



Gender Pay



InMoment CHRO Wendy Rand accepting an award at Women Tech Council 2021 Shatter List



InMoment Culture

We believe every moment is a new opportunity to make an impact and we take deliberate action to make the lives of our families, teammates, clients, and community better. We are passionate about acting upon the moments that matter for our employees and customers across the globe by offering fair and inclusive services to everyone and giving our customers and colleagues an equal opportunity to unlock their full potential.

As a company we are committed to paying for performance equally and fairly and rewarding and retaining our best people. We have launched a number of initiatives to increase the equality of opportunity for women and other underrepresented groups and we are purposefully working towards attracting and developing women across our global workforce.

As an organisation we are committed to enable our employees to work flexibly which is particularly important for colleagues with caring responsibilities and with more flexible work options we are providing more employment choices for women. Our focus is not only on gender balance but also we are continuing to focus on equality, and diversity and inclusion.

We are extremely proud to say that half of the promotions made in the last 12 months were for our female colleagues, and we are committed to continue the work to increase the proportions of underrepresented groups across our entire employee population.

We are fully committed to creating a global, inclusive, connected, talent-focused, high-performing organisation.



Gender Pay

What is the Gender Pay Gap?

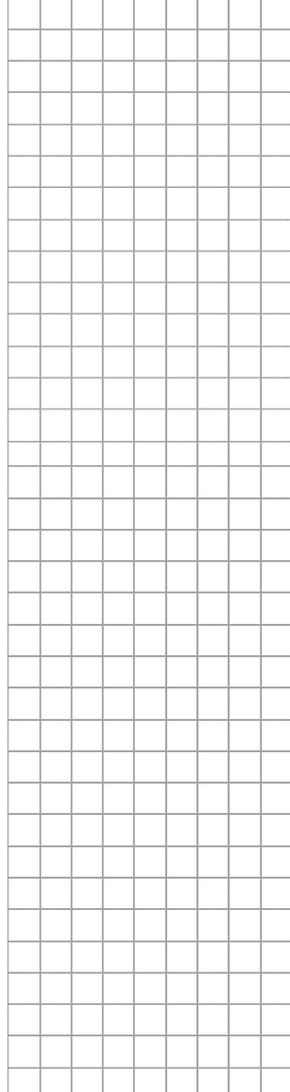
A gender pay gap is the difference between the average pay of all men and women in an organisation. It's very different to equal pay, which is about making sure men and women are paid equitably for doing the same or comparable work. We pay all men and women equally for doing similar work or work of the same value.

This year's data is calculated based on the hourly rates of pay as of 5th April 2020. Typically, the gender pay gap exists due to one of two core issues:

- Equality - Where males and females carrying out similar roles are paid differently; or
- Diversity - Where the proportion of males and females differ at different pay scales. Analysis shows that a company's pay gap is caused primarily by a diversity issue, where there is a greater proportion of males in more senior and technical roles.

The gender pay gap has always been a topic of interest, but in an attempt to increase awareness and improve pay equality, the UK government introduced compulsory reporting of the gender pay gap for organisations with 250 or more employees

One of the main reasons for the gender pay gap in our society is that there is a greater proportion of males in more senior and technical roles.





Our Gender Pay Figures

The Gender Pay Gap regulations require all companies in the UK with 250 or more employees to publish details of their gender pay gap. At InMoment, there is 1 employing entity in the UK required to publish this data – MaritzCX Limited. The UK National median gender pay gap in 2020 was 15.5%.

The table below shows our overall mean and median pay and bonus gap:

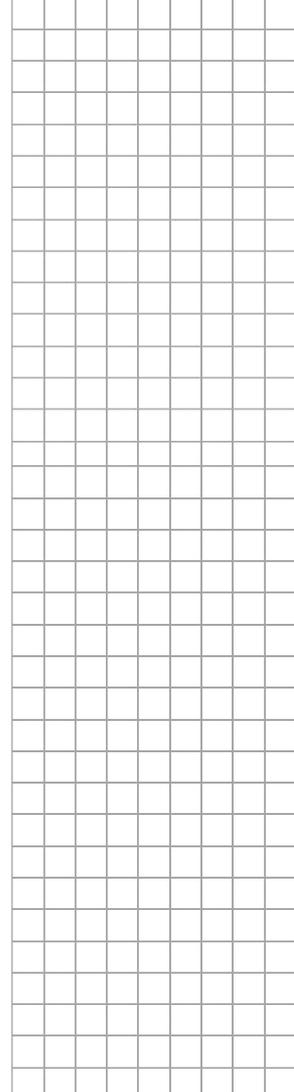
	Mean	Median
Gender Pay Gap	21.9%	18.3%
Gender Bonus Gap	15.4%	55.7%

