Intercom Gender Pay Report Ireland, 2022

Intercom has long been committed to fostering a culture where everyone can thrive.

We have a transparent and evidence-based approach to equal pay and gender equity. This includes diverse representation not only in gender, but also ability, race, sexual orientation, marital status, age and all other protected grounds.

Overview



The **gender pay gap** is the difference between the average earnings of men and women. It looks across all jobs at all levels within an organisation.

It compares the pay of all men and women; not just those in similar jobs, with similar working pattern or with similar competencies, qualifications or experience.

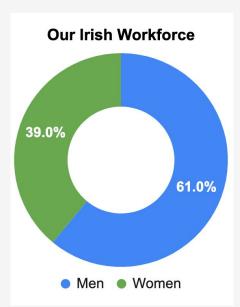
The Irish Gender Pay Gap Information Act 2021 requires companies with over 250 employees in Ireland to report annually on gender pay gap data.

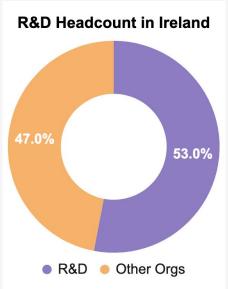
This is Intercom's first year reporting. Data only covers Irish employees and was collected from a snapshot date range between June 2021-June 2022.

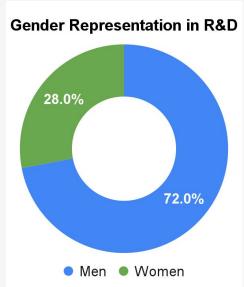
Data Summary

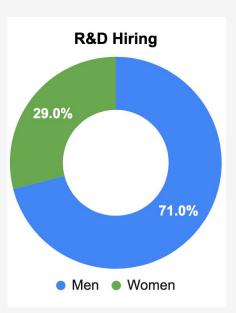
Our Workforce Data in Ireland

Overall, our Irish workforce is 61% men and 39% women. The percentage of men vs. women is slightly higher in our R&D function, which accounts for our primary workforce in Ireland.









Number of offers accepted by males & females for R&D roles in Jan - Nov 2022.

Pay Quartile Assessment

We're making positive strides attracting female talent into early career roles, but female representation in the upper quartiles highlights a need for continued investment in our development programs. There is close to equal gender distribution in the middle and lower quartiles and a relatively low pay gap.

Quartile	Population	Mean Pay Gap	Median Pay Gap
1st	20.4% TTTTTTTTTTT79.6%	15.5%	-7.7%
2nd	38.3% T T T T T T T T 161.7%	3.4%	2.2%
3rd	45.4% T T T T T T T T T T T T T T T T T T T	1.4%	-0.9%
4th	51.9% TATTTTTT 49.1%	1.0%	1.3%

Source data notes: Calculated by ranking individuals according to their pay from the highest to the lowest and creating four equal quartiles of people—1st quartile being the top paid and 4th being lowest paid. A negative number indicates the middle woman earns more than the middle man.

Mean and Median Pay Assessments

Currently, our Irish leadership positions and specialist/technical roles are filled by more men than women, which impacts mean and median pay data. There also tends to be higher pay for such roles due to higher labour market demand than supply.

Mean Hourly Pay	Median Hourly Pay
27.6%	19.7%
Men's aggregate mean pay is 27.6% higher than women's aggregate mean pay.	The median man's hourly pay is 19.7% higher than the median woman's.

Note: On the snapshot date, Intercom did not have any part-time employees. We had a very small number of employees on temporary contracts and the gap for both mean and median hourly remuneration was -17.5%, meaning women were paid more than men. The dataset is too small to derive meaningful insight.

Source data notes: Calculated by total hourly pay rates for all men divided by total number of men. Same formula for women.

Bonus Pay & Benefit in Kind

While more women received a bonus than men, men's aggregate mean bonus amount was 33.9% higher than women's aggregate mean bonus amount. The median man's bonus pay was 26.1% higher than the median woman's.

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Bonus Receipt	84%	83%
Benefit in Kind Receipt	86%	82%

The bonus and benefit in kind proportion data only establishes the percentage of male vs. female employees who received a bonus or opted into benefits.

Insights

- Bonus pay gap drivers are due to a higher number of men in senior leadership and technical positions (higher bonus award targets) and higher number of men in senior sales positions (large part of pay more heavily weighted to variable compensation) and higher representation of women in the lower pay quartiles (lower bonus award targets).
- Outside of the top quartile (leadership positions and senior specialist/technical roles), the mean bonus gap drops to 5%.
- The proportion of employees receiving a bonus is largely based on eligibility timing (the date which an employee joined the company).

Source data notes: Bonus pay calculated on cash bonus and sales commission earned in the 12 month period and the calculation of mean and median figures follows the same calculation as that outlined for hourly pay. Proportion of Men and Women for bonus and benefits is based on the 12 months up to June 2022.

Action Plan

Our Ongoing Commitment

We've outlined two key example areas where we are driving meaningful action to increase female representation. We will continue to invest resources and time into making progress on our data in future reporting years.

Inclusive Hiring & Candidate Pipeline Building

- Continuing targeted support programs, including our partnerships with Skillnet, an in-house returnship programme and graduate program for R&D.
- Extended community engagement and outreach with organizations like the Women of Silicon Roundabout and Women in STEM student events.

Development & Growth

- Building equitable programs by reviewing our core employee programs for unintended bias, including compensation, flexible working and performance review cycles.
- Encouraging our employees to help through referral programs, training courses and active participation in our culture.



Questions?

If you're a potential candidate, please speak with your recruiter or email recruiting-leaders@intercom.io.

If you're a reporter, please email comms@intercom.io.