



Gender and Ethnicity Pay Gap 2022

Digital Payments for a Trusted World

Introduction

Equity, Diversity and Inclusion is critical to our focus on our people, our planet and business performance. Our work continues to build a culture that is inclusive of all and psychologically safe, embracing openness and transparency.

We develop internal and external relationships that are based on mutual respect and trust following our values of Innovation, Excellence, Empowerment and Co-Operation. We foster 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. Opportunity for all means actions not words. The actions we are taking are making an impact and we are committed to continuing to grow, challenge, adapt and continue to move towards greater representation and balance.

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

We are proud of the progress we have made with our EDI strategy and you can read about some of the accomplishments below in this report. A key part of our strategy is to develop a pipeline of talented women and people who identify as ethnic minority within the business whom we can support to develop and progress. We have a total of 98 apprentices across our class of 2021 and 2022 intakes which has already helped change the diversity of our organisation.



Gender Pay Gap

The median has improved with a slight decrease of 0.75%. The mean has increased slightly at 0.62% with a gap at 13.3%. This is almost 10% lower from when we first started reporting in 2017. We made commission payments to 2 men in April 2022 compared to no payments in April 2021. Had these been paid another time we would have seen the mean pay gap decrease.

Women accounted for 29.3% of the population in the snapshot data. Our mean bonus gap is in favour of women due to senior women in global positions sitting in the legal entity however the gap has reduced so men and women are closer in bonus earnings. This is impacted by shares and bonus payments. We saw a reduction of 8% in both men and women receiving a bonus. This is because we brought people into roles which are not eligible for a bonus.



Ethnic Minority Pay Gap

This year we are voluntarily reporting our Ethnicity Pay Gap for the second time and we are committed to continuing this whether it is made mandatory or not. Ethnicity declaration rate was at 85.7% on 5th April 2021, 90.4% in April 2022. We are pleased to see our efforts to increase declaration rates have resulted in an increase of 4.7%.

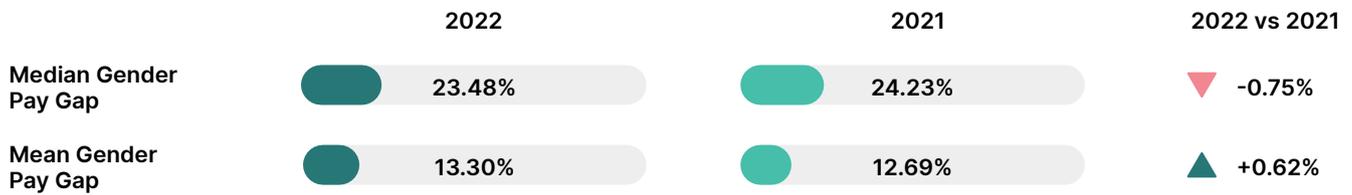
We are learning through this process and as a result have made a correction to our previous year's ethnic minority data in the quartile section.

We had 44 employees in 2021 snapshot data (12.5%) who identified as Ethnic Minority and 67 in 2022 snapshot data (15.2%). Most of our recruitment was at junior grades and were apprentices. This is part of our long term strategy to improve diversity but short term it will mean an increase in the gap as they are on lower salaries and not bonusable.

Gender Pay Gap Figures for Worldline IT Services UK Limited

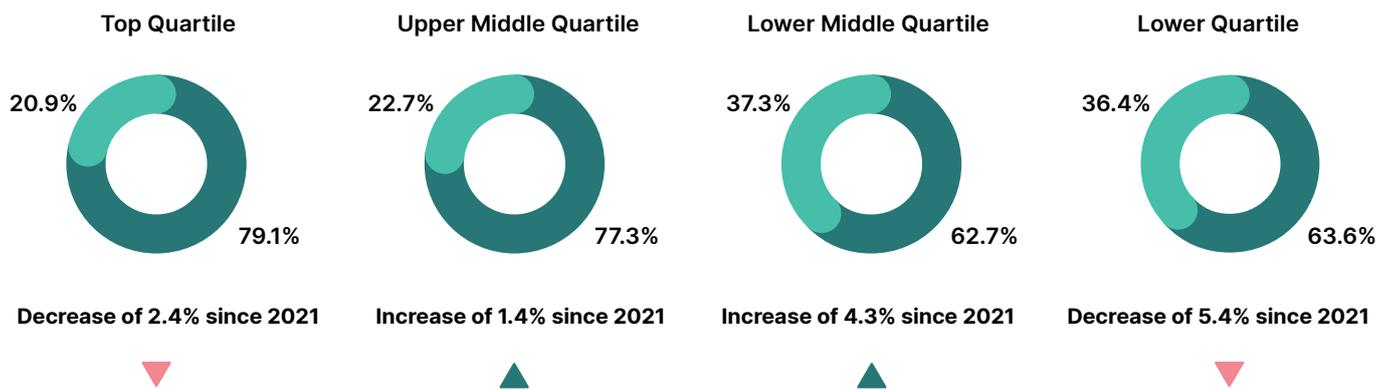
The following shows data as of the snapshot date of 5 April 2022 compared to our 2021 data.

