



TELUS International Ireland

Our Gender Pay Gap Report 2021/22



Table of Contents

02	Foreword
03	Overview
05	Statistics
08	Examining Our Findings
09	Conclusion
11	Appendix

Foreword

JOINT STATEMENT FROM MIRIAM MANNING, HR DIRECTOR AND ROGER CLANCY, VICE-PRESIDENT OF OPERATIONS

Welcome to our first-ever gender pay gap report which will explore our 2021/2022 pay cycle using the snapshot date of 30th June 2022. In Ireland, the Gender Pay Gap Information Act requires Irish employers to publicly report information in relation to team member pay and whether there are differences referable to gender.

Throughout this report we will explain, simplify and contextualise the reported data and help readers to understand our firm commitment to reducing and ultimately eliminating any gender based differences within our pay structure.

Here at TELUS International Ireland, diversity and inclusion are values we hold in the highest esteem and these are topics we prioritise at every given opportunity. In our annual team member surveys, when asked if the company “respects team members of different ages, races, colour, gender, sexual orientation, religions, ethnic origin, language, marital status, family status and varied abilities”, our team members consistently rank us highly with scores of 87% in 2019, 92% in 2020 and 94% in 2021.

While reading this report our hope is that you will gain an understanding of the driving factors behind the positive sentiment of our team members as well as our reported data, only made possible through our company policies, our excellent team member-led committees and most of all our wonderful team culture.



Miriam Manning

Miriam Manning
HR Director
TELUS International Ireland



Roger Clancy

Roger Clancy
Vice-President of Operations
TELUS International Ireland

Overview

REPORTING GENDER PAY GAPS

In Ireland, organisations with over 250 team members are being asked to report on their gender pay gap for the first time in 2022. The gender pay gap is the difference in the AVERAGE HOURLY WAGE of males and females across a workforce.

The Gender Pay Gap Information Act 2021 requires organisations to report on their hourly gender pay gap across a range of metrics. We will report each year showing the extent of the pay gap between what females earn as a group and what males earn as a group in accordance with the statutory reporting requirements.

Here are some definitions of key areas within our report:

MEAN GENDER PAY GAP - The difference between the mean (average) hourly rate of pay of male team members and that of female team members.

MEDIAN GENDER PAY GAP - The difference between the median (mid-point) hourly rate of pay of male team members and that paid to female team members.

MEAN BONUS PAY GAP - The difference between the mean (average) bonus pay paid to male team members and that paid to female team members.

MEDIAN BONUS PAY GAP - The difference between the median (mid-point) bonus pay paid to male team members and that paid to female team members.

TEAM MEMBER QUARTILES - The employee population divided into four equal segments of team members in the bottom, lower-middle, upper-middle and top quartile pay bands based on hourly pay.

BENEFITS IN KIND PROPORTIONS - The proportions of male and female team members who received a benefit in kind (BIK), such as our healthcare plan, during the relevant period.

BONUS PROPORTIONS - The proportions of male and female team members who were paid bonus pay during the relevant period.

RELEVANT PERIOD - The 12 month pay period prior to our snapshot date on 30th June 2022.

MEAN VERSUS MEDIAN

In order to achieve the most accurate picture of our gender pay gap we report on both the median and the mean but it is important to understand how these are calculated:

CALCULATING THE MEAN - The mean is obtained by dividing the sum of all values in a data set by the number of values.

CALCULATING THE MEDIAN - The median is obtained by placing all values in a dataset in sequential order and identifying the middle/mid-point value.

PLUS PERCENTAGE VERSUS MINUS PERCENTAGE

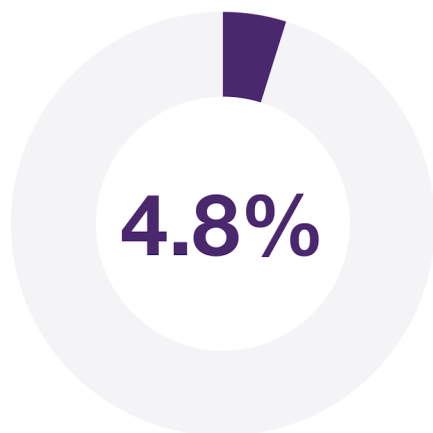
All reported percentages that denote a difference are based on the male numerical value as the comparator. This means that where a percentage is a plus number, this denotes that the male numerical value is greater than the female numerical value. Where a percentage is a minus number, this denotes that the male numerical value is less than the female numerical value. Where a percentage of zero is reported, this denotes that there is no difference between the male numerical value and the female numerical value, they are equal.

