

2025 | DI&B | Diversity,
Inclusion &
Belonging

3rd February 2026



Since the founding of Service Innovation Group, we've envisioned building a business that future generations can be proud of. Creating a diverse, equitable, and inclusive organisation is central to achieving that vision.

Our mission is to help businesses thrive—and to do so, it's essential that our workforce reflects the diversity of the clients, partners, and communities we serve.

We are committed to fostering a culture where everyone can do their best work, with equity and inclusion embedded as core principles alongside performance.

Diversity and inclusion are not just values—they are foundational to who we are.

They inform our decisions and shape our path for sustainable growth.

Our 2025 data highlights the strides we've made toward our commitments, while also pointing us to areas that require renewed focus.

This ensures we continue creating meaningful, equitable experiences for our people and our partners.

This year's report showcases a notable increase in our headcount across the business and our work towards a diverse and inclusive workplace for everyone that works for Service Innovation Group



At Service Innovation Group, building a resilient, high-performing, and inclusive organisation is a cornerstone of our strategic priorities. Our annual Diversity Report provides a transparent reflection of our progress and an honest assessment of the journey ahead.

It serves as a moment to celebrate the strategies and successes that have driven meaningful change—while also identifying areas where we must grow. Crucially, this report allows us to share our vision of diversity, inclusion, and belonging with our employees, candidates, clients, and partners.

Reflecting on the 2024–2025 period, we are proud of the tangible progress we've made, while acknowledging where further focus is needed:

B Corp Certification: Achieving B Corp status marks a significant milestone in our commitment to inclusivity and responsible business.

Gender Representation: Our workforce is composed of 60% women, 37% men, and 3% transgender or preferred not to say (PNTS)—with a 3% year-on-year increase in gender diversity.

Gender Pay Equity: According to HMRC data, women represent 61.7% of employees in the highest-paid quartile and 65.2% in the lowest-paid quartile.

Ethnic Diversity: We continue to build a multicultural workforce, with 14% of our employees identifying as Asian (a 3% increase YOY), 7% identifying as Black, Mixed Race, or PNTS, and 82% as White.

LGBTQ+ Inclusion: We've seen encouraging progress in LGBTQ+ representation, with 13% of employees identifying as non-heterosexual or PNTS—a notable increase of 8% compared to the previous year.

We are proud of these achievements and remain committed to continuous improvement. Diversity, equity, and inclusion are not end goals—they are ongoing commitments that shape our identity and our future.

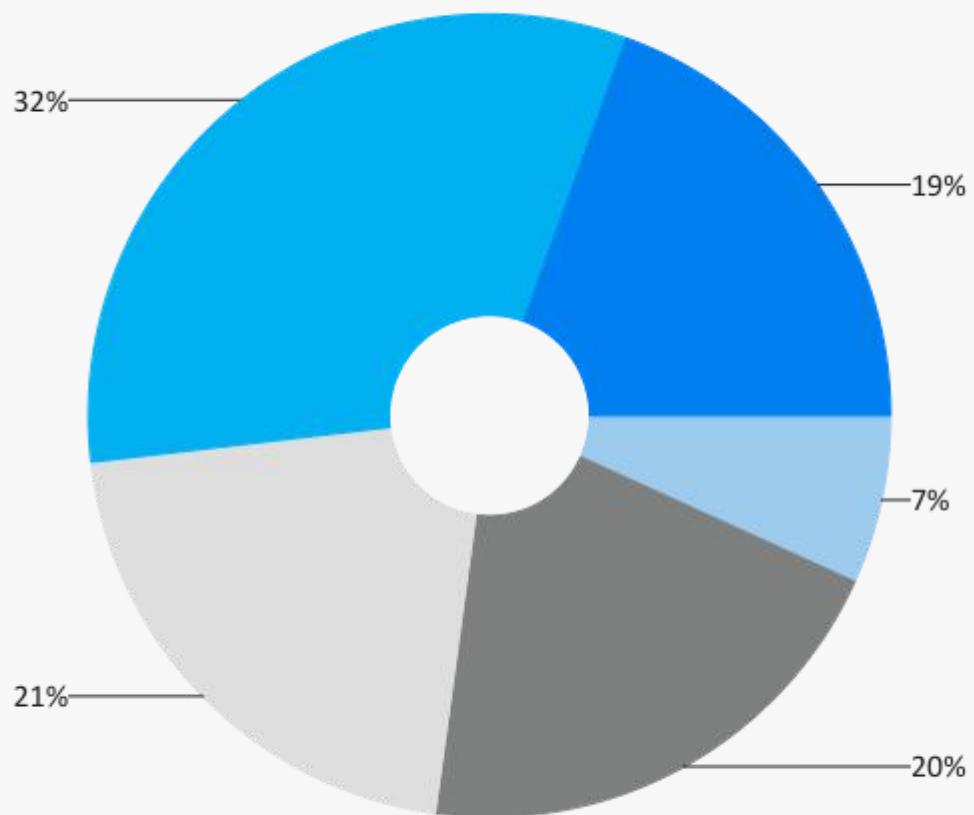
Representation at Service Innovation Group

