

# Gender and Ethnicity Pay Gap Report 2023



# Introduction

Identifying and understanding the gaps is the first step towards addressing inequalities and creating a fairer and more inclusive workplace, and here at Worldline we continue to focus strongly in this area to create an inclusive and equitable workplace for all our employees. We firmly believe that every employee, regardless of their ethnicity or gender, should have equal opportunities and access to promotions.

Addressing these gaps is a priority for us and this report will again be used to build our roadmap of targeted initiatives that will help maintain and improve our workplace today. The findings of this report are not just numbers they represent the lived experiences of our employees today and show us that we can make a difference and create a workplace where diversity is celebrated, and everyone feels **valued, respected, and empowered to reach their full potential. That is our firm commitment and belief at Worldline, to build a better and more equitable future for all.**



**Johnathan Astbury**  
Chief Executive Officer  
Worldline IT Services UK Limited

"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."



# Overview

At the core of our business strategy is a commitment to build a culture that is inclusive of all and psychologically safer, embracing openness and transparency. Addressing gender equality is embedded into our DNA.

Our EDI strategy, which is the accountability of our senior leaders to deliver, comprises:



## Engaging systemic change

Policies/processes, monitoring and analytics, employee lifecycle.



## Embracing societal change

Challenging clients and suppliers, community engagement.



## Empowering cultural change

Inclusive leadership, employee networks/pillars, role models and supporters.

Over the past 3 years, we have been focused on cultivating and nurturing a talented and diverse pipeline of women and ethnic minority colleagues within our business. Our goal is to provide support for their development and advancement. As part of this strategy we have onboarded over 70 apprentices since 2021.

## Gender Pay Gap

According to a [Diversity in Tech](#) 2024 report, 73% of jobs are held by men, and 62% of jobs are held by white employees in the tech industry, where the pay gap can be as high as 28%.

Women accounted for 30.4% of the population in the snapshot data, representing a 1% increase from the previous year. Additionally, 64.6% of women hold positions in lower grades 0-4, compared to 49.1% of men, contributing to the gender pay gap.

The mean has increased slightly by 1.07% with a gap of 14.37%. The median has increased by 2.46% to 25.94%. Our mean bonus gap is 0.67%, and the median is 25.46%, marking a reduction of 4.9% from the previous year.

Over time, our efforts to attract and support women in the company will help reduce the pay gap, and examples of these strategies are available later in this report.

## Ethnic Minority Pay Gap

As part of our EDI strategy, we are committed to voluntarily reporting our Ethnicity Pay Gap. Ethnicity declaration rate was at 85.7% on 5th April 2021 and increased by 5.1% to 90.8% by the end of December 2023. This high rate of declaration enables us to track the Ethnicity Minority pay gap.

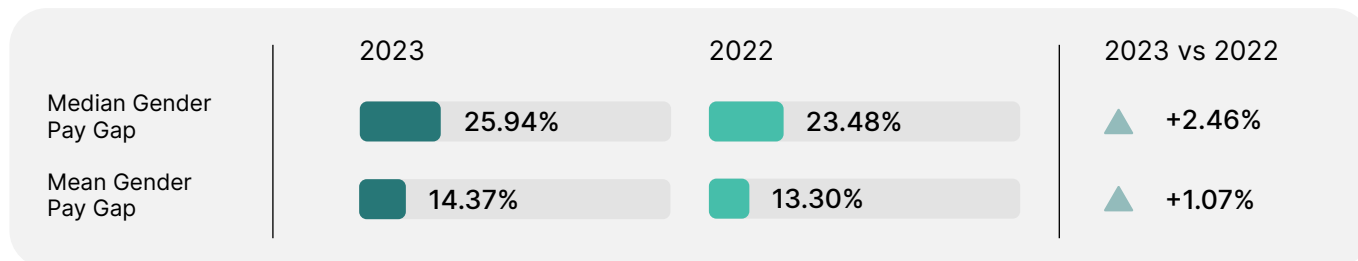
We had 44 employees in the 2021 snapshot data who identified as Ethnic Minority and in the 2022 snapshot data there were 67 (15.2%). As at the end of December 2023 87 employees (19.5%) identified as Ethnic Minority. Since September 2020 our Ethnic Minority population has increased considerably from 10% to 19.5%, an increase of 9.5%.

The mean pay gap is 5.31%, reduction of 12.4%. The median pay gap is 0.31% in favour of Ethnic Minority employees. The mean bonus pay gap is 39.8%, while it may appear high this is a reduction of 7.61% from last year. The median also reduced slightly.

