

Gender and Ethnicity Pay Gap Report 2024



Introduction

Worldline's Commitment to Pay Equity: Bridging the Gender and Ethnicity Pay Gaps

Here at Worldline we are dedicated to eliminating pay disparities based on gender and ethnicity and to recognising equal pay for equal work as both a fundamental right and a crucial business strategy that fosters innovation and competitive advantage. Our focus surpasses mere compliance; we aim to create a thriving environment that leverages diverse talent, since teams that reflect a variety of perspectives achieve greater success. With 89% of employees already feeling fairly treated regardless of gender and 91% of people feeling they are fairly treated regardless of race, we strive for an inclusive workplace and have increased women in senior management positions to 33%. Achieving meaningful change demands collective responsibility throughout our organisation, involving leadership accountability and the integration of pay equity principles across all talent management processes.



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 and community engagement.



Empowering cultural change

Inclusive leadership, employee networks and accountability.

Since 2021 we have developed a pipeline of talented women and people from ethnic minority backgrounds within the business whom we can support to develop and progress. Additionally, we have onboarded over 100 apprentices since 2021.

Gender Pay Gap

The median gender pay gap has decreased by 0.64% to 25.30%. The mean has increased slightly by 0.68% with a gap of 15.05%. Our mean bonus pay gap is 9.12% and the median is 29.34%.

Women accounted for 30.48% of the population in the snapshot data. We are implementing strategies to empower women to advance into leadership positions.

- Embracing Women's Leadership is a 12 week program with 1-1 and group coaching. There have been 19 participants to date who are mid-level diverse women.
- External leadership training to build our pipeline was attended by 40% women of which 25% were ethnic minority.
- Monthly #IAmRemarkable sessions. Globally 250+ attendees

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% in April 2021 and increased to 91% by the end of 2024. This high rate of declaration enables us to track the ethnicity minority pay gap.

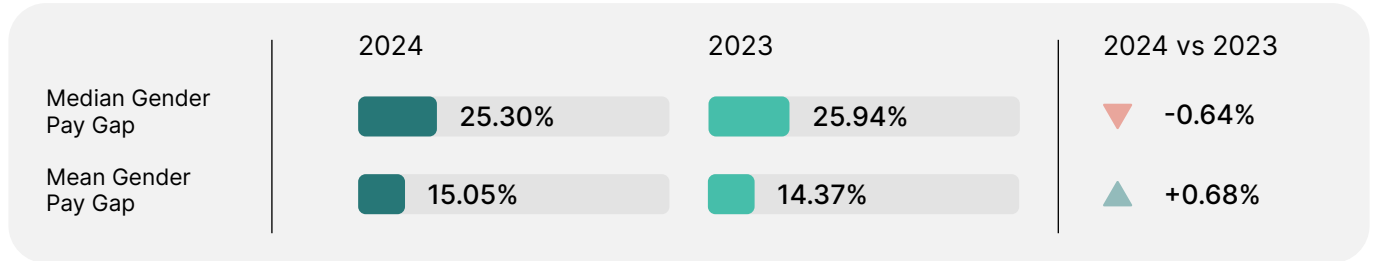
In 2021 our snapshot data showed that 44 employees (12.5% of our workforce) identified as ethnic minorities. By 2024 this number had significantly increased to 81 employees, representing 20.77% of our total employee population who now come from ethnic minority backgrounds.

The mean pay gap increased by 4.5% to 9.82%, whilst the median pay gap which had previously been 0.31% in favour of ethnic minorities, increased by 7.35% to 7.04%.

