

Gender pay

At Optum Services (Ireland) Ltd. (“Optum”) our mission is to help people live healthier lives and to help make the health system work better for everyone.



Optum is committed to maintaining and shaping a high-performing, diverse and inclusive workforce, encompassing our core values including a commitment to understanding the perspective of the people we serve and those we work with. We strive to improve hiring, development, engagement, and retention of our talent and believe fair and equitable compensation practices – including providing equal pay for equal work – within a pay-for-performance framework is core to achieving our mission.

Optum is a leading information and technology-enabled health services business. We have been supporting global health care systems from Ireland for more than 20 years, developing solutions using forward-looking tools like artificial intelligence and machine learning to help solve real health problems and improve health outcomes world-wide. This is the second year the Irish government has required all employers in Ireland with more than 250 employees to publish calculations every year showing their organisation’s pay for men and women. Below is our gender pay gap findings for this year, which are important in accessing the progress we have begun to make in addressing the gap, including looking at which of our initiatives are working and which need to be improved. We confirm that the data reported is accurate.



John Williams
Chief People Officer

What are we reporting?

This report shows the gap in men’s and women’s average hourly pay as well as bonus compensation across our organisation, expressed as percentages and reported as both mean (average) and median (midpoint) figures. It is important to note the hourly pay and bonus compensation figures do not measure whether men and women receive comparable pay for comparable work. We do an enterprise analysis each year and can report that Optum is compensating everyone, regardless of gender, comparably for comparable work.

Our results

The first tables show gender pay comparisons and bonus pay comparisons for Optum for the reporting period 1 July 2022 to 30 June 2023 calculated in accordance with the Irish government’s regulations.

There has not been any significantly widening pay gap year on year compared to 2022. Overall, our mean and median hourly gender pay gap is generally consistent with last year’s figures – there has been an increase in the proportion of women who received higher bonuses, which is likely contributing to the change in median bonus gap compared to last year (2022: 58%).

Pay and Gap Bonus

	Mean	Median
Hourly pay	29.2%	39.7%
Bonus	58.8%	55.1%

Proportion of Employees Receiving a Bonus



Our results are largely driven by two factors that are consistent with last year. First, we have more men in senior roles typically in the technology division, where pay tends to be higher. Second is that a greater percentage of women are employed in less technical roles, where pay tends to be lower.

Part-time & Temporary Employees

	Mean	Median
Part-time	13.3%	26.4%
Temporary	7.2%	19.5%

Benefit-in-Kind (BIK)



The tables show gender pay gap comparisons for part-time employees and temporary employees for the reporting period 1 July 2022 to 30 June 2023 calculated in accordance with the Irish government’s regulations. Year on year, the mean and median results increased for both groups of employees. The difference in data compared to last year is due to the headcount numbers in temporary employee and part-time employee which are volatile year on year.

The Benefit-in-Kind tables show the proportion of male and female employees who receive taxable benefits in Ireland. At Optum, a near equal proportion of male and female employees receive the benefits. There is a similar proportion of employees who received a Benefit-in-Kind compared to 2022.

Optum’s approach to inclusivity and diversity

At Optum, we believe the extraordinary happens when we value, include, and learn from diverse perspectives and backgrounds, which includes gender. We are committed to building an innovative culture where every team member is empowered to do their best work, where our diversity fuels strong performance and generates more creative solutions and better results, and where we leverage our collective power to help people live healthier lives and make the health system work better for everyone. Our pursuit of a more diverse, equitable, and inclusive culture at Optum is grounded in our values of integrity, compassion, and relationships.

Our commitment to fair & equitable pay

We continue to be committed to prioritising pay equity for all employees. Fair and equitable compensation practices within a pay-for-performance framework is core to our culture and key to achieving our mission of improving health outcomes. By fairly rewarding and appreciating all our employees, we generate stronger commitment and more creative solutions, which means better results for those whom we serve.

We work with independent, third-party experts to perform regular reviews of our compensation practices and evaluate pay equity in several respects, including by gender, ethnicity, and race.

A 2022 review of our integrated workforce – including our global operations – indicates females earn €1 for every €1 males earn performing similar work at similar levels. We run this review annually and if any explainable pay equity issues arise we mandatorily make pay adjustments to address those issues – we have not had to make any such payments in EMEA for a number of years.

What do these results mean?

Our results are driven by our workforce profile, summarised by the quartile breakdown below. This analysis ranks men and women from the lowest to highest earners, based on hourly pay rates. The population is then divided into four equal groups to show the proportion of men and women in each group. Males make up 57.1% of employees, while females make up 42.9% of employees in Optum. However, there is a higher proportion of females (52.7%) in the lowest pay band compared to the proportion of females in the highest pay band (26.1%).

Optum Services (Ireland) Ltd., Quartiles

	Men	Women
Band A (<25%)	47.3%	52.7%
Band B (26% - 50%)	45.1%	54.9%
Band C (51% - 75%)	61.6%	38.4%
Band D (>75%)	73.9%	26.1%

This year we also analysed the gender pay gap in specific functions across our business. We found that our biggest functions' mean, and median pay gaps were smaller than those of our overall business, namely, our claims business, which is majority female, had a 1.0% mean gender pay gap and a -3.5% median gap, while technology, which is majority male, had a 13% mean gender pay gap and 21.7% median gender pay gap. These facts and other data we collected on pay and employee experience helps us understand the nuances of the gender pay gap and inform our next steps to work toward closing the pay gap.

Technology Businesses

	Mean	Median
Hourly	13%	21.7%
Bonus	40.7%	52.0%

Proportion of Employees Receiving a Bonus



Claims Businesses

	Mean	Median
Hourly	1%	-3.5%
Bonus	31.2%	38.9%

Proportion of Employees Receiving a Bonus



Next steps

We continue to be committed to delivering our plans and programmes to create a culture and environment that is diverse, equitable, and inclusive, where everyone feels valued, connected, and safe to be themselves.

By building a pipeline of talent that aims to alleviate the gap over time, we can build a more diverse workforce overall. We are focused on ensuring all colleagues have the opportunity to advance in their careers and to expand our employer brand to reach new talent. To this end, we engaged regional search partners and developed an external, gender diverse, leadership pipeline for key capabilities and teams.

We are continuing to ensure our talent acquisition strategies promote diverse candidate slates for all positions – and this year confirmed that 78% of talent slates provided for all director-level and above leadership openings contained female talent. We are also committed to making sure that our rewards and pay practices support inclusion and diversity, and our policies are family friendly, providing flexible work opportunities for everyone.

Looking ahead to 2024 and beyond, we established a partnership with Mercer Consulting on a year-long study to analyse our findings and present a 2024 roadmap of initiatives to embed Optum's enterprise DEI strategy and enable local solutions. As part of this, we undertook employee focus groups and stakeholder interviews to understand the employee experience. We also conducted an analysis of pay programmes and policies, including reward drivers from a gender and salary grade perspective, pay/rewards at hire and promotion, and pay for performance by gender. Finally, we also mapped the development of the internal labour market, segmented by gender, to highlight areas of risk and the need for mitigation efforts.

We look forward to continuing to close our gender pay gap and creating a more equitable and diverse Optum.