Hourly wages pay gap



The percentage of women in each pay quarter

Women Men



Bonus pay gap



Who received bonus pay



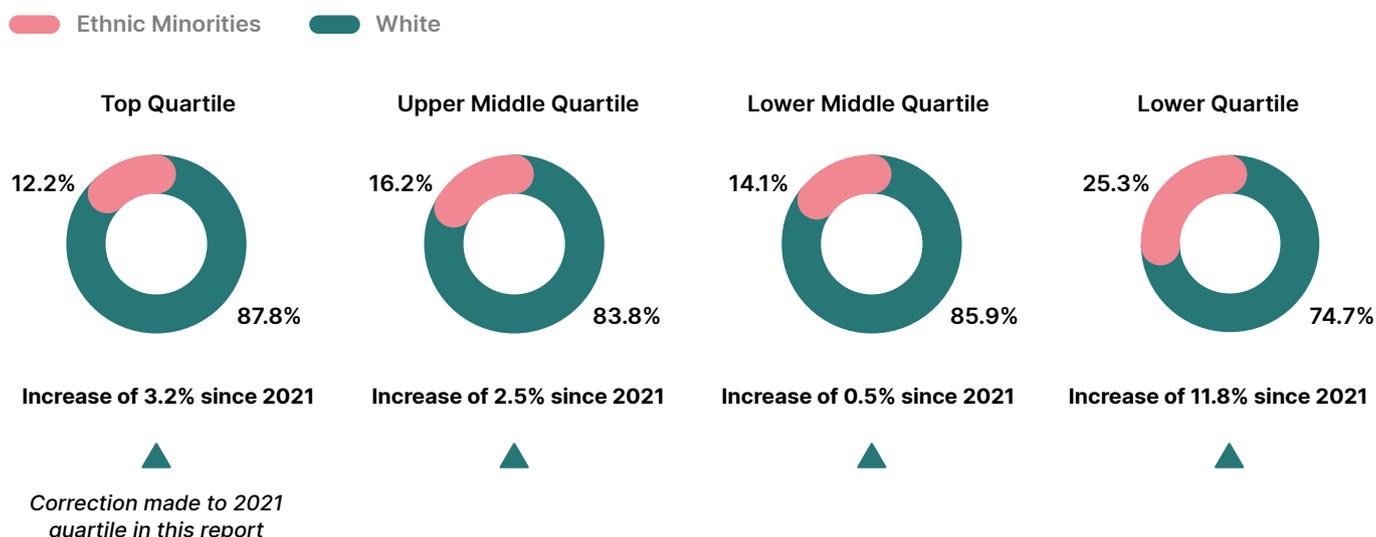
Ethnicity Pay Gap Figures for Worldline IT Services UK Limited

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. All data below is based on voluntary ethnicity declaration rate of 85.7% as at 5 April 2021, 90.4% in April 2022.

Hourly wages pay gap



The percentage of Ethnic Minorities in each pay quarter



Bonus pay gap



*Note: 2021 median was 13.17% in favour of Ethnic Minorities and in 2022 it is 22.13% in favour of white so it has swung 35.3%.

Who received bonus pay





Key Insights From Our Data

Our analysis of our data reflects the following:

#1

Our snapshot data shows 29.3% of our workforce in the UK are women.

#2

Our snapshot data shows 15.2% of our workforce have declared they are from an ethnic minority.