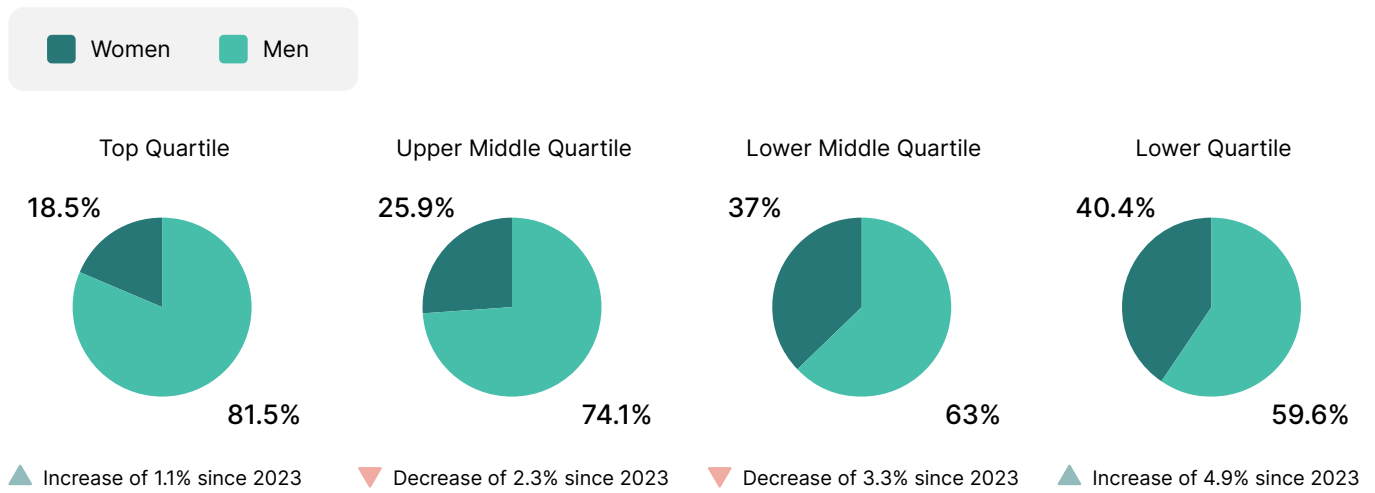
Gender Pay Gap Figures for Worldline IT Services UK Limited

The following shows data as of the snapshot date of 5 April 2024 compared to our 2023 data.

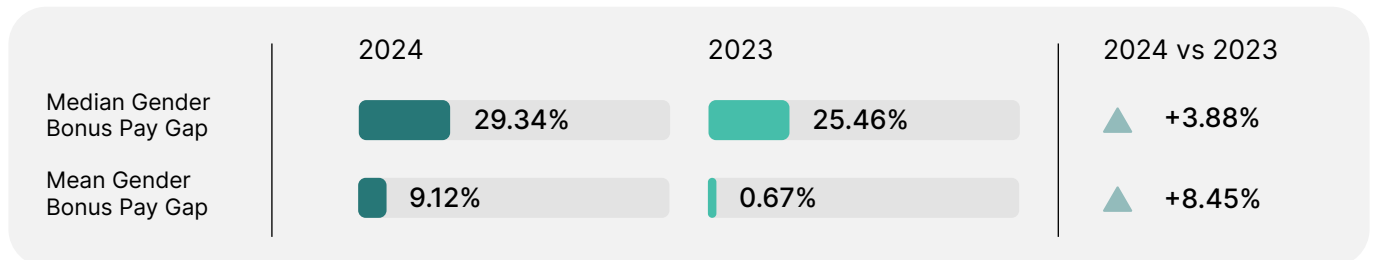
Hourly wages pay gap



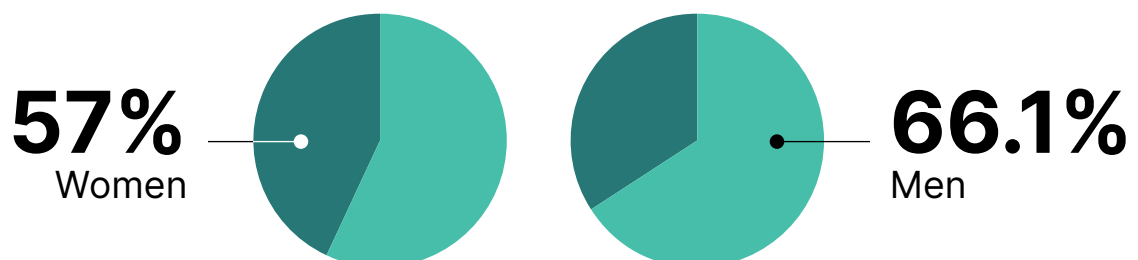
The percentage of women in each pay quarter