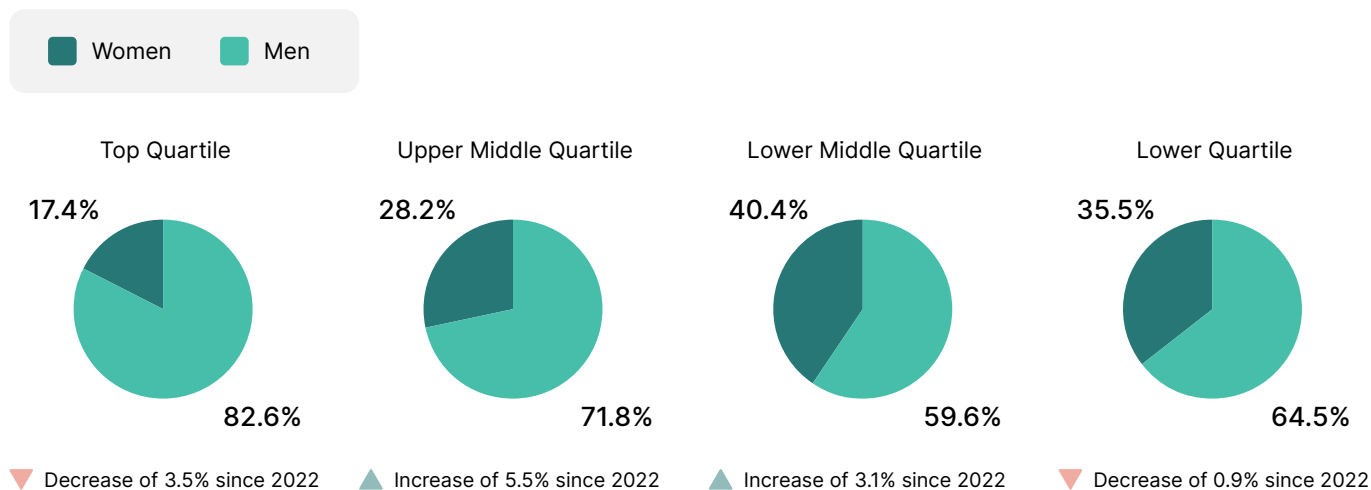
# Gender Pay Gap Figures for Worldline IT Services UK Limited

The following shows data as of the snapshot date of 5 April 2023 compared to our 2022 data.

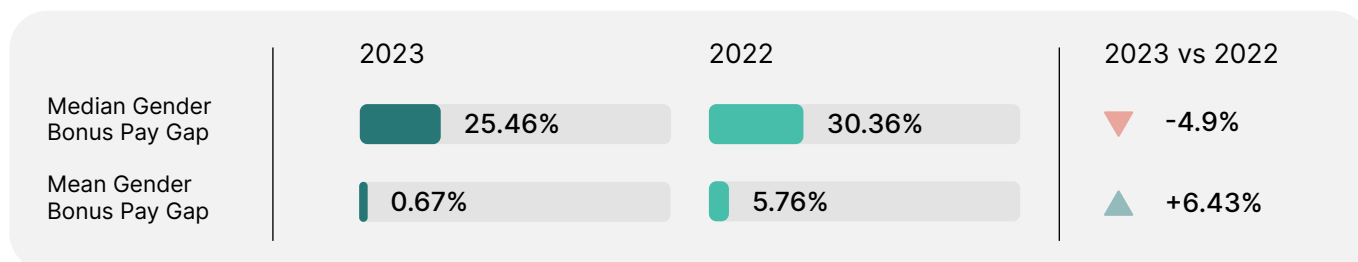
## Hourly wages pay gap



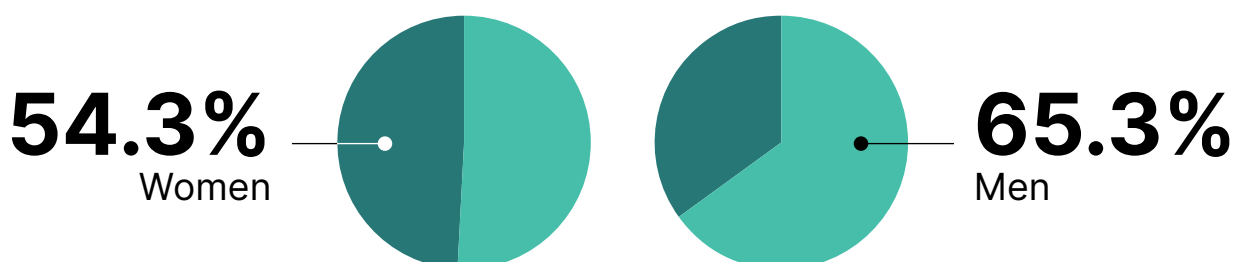
## The percentage of women in each pay quarter