#3

A higher number of white employees are in senior level positions, our aim is to increase the number of colleagues from an ethnic minority and particularly in senior roles.

#4

A higher number of male employees are in senior roles which has an impact on bonus payments and long term incentives. However we are seeing a change in the number of women progressing into senior roles. We first reported 17% of women in the top pay quartile and this is now just under 21%.

#5

We have invested in building a pipeline of talent, taking on a total of 98 apprentices in 2021 and 2022. 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.

#6

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 and ethnic minorities progressing and becoming eligible for bonus.

Working Towards Reducing Our Gap

Considerable time and energy has been devoted to our EDI strategy and progressing actions and initiatives to enhance the experience of working in Worldline and improve our diversity. Examples of steady progress we are proud of include:

Gender

- **UK Board:** percentage of women has increased. October 2020 33%, October 2021 44%, October 2022 50% +17%.
- **Times Top 50 Employers for Women**
– achieved May 2022, first time ever applying.
- **Wise Women**, a monthly community space for women to share the ups and downs of life, dream big, draw on our collective wisdom and empower each other.
- **Women in Leadership programme.** An external program for women to grow in confidence, create positive impact and thrive. In 2022 we invested in 10 spaces.
- **One of Many** coaching in women's leadership and empowerment. One of our senior women is a certified One of many coaches. She offers coaching and includes coaching tools and resources in meetings she facilitates – for example Wise Women.



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 are making progress with our ambition for 15-20% employees to be Ethnic Minority by end 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 and Ethnic Minority

- Increased flexible working in line with individual and business needs – our Dynamic Working offers full time home working during school holidays, 13 weeks annually.
- Women in Rail Awards May 2022 – Head of Diversity and Inclusion received Special Recognition for the Equality, Diversity and Inclusion Award.
- Head of Diversity and Inclusion selected as a member of the Women in Rail/Railway Industry Association Equality, Diversity and Inclusion (EDI) Charter Working Group – April 2022.
- Four active pillars/networks since the end of 2020 each with Executive Sponsors and Pillar/Network Leads: Gender, Disability, Race and Culture, LGBT+.
- During 2022, a total of 59 events/webinars (33) and articles (26) aimed to engage and educate our people taking intersectionality into account. For example, International Women's Day, International Men's Day, Black History Month, LGBT History Month, World Mental Health Day.
- Progressing from achieving Disability Confident Level 1 Committed early in 2021 to Disability Confident Level 2 December 2021.
- Signatories of [The Smallest Things Employer with Heart Charter](#) enhanced leave for those with premature babies.
- Neurodiversity in Business – signatories since July 2022.
- Increased paid paternity leave for partners and increased time off for working parents and grandparents at key milestones such as starting school and school plays, to share out responsibility and ensure parents and carers don't miss key events in their childrens' lives.



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 family leave from 2 to 6 weeks in 2022. Times Top 50 Employers for Women - reflected on feedback, action plan created and in progress. Business in the Community Opening Doors Inclusive Recruitment campaign.

Monitoring and analytics

Qualitative data includes Great Place to Work survey, focus groups on progression and development, 1-1 dialogue. Quantitative data includes 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.



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. 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 for the Blind and obtaining the Visibly Better Employee status, achieving Disability Confident Level 2 Employer. Active members of Business in the Community, our Head of HR is a member of the BITC Race working group, our CEO took part in the Lens Podcast



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 Rob Neil for Black History Month, with Queer Menopause Collective for World Menopause Day, with Autistic Nottingham on Autism at Work, with Royal National Institute for Deaf People.



About Worldline

Worldline [Euronext: WLN] is a global leader in the payments industry and the technology partner of choice for merchants, banks and acquirers. Powered by c. 18,000 employees in more than 40 countries, Worldline provides its clients with sustainable, trusted and innovative solutions fostering their growth. Services offered by Worldline include in-store and online commercial acquiring, highly secure payment transaction processing and numerous digital services. In 2022 Worldline generated a revenue close to 4.4 billion euros. worldline.com

Corporate purpose

Worldline's corporate purpose ("raison d'être") is to design and operate leading digital payment and transactional solutions that enable sustainable economic growth and reinforce trust and security in our societies. Worldline makes them environmentally friendly, widely accessible, and supports social transformation.



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