OUR SNAPSHOT DATE

We are required to use data from a 12 month pay period prior to a “snapshot” date. Every reporting organisation must choose a date in June 2022 as their snapshot date. We have chosen 30th June 2022 as our snapshot date. It should be noted that due to the limitations of our requirements, our report is unable to reflect the fluctuations and fluidity experienced by the organisation throughout 2021/22. The data set referenced within this report is accurate as of 30th June 2022.



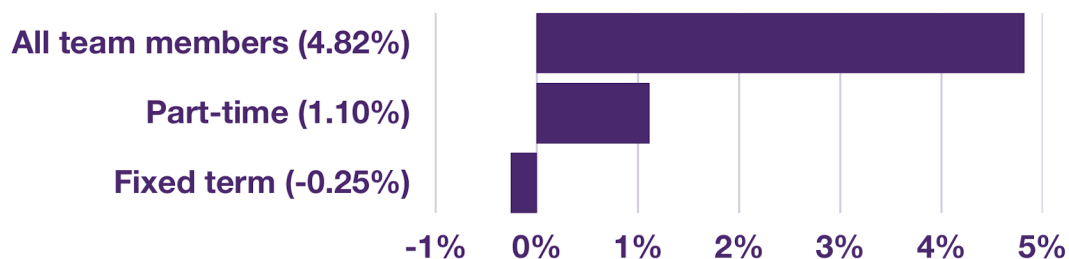
Pay Gap



OVERALL MEAN PAY GAP: 4.82%

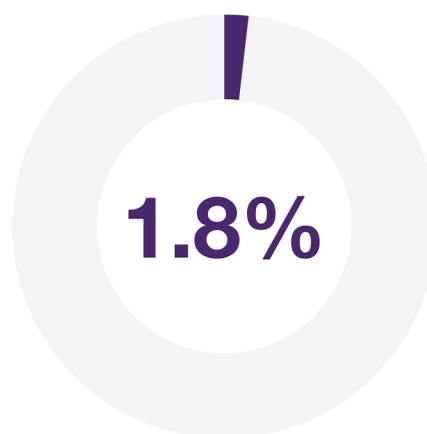
The difference between the mean (average) hourly rate of pay of male team members and that of female team members.

MEAN GENDER PAY GAP BY EMPLOYMENT TYPE

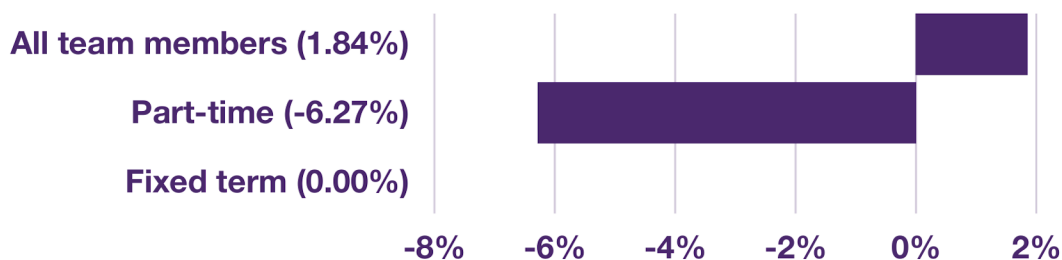


OVERALL MEDIAN PAY GAP: 1.84%

The difference between the median (mid-point) hourly rate of pay of male team members and that paid to female team members.



MEDIAN GENDER PAY GAP BY EMPLOYMENT TYPE



Bonus Pay Gap

MEAN BONUS PAY GAP:
38.31%



The difference between the mean (average) bonus pay paid to male team members and that paid to female team members.