## Bonus pay gap



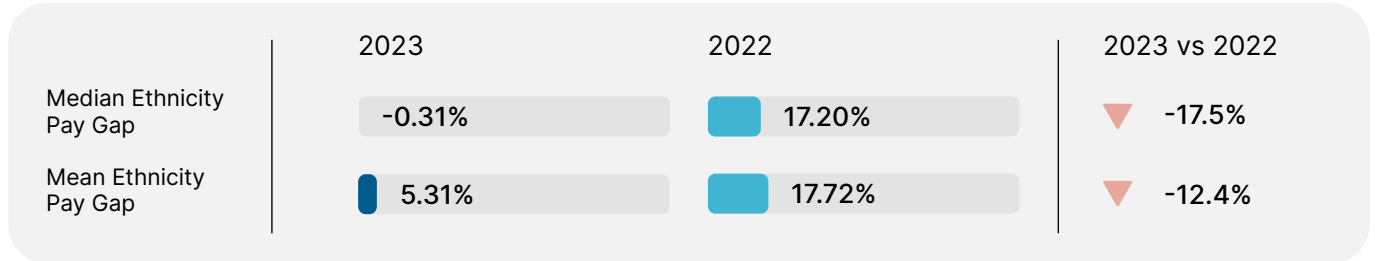
## Who received bonus pay



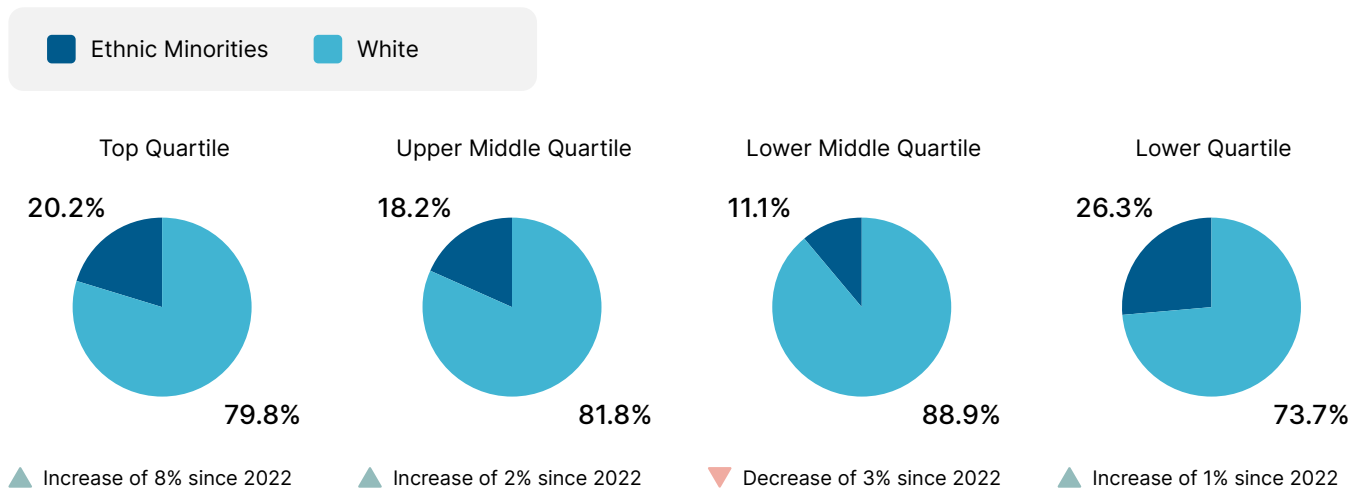
# Ethnicity Pay Gap Figures for Worldline IT Services UK Limited

The language in this section uses guidelines from the [UK government](#) when writing about ethnicity. We use 'Ethnic Minorities' to refer to all ethnic groups except the following who are grouped as White: English, Welsh, Scottish, Northern Irish or British, Irish, Gypsy or Irish Traveller, Roma and any other White background.