Bonus pay gap



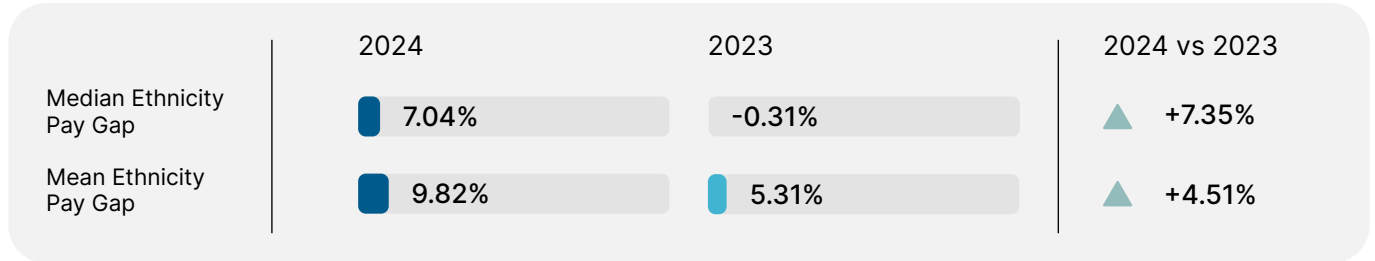
Who received bonus pay



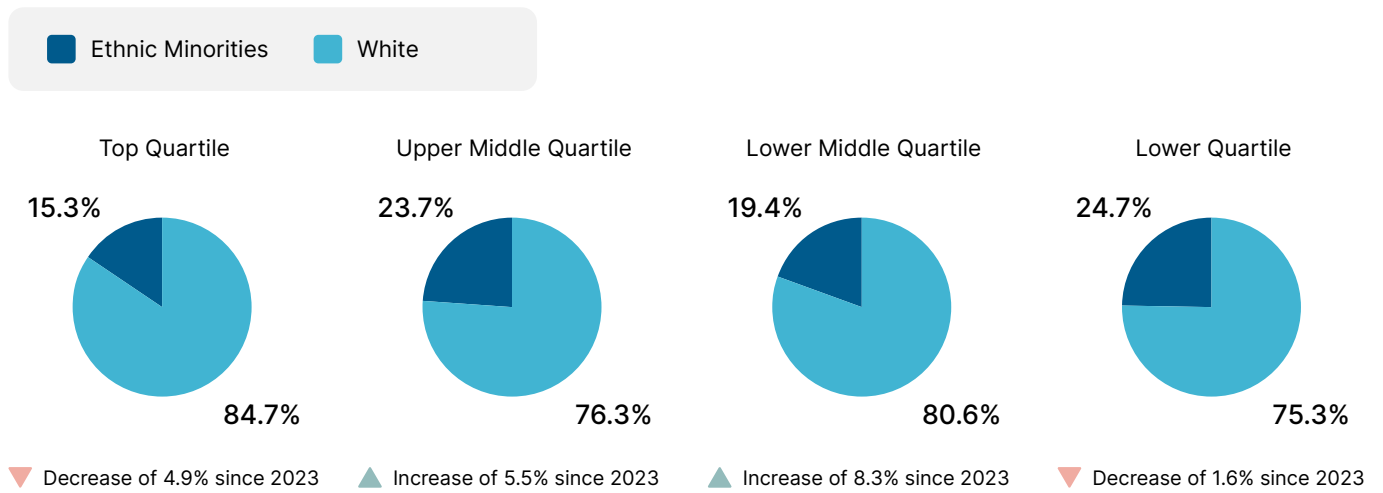
Ethnicity Pay Gap Figures for Worldline IT Services UK Limited

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.

