



Results-CX Ireland LTD

Gender Pay Gap Reporting

November 2025



Gender Pay Gap Reporting:

As an employer with over 200+ employees between June 2024 and June 2025, we are pleased to share out Gender Pay Gap report for 2025 in compliance with the Gender Pay Gap Information Act 2021.

Gender Pay Gap reporting is defined as the difference in the average hourly wage of men and women 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. For the first time in 2024, organisations with over 150+ employees were asked to report on their Gender Pay Gap. Meaning that this is the second year that we are required to submit our findings.

Our Gender Pay Gap reporting was completed on a data size of 204 full time staff, with 126 of these being males and the remaining 78 being female. We also completed the exercise on our 5 part time staff members, with 3 of these being female and 2 of them males.

Our overall gender pay gap for 2025 stands at -19.96%, with a negative result overall this tells us that our female population are earning 19.96% more per hour than our male population. Considering that over 62% of our staff are male, this is a great result for our female population.

We as a company, adhere to salary scales and hourly rates of pay for specific roles and grades. We compensate all our employees based on qualifications and experience, irrespective of their gender. Our pay determination procedures ensure fairness, eliminating unequal pay and unconscious bias.

Each organisation is asked to select a “snapshot” date in the month of June 2025. Our report is based on snapshot data as of June 30th, 2025, which covers payments for those employed during the 12-month period from June 2024 to June 2025.

This report sets out our gender pay gap results by:

- Mean gender pay gap in hourly pay
- Median gender pay gap in hourly pay
- Proportion of men and women in each pay quartile
- Mean gender pay gap in bonus pay
- Median gender pay gap in bonus pay

Our results:

Mean Hourly Pay Gap	Median Hourly Pay Gap	Mean Hourly Pay Gap – Part Time Employees	Median Hourly Pay Gap – Part Time Employees	Mean Bonus Pay Gap	Median Bonus Pay Gap	Mean Bonus Pay Gap – Part Time Employees	Median Bonus Pay Gap – Part Time Employees
-19.96%	2.17%	-14.28%	-17.98%	4.52%	-3.06%	43.61%	87.69%

Quartile Analysis:

Quartile Analysis	Q1	Q2	Q3	Q4
Male	62.75%	60.78%	64.71%	58.82%
Female	37.25%	39.22%	35.29%	41.18%

Gender Pay Gap Data Analysis:

We completed the Gender Pay Gap exercise for both our full time and our part time population. As our full-time staff of 204 employees is predominantly male; with 126 of the 204 employees being males (61.76%), we are happy to report that there was an increase in the overall mean hourly remuneration for both our male and female employees compared to last year.

For the second year in a row, our female population is earning more per hour than our male population. This year, there was an increase on average for males of €2.65 per hour, and an increase on average of €6.15 per hour for females.

Our gender pay gap between our male and female staff stands at -19.96%. When we look at the data, although our staff population is 61.76% males, our female staff have a higher hourly mean remuneration. We can put this down to a lot of our salaried staff being female.

In relation to our part time population of 5 employees, we also had a difference between the hourly remuneration of our male and female staff. This was -17.98 which displayed that on average, our part time female staff earned 17.98% more than our male staff during the date range of June 2024 to June 2025. However, when it came to bonus' payments, our male part time staff earned 43.61% more on average than our female part time staff. The sample used of 5 part time employees, 3 of which being female and 2 being male isn't the best sample to use as 2 out of the 3 females are not able to earn commission bonus' and therefore the male result here is much higher.

What is the Gender Pay Gap?

The Gender Pay Gap is the gap between what is earned on average by women and men, based on average gross hourly earnings of all paid employees. It is a means of determining whether women are represented evenly within our organisation.



The Gender Pay Gap is expressed as a percentage of men's pay. A positive gender pay gap will show that female staff typically have lower pay than male employees.

A negative gender pay gap will determine that female staff would have higher pay than male employees on average.

Mean Gender Pay Gap:

Our mean hourly gender pay gap is -19.96%

The mean is the average gender pay gap and shows the difference in the average hourly rate of pay between men and women. The mean is calculated by getting the difference between the average rate of pay for both males and females or the male hourly rate minus the female hourly rate, which is then expressed as a percentage of the male hourly rate.

Due to our mean hourly gender pay gap resulting in -19.96%, this negative result displays that our female staff have a positive difference of 19.96% in hourly remuneration when compared to our male staff.

Last year, on the sample data that was used there was 1 difference of 1.92% between hourly remuneration for that of our female staff and our male staff. There is a much bigger difference this year of 18.76% due to our female staff now earning an average of €6.15 more per hour compared to last year's data, where the men are earning an average of €2.65 more per hour compared to last year's data.

Median Gender Pay Gap:

Our median hourly gender pay gap is 2.17%.