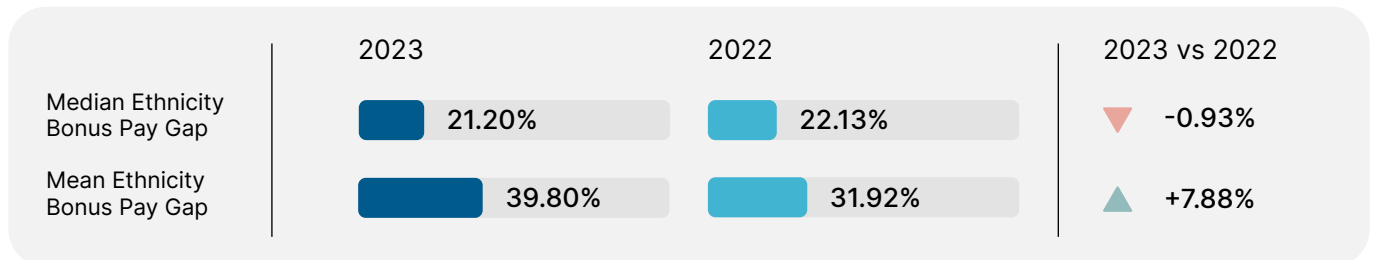
## Hourly wages pay gap



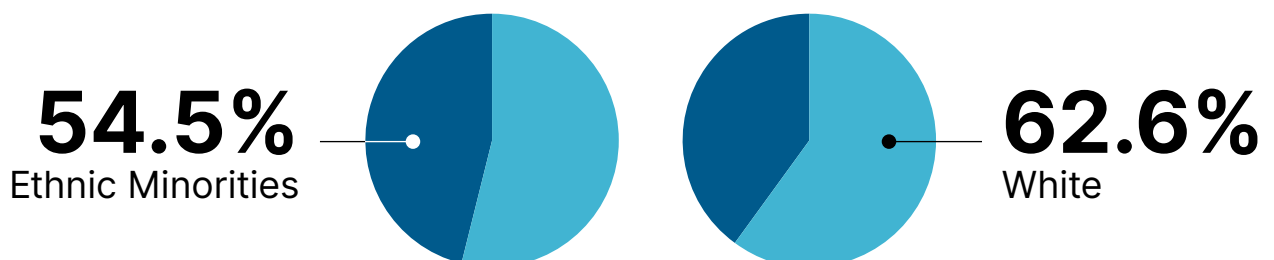
## The percentage of Ethnic Minorities in each pay quarter



## Bonus pay gap



## Who received bonus pay





# Key insights from our data

Analysis of our data reflects the following:

## #1

Our snapshot data shows 30% of our workforce in the UK are women.

## #2

Our snapshot data shows 17.1% of full relevant employees in our gender pay data set identified as Ethnic Minority.

## #3

In 2023 we filled some senior appointments with people who identify as Ethnic Minority to address the balance of white employees in senior roles.

## #4

We have seen a drop of women in the top quartile but an increase in the middle quartile.

## #5

We have invested in building a pipeline of talent through our recruitment of apprentices. This supports our longer term strategy and enables us to hire more women and Ethnic Minority talent into the organisation. This may initially negatively affect our pay gap as they are junior roles but over time will help reduce the gap. We have an internal first policy guaranteeing internal applicants an interview which will support career progression.



# Working towards reducing our gap

We have made some great progress on our EDI strategy to improve our people's experience at Worldline. Some of the initiatives and achievements to date are:



- Women in Rail Awards 2023: Woman Apprentice of the Year Highly Commended.
- National Apprenticeship Awards Regional Winners.

## Ethnic Minority

- Our efforts and campaign to increase voluntary ethnicity declaration rate. **October 2020 84%, October 2021 88%, October 2022 89.6% +5.6%.**
- We have achieved our ambition for 15-20% employees who identify as Ethnic Minority by the end of 2022. **October 2020 10%, October 2021, 12.3%, October 2022 17.2%, +7.2%.**
- Achieving [Race Equality Code](#) Accreditation in May 2021 and delivering against the action plan to which we have committed. Quality Mark accredited until May 2024.
- Signatories of [Business in the Community Race at Work Charter](#).

