

Gender Diversity and UK Gender Pay Gap Report





At RWS, we understand that being part of a purpose-driven organization with strong values – one that provides a safe, inclusive work environment, supports wellbeing, offers flexibility, career growth, personal fulfilment, and meaningful recognition – truly makes a difference.

Ian El-Mokadem,
CEO



Message from the CEO

Our colleagues are at the heart of our business, and as we look to 2025 and beyond, we will continue to nurture an inclusive and diverse environment where everyone has the opportunity to be their best. In our 2024 engagement survey we received an overall inclusion score of 71%, with 81% of colleagues reporting that RWS promotes a diverse culture where individuals from all backgrounds feel a sense of belonging, and 61% of colleagues feeling they belong at RWS. Following the survey, we are committed to listening to our colleagues, seeking their feedback and engagement, and taking action to drive further positive changes.

In March 2024, we once again celebrated International Women's Day and in May 2024, hosted our second Diversity Festival across 10 days, where we ran virtual sessions on a variety of topics spanning all of our Employee Resource Groups, (Culture & Ethnicity, LGBTQ+, Women and Persons with Disabilities), to celebrate our diversity as a company, increase awareness of pertinent topics and to inspire colleagues to get involved in the next stage of our Diversity, Equity, Inclusion & Belonging (DEI&B) journey. We also launched a 'Technology Snack & Learn' for women which aims to demystify technology and make it more accessible together with 'Career Pal' and 'How to be an ally' programmes. In 2025, we will look to further build on our well-established DEI&B programme.

In this year's report, we have outlined the gender pay gap for one of RWS Holdings plc's UK entities in line with UK legislation.



What is the gender pay gap?

We are disclosing our gender pay gap analysis for 2024 in accordance with UK regulations for gender pay gap reporting. We are required by the legislation to report on employing entities in the UK with more than 250 employees. For RWS this requires us to reference the relevant employees who were part of the entity known as SDL Limited, which had 549 relevant UK employees on the 'snapshot date' of 5 April 2024.

The gender pay gap is the difference between the hourly rate of pay and bonus of male and female colleagues (as set out in the regulations) and expressed as a percentage difference of the hourly pay rate of male colleagues.

The gender pay gap within this report is disclosed on both a mean (average) and median (mid-point on a distribution) basis for this UK subsidiary only and provides six statutory calculations annually showing how large the pay gap is between male and female colleagues:

- Average gender pay gap as a mean average
- Average gender pay gap as a median average
- Average bonus gender pay gap as a mean average
- Average bonus gender pay gap as a median average
- Proportion of males receiving a bonus payment and proportion of females receiving a bonus payment
- Proportion of males and females when divided into four groups ordered from lowest to highest pay

In line with the government's gender pay gap reporting regulations, the analysis has been based on pay data for hourly pay calculations and bonus calculations at the 'snapshot date' of 5 April 2024.



2024 UK Gender Pay Gap Report

The following table provides a summary of the results based on the six statutory calculations outlined earlier in the report:

Pay and Bonus gap	Mean	Median
Hourly pay	23.45%	29.87%
Bonus	29.55%	46.45%

Proportion of colleagues receiving a bonus	Male	Female
	29.20%	34.78%

Pay quartiles showing the gender distribution in each pay quartile

Lower



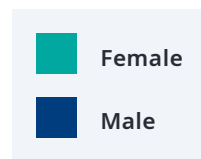
Lower middle



Upper middle



Upper



What does the pay gap tell us?

Of the 549 'relevant' employees, 525 are considered 'full pay relevant' and therefore included in the hourly pay and quartile calculations. In this group 53.52% are female colleagues and 46.48% are male colleagues. Our analysis shows that in the period ending on the snapshot date of 5 April 2024, the mean gender pay group reduced by 2.85%, and the median gender pay gap reduced by 4.82%. This indicates some progress towards closing the gender pay gap, however on average female colleagues at SDL Ltd earn 76p for every £1 a male colleague earns.

We also see the mean gender bonus gap has reduced by 7.13% from last year and that proportionally more women received bonuses than men. Overall, the percentages of men and women receiving bonus pay in the relevant period has dropped significantly since last year, due to soft business results that contributed to lower payouts overall, which had varied impact depending on job types. The bonus schemes included in the analysis largely represent sales commission, and bonus pay for the Global Client Services (GCS) and Language eXperience Delivery (LXD) business groups. While more women received bonus pay than men, they also received a greater number of smaller recognition bonuses than men, therefore reducing the average amount. For example, the male bonus pay included in the analysis was mostly from sales commission, which has a higher target value than other plans, and while the number of women receiving commission was similar to the number of men receiving commission, women received bonus pay under a more diverse group of plans, therefore creating disparity in the amounts for the analysis. Additionally, the RWS flexible working policy is more commonly utilised by female colleagues to work part-time, compared to male colleagues, which reduces the cash value of any bonuses calculated as a percentage of base salary.

With respect to the pay quartile analysis, we again see slight movement here in the distribution of males and females: in the lower and lower middle quartiles the proportion of males has increased by 2.45% and 2.66% respectively, and in the upper quartile we see a 1.78% increase in females, which supports our commitments made last year to continue driving female career development. Disappointingly we see a 6.13% reduction in females in the upper middle quartile, part of this shift can be explained by this group moving to the upper quartile, or due to the reduced female headcount from last year's analysis, as in the last 12 months 60% of leavers in this subsidiary were female. In January 2024 the company awarded a partial salary review, in which the budgetary funds were prioritized to colleagues with the lowest base salaries in each country. This enabled us to correct lower paid colleagues pay, which we see in the lower and lower middle quartile changes, however we recognize this process did not allow us to correct pay gaps at higher levels.