MEDIAN BONUS PAY GAP:
1.49%

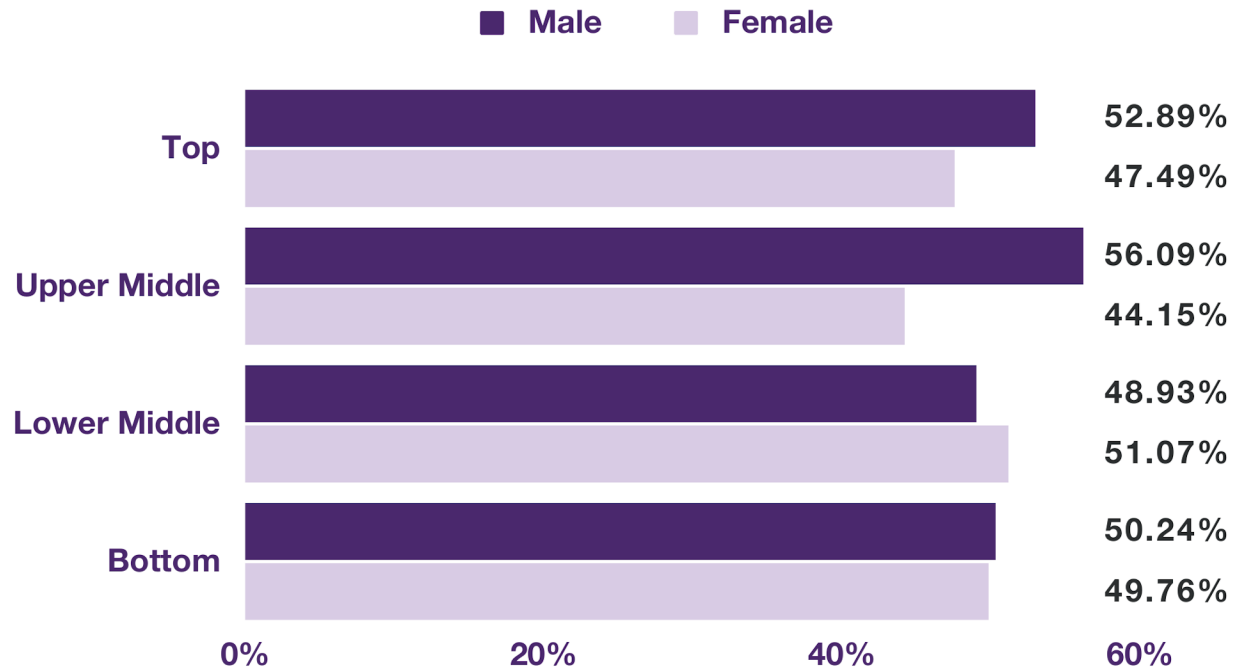


The difference between the median (mid-point) bonus pay paid to male team members and that paid to female team members.



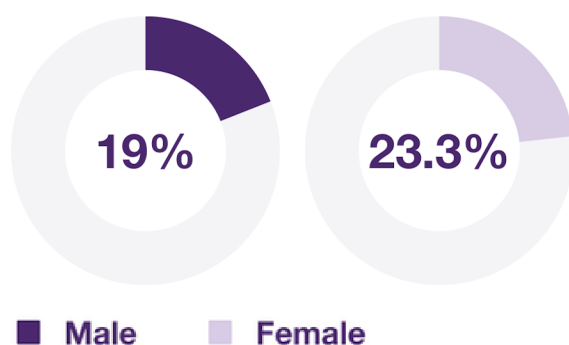
Other Statistics

EMPLOYEE QUARTILES BASED ON HOURLY PAY



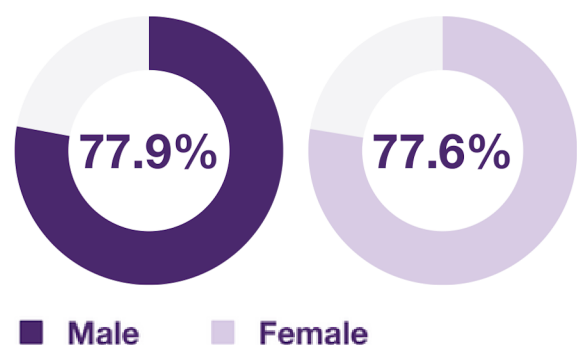
The employee population divided into four equal segments of team members in the bottom, lower-middle, upper-middle and top quartile pay bands based on hourly pay.

