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Foreword

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

Welcome to annual gender pay gap report which will explore our 2022/2023 pay cycle using the snapshot date of 30th June 2023. 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 92% in 2020, 94% in 2021 and 90% in 2022.

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
Vice-President of Operations
TELUS International Ireland



REPORTING GENDER PAY GAPS

Since 2022, in Ireland, organisations with over 250 team members have been asked to report on their gender pay gap. 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. Each year our report will show 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 keys 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 (midpoint) 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 2023.

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 2023 as their snapshot date. We have chosen 30th June 2023 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 2022/23. The data set referenced within this report is accurate as of 30th June 2023.



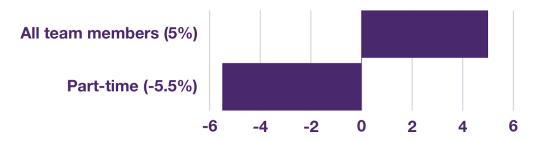
Pay Gap



OVERALL MEAN PAY GAP: 5%

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

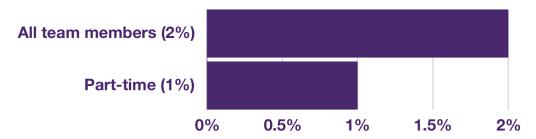




The difference between the median (midpoint) hourly rate of pay of male team members and that paid to female team members.



MEDIAN GENDER PAY GAP BY EMPLOYMENT TYPE



Bonus Pay Gap

MEAN BONUS PAY GAP: 23%

MEDIAN BONUS PAY GAP:

8%



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

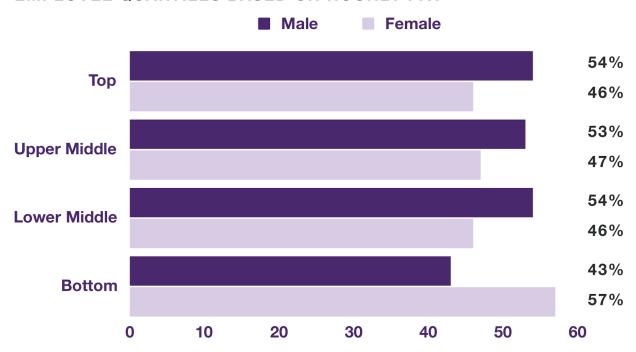


(mid-point) bonus pay paid to male team members and that paid to female team members.

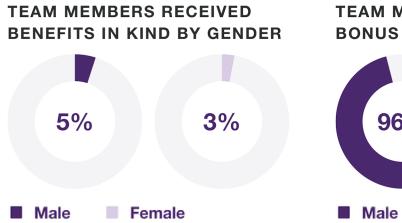


Other Statistics

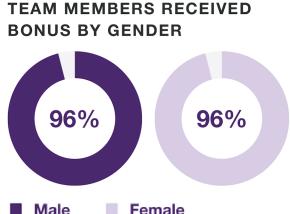
EMPLOYEE QUARTILES BASED ON HOURLY PAY



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.



The proportions of male and female team members who were in receipt of a benefit in kind (BIK), such as our Employee Share Purchase Plan and Long-term Incentive, during the relevant period.



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 5% which brings us well under the latest average of 9.6% captured for Ireland in 2022 (Central Statistics Office, 2023), and the 2022 EU average of 13% (Eurostat, 2022).

BENEFITS IN KIND

Our benefits in kind predominantly refer to our Employee Share Purchase Plan and Long-term Incentive. The ESPP is a voluntary opt-in benefit available to our team members. There is further scope to improve uptake on this benefit through increased promotion and awareness of its availability.

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 8% median bonus gap figure leads us to determine that the mean gap is limited to that small quantity of higher bonus-weighted roles. We are also pleased to see that our mean bonus pay gap has narrowed to 23%, which is a 15% reduction when compared to last year's report.

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 TIIE 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%

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 2023/24.

Appendix

Central Statistics Office. 'Structure of Earnings Survey 2022'. Available at: https://www.cso.ie/en/releasesandpublications/ep/p-ses/structureofearningssurvey2022/genderpaygap/ [Accessed on: 19th December 2023]

EUROSTAT. 'The gender pay gap situation in the EU'. Available at: <a href="https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/gender-equality/equal-pay/gender-pay-gap-situation-eu en [Accessed on: 19th December 2023]



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