The table below shows the proportion of employees receiving a bonus:

Female	Male
9.6%	11.8%

The table below shows the proportion of employees in each pay quartile

	Female	Male
Lower	62.5%	37.5%
Lower Middle	66.6%	33.3%
Upper Middle	52.1%	47.9%
Upper	45.8%	54.2%





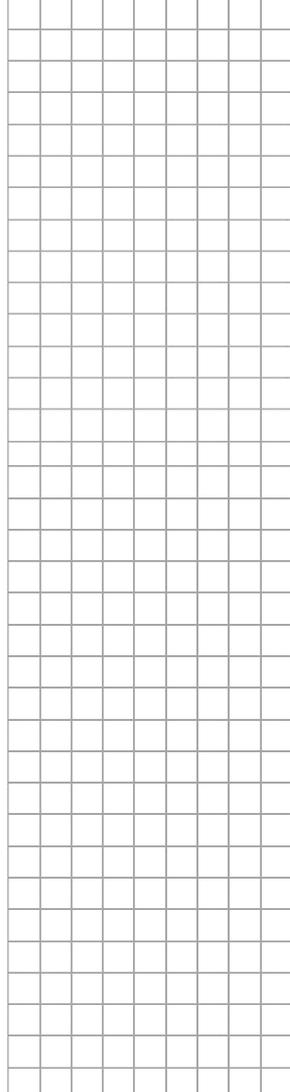
Understanding Our Gap

At a headline level, 58% of our colleagues are female and 41% are male.

Across our organisation, we pay men and women equally for doing the same job.

Our gender pay gap exists primarily because there are higher proportions of women working for us in our support and customer focussed teams, and, like many technology businesses, we have more men working in specific technical roles.

This isn't unique to us, but we are taking steps to create more gender balance throughout the organisation, and the minor fluctuations shown in our figures are the impact of general recruitment activity.

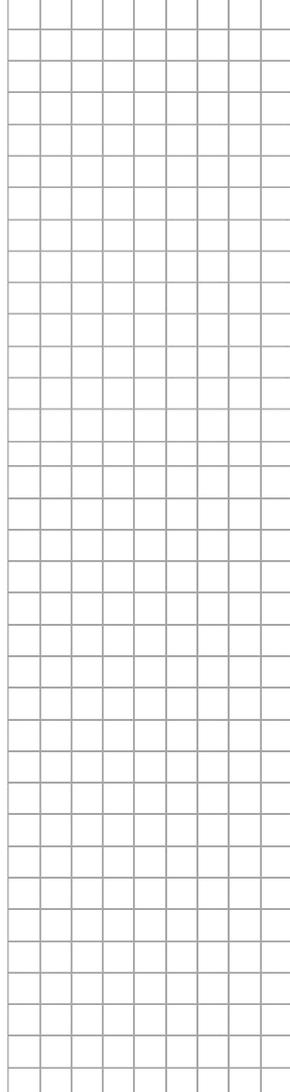




Our Progress to Equality

Looking back over the past few years we have taken strides to address our gender pay gap. We have

- Revised our employment terms to support work life balance including part-time working, flexible working and benefits aimed at improving health and wellbeing
- Increased agile working offered and global career opportunities
- Increased range of employee support including counselling, access to healthcare, and wellbeing events
- Established Inclusion and Diversity action plan and employee resource groups to implement actions
- Launched new employee resource groups and improved the platform of the Women of InMoment employee group
- Championed women and girls in tech by hosting events, ensuring we raise awareness of the gender profile across the tech sector and why a gender balance creates greater equity across society
- Monitored our equality statistics and used these to help build our inclusion and diversity action plans

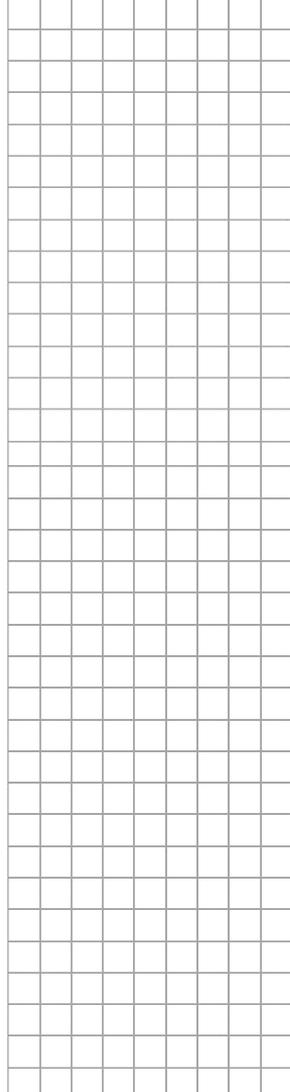




Our Progress to Equality

Our InMovement inclusion and diversity global group and Women of InMoment groups help us focus on providing initiatives to build opportunities for female and diverse talent from underrepresented groups.