TEAM MEMBERS RECEIVED BENEFITS IN KIND BY GENDER



The proportions of male and female team members who were in receipt of a benefit in kind (BIK), such as our healthcare plan, during the relevant period.

TEAM MEMBERS RECEIVED BONUS BY GENDER



The proportions of male and female team members who were paid bonus pay during the relevant period.

Examining our findings

PAY

Overall we are pleased to see such parity in the figures reported in our data set along gender lines. In particular our overall mean pay gap of 4.82% which brings us well under the latest average of 11.3% captured for Ireland back in 2018 (Government of Ireland, 2022) and the 2022 EU average of 13% (Eurostat, 2022).

BENEFITS IN KIND

Our benefits in kind predominantly refer to our annual health insurance contributions offered to all team members with 6 months' tenure. This is something that we have focused on in 2021/2022 by listening to feedback from our team members. We have improved the eligibility for access to health insurance by reducing the previous service requirement from 12 months' tenure to 6 months' tenure. This has resulted in an increase in the uptake of this benefit in the last few months of the relevant reporting period, but there is further scope to improve this and we expect to see increased uptake in our next report.

BONUS

We believe our mean bonus pay gap figure is reflective of a small quantity of roles held by a greater number of male team members that receive a significantly higher proportion of their remuneration weighted toward bonus. This is due to the importance of their related targets being of great significance to the success of the organisation as a whole.

Our 1.49% median bonus gap figure leads us to determine that the mean gap is limited to that small quantity of higher bonus-weighted roles. While this is the case, the disparity has been highlighted as an area of opportunity.

QUARTILES

When examining the gender split across our quartiles, we have observed a relatively even division, but it was noticed that in the upper middle quartile there are a greater number of male team members (56.09%) than female team members (44.15%). This is something we will continue to monitor and aim to improve upon.

Conclusion

We are proud of the diversity that exists within our team member population and we will continue to foster inclusion through our team member-led committee; Connections. A long-standing pillar of TELUS International's social impact initiatives, Connections was launched in TII back in 2018 to create an inclusive community and connect the needs and interests of female team members while supporting their professional and personal development. Connections seeks to promote equity by striving to create opportunity for our female team members through; networking opportunities, open forums, newsletters, podcasts, live panel discussions and more.

As an organisation we will continue to train and mentor our female team members to achieve promotion into more senior roles, offering more opportunity to apply for these roles and arranging shadowing of higher level roles to better prepare them. We will especially be aiming to achieve this in relation to the higher bonus-weighted roles mentioned above.

Our Senior Leadership Team (SLT) was formed in 2020 with gender parity in mind (see the table below). It is the role of our SLT to provide direction for our TELUS International Ireland activities, collaborate with our global family and both set and measure against our annual objectives. In order to achieve these goals effectively we ensure that there is diversity in our leadership.

% of Male senior leadership team members	% of Female senior leadership team members
40%	60%

In 2022, 53.4% of all promotions were female team members with 46.6% being male team members. Not only this, but these relatively even results are consistent with previous years summarised below:

Year	% of total promotions male	% of total promotions female	% of total promotions undeclared gender
2021	44.75%	54.19%	1.06%
2020	49%	51%	N/A

Another way we aim to both retain and offer career progression to our female team members is through our flexible working solutions such as our Remote Working policy and our Return to Work Safely policy. When we examine the gender composition of our team members working on a part-time basis, we see that 22.22% are male and 77.78% are female and thus retaining our focus placed on work life balance will continue to positively impact our female team members. Here we hope to improve flexible working arrangements for day-to-day work as well as annual leave options that offer the flexibility to best suit our female team members. This will also ensure that we continue to attract female talent to our team.

While there is lots in this report for our organisation to be encouraged by, we must not rest on these achievements and focus on improving our positioning in every metric via the initiatives we have outlined ahead of our next report in 2022/23.



Appendix

Government of Ireland. 'Gender pay gap information reporting'. Available at: <https://assets.gov.ie/223360/3a687727-088c-486f-8160-2bd347b802ba.pdf> [Accessed on: 9th December 2022]

EUROSTAT. 'Gender pay gap in the EU down to 13.0%'. Available at: <https://ec.europa.eu/eurostat/web/products-eurostat-news/-/edn-20220307-2> [Accessed on: 9th December 2022]



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