

REPORT

# **Lumen is taking powerful and intentional steps to grow women in leadership**

# 2021 UK Gender Pay Gap Report

Building a multi-national, multi-billion-dollar company is not always easy. Lumen's 2021 UK Gender Pay Gap results revealed that we needed to continue to make bold changes to our people strategy. The results spurred a heightened focus on ways to accelerate opportunities for women to be promoted into leadership roles.

As part of our talent management philosophy, we are concentrating on improving career opportunities for women, which over time should result in narrowing the pay gap and bonus gap. This year our median pay gap slightly improved. However, our mean pay gap widened by **2%**. We did see additional improvements in 2021. In April 2021, our median average bonus UK gender gap was **24.9%** compared to **39.2%** in April 2020. Also, the percentage of women whose salaries are in the top **25%** increased from **11.7%** in April 2020 to **13.2%** in 2021.

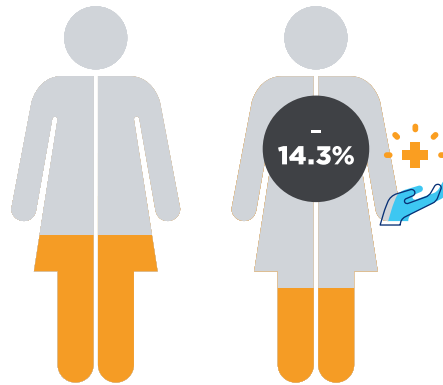
|                                             | Mean  | Median | Proportion % |
|---------------------------------------------|-------|--------|--------------|
| <b>Pay Gap</b>                              | 21.2% | 19.8%  |              |
| <b>Bonus Gap</b>                            | 24.2% | 24.9%  |              |
| <b>Male and Female Bonus Pay Proportion</b> |       |        | 100%         |

“ Our UK team has achieved some great accomplishments during the last nine months. We are really excited about our continued work and opportunities to improve in the near future. I have confidence that the foundations laid today will provide a sound footing for both our future female leaders and women throughout the organisation.

