



GENDER PAY GAP REPORT 2024



INTERNATIONAL SOS GENDER PAY GAP REPORT 2024

International SOS is committed to demonstrating respect and care for our workforce. We focus on attracting, recruiting, and developing a high performing workforce, where all employees feel fully empowered to fulfil their career aspirations.

Gender pay gap reporting is a broad comparison of the average earnings of men and women across an organisation and within seniority bands, regardless of the nature of the work. It is important to note that gender pay reporting differs from the issue of equal pay, which refers to a legal requirement to provide equal pay to male and female employees conducting similar work or work of equal value. This has been a legal requirement since the Equal Pay Act was introduced in 1970 and is currently governed by the Equality Act.

At International SOS, we are confident that men and women are paid equally and fairly for doing the same job and that the policies, processes and practices are transparent and fair. International SOS is a global company and the UK is home to a significant number of our long-standing regional and global senior executive roles, which are filled by a higher proportion of male employees with long tenure. This has directly impacted both our gender pay gap and gender bonus gap. However, the broad range of policies and initiatives that have been implemented over the years have positively influenced both our gender pay gap and gender bonus gap. Encouragingly, we are witnessing year-on-year progress, with the gap gradually narrowing as a result of our dedicated efforts.

We acknowledge that we still have a way to go in addressing this imbalance. We are committed to our programmes to support all our employees to succeed within International SOS.

GENDER PAY GAP REPORTING STATISTICS

International SOS has one legal entity in the UK with at least 250 employees: International SOS Assistance UK Limited. Under the regulations we are required to report our gender pay gap data as outlined in the adjacent table for the year ending April 2024.

International SOS Assistance UK Ltd

	Median	Mean
Gender Pay Gap	12.4%	36%
Gender Bonus Gap	24.8%	49.7%

Proportion of men and women receiving a bonus payment	Male	Female
	67%	65%

Proportion of men and women in each quartile band		
Quartile	Male	Female
Upper	55%	45%
Upper Middle	34%	66%
Lower Middle	29%	71%
Lower	34%	66%

ADDRESSING THE GENDER PAY GAP?

Leadership Development

We are dedicated to nurturing our internal talent through strategic investments in leadership development training. Our comprehensive suite of programmes is tailored to various organisational levels, aiming to cultivate a global talent pool for senior leadership roles and boost internal promotion rates. As participants advance through these programmes, they acquire the essential knowledge and skills to excel in their roles and drive exceptional outcomes through effective leadership. For our seasoned leaders, we offer the Executive Leadership Development Programme (ELDP), a rigorous nine-month initiative designed to prepare high-performing individuals for senior leadership positions within the next two years.

Recruitment Practices

Ensuring we have a merit-driven and unbiased culture is a top priority across our organisation. This begins with the candidate experience, ensuring that every interaction and step in the application process is fair. We have implemented policies to promote gender balance in interview shortlists and have reviewed our interview training material to ensure consistency in our recruitment practices. Our recruitment teams are trained in developing job adverts to attract a range of qualified candidates and interview panels are in place for all roles. Unconscious Bias Training continues to be a key part of the training agenda, not only for those involved in the recruitment process, but across the entire organisation.

More than 60% of the new hires in the past year have been women. Many of them have taken on roles that are accessible to everyone, often with lower starting salaries. While this may distort our pay gap reporting in the short term, we are confident that our extensive Learning and Development agenda will provide opportunities for all our employees to progress in their careers. Our core principles of passion, expertise, respect and care underpin all our recruitment activities, reinforcing our commitment to an unbiased culture.

Learning & Development

We believe that building the skills, knowledge and engagement of all our employees is critical to our overall success. We actively encourage our employees to strive for excellence in their roles and pursue their career objectives by investing in their personal development and embracing continuous learning.

As part of our ongoing commitment to supporting the development of our people to achieve their full potential we provide access to a comprehensive development curriculum. This curriculum includes softs skills development through to building leadership capabilities.

All employees have access to internal career coaches.