Representation of employees at Service Innovation Group in Age, Gender, Orientation, Ethnicity, Religion, Marital Status & Disability.



Representation of employees at Service Innovation Group by age.

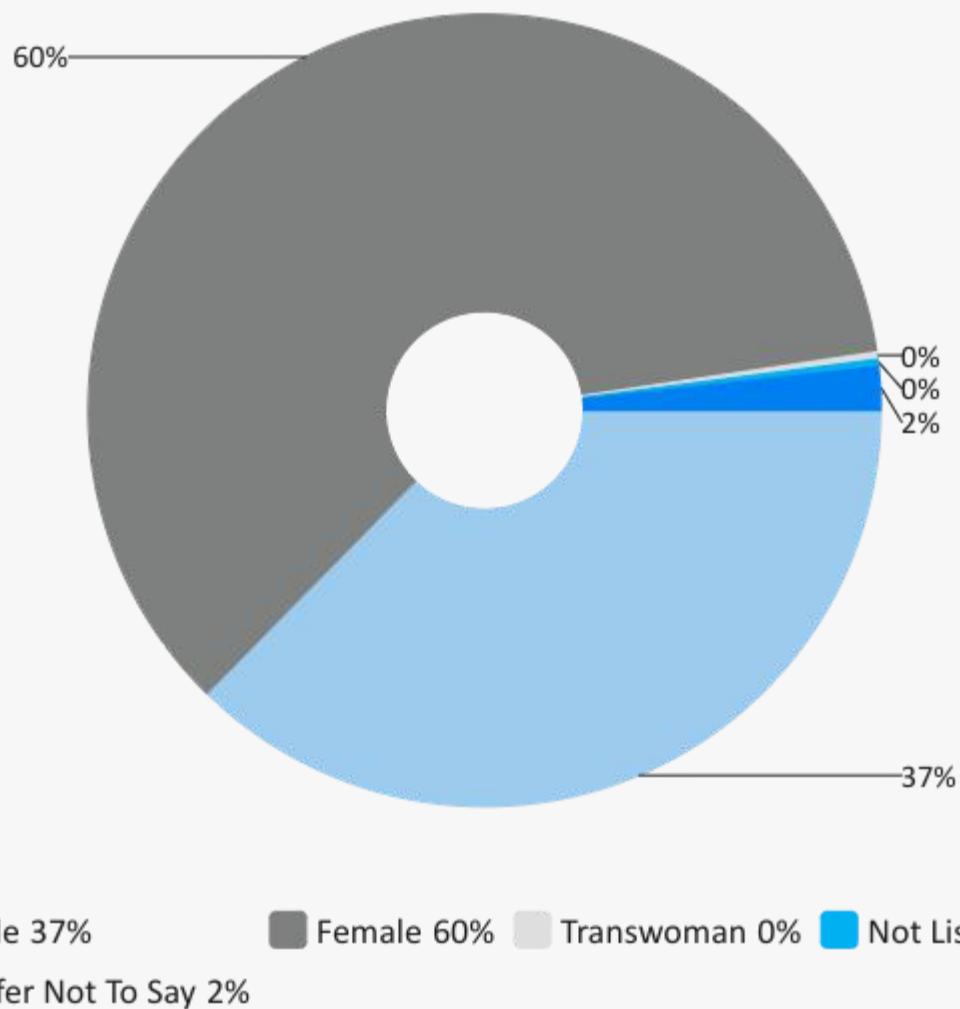
Representation by Age



■ 25-34 7% ■ 35-44 20% ■ 45-54 21% ■ 55-64 32% ■ 65+ 19%

Representation of employees at Service Innovation Group by gender.

