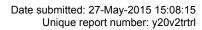




#### 2014-15 public report form submitted by Servcorp Administration Pty Ltd to the Workplace Gender Equality Agency

### Organisation and contact details

Organisation registration	Legal name ABN	Servcorp Administration Pty Ltd 65102643667
<b>J</b>	ANZSIC	6712 Non-Residential Property Operators
Organisation details	Trading name/s ASX code (if relevant) Postal address	SRV  Level 63 MLC Centre, 19-29 Martin Place SYDNEY NSW 2000 AUSTRALIA
	Organisation phone number	(02) 9231 7616
Reporting structure	Ultimate parent Number of employees covered in this report submission	Servcorp Limited 220
	Other organisations reported on in this report	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 Brisbane Riverside Pty Ltd Servcorp Parramatta Pty Ltd Servcorp WA Pty Ltd Servcorp Warket Street Pty Ltd Servcorp North Sydney 32 Pty Ltd Servcorp SA 30 Pty Ltd Servcorp Sydney 56 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

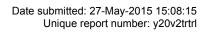
Manager and undianal astronomica	Departing level to CEO	Employment status		No. of employees	
Manager occupational categories	Reporting level to CEO	Employment status	F	М	Total employees
		Full-time permanent	0	1	1
		Full-time contract	0	0	0
CEO/Head of Business in Australia	0	Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
		Full-time permanent	1	6	7
		Full-time contract	0	0	0
Key management personnel	-1	Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
		Full-time permanent	1	6	7
		Full-time contract	0	0	0
Other executives/General managers	-1	Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
		Full-time permanent	3	1	4
		Full-time contract	0	0	0
Senior Managers	-2	Part-time permanent	1	0	1
		Part-time contract	0	0	0
		Casual	0	0	0
		Full-time permanent	43	10	53
		Full-time contract	0	0	0
Other managers	-3	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

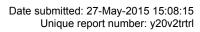
Non-manager occupational	Employment				aduates (if	No. of apprentices (if applicable)		Total	
categories	status	F	М	F	M	F	М	employees	
	Full-time permanent	5	20	0	0	0	0	25	
	Full-time contract	0	0	0	0	0	0	0	
Professionals	Part-time permanent	0	0	0	0	0	0	0	
	Part-time contract	0	0	0	0	0	0	0	
	Casual	0	0	0	0	0	0	0	
	Full-time permanent	0	0	0	0	0	0	0	
	Full-time contract	0	0	0	0	0	0	0	
Technicians and trade	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	
	Full-time permanent	0	0	0	0	0	0	0	
	Full-time contract	0	0	0	0	0	0	0	
Community and personal service	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	
	Full-time permanent	97	7	0	0	0	0	104	
	Full-time contract	0	0	0	0	0	0	0	
Clerical and administrative	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	
	Full-time permanent	5	1	0	0	0	0	6	
Sales	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	apprentices)			aduates (if icable)	No. of apprentices (if applicable)		Total employees
Categories		F	M	F	M	F	М	employees
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Machinery operators and drivers	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
	Full-time permanent	0	1	0	0	0	0	1
	Full-time contract	0	0	0	0	0	0	0
Labourers	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Others	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







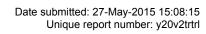
## Reporting questionnaire

Gender equality indicator 1: Gender composition of workforce

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

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

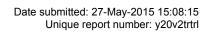
SUPPORT GENDER EQUALITY III Telation to.
1.1 Recruitment?  Yes (you can select policy and/or strategy options) Standalone policy Policy is contained within another policy Standalone strategy Strategy is contained within another strategy  No No, currently under development No, insufficient human resources 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 Strategy 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







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
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
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
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
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
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
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
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
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
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>





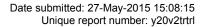


☐ Standalone strateg☐ Strategy is contain	and/or strategy options)  I within another policy						
<ul> <li>No</li> <li>No, currently under develo</li> <li>No, insufficient human reso</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>							
1.11 You may provide details of other 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 the team members and has training programs to assist with developing their skills and with career advancement.							
Globally the Company has a h Company's commitment to ge Middle East Women Leaders advantages for women".	nder diversity is evidend	ed by the fact that it v	vas voted in the				
1.12 Should you wish to pr Gender equality indicator 1, pl	ovide additional informa lease do so below:	tion on any of your re	sponses under				
Gender equality indicator 2: G	ender composition of go	overning bodies					
2 Does your organisation body/board?  ☑ Yes ☐ No	on, or any organisation y	ou are reporting on, h	ave a governing				
2.1 Please complete the t governing bodies/boards you composition (in numbers, not include what percentage target year the target is to be reached	percentages) of that gover thas been set relating t	organisation, enter the verning body/board; a	e gender nd where in place,				
IMPORTANT NOTE: where an enter the gender composition set for that particular governin column and leave the 'Year to from 0-100 in the '% Target' coreached' column.	NUMBERS of that gove ig body/board, please er be reached' column bla olumn and a date in the	rning body/board. If nater the number 0 in the nk. Otherwise, please format of YYYY in the	o target has been ne '% Target' e enter a number				
Organisation Gender NUME Organisation (NO name percenta chairper	BER NUMBER (NOT NUMBER (NOT NOT NOT NOT NOT NOT NOT NOT NOT NOT	or 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							
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		Ι							
30									
any tick	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):								
$\boxtimes$ (		mpany h nior exect	utive posit			nen across all em are no women or	ployment levels, n the Board. Board		
	The proportion and on the Boa					anisation, senior e	executive positions		
	Full time emplo Consolidated e Senior executiv Board	ntity res 2	otal no. 776 22	Women 84% 55% 0%	% Men% 16% 45% 100%				
	y/board member/es Standale Policy is Standale Strategy No No, in place for solo, currently un No, insufficient h	ers for AL one police s containe one strate y is contai some go der deve	L organis  y ed within a egy ained within  verning be lopment esources s	ations covantions cova	vered in thi	election strategy for seport?	or governing		
	has a culture th Directors and M	/ de details nas not e lat both e lanagem chieving	established embraces ent believ gender di	and achie	eves divers shment of a	ncerning diversity ity in its global op a written policy wit ng any efficiency	erations. The		

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.