In our report for 2023 we shared our action plan for improving pay equality across the RWS group, which included initiatives such as the roll out of our new job architecture, focusing on inclusive recruitment strategies, working with employee resource groups, and showcasing the stories of RWS female professionals. While we are pleased to see overall the gender pay gap is improving in this entity, we recognize that there is still further progress to be made. Our hope is that with continued focus on creating an inclusive and diverse environment through our ongoing initiatives, we will continue to see steady progress across our gender pay gap.



Taking further action – Our Plan

We are continually seeking ways to improve equality across the RWS Group, fostering an inclusive environment where everyone has the opportunity to be their best. Alongside our people strategy, we have a number of initiatives in place to ensure that we continue to improve and drive equality across our business.

Reward@RWS Programme

Following our 2023 engagement survey, our Rewards Team developed a group-wide education programme which has now been rolled out across the business. The objective of the Reward@RWS programme is to create a common culture that enables a thoughtful approach to reward as a business priority and increase transparency and equity. In total, 55 sessions have been held, with over 4000 colleagues attending across the Group.

Job architecture

This year we completed the rollout of a new job architecture framework, where every role in RWS now fits into job bands and job families. This framework is an important foundation for reward and talent management practices across RWS. It will help ensure our organizational structure is aligned with our business needs, support career development and ensure competitive pay comparison and gender equity within our salary planning practices.

Implementation of new HR system

We recently completed the release of a single HR system across RWS, meaning all colleagues are now on one system. One of the main ways we will leverage this new system is through its pay analytics capabilities, allowing us to track multiple KPIs on effective budget allocation. This is a major milestone in our goal of creating One RWS and moving forwards we will be able to leverage this in our Group-wide programmes which involve making fair and equitable compensation decisions.

Inclusive recruitment

The launch of our new Applicant Tracking System this year has enabled our Talent Acquisition Team to provide a consistent and enhanced candidate experience across RWS. Our Talent Acquisition Team continues to prioritise gender equality across our recruitment programmes and in the last 12 months we have welcomed three female colleagues to our Executive Team.



Agile working policy

Our approach to agile working enables our colleagues to seamlessly work across virtual and physical environments, collaboratively and safely, and this year we have also seen huge value in asking our hybrid colleagues to spend a minimum of two days in the office per week due to the strengthened working relationships and enhanced collaboration.

Employee Resource Groups (ERGs)

Volunteers for our ERGs, (Ethnicity, LGBTQ+, Women, Persons with Disabilities and Culture) actively promote a sense of belonging and help colleagues to realize their full potential. Since our last report, we have also introduced a Neurodiversity ERG as part of our journey to create a neuroinclusive working environment that supports neurodivergent colleagues to thrive. Overall, these voluntary ERGs exist to:

- Promote diversity and inclusion by helping develop people, increase their engagement, and expand marketplace reach
- Bring people together who share similar characteristics, life experiences, interests and/or goals
- Create safe spaces for networking and support
- Raise awareness, share ideas, thoughts and learnings
- Spark change through actions that can be taken collectively and individually

Employee experience

Our Employee Experience Team delivers a programme of regular events and communications to all colleagues, keeping everyone informed on the latest initiatives and celebrating global awareness days. This includes International Women's Day, Mental Health Month, Black History Month and PRIDE Month; 'You are not an imposter' and 'The positive impact of emotional intelligence in leadership' quarterly panel/roundtable discussions; supported by external and internal speakers, inspirational stories, and resources to enhance everyone's awareness and understanding of important topics.

Social responsibility and volunteering

We continue to provide opportunities for all colleagues globally to take up to five days a year, on top of annual leave, to get involved in their communities and charitable projects of personal importance. Our Site Leader Team, composed of local leaders who promote culture and lead change at a site level, encourage the use of these days through site led volunteering days, and colleagues also have the option to use them for initiatives closer to home.

Remarkable Women Stories

We continue to showcase the stories of RWS female professionals through the Remarkable Women Stories series internally via our intranet site and externally on LinkedIn. Representing a variety of leadership levels, geographical areas, ages and expertise, our female professionals share their career journeys, the women who have inspired them, and why RWS is an empowering place to work with great diversity and inclusion, work-life balance, and growth opportunities.



Executive summary

We recognize the slow but steady progress we have made on closing the UK Gender Pay Gap, and we are committed to maintaining momentum through our action plan to make further improvements in the coming year.

We will continue to focus on improving the median pay and bonus gap and increasing the progression of women into more senior positions. Forty two per cent of our Senior Leadership Team is now female, testament to our continued commitment to improve opportunities for women in leadership roles. As part of our action plan to improve the UK Gender Pay Gap, our intention is to have a minimum 50% female participation in our Foundations of Leadership training programme, to help prepare female colleagues moving to more senior leadership roles.

We understand the importance of diversity, equity, inclusion and belonging and will continue to build on our DEI&B programme. We will also provide ongoing support for career development and progression, greater transparency around pay through our Reward@RWS programme, and further strengthen our partnerships with universities to attract, engage and develop the next generation of colleagues to be part of our global team.



About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 60+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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