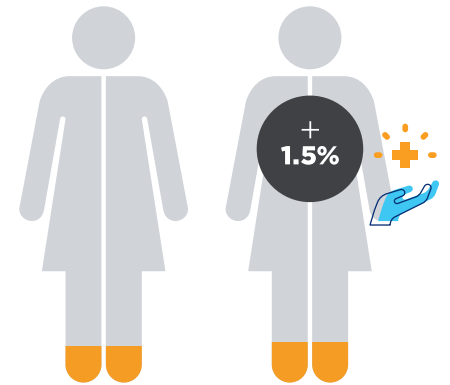


**Annette Murphy**  
Regional President,  
EMEA & APAC

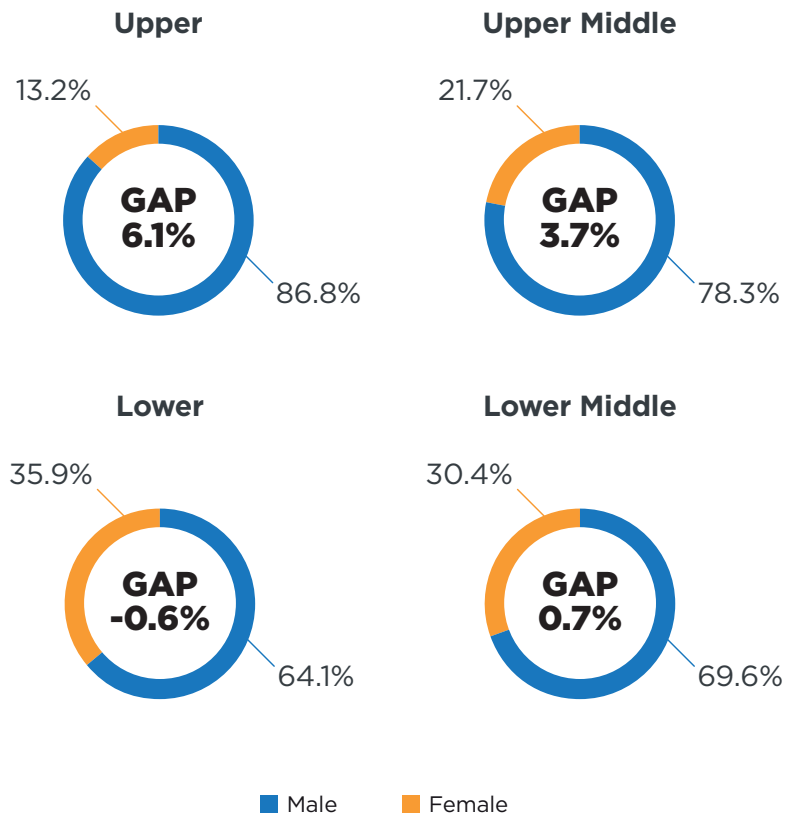
### Median average bonus UK gender gap



### Percentage of female salaries in the top 25%



### Pay quartiles based on 1,032 employees across the quartiles



Positive Mean Pay Gap Quartiles indicate males are paid more

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Lumen's UK people strategy focuses on recruiting and hiring diverse talent. Women currently make up **25%** of Lumen's UK workforce compared to the UK technology sector average of **17%**. Similar to 2020, **23%** of Lumen's UK Supervisor, Manager, and Director level roles are occupied by women, numbers our targeted diversity, inclusion and belonging efforts aim to improve. Lumen UK prioritised hiring and promoting known external and internal top female performers to key executive EMEA and global leadership roles during 2021, including:

**Annette Murphy** - Appointed as the first woman to lead our Europe, Middle East, and Africa (EMEA) Team. As Regional President, she reports to Lumen's Global Customer Success President, Laurinda Pang. Annette's unique visionary leadership and more than 20 years of global industry experience will continue to move Lumen's vision forward. In this role, she will provide a differentiated customer experience and meet the growing needs of the 4th Industrial Revolution with innovative technology solutions.

**Julia Fraser** - Former VP Sales for UK and Ireland, was promoted to VP of Customer Success Enterprise, and reports to Lumen's Global Customer Success President, Laurinda Pang. Under Julia's leadership, Lumen will continue to build a clear path to the future for customer success as we execute on our Enterprise Transformation program throughout 2022 and beyond.

**India Sylvester** - Promoted in 2020 to serve as Lumen's first Chief Diversity and Inclusion Officer. She reports to Lumen's Chief Human Resource Officer Scott Trezise.

In this role, India leads global efforts in driving the corporate strategy to create a culture that embraces diversity, inclusion and belonging. During 2021, India set a clear agenda that included among other things, establishing an international steering committee to ensure that diversity remains visible at the executive level; enhancing our global competencies that make valuing diversity central to our performance, and empowering gender equity by increasing career opportunities for women. India has also made recruiting and retention of diverse talent a top priority.

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At the start of 2021, we appointed an EMEA executive sponsor to drive our diversity, inclusion and belonging agenda. As a result, the following resources have grown to support the career path of Lumen's UK female employees:

### **The Women Empowered (WE) Employee Resource Group**

This employee resource group gives Lumen a competitive edge by leveraging the talents of employees in our organisation to improve lives, strengthen the business and connect with communities. In 2021, the WE committees of the UK and Central Europe merged to form one powerful employee resource group with 168 members and a full board of leaders representing all areas of the business. Its combined mission is to continue to break the glass ceiling and to help fellow female employees with career advancement. The voice of the WE ERG is heard at top leadership levels, providing an opportunity to influence decisions at work through their feedback.

### **Diversity Mentoring**

In Spring 2021 we launched a diversity mentoring program, matching leaders with people who had different identities from them to help drive understanding and inclusivity. Quotes from participants include: "a very valuable initiative for people managers/leaders to broaden their outlook"; "gives Leaders another perspective when dealing with someone from a different background"; and "an excellent initiative which I am thoroughly enjoying as well as learning a lot from".

### **Listening Circles**

The Senior Leadership Team launched a series of listening circles to hear voices of people with different identities. This was part of our strategy to normalise the conversation about differences and foster an environment promoting diversity, inclusion, and belonging. These discussions also create a space for people to share stories related to their identity. We gathered many helpful ideas for practical actions such as improving support for employees returning from maternity leave and a formal program will be launched around this idea in Spring 2022.

During the ongoing and often unpredictable COVID pandemic, we heard from many Lumen employees who appreciated our support for families as schooling and childcare provision was disrupted. These burdens are often felt disproportionately by women. Lumen was careful to ensure that all employees were empowered with work flexibility and were well supported as we navigated these uncharted waters together.

Lumen is intentional and committed to powerfully moving forward. We are increasing opportunities for women in executive leadership and preparing Lumen's next generation of women leaders. We are just getting started.