These coaches provide valuable insights into individual career aspirations, equipping employees with the tools to create well-defined development plans. External certified coaches are available as required to help employees reach their potential. By extending this support to our workforce, we anticipate an increase in the number of female employees seeking internal promotions, which will positively impact our gender pay gap.

Our Empower Mentoring Programme is specifically designed to empower our high-potential talent. Through this programme, participants gain essential skills, access valuable resources, build internal networks which in turn enhances our pool of executives.



Celebrating & Supporting All Employees

We have committees that meet regularly with a key goal of ensuring that our organisation reflects our core values Passion, Expertise, Respect and Care. The committee benefits from executive sponsorship who support the initiatives rolled out and embrace the importance of this topic from a leadership perspective. Through the work of the committee, we have created goals, measured progress, monitored outcomes and reported back to the organisation overall.

Within the committee there are several focus groups. Each focus group meets on a monthly basis and is responsible to meet the committee's objectives and preparing regular newsletters and educational resources to update our employees on the latest initiatives. The monthly committee meetings are for the focus groups to present their progress and results.

International SOS is dedicated to celebrating key milestones throughout the year, ensuring our entire workforce feels equally supported. At International SOS we promote a flexible, family friendly workplace, ensuring equal opportunity and reward for all. We understand that our employees have commitments outside of work and by allowing flexibility, where possible, we hope to empower our employees to succeed in their careers as well as their personal life. We have seen a positive increase in the uptake of employees taking advantage of this flexibility, including a number of employees who have returned from parental leave and successfully progressed into more senior roles. Our enhanced parental leave packages are open to employees irrespective of their gender, and we aim to reduce the gender pension gap by offering full employer pension contributions during maternity or shared parental leave.

Career Framework

We are excited to announce the launch of our Global Career Banding Framework. This initiative will bring consistency to our processes for hiring, promotions, career mobility, and development across the organisation. Hosted on an interactive digital platform, the framework aims to clarify our organisational structure and the career pathways available to employees. Our goal is to support all employees in identifying opportunities to advance their careers, aid in succession planning, and facilitate talent mobility. By implementing this framework, we will enhance our reporting capabilities, allowing us to gather valuable insights to drive workforce initiatives. At the heart of the Global Career Banding Framework is our unwavering commitment to offering career growth and development opportunities to our employees.

I can confirm that the gender pay gap data contained in this report for International SOS Assistance UK Limited is complete and accurate.



Peter Jenkins
General Manager,
Northern Europe



YEAR ON YEAR COMPARISONS

International SOS Assistance UK Limited

	FY17		FY18		FY19		FY20		FY21		FY22		FY23		FY24	
Gender Pay Gap	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean
	16%	42%	15%	40%	20%	43%	22%	45%	16%	41%	17%	41%	17%	40%	12.4%	36%
Gender Bonus Gap	68%	63%	72%	67%	67%	67%	58%	58%	58%	61%	37%	63%	37%	63%	24.8%	49.7%

Proportion of men and women receiving a bonus payment	FY17		FY18		FY19		FY20		FY21		FY22		FY23		FY24	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	67%	54%	68%	63%	63%	54%	61%	53%	65%	54%	63%	56%	59%	54%	67%	65%

Proportion of men and women in each quartile band	FY17		FY18		FY19		FY20		FY21		FY22		FY23		FY24	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Upper	67%	33%	67%	33%	62%	38%	62%	38%	59%	41%	57%	43%	58%	42%	55%	45%
Upper Middle	32%	68%	31%	69%	31%	69%	36%	64%	35%	65%	34%	66%	32%	68%	34%	66%
Lower Middle	23%	77%	33%	67%	28%	72%	30%	70%	25%	75%	30%	70%	35%	65%	29%	71%
Lower	33%	67%	42%	58%	34%	66%	40%	60%	38%	62%	37%	63%	33%	67%	34%	66%



**WORLDWIDE REACH.
HUMAN TOUCH.**

internationalosos.com