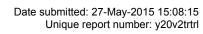


	Full- time females	Part- time females	Full- time males	Part- time males
Equity partners who ARE key management personnel (KMPs) (excluding your managing partner)				
Equity partners who are NOT key management personnel (KMPs)				

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
<ul> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, included in workplace agreement</li> <li>No, don't have expertise</li> <li>No, salaries set by awards or industrial agreements</li> </ul>
<ul> <li>No, non-award employees paid market rate</li> <li>□ No, not a priority</li> <li>□ No, other (provide details):</li> </ul>
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):
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>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 paincreases occur only when there is a change in tenure or qualifications)</li> <li>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)</li> <li>No, non-award employees are paid market rate</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>

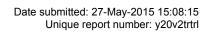
4.01 Should you wish to provide details on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like, organisation-wide), please do so below: Like for Like comparison of similar job roles within the Australian organisation as a whole.







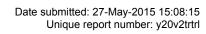
4.1 Were any actions taken as a result of your gender remuneration gap analysis?  Yes - please indicate what actions were taken (more than one option can be selected):  Created a pay equity strategy or action plan  Identified cause/s of the gaps  Reviewed remuneration decision-making processes  Analysed 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):
<ul> <li>No</li> <li>No unexplainable or unjustifiable gaps identified</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, salaries set by awards or industrial agreements</li> <li>No, non-award employees are paid market rate</li> <li>No, unable to address cause/s of gaps (provide details why):</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>
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
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):
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







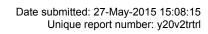
☐ No, ☐ No,	government sci don't know how not a priority other (provide o							
7 utilised			d) during the p	nale and male non-r ast reporting period' Secondary ca Female	?			
N	/lanagers	1	0	0	0			
Nor	n-managers	7	0	0	1			
8 leave?			kforce has acc	ess to employer fun				
	Primar	y carer's leave		Secondary carer's leave				
%		0		0				
No No, No, No, No, No, Tre	☐ Yes ☐ Standalone policy ☐ Policy is contained within another policy ☐ Standalone strategy ☐ Strategy is contained within another strategy							
No No, No, No, Tre	responsibilities?  Standalone Policy is co Standalone Strategy is  currently under insufficient hum included in wor don't have expe don't offer flexil not a priority other (provide of eated on a case aployer.	e policy entained within anot e strategy contained within ar development nan resources staff kplace agreement ertise ble arrangements details): by case basis depe	ther policy nother strategy ending on requ	uirements of both en	nployee and			
11 caring ☐ Yes ☐ No	responsibilities?		d measures to	support employees	with family and			







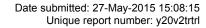
<ul> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>								
Do you have a formal policy or formal strategy to support employees who are experiencing family or domestic violence? ☐ Yes								
<ul> <li>☐ Standalone policy</li> <li>☐ Policy is contained within another policy</li> <li>☐ Standalone strategy</li> <li>☐ Strategy is contained within another strategy</li> </ul>								
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, included in workplace agreement</li> <li>No, not aware of the need</li> <li>No, don't have expertise</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>								
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):								
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, not aware of the need</li> <li>No, don't have expertise</li> <li>No, not a priority</li> <li>No, other (provide details):</li> <li>The company would provide any necessary support to an employee who we were aware was experiencing family or domestic violence.</li> </ul>								
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):								
	Fer	<u>Mana</u> male	agers M	ale	Fer	<u>Non-ma</u> male	anagers M	ale
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal
Flexible hours of work								
Compressed working weeks		$\boxtimes$						
Time-in-lieu								
Telecommuting								
Part-time work								







	Managers		Non-managers						
	Female Formal Informal		Male		Female Informal Form			Male	
Job sharing	Formal	Informal	Formal	Informal	Formal	Informal 🖂	Formal	Infor	
Carer's leave									
Purchased leave									
Unpaid leave								×	
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									
<ul><li>14.3 Should you wish to provide additional information on any of your responses under Gender equality indicator 4, please do so below:</li><li>Gender equality indicator 5: Consultation with employees on issues concerning gender</li></ul>									
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):									
<ul> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>									
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									
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									



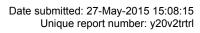




	☐ Strategy is contained within another strategy
<ul><li>No, i</li><li>No, i</li><li>No, i</li><li>No, i</li><li>No, i</li></ul>	currently under development insufficient human resources staff included in workplace agreement don't have expertise not a priority other (provide details):
Yes No No, No, No, No, No, No,	Do you include a grievance process in any sex-based harassment and discrimination ion policy or strategy?  currently under development insufficient human resources staff don't have expertise not a priority other (provide details):
☐ Yes	Does your workplace provide training for all managers on sex-based harassment and ination prevention?  - please indicate how often this training is provided ('At induction' AND one of the otions 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, i	currently under development insufficient human resources staff don't have expertise not a priority other (provide details):
17.1 Gender	Should you wish to provide additional information on any of your responses under equality indicator 6, please do so below:

#### Other

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:					