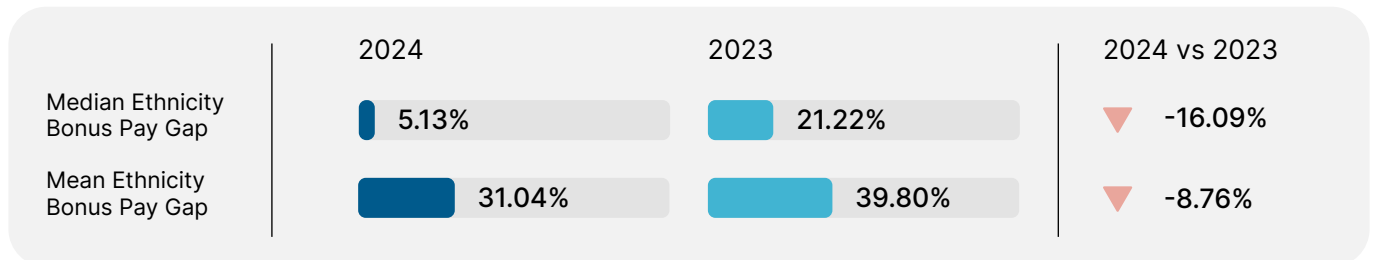
Hourly wages pay gap



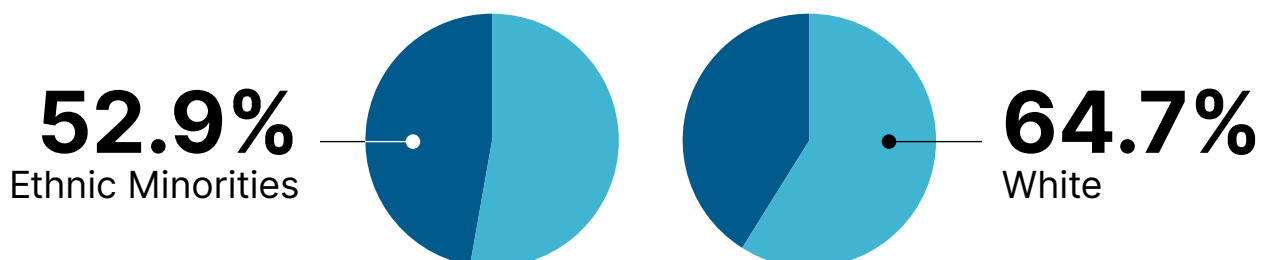
The percentage of Ethnic Minorities in each pay quarter



Bonus pay gap



Who received bonus pay



Key insights from our data

Analysis of our data reflects the following:

#1

Our snapshot data shows 30.48% of our workforce in the UK are women.

#2

Our snapshot data shows 20.77% of our workforce have declared they are from an ethnic minority background (excluding Not Declared).

#3

While we currently have a higher proportion of employees from white backgrounds in senior-level positions, we are actively committed to enhancing diversity within our leadership team. Recently, we have appointed individuals from ethnic minority backgrounds to senior roles as part of our ongoing efforts to foster an inclusive and representative workforce.

#4

We have seen an increase in women in the top quartile.



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:

Gender

- Times Top 50 Employer for Gender Equality – achieved in 2022, 2023 and 2024
- WISE Women monthly community, safe space for women to speak about menopause, menstruation, share the ups and downs of life, dream big, draw on our collective wisdom and empower each other.
- Feedback from the GPTW survey: "Worldline is extremely supportive of staff family commitments and time off at short notice in the event of a family emergency. This understanding and support is very welcome."
- To support all genders we provide comprehensive policies such as: Domestic Abuse, Family Leave, Menopause, Miscarriage, Gender Transition and Sexual Harassment. These policies outline how the Company supports employees and partners and provides guidance to Line Managers on supportive actions.
- 7 women apprentices gained degrees: 4 in 2023 and 3 in 2024
- Increased paid family leave for partners from 2 to 6 weeks. Increased time off for working parents and grandparents at key milestones such as starting school and school plays, to share responsibility and ensure parents don't miss key events in their children's lives.
- 11.3% of women were promoted in the last year compared to 4.6% of men. Our promotion process allows for employees to self-nominate thereby removing a barrier. Applications and successful cases are tracked by gender and ethnicity.
- Women in Rail Awards 2023: Woman Apprentice of the Year Highly Commended, 2024: Inspirational Woman of the Year

