administrative	Full-time permanent	97	7	0	0	0	0	104
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	8	0	0	0	0	0	8
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Sales	Full-time permanent	5	1	0	0	0	0	6
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	1	0	0	0	0	0	1

Non-manager occupational categories	Employment status	No. of employees (excluding graduates and apprentices)		No. of graduates (if applicable)		No. of apprentices (if applicable)		Total employees
		F	M	F	M	F	M	
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Machinery operators and drivers	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Labourers	Full-time permanent	0	1	0	0	0	0	1
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Others	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Grand total: all non-managers		116	29	0	0	0	0	145

Reporting questionnaire

Gender equality indicator 1: Gender composition of workforce

Note: Additional help can be accessed by hovering your cursor over question text.

1 Do you have formal policies or formal strategies in place that SPECIFICALLY SUPPORT GENDER EQUALITY in relation to:

1.1 Recruitment?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.2 Retention?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.3 Performance management processes?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.4 Promotions?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.5 Talent identification/identification of high potentials?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.6 Succession planning?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.7 Training and development?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.8 Resignations?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.9 Key performance indicators for managers relating to gender equality?

- Yes (you can select policy and/or strategy options)
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

- 1.10 Gender equality overall?
- Yes (you can select policy and/or strategy options)
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
 - No
 - No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.11 You may provide details of other formal policies or formal strategies that specifically support gender equality that may be in place:
The Company has not established a written policy concerning diversity, and has not set measurable objectives for gender diversity. The Company is culturally diverse in its employment practices and has a global culture of employing the best qualified available talent for any position regardless of gender, age or race. The Company benefits from the diversity of its team members and has training programs to assist with developing their skills and with career advancement.

Globally the Company has a high participation of women across all employment levels. The Company's commitment to gender diversity is evidenced by the fact that it was voted in the Middle East Women Leaders Excellence Awards "place with the greatest executive advantages for women".

1.12 Should you wish to provide additional information on any of your responses under Gender equality indicator 1, please do so below:

Gender equality indicator 2: Gender composition of governing bodies

- 2 Does your organisation, or any organisation you are reporting on, have a governing body/board?
- Yes
 - No

2.1 Please complete the table below. List the names of organisations on whose governing bodies/boards you are reporting. For each organisation, enter the gender composition (in numbers, not percentages) of that governing body/board; and where in place, include what percentage target has been set relating to the representation of women, and the year the target is to be reached.

IMPORTANT NOTE: where an organisation name has been entered in the table, you must enter the gender composition NUMBERS of that governing body/board. If no target has been set for that particular governing body/board, please enter the number 0 in the '% Target' column and leave the 'Year to be reached' column blank. Otherwise, please enter a number from 0-100 in the '% Target' column and a date in the format of YYYY in the 'Year to be reached' column.

	Organisation name	Gender and NUMBER (NOT percentage) of chairperson/s	Gender and NUMBER (NOT percentage) of other board members	% target for representation of women on each board	Year to be reached
				(enter a percentage number from 0-100)	(in YYYY format; if no target has been set,

		F	M	F	M		leave blank)
1	Servcorp Limited	0	1	0	4	0	
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
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23							
24							
25							
26							
27							
28							
29							

30							
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2.1a If you have reported a large number of governing body/board members (over 17) for any organisation listed as having a governing body/board in the table in question 2.1, please tick the box confirming this is an accurate NUMBER, and NOT a PERCENTAGE.

Yes, the data provided in question 2.1 reflect numbers not percentages.

2.2 For any governing bodies/boards where a target relating to the representation of women has not been set, you may specify why below:

Governing body has gender balance (e.g. 40% women/40% men/20% either)

Currently under development

Insufficient human resources staff

Don't have expertise

Do not have control over board appointments (provide details why):

Not a priority

Other (provide details):

Globally the Company has a high participation of women across all employment levels, including in senior executive positions, however there are no women on the Board. Board appointment is based on merit.

The proportion of women employees in the whole organisation, senior executive positions and on the Board is set out in the following table:

Full time employees	Total no.	Women %	Men%
Consolidated entity	776	84%	16%
Senior executives	22	55%	45%
Board	5	0%	100%

2.3 Do you have a formal selection policy or formal selection strategy for governing body/board members for ALL organisations covered in this report?