- We have seen female talent flourish in our business due to the support of our Executive Leadership Team
- We have demonstrated our commitment to the Valuable 500 which strives to improve the working lives of those with visible and non visible disabilities.
- We support the Time to Change mental health pledge.
- Our global wellness programme recognises that everyone is different and requires different wellbeing support. This programme includes many useful resources and support for colleagues and their families to access.
- We have also held a number of awareness campaigns led by our Inclusion and Diversity groups at a global and regional level covering topics such as Black History Month, Pride, Bi Sexual awareness week, and Menopause Awareness day. These are all designed to challenge misperceptions, encourage open and honest conversation and support inclusion and diversity.





InMoment Colleagues Driving Inclusion

PURPOSE

- **Support** network for all members of the InMoment community. Build a truly diverse and inclusive global business. Providing opportunities for those in underrepresented communities.
- **Celebration** of inclusion and diversity, creating opportunities for social connections
- **Education** and resources - internal and external speakers, networks, mentor programs, surveys
- **Commitment** to inclusion and diversity, ensuring continuous engagement
- **Community** efforts and contribution outside of the InMoment family

COMPANY RESOURCES AND COMMITTEES

- Onboarding
 - InMovement onboard all new employees
- Internal Communications
 - Designated internal Slack channel to share ideas, opinions and news articles
 - Distribution of a calendar of cultural events and dates
 - Awareness and celebration campaigns using videos, blogs, vogs, FAQ, chat shows, reading material webinars, podcasts, book clubs

EVENT and AWARENESS EVENT EXAMPLES

- March: GirlTech (annual event)
 - In collaboration with Ahead Partnership UK, participated in a workshop for school aged girls, designed to raise aspirations and help students explore careers in the technology industry
- July: Moments to Celebrate, Eid Al-Adha
 - Celebrating significant cultural moments and occasions by sharing educational and insightful videos created by our colleagues for the moments mean the most to
 - Team members shared their personal perspectives and experiences of Eid Al-Adha in a video shared across the company
- September: Bi Sexual Awareness Week
 - Global communications and engagement campaign led by employees sharing their lived experience to help educate and address misconceptions
- October: Black History Month session
 - Session in honour of Black History Month, hosted by team members across different departments
 - Interactive, group discussion led session exploring biases, stereotypes and privilege



InMoment Colleagues Driving Inclusion

Women of InMoment

WOMEN OF INMOMENT

InMoment CMO Kristi Knight Honored as a 2020 Women of the Year by Prominent Business Publication

For four years in a row, we have been awarded the Shatter List Award by the Women in Tech council for having active programs that help to shatter the glass ceiling for women in technology

Women of InMoment is an internal global programme and initiative designed to foster inclusion and diversity, provide the company's female staff with opportunities to mentor and learn from one another, develop leadership skills, and connect with service and professional growth activities in the larger technology community.

We have been recognised in the Forbes Award





What's Next

Eliminating our pay gap won't happen overnight and it requires a societal shift from the traditional view of gender roles. Whilst this may be a macro societal issue, we are aware that we have a responsibility to do our best to influence it, and have set the following ambitions for InMoment moving forward:

- To increase the number of women in our sales and technical roles
- To increase the number of women in more senior roles
- To try to attract more men to work in customer focussed and support roles
- To ensure we continue to improve the awareness and knowledge of our colleagues and managers with regards to inclusion and diversity overall
- To ensure our reward and benefits enable everyone to balance their professional and personal lives
- We believe that our new wellbeing and inclusion and diversity focussed programmes will help us in part to address the gender pay gap and will continue to be a key pillar of our continuous improvement programme

InMoment truly understands that there are real benefits in an equal, diverse and inclusive workforce for our colleagues and our customers, and we continue our commitment to recruiting, encouraging and helping to develop a more balanced and diverse workforce.