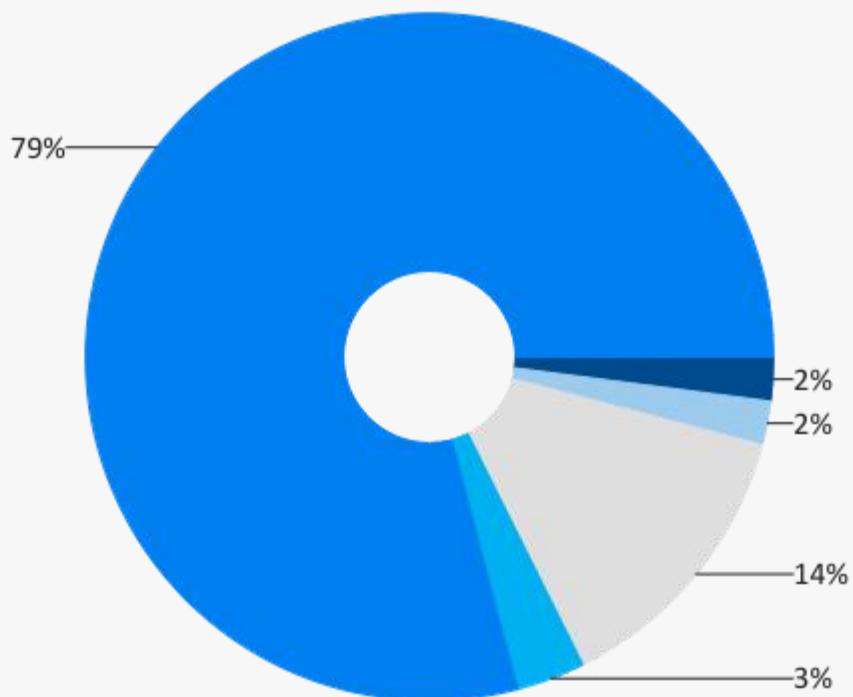
Representation by Gender



Male 37% Female 60% Transwoman 0% Not Listed 0%
Prefer Not To Say 2%

Representation of employees at Service Innovation Group by ethnicity.

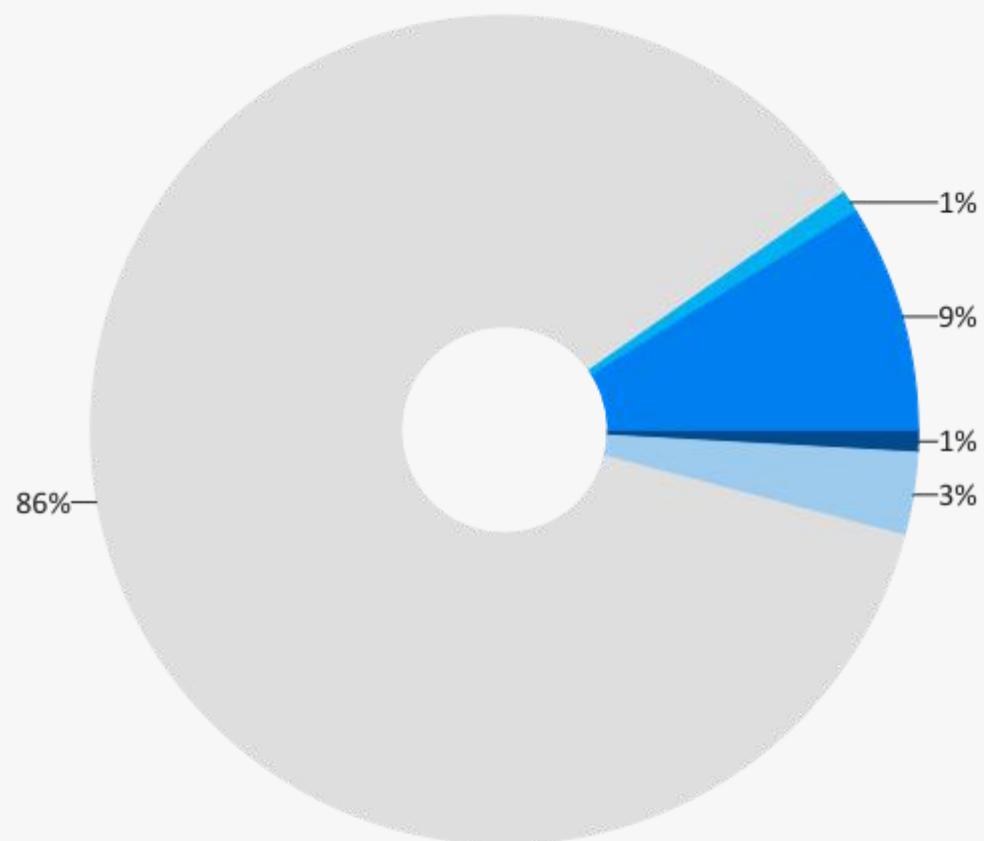
Representation by Ethnicity



- Mixed or multiple ethnic groups 2%
- Black, Black British, Caribbean or African 2%
- Asian or Asian British 14%
- PNTS 3%
- White, White British 79%

Representation of employees at Service Innovation Group by orientation.