Yes

Standalone policy

Policy is contained within another policy

Standalone strategy

Strategy is contained within another strategy

No

No, in place for some governing bodies

No, currently under development

No, insufficient human resources staff

No, do not have control over board appointments (provide details why):

No, don't have expertise

No, not a priority

No, other (provide details):

The Company has not established a written policy concerning diversity. The Company has a culture that both embraces and achieves diversity in its global operations. The Directors and Management believe establishment of a written policy with measurable objectives for achieving gender diversity would not bring any efficiency or greater benefit to the current diverse culture.

2.4 Partnership structures only: (do NOT answer this question if your organisation is an incorporated entity (i.e. Pty Ltd, Ltd or Inc)). For partnerships, please enter the total number of female and male equity partners (excluding the managing partner) in the following table.

Details of your managing partner should be included separately in the CEO row of your workplace profile. If you have a separate governing body/board of directors, please enter its composition in question 2.1.

	Full-time females	Part-time females	Full-time males	Part-time males
Equity partners who ARE key management personnel (KMPs) (excluding your managing partner)				
Equity partners who are NOT key management personnel (KMPs)				

2.5 Should you wish to provide additional information on any of your responses under Gender equality indicator 2, please do so below:

Gender equality indicator 3: Equal remuneration between women and men

3 Do you have a formal policy or strategy on remuneration generally?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, salaries set by awards or industrial agreements
 - No, non-award employees paid market rate
 - No, not a priority
 - No, other (provide details):

4 Has a gender remuneration gap analysis been undertaken?

- Yes. When was the most recent gender remuneration gap analysis undertaken?
 - Within last 12 months
 - Within last 1-2 years
 - More than 2 years ago but less than 4 years ago
 - Other (provide details):
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, salaries for ALL employees (including managers) are set by awards or industrial agreements, AND there is no room for discretion in pay changes (for example because pay increases occur only when there is a change in tenure or qualifications)
 - No, salaries for SOME or ALL employees (including managers) are set by awards or industrial agreements and there IS room for discretion in pay changes (because pay increases can occur with some discretion such as performance assessments)
 - No, non-award employees are paid market rate
 - No, not a priority
 - No, other (provide details):

4.01 Should you wish to provide details on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like, organisation-wide), please do so below: Like for Like comparison of similar job roles within the Australian organisation as a whole.

- 4.1 Were any actions taken as a result of your gender remuneration gap analysis?
- Yes - please indicate what actions were taken (more than one option can be selected):
- Created a pay equity strategy or action plan
 - Identified cause/s of the gaps
 - Reviewed remuneration decision-making processes
 - Analysed commencement salaries by gender to ensure there are no pay gaps
 - Analysed performance ratings to ensure there is no gender bias (including unconscious bias)
 - Analysed performance pay to ensure there is no gender bias (including unconscious bias)
 - Trained people-managers in addressing gender bias (including unconscious bias)
 - Set targets to reduce any like-for-like gaps
 - Set targets to reduce any organisation-wide gaps
 - Reported pay equity metrics to the board
 - Reported pay equity metrics to the executive
 - Corrected like-for-like gaps
 - Conducted a gender-based job evaluation process
 - Implemented other changes (provide details):
- No
- No unexplainable or unjustifiable gaps identified
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, salaries set by awards or industrial agreements
- No, non-award employees are paid market rate
- No, unable to address cause/s of gaps (provide details why):
- No, not a priority
- No, other (provide details):

4.2 Should you wish to provide additional information on any of your responses under Gender equality indicator 3, please do so below:

Gender equality indicator 4: Flexible working and support for employees with family and caring responsibilities

5 Do you provide employer funded paid parental leave for PRIMARY CARERS, in addition to any government funded parental leave scheme for primary carers?

- Yes
- No
- No, currently being considered
- No, insufficient human resources staff
- No, government scheme is sufficient
- No, don't know how to implement
- No, not a priority
- No, other (provide details):

6 Do you provide employer funded paid parental leave for SECONDARY CARERS, in addition to any government funded parental leave scheme for secondary carers?