## Gender

- In 2023 appointed a woman as Sales Director in the UK.
- Times Top 50 Employers for Gender Equality – achieved in 2022 and 2023.
- Wise Women monthly community space for women to share the ups and downs of life, dream big, draw on our collective wisdom and empower each other.
- One of Many coaching in women's leadership and empowerment - one of our senior women is a certified One of Many Coach/One of Many Trainer. She ran a pilot 12 week Embracing Women's Leadership development programme in 2023 for women with fantastic feedback. Running more in 2024.
- Great Place to Work feedback: "The company is genuinely committed to creating a more diverse and inclusive organisation." 90% of women agree. "Women are given equal opportunities to reach managerial positions." 81% of women agree.
- To support women's employment, in 2023 we introduced a Miscarriage Policy and Wellbeing Policy outlining how the Company supports employees and partners, providing guidance to Line Managers on supportive actions.
- Introduced diversity training for all line managers. 85% completion in 2023.
- Renamed paternity to family leave and increased leave from 2 to 6 weeks at full pay.
- Increased time off for working parents, carers and grandparents at key milestones such as starting school and school plays, to promote equal parenting and ensure parents, carers and grandparents are able to attend key events in their children's lives.
- 12% of women population promoted in the last year compared to 9.5% of men.

## Gender and Ethnic Minority

- Increased flexible working in line with individual and business needs – our Dynamic Working allows employees to work from home up to 40% of their working week and 100% home working for all during all key school holidays.
- Networks with Executive Sponsors and Leads: Gender, Disability & Wellbeing, Race and Culture, LGBTQ+, Veterans & Families and Sustainability.
- Ran a series of events/webinars and articles to engage and educate our people taking intersectionality into account. For example, International Women's Day, International Men's Day, Black History Month, LGBTQ+ History Month, World Mental Health Day.
- Achieved Disability Confident Level 2.
- Signatories of [The Smallest Things Employer with Heart Charter](#) enhanced paid leave for those with premature babies.
- [Neurodiversity in Business](#) – signatories since July 22.
- Working with external organisations/agencies/communities including Women in Transport, Career Transition Partnership, [Royal National Institute of Blind People](#), STEM Ambassadors.
- Care Concierge introduced: confidential telephone service, access to experts to help find later life care for loved ones.
- Great Place To Work feedback: 93% of employees agree that the company enables them to balance work and personal life compared to 73% in 2021.

# Action plan

The actions we are taking are aligned around three pillars: **Engage, Embrace, Empower.**



## Engage Systemic Change

In order to foster a culture of trust and belonging, where all have equal opportunity to flourish.

### Actions in this area include:

#### **Inclusive policies and processes**

Continual review and improvement, introducing new policies for example increasing full pay family leave from 2 to 6 weeks in 2022. Times Top 50 Employers for Gender Equality, reflection on feedback, action plan created, tracking. Business in the Community Opening Doors Inclusive Recruitment campaign.

#### **Monitoring and analytics**

Qualitative data includes Great Place to Work survey verbatim comments, 1-1 dialogue. Quantitative data includes EDI survey and quarterly tracking of key data (see below). The combination of this data informs us of what is working well and what needs additional attention.

#### **Employee Lifecycle**

Quarterly tracking of key data related to representation across the employee lifecycle– for example, representation (age, gender, ethnicity) in recruitment, performance management, promotion, attrition. Our EDI status and actions are reviewed quarterly with the CEO and direct reports, our Senior Leadership team and with the Leads of our networks/pillars. Key data is shared on our EDI intranet page.



## Embrace Societal Change

In order to invent, innovate, solve complex problems, create customer value, drive growth.

### Actions in this area include:

#### **Clients and suppliers**

Signatories and active members of the Women in Rail and Railway Industry Association Equality, Diversity and Inclusion (EDI) Charter and Rail Unites for Inclusion. Collaborating with signatories and taking actions that promote better equality, diversity and inclusion in UK rail.

#### **Community engagement**

Seeking to widen our recruitment net, for example working with Royal National Institute of Blind People and obtaining the Visibly Better Employer status, achieving Disability Confident Level 2 Employer. Active members of Business in the Community, senior woman is a member of the BITC East Midlands Leadership Board.



## Empower Cultural Change

In order to attract, recruit, develop and retain a diverse workforce for the future.

### Actions in this area include:

#### **Inclusive Leadership**

HR led workshops with Line Managers, workshops with Changing Minds psychologists providing tailored material for line managers/senior managers aimed at creating a psychologically safe work culture.

#### **Diversity and Inclusion Networks**

Our UNITE network both at a global and UK level comprises four pillars: Gender, Disability, Race and Culture, LGBT+. Launch of global "Rainbows all Year" monthly meetings.

#### **Role Models and Supporters**

Internal and external guest speakers during the year, for example sessions on our All Employee Call with RNIB, Thrive Future on Domestic Abuse, Business in the Community, content on Menopause. Safe space monthly drop in sessions for example on dementia, autism, ADHD.



## About Worldline

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, Worldline powers the growth of over one million businesses around the world. Worldline generated a 4.6 billion euros revenue in 2023.

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