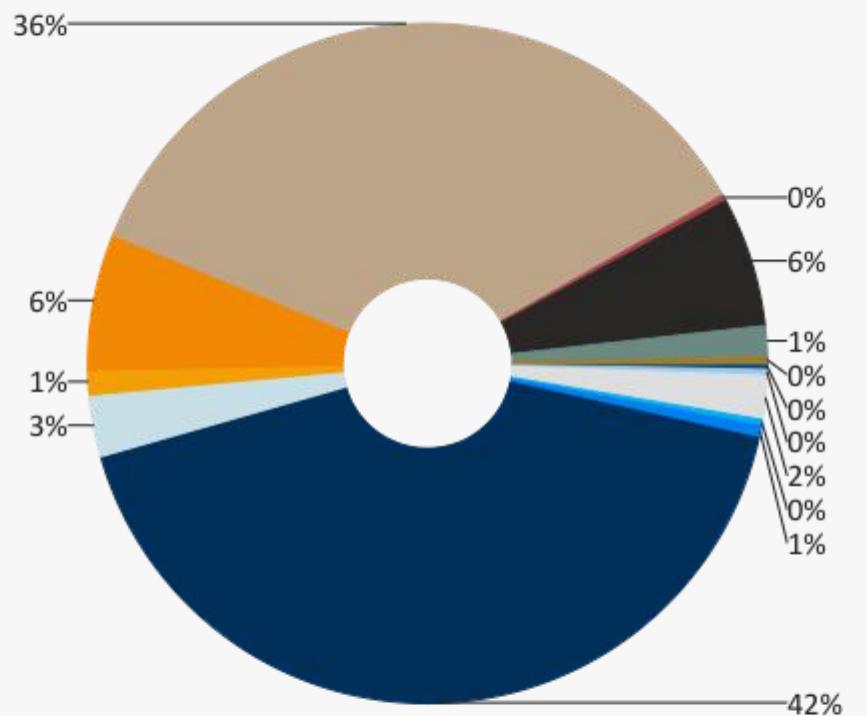
Representation by Orientation



■ Bisexual 1% ■ Gay 3% ■ Heterosexual 86% ■ Lesbian 1% ■ PNTS 9%

Representation of employees at Service Innovation Group by Religion.

