

GENDER PAY GAP REPORT 2020



INTRODUCTION



The data in this report is a snapshot of 5th April 2020 when the UK was in lockdown due to the COVID-19 pandemic. There is a small increase in the gender pay gap compared to the previous year which is not what we are striving for.

Our work continues daily to improve the equity balance between women and men in our business, as with any journey ours is full of twists and turns that will get us to our destination together. Equality between genders is what we are aiming for and will continue to push in a post COVID-19 world where societal recovery is the biggest challenge we will face.

I confirm that the data in this report has been calculated according to the requirements of the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

James Bain, Chief Executive Officer, Worldline IT Services UK Limited

OVERVIEW

Our headline pay gap figures as at April 2020 for Worldline IT Services UK Limited for both the median and mean values increased marginally to 19.78% and 16.17% respectively compared to the previous year, an increase of less than 1% for both measures.

This is the fourth set of gender pay gap results we have presented for Worldline in the UK, which affords us an opportunity to look back on the progress we have made over the last three years whilst acknowledging there is still more to be done. During this period, the representation of women in our business has increased from 27% in 2017 to 29% this year. And, during that same time, the median and mean pay gaps have reduced by 1.38% and 7.32% respectively.

At the end of 2019, we appointed a Head of Equity, Diversity and Inclusion (EDI) and now have an EDI strategy in place that is aligned to our strategic business priorities. Our focus is on actions not words and we have prioritised actions which are in progress. We are committed to fostering a culture of trust and belonging where everybody has equal opportunity and support to flourish and is respected and valued for embracing what makes them unique.

GENDER PAY GAP FIGURES FOR WORLDLINE IT SERVICES UK LIMITED

The following shows data as of the snapshot date of 5 April 2020 compared to our 2019 data.

	2020	2019	2020 vs 2019
HOURLY WAGES PAY GAP			
Median Gender Pay Gap	19.78%	19.68%	▲ 0.10%
Mean Gender Pay Gap	16.17%	15.55%	▲ 0.62%

BONUS PAY GAP			
Median Bonus Pay Gap	19.82%	23.07%	▼ 3.25%
Mean Bonus Pay Gap*	42.00%	44.80%	▼ 2.80%

WHO RECEIVED BONUS PAY			
Women	53%	58%	▼ 5%
Men	64%	66%	▼ 2%

*The Mean Bonus Pay Gap is in favour of women.



PROPORTION OF WOMEN IN EACH PAY QUARTER

Men █ Women █

Top Quartile

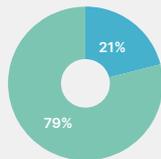


% of females

▲
3%

Increase of **6%**
since first publication

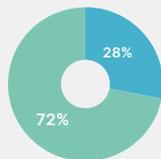
Upper Middle



% of females

▼
2%

Lower Middle



% of females

▲
1%

Lower Quartile



% of females

▲
4%

Key insights from our data

Although we have made some progress, we are committed to doing more. Our challenges are to continue to increase the number of women applying to Worldline vacancies and the number of women progressing into the top quartiles.

As part of our Internal First policy, we offer opportunities for our people to move to different roles and support them to gain experience, which over time will contribute to more women progressing and becoming eligible for bonus. During 2020 our data has shown strong evidence of more women applying for and being promoted to key roles.

Due to the Internal First policy, it is more likely that external hires will be at more junior grades. In the short term, this may result in the gender gap widening and less new joiners receiving a bonus until they progress to the level where they become eligible for a bonus.

Working towards reducing our gap

Although the fields of IT and Engineering have traditionally been dominated by men, currently 29% of our workforce in the UK are women. We constantly strive to improve this proportion. 40% of our executive leadership team are now women, an increase of 30% since our last report. 30% of our senior leadership team are women.

Our EDI and HR strategies are closely aligned to our business priorities and are informed by qualitative and quantitative data as follows:

Qualitative data includes Great Place to Work survey, focus groups on progression and development, 1-1 dialogue. In addition, our five employee network groups recently collaborated on the creation and issue of a bespoke EDI survey to all employees. The responses are contributing to ensuring the networks are meeting the needs of those they are seeking to serve.

Quantitative data includes quarterly tracking of key data related to representation across the employee lifecycle– for example, representation (age, gender, race) in recruitment, performance management, promotion, attrition.

The combination of this data informs us of what is working well and what needs additional attention and our EDI status and actions are reviewed quarterly with the CEO and direct reports, our Senior Leadership team and with the Executive Sponsors and Leads of our networks.

Examples of progress we have made

- Succession plans consistently taking representation into account and challenged where this is not the case
- Holding focus groups on progression and development, specifically seeking input on promotions and working with this group to create a career framework
- Encouraging all to create and agree an Individual Development Plan (IDP) with their manager and to monitor progress on actions agreed
- Increased flexible working in line with individual and business needs
- Enhancing family focus in our policies – for example enhanced leave for those with premature babies as a result of signing up to [The Smallest Things Employer with Heart Charter](#)
- Creation of five new networks at the end of 2020 each with Executive Sponsors and Network Leads: Age/Generations, Gender, One World Network (Race), DAWN (Disability and Wellbeing), LGBTQIA.
- Events and articles aimed to engage and educate our people taking intersectionality into account. For example, Let's Talk About Menopause, International Women's Day, International Men's Day, Black History Month, LGBT History Month, Jeans for Genes, World Deaf Day, World Mental Health Day

ABOUT WORLDLINE

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2020 Worldline generated a proforma revenue of 4.8 billion euros.



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