The median is the mid-point gender pay gap which compares the hourly rate of pay of the female in the middle to the hourly rate of pay of the male in the middle if all employees are lined up in order of pay from highest to lowest. This can provide a more accurate representation of the "typical" differences in employee pay.

This result displays that the mid-point for hourly remuneration of all male staff in our sample data was 2.17% higher than our female population. This is an improvement on last year, where we had a 3.97% gap for females. However, this gap has started to close with just a difference of €0.38 per hour in the difference between the hourly remuneration between males and females.

As the median usually provides us with a more accurate representation of the "typical" differences in employee pay as mentioned above, the result being closer this year than it was last year shows that the gap is being closed and that staff are earning a similar amount, regardless of their gender.



Other Payments:

Benefit in Kind:

In our snapshot date range of June 2024 – June 2025, 0% of our male employees received a Benefit in Kind and 0% of our female employees received a Benefit in Kind.

Bonus:

In our snapshot date range of June 2024 – June 2025, 99.21% of our full-time male population of 126 employees received a bonus payment and 98.72% of our full-time female population of 78 employees received a bonus payment. This means that 125 out of 126 males and 77 out of 78 females from our full-time population received bonus payments between June 2024 and June 2025.

This is a great result for 2025 and shows that most of our employees are receiving bonus' irrespective of their gender.

Our male population who received bonus' are up 6.35% year on year, and our female population who received bonus' are up 8.83% year on year with the slightest gap of €250 between the mean bonus' paid to males in the year compared to females. Seeing such a close figure between the two demonstrates that our staff are being paid bonus' regardless of their gender.

Our difference in the mean bonus remuneration between males and females is 4.52%. This demonstrates that on average, our male employees are earning 4.52% higher in relation to bonus payments. Included in the bonus payments is any bonus paid, vouchers, or commission earned by our employees. This is a great result as mentioned above, as there is just €250 in the difference in the mean payment between males and females. We have managed to bring this percentage down from last years result of 17.72% to 4.52% which is a massive difference of 13.2% that has been closed between male and females.

Included in the bonus remuneration calculation is employee's commission payments, so we are happy to see that males and females are aligned on their commission targets also.

For our part time employees, 100% of males (2 out of 2 employees) and 33%% of females (1 out of 3 employees) received bonus payments between June 2024 and June 2025.

In relation to our part time staff, there is a difference of 43.61% which displays that our male part time staff earned higher bonus' between June 2024 – June 2025 in comparison to the part time female staff. This can be contributed to the result of 100% of our part time male population receiving bonus payments in comparison to 33% of our female staff. As mentioned previously, the sample doesn't give an overall image as the sample size is very small due to only having 5 part time employees in total with 100% of the men being eligible for commission and only 33% of the females being eligible for commission (due to working in support roles where commission is not applicable).



How are pay quartiles calculated?

The quartiles analysis ranks men and women from lowest to highest earners which is then divided into four even groups to show the proportions of men and women in each of these four earnings groups.

What's included in our calculations?

The Gender Pay Gap data includes the ordinary pay paid to our employees in the 12-month period up to June 2025. This includes the basic pay, any allowances, overtime, paid leave, shift premium pay, commission, bonuses etc.

Gender Pay Gap Summary:

In summary, our Gender Pay Gap Analysis for 2025 demonstrates that all employees within our organisation are paid fairly, irrespective of their gender. As mentioned above, we adhere to pay scales for all relevant job levels and pay employees in their roles based on experience and qualifications which ensures equal and fair pay for all our employees.

Our employees are our most important resource, and it's extremely important to us as a growing business that all our current employees and any of our future prospective employees are aware that the company offers equality of opportunity, where all staff are valued and treated equally. As we commit to becoming a more equal, inclusive and diverse workforce, we hope that our participation in the Gender Pay Gap Reporting will encourage other employers to explore and analyse how the gender pay gap impacts their employees.

We work tirelessly to continue being an inclusive workplace culture where our employees feel supported to bring their whole, authentic selves to work every day, confident that they can thrive with equal opportunities for career advancement. We hope to build a workforce that can connect all individuals with unique skills, backgrounds and professional experiences.

Gender Pay Strategy 2026

Equal Pay Policies

- Pay Structure Reviews: We will continue to ensure pay scales and promotion criteria are consistent and free from bias, like previous years.

Career Development and Progression

- Fair Access to Training: We will continue to ensure that training, upskilling, and mentorship opportunities are equally accessible to all our employees, irrespective of their gender.
- Leadership Pathways: We will continue to identify and support gender in leadership development programs.



Inclusive Recruitment Practices

- Bias-Free Hiring: We will continue to use gender-neutral language in our job advertisements and standardized interview processes.
- Diverse Talent Pool: We will continue to seek candidates from underrepresented groups to ensure balanced representation.