

## **Fiserv Ireland Gender Pay Gap Report 2023**

### **Introduction**

Fiserv Solutions Europe Limited (“**Fiserv**”) employed 432 employees on June 30 2023 (the “Snapshot Date”). We have two main employee locations in Dublin and Nenagh, covering a variety of departments / functions.

As a result of the Gender Pay Gap Information Act 2021, we are required to report on our hourly gender pay gap across a range of metrics. The gender pay gap is the difference in the overall average hourly wage of men and women across a workforce.

In order to conduct this analysis, we have carried out a headcount of all persons employed by Fiserv on 30 June 2023, which have included employees not rostered to work on that date and employees on leave. During the measurement period we did not have both male and female part time employees and therefore part time employee gender pay gap numbers for 2023 are all zero.

In 2022 we reported that our gender pay gap analysis and focus on diversity and inclusion, highlighted that our biggest opportunity to reduce our gender pay gap is hiring more female leadership and further supporting career progression for female colleagues, at all levels across the organisation. We are pleased to report that there have been improvements on a number of metrics related to gender pay gap at Fiserv in 2023. We remain focused on the same policies and practises that we believe will continue to deliver against gender equality and all our DEI&B objectives.

We continually review our pay practices to ensure fair and equitable compensation, whilst promoting internal mobility and supporting career planning and progression for our female employees.

We confirm that the information contained within this gender pay gap report is accurate.

### **Gender Pay Gap Metrics**

Our mean gender pay gap is 18%. This means that the mean hourly pay for men is 18% higher than the mean hourly pay for women. This represents an 8% improvement compared to 2022.

Our median gender pay gap is 27%.

### **Bonus Pay Gap Metrics**

Our mean gender bonus gap is 9%. This means that the mean (average) bonus pay for men is 9% higher than for women. This represents a 24% improvement compared to 2022.

Our median gender bonus gap is 8%.

98% of our male employees and 98% of our female employees received a bonus payment in the measurement period. In 2022, this was 85% for male and 82% for female.

### **Benefits in Kind**

93% of our male employees received benefits in kind compared to 91% of female employees. Compared to 2022, this represents a 5% increase for males, and a higher 11% increase for female employees

### **Temporary Contracts**

Our mean and median gender pay gap for employees on a temporary (fixed term) contract is 20%. This means that the average hourly pay for male employees on a temporary contract is 20% higher than female employees on a temporary contract. This represents a 30% change compared to -10% in 2022.

### **Percentage of employees in quartiles**

When we split our employees into 4 categories based on remuneration, our highest quartile is 81% male and 18% female (a 1% improvement to 2022). The next quartile is 84% male, 16% female. The third quartile is 64% male, 36% female (a 7% improvement to 2022), and the lowest quartile 52% male, 48% female.

### **Description of Differences**

#### **Pay Gap**

The main contributor to the gender pay gap is disparity in the proportions of males to females at different levels in the organisation. When we calculate the gender pay gap by quartile or by our levels internally the gender pay gap is always below 8% (compared to 10% in 2022).

The top half of our organization is 83% male and is made up of leadership positions and a large technology group, where we typically see far fewer female candidates in our recruitment process.

We recognise that increasing the proportion of women in the two upper quartiles would help reduce that gap, particularly from middle management up to senior leadership.

The higher proportion of female employees in the lower half provides a large pool of promotable talent for the future. We remain committed to driving internal mobility and supporting female employees at lower levels to progress into more senior roles.

We had no male part time employees in the measurement period, therefore all part time gender pay gap metrics are zero for this reporting year.

In both 2022 and 2023 there has been a low number of temporary contract employees, which has meant that the average can be easily skewed, particularly when there are various roles of different seniority included in this small group.

#### **Bonus Gap**

All of our employees in Ireland are eligible for an element of bonus pay, regardless of job role or seniority.

We operate a total compensation philosophy, whereby a larger proportion of pay is delivered as variable pay (bonus) for more senior members of staff and the larger proportion is fixed (base pay) for lower-level staff. While the gender bonus gap has reduced, it continues to feature given the larger proportion of males in the top half of our organisation.

### **Measures to address the gap**

**Diversity, Inclusion, Equality & Belonging (DEI&B)** - As part of our corporate social responsibility we are promoting and embedding DEI&B behaviours across the entire business so they become a fundamental part of how we operate, rather than a separate initiative. We have a team dedicated to creating a lasting and more inclusive culture. This includes recruitment, onboarding, collaboration,

networking and how we grow careers at Fiserv. The team work very closely with the Women's Impact Network in order to promote gender equality.

**Internal Mobility** - Internal progression is core to Fiserv's culture. We want to be the best place for career development and talent mobility. That's why we are focused on internal mobility as a key approach for filling open positions, fostering career advancement for our employees across the organisation. All jobs regardless of seniority are advertised internally on a weekly basis.

**Reward** – Fiserv conducts frequent salary reviews to identify HR initiatives and actions that will remedy our gender pay gap. The HR team ensures that reviewing pay against internal comparators is a key consideration in all compensation decisions to ensure fair and equitable treatment regardless of gender.

**Women's Impact Network** - This employee resource group is set up to progress women's employment, experience in the workplace and entrepreneurship, to attract and encourage female enterprise. WIN provides a forum for our people to connect and share their perspectives, exchange ideas, receive support and elevate their development and careers.

**Leading Women Program** – We have launched a leadership development program for our female leaders. We have seen positive returns on this investment with attendees showing far greater likelihood for future promotion, whilst also being 3x less likely to leave Fiserv. We therefore continue to roll out the program across the business to help address the gender pay gap.

**Data and insights for senior leaders** - We continue to use and refine compensation dashboards that include extensive data analytics on pay and gender. We believe that raising awareness, highlighting gaps and opportunities, will lead to better decisions on a variety of HR matters (including hiring, compensation changes and promotions), making the reduction in gender pay gap part of the organisation's DNA.

**Early Careers** – We have hired a dedicated lead for Early Career hiring and developing alternative pathways for technology. Our Early careers programme is focused on engaging with third level Institutions promoting technology roles with a focus on hiring interns and graduates. Our 2023 intake consisted of an equal number of male and females.

We continue to support 4 **scholarships** and have equal male and female representation.

**Alternative career paths** - we continue to explore options of how we can upskill and hire people who do not come from a traditional IT background. These backgrounds tend to be more diverse and it is our hope that over time we will benefit from this approach, increasing our female intake into IT roles.

**Recruitment** – our recruiters and agency partners remain focused on ensuring we have a diverse slate for all roles with particular attention given to Leadership positions.

We continue to maintain our focus and transparency on the gender pay gap, encouraging leadership accountability and making sure that this is front of mind across the organisation.

## **Definitions**

**Mean** - is the sum of a collection of numbers divided by the number of numbers in the collection to calculate the average. In this report we used the mean to calculate average pay

**Median** - a slightly different measure to calculate 'average'. If you place a set of numbers in order, the median number is the middle one. In this report we calculated the median value by ordering both male and female employees remuneration high to low and selected the middle value for each.

**Quartiles** – four groups of equal size into which a population can be divided according to the distribution of values. In this report we ordered all our employees based on their remuneration and split into 4 equally sized groups.

**Bonus** - all bonuses awarded to an employee between July 1<sup>st</sup> 2021 and June 30<sup>th</sup> 2022. This would include bonus payments in the form of money, vouchers, securities, securities options, or interests in securities, or, which relate to profit sharing, productivity, performance, incentive or commission. Bonus pay does not include any ordinary pay, overtime pay, or redundancy or termination of employment payments.

Any bonus payments that relate to periods of time greater than 12 months, have been pro rated to be proportionate to the 12 month period (July 21 to June 2022, the measurement period)

**Benefit in kind** - includes any non-cash benefit of monetary value provided to an employee. This would include for example the provision of a company car or voluntary health insurance

**Part time** – Any employee that is working less than 37.5 hours a week for Fiserv Solutions Europe Limited

**Temporary Contracts** – Any employee that is employed on a contract that is not for an indefinite period. Fiserv Europe employs a small number of employees on fixed terms contracts.