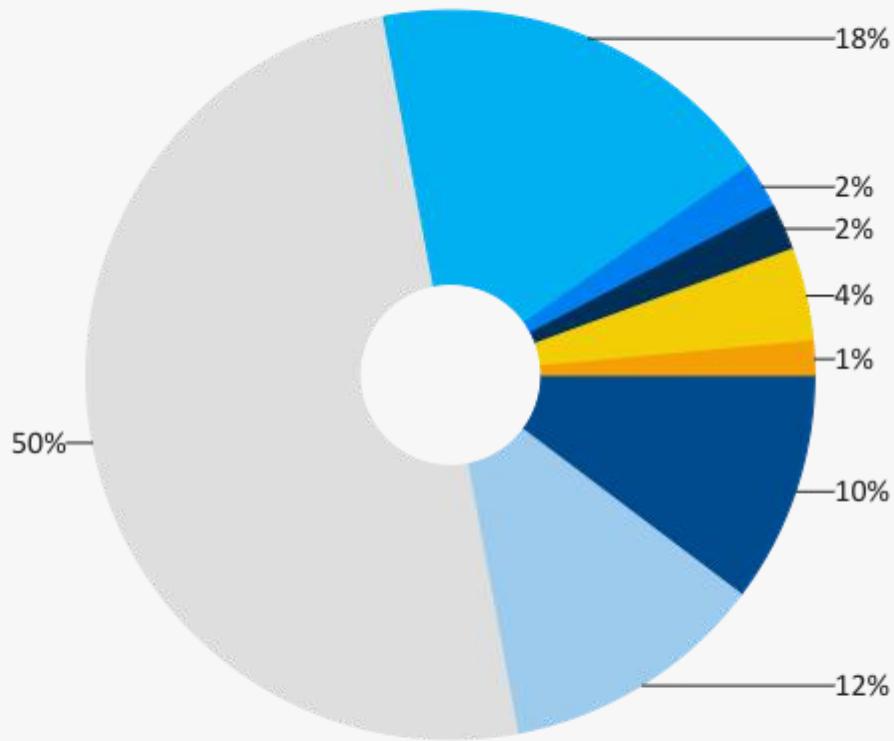
Representation by Religion



- Agnostic 0% ■ Agnostic Theist 0% ■ Atheist 2% ■ Buddhist 0%
- Catholic 1% ■ Christian 42% ■ Hindu 3% ■ Jewish 1%
- Muslim 6% ■ No Religion 36% ■ Pagan 0% ■ PNTS 6%
- Sikh 1% ■ Spiritual 0%

Representation of employees at Service Innovation Group by relationship status.

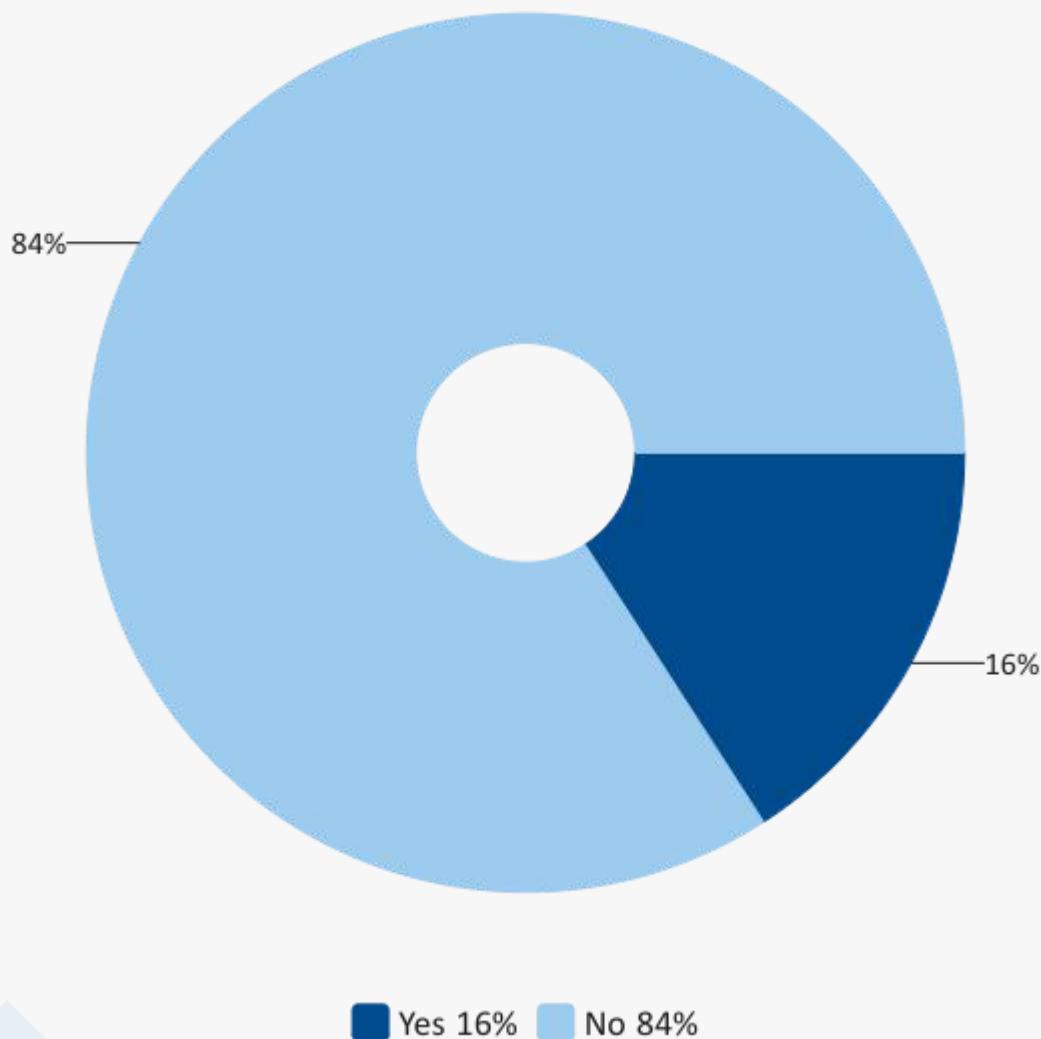
Representation by Relationship Status



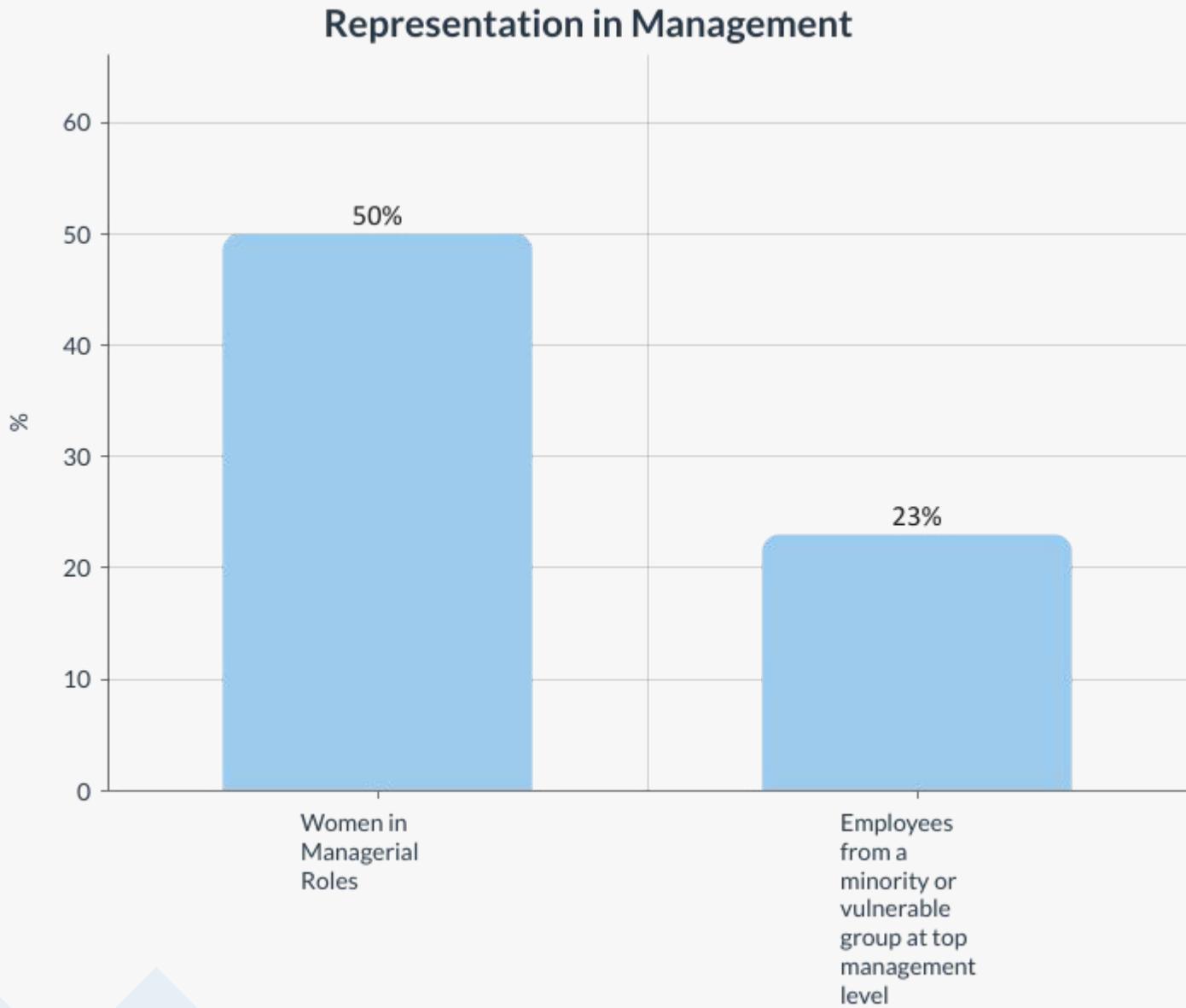
- Divorced/Seperated 10%
- Single 18%
- PNTS 4%
- Domestic Partnership 12%
- Widowed 2%
- Separated 1%
- Civil Partnership 2%
- Married 50%

Representation of employees at Service Innovation Group by disability status.

Representation by Disability Status



Representation of employees at Service Innovation Group in management roles





EXCELLENCE – MADE IN EUROPE

DI&B

Diversity, Inclusion & Belonging

