

serko

Pay and Gender Equity Statement

Serko seeks to attract, motivate and retain talented and diverse people and empower them to do their best work. We offer an inclusive environment and culture that allows people to show up authentically, have their ideas heard, reach their potential and have fun along the way.

At Serko, our key purpose is to bring people together - we have a strong commitment to inclusion and diversity and supporting our people.

We are committed to Pay Equity - ensuring we pay our people fairly and would like to share our current pay equity status: when benchmarked to the median market remuneration (based on career levels), the median remuneration gap for males and females is just over 2%.*

We're committed to equal pay for equal work. We are continually reviewing our practices and checking we have robust practices in place to ensure pay equity for our people, including:

- Performance review moderations, and statistical analysis of outcomes to ensure we reduce the possibility of any biases with performance ratings
- Comprehensive analysis of outcomes of our Remuneration Reviews, including Pay Gap and Pay Equity reviews before final approvals
- Reviewing and cross-checking our cyclical promotions processes to ensure a fair and equitable approach to promotions
- Checks to ensure equitable offers, and appropriate remuneration positioning as part of our hiring process
- Targeting diverse candidate pools across all career levels, and ensuring 50:50 early in career opportunities for Interns

We are supportive of the New Zealand Mind The Gap reporting initiative, recognising the importance of understanding and publishing our gender pay gap as part of our journey and commitment to a more equitable workforce.

As part of our support for the Mind The Gap reporting initiative, we are publishing our overall gender pay gap figure. We recognise a gender pay gap doesn't just represent pay equity - it is also impacted by factors such as the distribution of females or males at different levels of our organisation.

As of March 2025, Serko's overall global gender pay gap is 17.9%**. This is higher than we aspire to and is partially due to a new calculation methodology we have implemented. For both pay equity and gender pay we are now using a weighted average, so each gap is calculated and then weighted based on the number of employees in each country as a percentage relative to the total number of employees at Serko.

Reporting our pay gap is just one step towards our commitment to diversity and inclusion at Serko. We have undertaken a number of initiatives, along with many initiatives underway that will have a positive impact on us continuing to ensure equitable representation in our workforce, including:

- Unconscious Bias training for People Leaders
- Benefits Enhancements: for leave and wellness entitlements globally, including the implementation of enhanced Parental Leave Benefits with gender neutral application
- Advanced Gender Tick Accreditation
- Education on inclusive practices embedded within all key people processes including promotion, annual review ratings, and pay decisions
- Launched a menopause transition toolkit
- Setting Gender Diversity Targets of 40% female representation for senior leaders

We recognise that there is always more work to do - and are reaffirming our commitment to pay equity, enhancing how we report on diversity and inclusion and inclusive practices.

* Based on comparative ratio positioning to local remuneration pay band mid points for salaries.

** Analysis includes all permanent employees (including Senior Leaders and Executives) and represents full-time equivalent salaries.