- Yes, one week or greater
- Yes, less than one week
- No
- No, currently being considered
- No, insufficient human resources staff

- No, government scheme is sufficient
- No, don't know how to implement
- No, not a priority
- No, other (provide details):

7 How many female and male managers, and female and male non-managers, have utilised parental leave (paid and/or unpaid) during the past reporting period?

	Primary carer's leave		Secondary carer's leave	
	Female	Male	Female	Male
Managers	1	0	0	0
Non-managers	7	0	0	1

8 What proportion of your total workforce has access to employer funded paid parental leave?

	Primary carer's leave	Secondary carer's leave
%	0	0

9 Do you have a formal policy or formal strategy on flexible working arrangements?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, don't offer flexible arrangements
 - No, not a priority
 - No, other (provide details):

Treated on a case by case basis depending on requirements of both employee and employer.

10 Do you have a formal policy or formal strategy to support employees with family and caring responsibilities?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, don't offer flexible arrangements
 - No, not a priority
 - No, other (provide details):

Treated on a case by case basis depending on requirements of both employee and employer.

11 Do you have any non-leave based measures to support employees with family and caring responsibilities?

- Yes
- No

- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

12 Do you have a formal policy or formal strategy to support employees who are experiencing family or domestic violence?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, not aware of the need
 - No, don't have expertise
 - No, not a priority
 - No, other (provide details):

13 Other than a policy or strategy, do you have any measures to support employees who are experiencing family or domestic violence?

Yes - please indicate the type of measures in place (more than one option can be selected):

- Employee assistance program
- Access to leave
- Training of human resources (or other) staff
- Referral to support services
- Other (provide details):

- No
- No, currently under development
- No, insufficient human resources staff
- No, not aware of the need
- No, don't have expertise
- No, not a priority
- No, other (provide details):

The company would provide any necessary support to an employee who we were aware was experiencing family or domestic violence.

14 Please tick the checkboxes in the table below to indicate which employment terms, conditions or practices are available to your employees (please note that not ticking a box indicates that a particular employment term, condition or practice is not in place):

	Managers				Non-managers			
	Female		Male		Female		Male	
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal
Flexible hours of work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Compressed working weeks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time-in-lieu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Telecommuting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Managers				Non-managers			
	Female		Male		Female		Male	
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal
Job sharing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carer's leave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Purchased leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unpaid leave	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

14.1 If there are any other employment terms, conditions or practices that are available to your employees, you may provide details of those below:

14.2 Where employment terms, conditions or practices are not available to your employees for any of the categories listed above, you may specify why below:

- Currently under development
- Insufficient human resources staff
- Don't have expertise
- Not a priority
- Other (provide details):
Not suitable to our business requirements

14.3 Should you wish to provide additional information on any of your responses under Gender equality indicator 4, please do so below:

Gender equality indicator 5: Consultation with employees on issues concerning gender equality in the workplace

15 Have you consulted with employees on issues concerning gender equality in your workplace?

- Yes
- No
- No, not needed (provide details why):
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

15.3 Should you wish to provide additional information on any of your responses under Gender equality indicator 5, please do so below:

Gender equality indicator 6: Sex-based harassment and discrimination

16 Do you have a formal policy or formal strategy on sex-based harassment and discrimination prevention?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy

- Strategy is contained within another strategy
- No
- No, currently under development
- No, insufficient human resources staff
- No, included in workplace agreement
- No, don't have expertise
- No, not a priority
- No, other (provide details):

16.1 Do you include a grievance process in any sex-based harassment and discrimination prevention policy or strategy?

- Yes
- No
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

17 Does your workplace provide training for all managers on sex-based harassment and discrimination prevention?

Yes - please indicate how often this training is provided ('At induction' AND one of the other options can be selected):

- At induction
- At least annually
- Every one-to-two years
- Every three years or more
- Varies across business units
- Other (provide details):

- No
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

17.1 Should you wish to provide additional information on any of your responses under Gender equality indicator 6, please do so below:

Other

18 Should you wish to provide details of any initiatives that you feel are particularly outstanding, or that have resulted in improved gender equality outcomes in your workplace, please enter this information below. (As with all of the questions in this questionnaire, any information you provide here will appear in your public report.)

Notification and access

List of employee organisations

CEO sign off confirmation

Name of CEO or equivalent	Alfred Moufarrige
Confirmation CEO has signed the report	Yes

CEO Signature:

Date:
