

RCI Call Centre (Ireland) Limited

Gender Pay Report 2025
Prepared 01.07.25



What is the Gender Pay Gap?

In July 2021 the Irish Government signed into law a new set of regulations that require all organisations with at least 250 Ireland-based employees to analyse and publish their gender pay gap on an annual basis beginning in 2022. As of 2024, this headcount threshold dropped to 150 employees and as of 30th June 2025, this headcount threshold dropped to 50 employees. As of 30th June 2025, RCI had one legal entity in Ireland with over 50 employees and as such is subject to these requirements. This regulation is not unique to Ireland and similar requirements are in place across an increasing number of countries around the world.

The gender pay gap is the difference between the average earnings of men and women (for those whose gender is binary), expressed relative to the earnings of men. The government legislative requirements require us to report on:

- The mean and median gender pay gap in hourly pay and bonus pay
- The proportion of men and women receiving a bonus payment
- The proportion of men and women receiving a benefit in kind
- The proportion of men and women in each pay quartile

How is 'Equal Pay' different?

The gender pay gap is a measure of the difference between the average hourly and bonus earnings of all men and women in the business and does not take into account role in the organisation, performance history or any other differentiating factors

The Gender Pay Gap should not be confused with equal pay, which requires organisations to pay employees equally, regardless of gender, for performing the same/ similar work or work of equal value

At RCI our reward processes are developed to ensure they minimise the risk for discrimination of any kind, and we are fully committed to the Employment Equality Acts 1998-2015

Mean Pay

The mean is calculated by adding up the total pay of employees and dividing by the total number of employees. This calculation is completed separately for men and women with the difference expressed as a percentage of men's earnings. As an example, a mean of 10% shows that women are paid 10% less than men when comparing the respective averages.

Median Pay

The median is the middle number in a ranking of pay from lowest to highest. This calculation is completed separately for men and women with the difference expressed as a percentage of the men's median. As an example, a median of 15% shows that women are paid 15% less than men when comparing the respective gender mid-points.

Pay Quartiles

The pay quartiles are determined by dividing our workforce into four equal parts based on their pay and identifying the proportion of men and women in each part.

Gender Reporting

The legislative requirements for Gender Pay Gap reporting in Ireland are binary with regards to gender; therefore, this report focuses on the comparison between men and women. At RCI, we support equal pay for colleagues across all gender identities and continue to promote an inclusive culture for all colleagues.

Gender Pay Gap Results – RCI Call Centre (Ireland) Limited

As of the 2025 reporting date, RCI Call Centre (Ireland) Limited employed more than 50 associates in Ireland and is therefore required to publish its gender pay gap results. The findings for this entity are presented in the table below. This marks the first Gender Pay Gap Report issued by RCI Call Centre (Ireland) Limited.

All analysis is based on data as of 1 July 2025. The mean and median gender pay gaps, as well as gender bonus gaps, have been calculated using pay received during the 12 months leading up to 1 July 2025.

	2025	
	Mean	Median
Hourly pay gap: All employees	25%	25%
Hourly pay gap: Part-time employees	0%	0%
Bonus pay gap	23%	3%
	Men	Women
Bonus recipients	60%	71%
Benefit in Kind recipients	90%	83%
	Men %	Women %
Quartile Bands		
Upper	36%	64%
Upper Middle	21%	79%
Lower Middle	36%	64%
Lower	54%	46%

	2025	
	Mean	Median
<u>A Band</u>		
Hourly pay gap:	1%	-6%
Hourly pay gap: Part-time employees	0%	0%
Bonus pay gap :	17%	11%
<u>P Band</u>		
Hourly pay gap:	17%	6%
Hourly pay gap: Part-time employees	0%	0%
Bonus pay gap :	0%	0%
<u>M Band</u>		
Hourly pay gap:	20%	14%
Hourly pay gap: Part-time employees	0%	0%
Bonus pay gap :	3%	-18%

SM Band – 1 associate only in this role so no gap to report

Understanding Our Gender Pay Gap

At RCI Call Centre (Ireland) Limited, we are committed to transparency around our gender pay gap. This gap is shaped by the distribution of male and female employees across different roles and working patterns within our organisation. Several key factors contribute to the figures:

Role specialisation:

We currently have one Senior Manager (SM) position locally, which is held by a male employee. Additionally, a significantly higher proportion of women occupy less senior A band roles. This concentration of women in lower pay bands is a common driver of gender pay gaps across organisations.

Part time working:

All of our part-time associates are female, with 25% of female employees working part-time compared to 0% of male employees. While this does not impact the hourly gender pay gap, it does influence annual earnings due to differences in bonus and incentive eligibility.

Bonus:

A Band Associates: These employees receive monthly sales incentives based on hourly performance against targets. Since all current part-time associates are female, their reduced working hours affect total annual incentive earnings. (Figures are annualised from June 2024 to May 2025, paid one month in arrears).

P Band Associates: Sales team leaders in this band earn a fixed monthly incentive, resulting in no gender-based bonus gap.

M and SM Band Leaders: Bonuses are awarded as a percentage of salary — 15% for M band and 20% for SM band — and are dependent on plan type and business performance.

Benefit in Kind (BIK):

All associates are eligible for healthcare benefits from their first day of employment. Some employees choose not to participate, either because they are covered under a partner’s plan or prefer to avoid the associated BIK tax.

Band	Company	Male	Female
All	RCI Call Centre (Ireland)Limited	20	35
A	RCI Call Centre (Ireland) limited	9	23
P	RCI Call Centre (Ireland) limited	7	6
M	RCI Call Centre (Ireland) limited	3	6
SM	RCI Call Centre (Ireland) limited	1	0
EM	RCI Call Centre (Ireland) limited	0	0

Declaration

I confirm that the data and information presented in this report are accurate and meet the requirements of the Employment Equality Act 1998 (Gender Pay Gap Information) Regulations 2022.