Ethnic Minority

- We are committed to continuing to increase voluntary ethnicity declaration. The rate was at 85.7% in April 2021 and has increased to 91% by the end of 2024.
- We are increasing ethnic minority employees every year. Of employees who declared their ethnicity, 20.77% are from an ethnic minority background.
- Since 2022 we have voluntarily reported Ethnicity Pay Gap: aligned to being signatories of the Business in the Community Race at Work Charter since 2020.



Gender and Ethnic Minority

- Hybrid working policy offers 3 days office working and 2 days at home. During key school holidays we empower all employees to work from home 100%. This allows all genders to better manage and share childcare responsibilities and reduce childcare costs.
- Internal Mobility policy allows working internationally up to 25 days in 12 months.
- Signatories of [The Smallest Things Employer with Heart Charter](#) providing enhanced leave for those with premature babies.
- Continuing discussions internally and externally with Business in the Community, Neurodiversity in Business, RNIB, Women in Rail and Railway Industry Association
- GPTW feedback: 80% of employees agree that the company encourages them to balance work life and personal life compared to 71% in 2023.
- GPTW feedback: 88% of employees agree that the company is genuinely committed to creating a more diverse and inclusive organisation compared to 85% in 2023.

Our commitment to action

We recognise that despite progress, disparities still exist in our organisation and these figures represent both our challenge and our opportunity. As part of our Trust 2025 program, we have established clear targets and implemented concrete initiatives to address these gaps through systematic assessment, targeted interventions, and transparent reporting.

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

Our generous family policies are promoted externally and referenced during recruitment. They are internally published on our HR portal and frequently referenced and promoted through line manager communications and employee intranet articles.

- **Maternity** – 18 weeks full pay and 6 months Return to Work bonus.
- **Family Leave** – 6 weeks full pay.
- **Time Off** – Up to 5 days full pay in a 12 month rolling period, for dependents and domestic emergencies.

Monitoring and Analytics

Qualitative data comprises the Great Place to Work survey, focus groups on progression and development, and one-on-one discussions. Quantitative data involves quarterly tracking of key metrics. Together, these data sources provide insights into what is successful and areas that require further focus.

Employee Lifecycle

Quarterly tracking of key data related to representation across the employee lifecycle, for example, representation of age, gender and ethnicity in recruitment, performance management, promotion and 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 and drive growth.

Actions in this area include:

Clients and Suppliers

EDI strategy is embedded in our Playbook, aligning with broader business goals, with senior leaders accountable for implementation. We focus on systemic changes including policies and analytics, societal changes by engaging with clients and suppliers, and cultural shifts promoting inclusive leadership and employee engagement.

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 in 2023 and 2024. We have also been a Disability Confident Level 2 Employer since 2021.



Empower Cultural Change

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

Actions in this area include:

Inclusive Leadership

Leaders are supported with online Inclusive Leadership training comprising of 11 modules, BITC advisory training and invitations to EDI webinars and events and access to EDI and L&D materials.

Diversity and Inclusion Networks

Our Networks are sponsored by our Executive Team who mentor new Network Leads. The Networks comprise Gender, Disability, Race and Culture, LGBTQIA+, Veterans and Families and Sustainability. In 2024 we held 27 events and webinars.

Accountability

To drive accountability we conduct Quarterly EDI Data reviews with Executive Management to review team numbers and flag concerns to relevant business areas during key processes. Gender data is monitored monthly by our HR Director, shared with Executive Management and actions agreed. Examples: Percentage of ethnic minority women hired and percentage of women by grade. Any concerns are investigated immediately with delivery of actions monitored by our HR Director.

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 2024.

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